

## 24/7 Power Center and MyTown Municipal Web Pages

*Outage communication tools feature local information for customers*

Our **24/7 Power Center** online outage map, available at [www.jcp-l.com](http://www.jcp-l.com), displays individual outage locations with best-available estimated restoration time, the possible cause of the service disruption and crew status.

During major storm events or other emergencies, the outage map features a prominent alert with links to outage-related news, safety tips and additional information such as water and ice distribution locations.

The screenshot shows the '24/7 Power Center' interface. On the left, there is a 'Legend' section with 'Locations' and 'Areas' tabs. Under 'Locations', there are five categories: '>1500 Customers Out' (red triangle), '501-1500 Customers Out' (orange triangle), '101-500 Customers Out' (yellow triangle), '21-100 Customers Out' (green triangle), and '1-20 Customers Out' (blue triangle). Below the legend is a 'Go To' section with 'Favorites' and 'Go To Overview Map', 'Go To Your Location' options, and a search box for address and county. At the bottom left, there is a 'MyTown' logo and a link to view outage and electric infrastructure information. The main map area shows a geographic view of the region with various municipalities labeled and colored triangles indicating outage locations. A pop-up window titled 'OUTAGE INFORMATION' is open over a location, displaying: 'Customers Affected: 1-20', 'Cause: Investigating', 'Crew Status: Arrived', and 'Estimated Restoration: Sep 30, 4:30 PM'. There are also 'REPORT OUTAGE' and 'ZOOM IN' buttons in the pop-up.

In addition, **MyTown**, available at [www.jcp-l.com/mytown](http://www.jcp-l.com/mytown), connects customers, local officials and media to dedicated web pages for each municipality served by JCP&L. The pages provide a summary of current outages, a snapshot of each community's electric infrastructure and links to other important information.

This web-based information complements JCP&L's industry-leading portfolio of communication tools that are designed to help customers access the important information they need during a power outage. Introduced in 2013, the tools include text and email alert notifications, interactive text messaging, personal outage information in customer online accounts, a mobile website and a smartphone app.

For more information about JCP&L's new communication tools, visit [www.firstenergycorp.com/connect](http://www.firstenergycorp.com/connect)