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March 2, 2026

VIA ELECTRONIC FILING

Matthew Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120

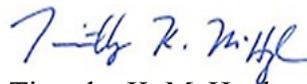
**Re: FirstEnergy PA Joint Proposed Universal Service and Energy Conservation Plan for 2024-2028; Metropolitan Edison Company Universal Service and Energy Conservation Plan for 2024-2028; West Penn Power Company Universal Service and Energy Conservation Plan for 2024-2028; Pennsylvania Power Company Universal Service and Energy Conservation Plan for 2024-2028; Pennsylvania Electric Company Universal Service and Energy Conservation Plan for 2024-2028.
Docket Nos. M-2022-3036532, M-2022-3036533, M-2022-3036534, M-2022-3036535**

Dear Secretary Homsher:

Enclosed for filing, please find attached FirstEnergy Pennsylvania Electric Company's ("FE PA" or the "Company") updates to its Consumer Education and Outreach Plan, which is included as Attachment A. The updates include outreach and education actions taken by the Company as required pursuant to the Pennsylvania Public Utility Commission's ("Commission") Order dated March 14, 2024, approving FE PA's Universal Service and Energy Conservation Plan for 2024-2028. Pursuant to the Company's Pennsylvania Base Rate Case Settlement, included as Attachment B is the Company's data tracking for its outreach efforts.¹

Please let me know if you have any questions or concerns

Very truly yours,



Timothy K. McHugh

Enclosure

c: As Per Certificate of Service
Joseph Magee, Bureau of Consumer Services (jimagee@pa.gov)
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Stephanie Wilson, Law Bureau (stepwilson@pa.gov)

¹ PaPUC, et al. v. FirstEnergy Pennsylvania Electric Company, Docket Nos. R-2024-3047068, et al. (Order entered November 21, 2024).

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Metropolitan Edison Company Universal Service and Energy Conservation Plan for 2024-2028	:	M-2022-3036532
	:	
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	:	
West Penn Power Company Universal Service and Energy Conservation Plan for 2024-2028	:	M-2022-3036533
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	:	
	:	
Pennsylvania Power Company Universal Service and Energy Conservation Plan for 2024-2028	:	M-2022-3036534
	:	
	:	
	:	
Pennsylvania Electric Company Universal Service and Energy Conservation Plan for 2024-2028	:	M-2022-3036535
	:	
	:	

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the individuals listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

Service by electronic mail only as follows:

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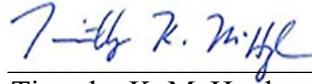
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Dated: March 2, 2026



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Consumer Education, Outreach and Referral (“CEOP”) - 2026

As a PCAP participant, customers receive the following communications:

- Enrollment letter;
- Recertification letter;
- Reminder recertification letter with form, if needed;
- Confirmation letter of recertification;
- Removal letter, if needed;
- Subsidy-remaining letters when the customer has exhausted 50%, 80% and 100% of the annual limit;
- Quarterly mailings with energy conservation information when participants’ usage increased 25% compared to the prior year of service at the same location; and
- Outbound calls are also completed as part of the recertification process.
- When LIHEAP data share is active, customers will receive an enrollment letter and a separate letter to confirm that the LIHEAP data share information was used to complete the application.

As a PCAP applicant, customers receive the following outreach:

- Email notifications from the pabillassist.com online application when income documents are required;
- Email notifications 10 days after the pabillassist.com online application is started. If documentation has not been received, a third email notification is sent if not received 20 days after the online application was submitted;
- Outbound calls from the Company to remind the customer the application is pending required documentation; and
- Mailed brochure that explains the PCAP program and terms of agreement with new enrollments.

Outreach to promote energy assistance program enrollment to customers 0-50% FPIG and higher is completed as follows:

- Outbound call campaigns in the 1st and 4th quarters to promote LIHEAP CASH and CRISIS;
- Participate in the CRISIS Utility File Transfer (UFT) program;
- Outbound call campaigns to promote PCAP enrollment;
- Email campaigns to promote LIHEAP program; including a campaign to counties with the highest population of households at or below 50% of the FPL;
- Email campaigns to promote PCAP enrollment; including a campaign to counties with the highest population of households at or below 50% of the FPL;
- Bill inserts to promote all assistance programs;
- Bill insert to promote Dollar Energy Fund contributions, including an email campaign to e-bill customers;
- Letters are mailed to LIHEAP recipients that are not on PCAP when household and income information was shared by the Department of Human Services from the LIHEAP application or a grant was received;

- News releases or featured stories to promote all assistance programs twice per year;
- Monthly social media messages to promote an active program or assistance in general;
- Corporate website provides information for assistance programs along with an interactive tool to help determine income eligibility;
- Provide education and/or promote enrollment to customers or agencies via Be Utility Wise, senior fairs, expos, and the PA Universal Service Advisory committee;
- Distribute printed materials to community agencies;
- Door hangers for field collections;
- Referral information included on letters related to credit denial, security deposits, termination, etc.;
- Referral information provided to customers during inbound contacts; and
- Mail assistance program information to past due low-income customers with income at 250% or less of the federal poverty level during the winter heating season.

The Company makes the following available to Spanish-speaking customers:

- PCAP agreement;
- Program letters include Spanish verbiage;
- PCAP brochures for distribution, live events, or online reference;
- PA LIHEAP bill insert includes Spanish verbiage;
- Dollar Energy Fund is staffed with Spanish-speaking representatives and provides a Spanish option for inbound callers; and
- The Company has interpreting services available for inbound inquiries.

Consumer Education, Outreach and Referral (“CEOP”) - 2025

As PCAP participants, customers received the following communications:

- Enrollment letter;
- Recertification letter;
- Reminder recertification letter with form, if needed;
- Confirmation letter of recertification;
- Removal letter, if needed;
- Subsidy-remaining letters when the customer has exhausted 50%, 80% and 100% of the annual limit;
- Outbound calls were completed as part of the recertification process.
- Energy Conservation calendars were mailed to participants with usage that exceeded 125% of the prior year

As PCAP applicants, customers received the following outreach:

- Email notifications from the pabillassist.com online application when income documents are required;
- Email notifications 10 days after the pabillassist.com online application is started. If documentation has not been received, a third email notification is sent if not received 20 days after the online application was submitted;
- Outbound calls from the Company to remind the customer the application is pending required documentation; and
- Mailed brochure that explains the PCAP program and terms of agreement with new enrollments.

Outreach to promote energy assistance program enrollment to customers 0-50% FPIG and higher were completed as follows:

- Outbound call campaigns promoted Emergency Rental Assistance Program and Homeowners Assistance;
- Outbound call campaigns for the LIHEAP CRISIS Utility File Transfer (UFT) program;
- Outbound call campaigns encouraging PCAP enrollment;
- Email campaigns promoted LIHEAP program;
- Email campaigns promoted PCAP enrollment and Dollar Energy Fund assistance, including an email campaign to 11 counties that had the highest population of households at or below 50% of the FPL;
- Bill inserts promoted all assistance programs;
- Bill insert promoted Dollar Energy Fund contributions, including an email campaign to e-bill customers;
- Letters were mailed to encourage PCAP participation when LIHEAP recipients that were not on PCAP received a LIHEAP grant;
- News releases and featured stories promoted bill assistance
- Regular cadence of social media messages promoted an active program or assistance in general;
- Corporate website provided information for assistance programs along with an interactive tool to help determine income eligibility;

- Participated in the Be Utility Wise events for Pittsburgh, Wilkes Barre/Scranton, Berks County/Reading, Johnstown, and Tri-Region Harrisburg;
- Provided education to customers at West Moreland County Human Services Fair and Senator Robinson Senior Expo in South Park;
- Provided virtual PCAP presentations to community-based organizations, House Representatives and Senators;
- Provided referral information included on letters related to credit denial, security deposits, termination, etc.;
- Provided referral information to customers during inbound contacts.
- Mailed assistance program information to past due low-income customers with income at 250% or less of the federal poverty level during the winter heating season.

The Company made the following available to Spanish-speaking customers:

- PCAP agreement;
- Program letters include Spanish verbiage;
- PCAP brochures for distribution, live events, or online reference;
- PA LIHEAP bill insert includes Spanish verbiage;
- Dollar Energy Fund is staffed with Spanish-speaking representatives and provides a Spanish option for inbound callers; and
- The Company has interpreting services available for inbound inquiries.

See 2025 Universal Service Program Outreach – PRC Settlement 60i and 60j for data tracking for the 2025 outreach.

Hardship Fund: Settlement 60 (i) – (i-v)

FE PA will implement data tracking for its outreach efforts to the Company’s most vulnerable customers, to include:

- i. PCAP enrollment rates measured against the number of estimated low-income customers in each Rate District;

PCAP Enrollments and Estimated Low Income				
Rate District	No. of Customers that Received PCAP Emails	No. of New PCAP Enrollments after Email Campaign	No. of Estimated Low Income Households*	Enrollment Rate
ME	676,751	8,936	103,874	9%
PN	381,109	7,118	99,481	7%
PP	125,792	1,905	29,936	6%
WP	600,278	6,630	126,311	5%
Total	1,783,930	24,589	359,602	

If the customer enrolled into PCAP on or after the date of any email campaign, it was counted as a new enrollment. This data excludes re-enrollments. Campaigns were completed March through September 2025. Customers may appear in multiple campaigns.

* Per 2024 Universal Service Report filed 04/01/2025.

FE PA will implement data tracking for its outreach efforts to the Company's most vulnerable customers, to include:

- ii. Email/web outreach;
 - March, August and Sept were sent to customers in arrears
 - April was sent to all residential customers with a valid email address
 - June was sent to 11 counties that had the highest population of household at or below 50% of the FPL

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 - June was sent to 11 counties that had the highest population of household at or below 50% of the FPL

2025 PCAP Outbound Email Campaigns					
Month	Mar	Apr	Aug	Sep	
County	No. of Emails	No. of Emails	No. of Emails	No. of Emails	Grand Total
ADAMS	97	20,694	120	3,899	24,810
ALLEGHENY	120	60,205	165	7,858	68,348
ARMSTRONG	81	16,196	101	3,664	20,042
BEAVER	42	7,089	51	1,194	8,376
BEDFORD	81	7,995	89	1,772	9,937
BERKS	579	86,757	762	21,778	109,876
BLAIR	180	29,486	276	7,638	37,580
BRADFORD	87	12,112	116	2,751	15,066
BUCKS	7	3,326	9	422	3,764
BUTLER	139	49,229	199	6,796	56,363
CAMBRIA	257	31,744	409	8,020	40,430
CAMERON	11	1,860	15	408	2,294
CENTRE	109	40,465	134	4,100	44,808
CHESTER	2	747	5	67	821
CLARION	46	7,760	54	1,765	9,625
CLEARFIELD	151	17,107	168	3,983	21,409
CLINTON	7	1,488	17	301	1,813
CRAWFORD	108	16,938	135	3,791	20,972
CUMBERLAND	55	11,079	73	2,193	13,400
DAUPHIN	17	3,589	20	677	4,303
ELK	36	8,427	34	1,283	9,780
ERIE	438	67,606	591	17,200	85,835
FAYETTE	445	34,573	594	10,478	46,090
FOREST	13	1,788	15	323	2,139
FRANKLIN	256	34,310	341	6,778	41,685
FULTON	31	2,973	39	626	3,669
GREENE	124	9,023	105	2,246	11,498
HUNTINGDON	74	7,068	101	1,612	8,855
INDIANA	91	14,162	139	3,265	17,657
JEFFERSON	56	8,039	69	1,805	9,969
JUNIATA	4	376	3	68	451
LANCASTER	12	1,269	11	247	1,539
LAWRENCE	249	20,301	290	5,564	26,404
LEBANON	156	35,277	224	7,038	42,695
LEHIGH	14	2,354	15	220	2,603
LYCOMING	8	680	15	102	805
MCKEAN	98	10,771	136	2,388	13,393
MERCER	221	26,654	288	6,756	33,919
MIFFLIN	122	11,634	145	2,680	14,581
MONROE	187	15,757	219	3,805	19,968
MONTGOMERY	20	8,323	27	1,035	9,405
NORTHAMPTON	207	42,258	258	8,680	51,403
PERRY	5	474	5	60	544
PIKE	125	12,102	157	2,707	15,091
POTTER	20	3,078	28	742	3,868
SOMERSET	145	15,287	222	3,409	19,063
SULLIVAN	4	1,736	6	227	1,973
SUSQUEHANNA	59	7,126	61	1,431	8,677
TIOGA	54	8,840	132	2,231	11,257
VENANGO	82	10,835	105	2,722	13,744
WARREN	43	8,651	61	1,927	10,682
WASHINGTON	387	60,076	496	12,163	73,122
WAYNE	7	1,907	7	249	2,170
WESTMORELAND	501	96,511	640	19,308	116,960
WYOMING	39	4,363	43	924	5,369
YORK	564	109,135	718	24,844	135,261
Grand Total	7,073	1,129,610	9,258	240,220	1,386,161

2025 DEF Outbound Email Campaigns			
Month	Aug	Sept	
County	No. of Emails	No. of Emails	Grand Total
ADAMS	120	3,899	4,019
ALLEGHENY	165	7,858	8,023
ARMSTRONG	101	3,664	3,765
BEAVER	51	1,194	1,245
BEDFORD	89	1,772	1,861
BERKS	762	21,778	22,540
BLAIR	276	7,638	7,914
BRADFORD	116	2,751	2,867
BUCKS	9	422	431
BUTLER	199	6,796	6,995
CAMBRIA	409	8,020	8,429
CAMERON	15	408	423
CENTRE	134	4,100	4,234
CHESTER	5	67	72
CLARION	54	1,765	1,819
CLEARFIELD	168	3,983	4,151
CLINTON	17	301	318
CRAWFORD	135	3,791	3,926
CUMBERLAND	73	2,193	2,266
DAUPHIN	20	677	697
ELK	34	1,283	1,317
ERIE	591	17,200	17,791
FAYETTE	594	10,478	11,072
FOREST	15	323	338
FRANKLIN	341	6,778	7,119
FULTON	39	626	665
GREENE	105	2,246	2,351
HUNTINGDON	101	1,612	1,713
INDIANA	139	3,265	3,404
JEFFERSON	69	1,805	1,874
JUNIATA	3	68	71
LANCASTER	11	247	258
LAWRENCE	290	5,564	5,854
LEBANON	224	7,038	7,262
LEHIGH	15	220	235
LYCOMING	15	102	117
MCKEAN	136	2,388	2,524
MERCER	288	6,756	7,044
MIFFLIN	145	2,680	2,825
MONROE	219	3,805	4,024
MONTGOMERY	27	1,035	1,062
NORTHAMPTON	258	8,680	8,938
PERRY	5	60	65
PIKE	157	2,707	2,864
POTTER	28	742	770
SOMERSET	222	3,409	3,631
SULLIVAN	6	227	233
SUSQUEHANNA	61	1,431	1,492
TIOGA	132	2,231	2,363
VENANGO	105	2,722	2,827
WARREN	61	1,927	1,988
WASHINGTON	496	12,163	12,659
WAYNE	7	249	256
WESTMORELAND	640	19,308	19,948
WYOMING	43	924	967
YORK	718	24,844	25,562
Grand Total	9,260	240,224	249,478

2025 PCAP Counties with Highest No of Households 50% FPL or Less	
Month	Jun
County	No. of Emails
ALLEGHENY	58,632
BERKS	83,181
BUCKS	3,092
CHESTER	691
DAUPHIN	3,464
LANCASTER	1,226
LEHIGH	2,277
MONTGOMERY	8,192
NORTHAMPTON	40,757
WESTMORELAND	90,997
YORK	105,260

FE PA will implement data tracking for its outreach efforts to the Company's most vulnerable customers, to include:

Community outreach efforts, including the estimated number of participants and geographic location;

The Company did not complete community outreach events in 2025.

FE PA will implement data tracking for its outreach efforts to the Company's most vulnerable customers, to include:

iv. Applications Received

2025 PCAP Applications and Campaign Status				
County	Applicants Not Receiving an Email	Applied for PCAP Prior to Campaign	Applied for PCAP after a Campaign*	Total Applications Received
ADAMS	209	375	635	1,219
ALLEGHENY	438	772	1,267	2,477
ARMSTRONG	200	369	658	1,227
BEAVER	82	113	223	418
BEDFORD	156	242	323	721
BERKS	1,198	2,769	4,432	8,399
BLAIR	585	1,117	1,763	3,465
BRADFORD	146	309	493	948
BUCKS	13	19	40	72
BUTLER	440	739	1,240	2,419
CAMBRIA	778	1,391	2,049	4,218
CAMERON	19	25	46	90
CENTRE	260	410	608	1,278
CHESTER	6	3	8	17
CLARION	96	181	311	588
CLEARFIELD	277	563	769	1,609
CLINTON	11	32	37	80
CRAWFORD	224	457	684	1,365
CUMBERLAND	68	221	357	646
DAUPHIN	29	61	90	180
ELK	81	131	204	416
ERIE	1,109	1,879	3,201	6,189
FAYETTE	1,045	1,561	2,490	5,096
FOREST	5	17	33	55
FRANKLIN	300	679	1,120	2,099
FULTON	54	59	124	237
GREENE	167	259	482	908
HUNTINGDON	117	252	319	688
INDIANA	268	477	734	1,479
JEFFERSON	139	243	362	744
JUNIATA	7	9	14	30
LANCASTER	10	13	33	56
LAWRENCE	506	865	1,428	2,799
LEBANON	373	869	1,381	2,623
LEHIGH	2	17	32	51
LYCOMING	6	13	19	38
MCKEAN	129	281	414	824
MERCER	583	836	1,519	2,938
MIFFLIN	228	368	589	1,185
MONROE	122	406	657	1,185
MONTGOMERY	24	73	117	214
NORTHAMPTON	325	907	1,346	2,578
PERRY	1	3	5	9
PIKE	84	314	463	861
POTTER	22	53	117	192
SOMERSET	319	504	670	1,493
SULLIVAN	19	33	48	100
SUSQUEHANNA	86	190	243	519
TIOGA	83	141	241	465
VENANGO	190	388	598	1,176
WARREN	104	204	326	634
WASHINGTON	865	1,423	2,400	4,688
WAYNE	6	13	37	56
WESTMORELAN	1,229	2,137	3,642	7,008
WYOMING	50	111	148	309
YORK	1,363	3,029	4,804	9,196
Grand Total	15,256	28,925	46,393	90,574

* If the customer applied for PCAP on or after the date of the email campaigns executed March - September, it was counted as a customer who applied after the campaign.

Source: pabillassist.com

FE PA will implement data tracking for its outreach efforts to the Company's most vulnerable customers, to include: Participation in/hosting of assistance fairs, including the estimated number of participants and geographic location.

FE PA participated in the following Be Utili Dates

Pittsburgh	18-Sep-25	The Company did not track attendance for these events.
Wilkes Barre/Scranton	29-Sep-25	
Berks County/Reading	20-Oct-25	
Johnstown	29-Oct-25	
Tri-Region Harrisburg	21-Nov-25	

FE PA participated at the following events to distribute information:

West Moreland County Human	26-Jun-25	Estimated attendees - 200
Senator Robinson Senior Expo,	9-Oct-25	Estimated attendees - 150-200

FE PA provided PCAP presentations externally to community based organizations (CBO), House Representatives, and Senators:

Audience	No. of Attendees	Date	Areas Served
CBO	13 attendees	7-Jan-25	Agencies invited serve: Adams, Bedford, Blair, Bradford, Cambria, Centre, Clearfield, Clinton, Columbia, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Indiana, Juniata, Lancaster, Lebanon, Lycoming, Mifflin, Montour, Northumberland, Perry, Pike, Potter, Snyder, Somerset, Susquehanna, Sullivan, Tioga, Union, Washington, Wayne, West Moreland, Wyoming, and York
CBO	7 attendees	8-Jan-25	
CBO	14 attendees	14-Jan-25	Agencies invited serve: Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cameron, Cambria, Carbon, Centre, Clarion, Clearfield, Clinton, Crawford, Cumberland, Dauphin, Elk, Erie, Fayette, Forest, Greene, Huntingdon, Indiana, Jefferson, Juniata, Lawrence, Lebanon, Luzerne, Lycoming, Mifflin, Monroe, Northumberland, Perry, Pike, Potter, Schuylkill, Somerset, Venango, Warren, Washington, Wayne, Westmoreland, and with Salvation Army who serves most of the state
CBO	3 attendees	15-Jan-25	
House & Senate	172 attendees for the three sessions	22-Jan-25	72 of the 133 offices across PA had at least one person attend the webinar
House & Senate		23-Jan-25	Senator districts attending 11, 16, 18, 21, 23, 24, 25, 28 30, 31, 32, 33, 39 , 40 44, 50
House & Senate		29-Jan-25	House districts attending 1, 2, 4, 5, 7, 9, 17, 35, 40 46, 47, 48 50, 51, 52, 55, 58, 62, 64, 65, 67, 68, 69, 71, 72, 75, 78, 79,80 81, 82, 84, 86, 89, 90, 91, 92, 94, 95, 101, 106, 110, 129, 130, 137, 138, 139, 145, 169, 171, 176, 187, 189, 193, 196, 199

FE PA will use best efforts to measure the geographic reach of all outreach efforts to ensure equitable distribution of efforts across its rate districts based on relative need and poverty levels.

2025 PCAP Outbound Email Campaigns*						
Month	Mar	Apr	Jun	Aug	Sep	
County	No. of Emails	No. of Emails	No. of Emails	No. of Emails	No. of Emails	Total
ADAMS	97	20,694		120	3,899	24,810
ALLEGHENY	120	60,205	58,632	165	7,858	126,980
ARMSTRONG	81	16,196		101	3,664	20,042
BEAVER	42	7,089		51	1,194	8,376
BEDFORD	81	7,995		89	1,772	9,937
BERKS	579	86,757	83,181	762	21,778	193,057
BLAIR	180	29,486		276	7,638	37,580
BRADFORD	87	12,112		116	2,751	15,066
BUCKS	7	3,326	3,092	9	422	6,856
BUTLER	139	49,229		199	6,796	56,363
CAMBRIA	257	31,744		409	8,020	40,430
CAMERON	11	1,860		15	408	2,294
CENTRE	109	40,465		134	4,100	44,808
CHESTER	2	747	691	5	67	1,512
CLARION	46	7,760		54	1,765	9,625
CLEARFIELD	151	17,107		168	3,983	21,409
CLINTON	7	1,488		17	301	1,813
CRAWFORD	108	16,938		135	3,791	20,972
CUMBERLAND	55	11,079		73	2,193	13,400
DAUPHIN	17	3,589	3,464	20	677	7,767
ELK	36	8,427		34	1,283	9,780
ERIE	438	67,606		591	17,200	85,835
FAYETTE	445	34,573		594	10,478	46,090
FOREST	13	1,788		15	323	2,139
FRANKLIN	256	34,310		341	6,778	41,685
FULTON	31	2,973		39	626	3,669
GREENE	124	9,023		105	2,246	11,498
HUNTINGDON	74	7,068		101	1,612	8,855
INDIANA	91	14,162		139	3,265	17,657
JEFFERSON	56	8,039		69	1,805	9,969
JUNIATA	4	376		3	68	451
LANCASTER	12	1,269	1,226	11	247	2,765
LAWRENCE	249	20,301		290	5,564	26,404
LEBANON	156	35,277		224	7,038	42,695
LEHIGH	14	2,354	2,277	15	220	4,880
LYCOMING	8	680		15	102	805
MCKEAN	98	10,771		136	2,388	13,393
MERCER	221	26,654		288	6,756	33,919
MIFFLIN	122	11,634		145	2,680	14,581
MONROE	187	15,757		219	3,805	19,968
MONTGOMERY	20	8,323	8,192	27	1,035	17,597
NORTHAMPTON	207	42,258	40,757	258	8,680	92,160
PERRY	5	474		5	60	544
PIKE	125	12,102		157	2,707	15,091
POTTER	20	3,078		28	742	3,868
SOMERSET	145	15,287		222	3,409	19,063
SULLIVAN	4	1,736		6	227	1,973
SUSQUEHANNA	59	7,126		61	1,431	8,677
TIOGA	54	8,840		132	2,231	11,257
VENANGO	82	10,835		105	2,722	13,744
WARREN	43	8,651		61	1,927	10,682
WASHINGTON	387	60,076		496	12,163	73,122
WAYNE	7	1,907		7	249	2,170
WESTMORELAND	501	96,511	90,997	640	19,308	207,957
WYOMING	39	4,363		43	924	5,369
YORK	564	109,135	105,260	718	24,844	240,521
Grand Total	7,073	1,129,610	397,769	9,258	240,220	1,783,930

*A customer may appear in multiple campaigns. The data displayed covers campaigns March-September 2025.

2025 DEF Outbound Email Campaigns*			
Month	Aug	Sept	
County	No. of Emails	No. of Emails	Total
ADAMS	120	3,899	4,019
ALLEGHENY	165	7,858	8,023
ARMSTRONG	101	3,664	3,765
BEAVER	51	1,194	1,245
BEDFORD	89	1,772	1,861
BERKS	762	21,778	22,540
BLAIR	276	7,638	7,914
BRADFORD	116	2,751	2,867
BUCKS	9	422	431
BUTLER	199	6,796	6,995
CAMBRIA	409	8,020	8,429
CAMERON	15	408	423
CENTRE	134	4,100	4,234
CHESTER	5	67	72
CLARION	54	1,765	1,819
CLEARFIELD	168	3,983	4,151
CLINTON	17	301	318
CRAWFORD	135	3,791	3,926
CUMBERLAND	73	2,193	2,266
DAUPHIN	20	677	697
ELK	34	1,283	1,317
ERIE	591	17,200	17,791
FAYETTE	594	10,478	11,072
FOREST	15	323	338
FRANKLIN	341	6,778	7,119
FULTON	39	626	665
GREENE	105	2,246	2,351
HUNTINGDON	101	1,612	1,713
INDIANA	139	3,265	3,404
JEFFERSON	69	1,805	1,874
JUNIATA	3	68	71
LANCASTER	11	247	258
LAWRENCE	290	5,564	5,854
LEBANON	224	7,038	7,262
LEHIGH	15	220	235
LYCOMING	15	102	117
MCKEAN	136	2,388	2,524
MERCER	288	6,756	7,044
MIFFLIN	145	2,680	2,825
MONROE	219	3,805	4,024
MONTGOMERY	27	1,035	1,062
NORTHAMPTON	258	8,680	8,938
PERRY	5	60	65
PIKE	157	2,707	2,864
POTTER	28	742	770
SOMERSET	222	3,409	3,631
SULLIVAN	6	227	233
SUSQUEHANNA	61	1,431	1,492
TIOGA	132	2,231	2,363
VENANGO	105	2,722	2,827
WARREN	61	1,927	1,988
WASHINGTON	496	12,163	12,659
WAYNE	7	249	256
WESTMORELAND	640	19,308	19,948
WYOMING	43	924	967
YORK	718	24,844	25,562
Grand Total	9,260	240,224	249,478

Total PCAP Participants**	
County	No. of Contract Accounts with PCAP
ADAMS	1,468
ALLEGHENY	2,892
ARMSTRONG	1,677
BEAVER	532
BEDFORD	1,052
BERKS	10,575
BLAIR	4,869
BRADFORD	1,247
BUCKS	89
BUTLER	2,991
CAMBRIA	6,124
CAMERON	146
CENTRE	1,560
CHESTER	19
CLARION	839
CLEARFIELD	2,453
CLINTON	101
CRAWFORD	1,996
CUMBERLAND	696
DAUPHIN	246
ELK	526
ERIE	8,442
FAYETTE	7,168
FOREST	88
FRANKLIN	2,445
FULTON	330
GREENE	1,239
HUNTINGDON	949
INDIANA	1,994
JEFFERSON	998
JUNIATA	39
LANCASTER	54
LAWRENCE	3,843
LEBANON	3,145
LEHIGH	55
LYCOMING	58
MCKEAN	1,120
MERCER	3,896
MIFFLIN	1,657
MONROE	1,357
MONTGOMERY	228
NORTHAMPTON	3,048
PERRY	16
PIKE	952
POTTER	251
SOMERSET	2,361
SULLIVAN	129
SUSQUEHANNA	747
TIOGA	587
VENANGO	1,623
WARREN	837
WASHINGTON	5,900
WAYNE	80
WESTMORELAND	8,927
WYOMING	399
YORK	11,106
Grand Total	118,166

*A customer may appear in multiple campaigns. The data displayed covers campaigns March-September 2025.

**Total PCAP Participants reflects all customers that participated in PCAP in 2025. It does not exclude participants that were later removed or final billed.

Total Residential Households By County***			
County	No. of Households (ACS 5-Year Survey)	No. FE Residential Customers	No. of Estimated FE Customers <150% of Poverty
ADAMS	40,006	32,631	5,987
ALLEGHENY	545,637	92,656	20,634
ARMSTRONG	27,767	29,512	7,189
BEAVER	71,999	11,753	2,589
BEDFORD	19,571	14,100	3,848
BERKS	161,174	130,527	31,653
BLAIR	50,587	48,494	13,341
BRADFORD	24,361	19,525	5,469
BUCKS	246,834	5,222	654
BUTLER	79,466	76,973	13,978
CAMBRIA	55,541	54,400	15,983
CAMERON	2,210	3,444	1,262
CENTRE	58,285	60,218	18,276
CHESTER	200,622	1,153	153
CLARION	14,808	13,707	4,238
CLEARFIELD	31,741	29,689	8,292
CLINTON	14,877	2,614	763
CRAWFORD	33,191	28,484	8,864
CUMBERLAND	104,053	16,331	2,825
DAUPHIN	117,907	5,942	1,415
ELK	13,485	16,157	3,874
ERIE	109,474	106,706	32,535
FAYETTE	54,937	60,352	18,238
FOREST	1,844	3,455	1,312
FRANKLIN	62,576	54,484	12,166
FULTON	6,126	5,245	1,230
GREENE	13,957	15,837	3,871
HUNTINGDON	15,771	11,480	2,978
INDIANA	32,285	23,876	7,194
JEFFERSON	18,018	14,133	4,353
JUNIATA	8,852	720	185
LANCASTER	208,988	1,996	390
LAWRENCE	35,933	33,472	9,687
LEBANON	55,236	54,078	12,606
LEHIGH	142,160	3,790	936
LYCOMING	45,705	1,215	324
MCKEAN	15,931	18,320	5,723
MERCER	45,890	45,513	12,147
MIFFLIN	18,612	19,447	7,018
MONROE	59,113	21,967	5,015
MONTGOMERY	329,680	11,990	1,649
NORTHAMPTON	120,384	60,993	12,278
PERRY	18,066	981	196
PIKE	23,780	15,882	3,168
POTTER	6,595	5,024	1,576
SOMERSET	28,956	26,781	7,038
SULLIVAN	2,462	2,894	723
SUSQUEHANNA	15,641	11,766	3,019
TIOGA	16,583	13,944	3,803
VENANGO	21,323	18,418	5,496
WARREN	16,209	14,729	4,034
WASHINGTON	87,200	94,968	19,241
WAYNE	19,747	3,116	778
WESTMORELAND	153,237	162,367	33,513
WYOMING	10,788	7,053	1,597
YORK	178,543	163,844	31,540
Grand Total	3,914,724	1,804,368	438,844

***Total Residential Households By County is based on the Needs Assessments from the FirstEnergy Fifth Amended Joint USECP 2024-2028. The assessment is based on the 2018-2022 American Community Survey 5-Year Estimates and FirstEnergy data. Some counties may be present in multiple rate districts. The No. of Estimated FirstEnergy (FE) Customers < 150% of Poverty is calculated based on the Percent of Households under 150% Poverty by county from the 2018-2022 American Community Survey 5-Year Estimates.