

Dear Valued Customer:

Thank you for choosing FirstEnergy Solutions as your electric generation supplier. As you may be aware, on March 31, 2018, FirstEnergy Solutions (FES), all of its subsidiaries and FirstEnergy Nuclear Operating Company (FENOC) announced that we have voluntarily filed petitions under Chapter 11 of the Federal Bankruptcy Code in order to facilitate an orderly financial restructuring.

First and foremost, you should understand that today's announcement does not affect the viability of your contract with the Company. The electric generation you receive from FES will not be interrupted and you will see no change in the way you receive or pay for the service. FES and FENOC have over \$550 million in cash, which they believe is enough liquidity to continue normal operations and meet post-petition obligations to employees, suppliers and customers as they come due. All competitive generation assets owned and operated by FES and FENOC are continuing operations and serving customers as usual.

The Filing Entities have filed customary first-day motions with the Bankruptcy Court to support operations during the court-supervised process, including motions requesting authority to continue to pay and honor all customer contracts and programs. The Filing Entities will continue to adhere to all applicable regulatory and environmental standards. Both FES and our customers are bound by the current terms and conditions.

Our parent company, FirstEnergy Corp, and its other subsidiaries, including its regulated subsidiaries, are not part of the filing and will not be subject to the Chapter 11 process.

We are committed to the relationships we have developed with our customers, and will continue to work closely with you throughout this process. In the meantime, attached is a brief FAQ document to help answer your questions. You can also contact the customer center, toll-free at 888-254-6359.

Thank you for your support.

## Customer Questions and Answers

### ***1. What impact will the financial restructuring have on customers?***

- First and foremost, you should understand that today's announcement does not affect the viability of your contract with the Company. The electric generation you receive from FirstEnergy Solutions (FES) will not be interrupted and you will see no change in the way you receive or pay for the service.
- The competitive generation assets owned and operated by FES and FirstEnergy Nuclear Operating Company (FENOC) are currently operating and serving customers in the ordinary course.
- In conjunction with the filing, we have filed customary "first day motions" seeking court authority to continue honoring all customer contracts and programs. We expect to receive that authorization shortly.
- We will continue to work closely with our customers throughout this process as we stay focused on working safely and serving customers reliably and efficiently as we have in the past.

### ***2. Do you have sufficient funding to continue operating and meeting your customer obligations and contracts?***

- FES and FENOC believe that they have sufficient liquidity to continue operations and to meet their post-petition obligations to employees, suppliers and customers as they come due.

### ***3. How will this Filing impact customer rates?***

- The filing has no impact on rates or reliability.
- We continue to operate and serve customers as usual.

### ***4. I have a long-term contract with FES and/or FENOC. What assurance can you provide that you will honor the agreement?***

- We continue to honor our obligations to our customers. You can find a copy of our First Day Customer order on our restructuring website at <https://cases.primeclerk.com/FES>.

### ***5. Why should I continue to do business with you?***

- We continue to operate and serve customers in the ordinary course.
- Our contract remains in force and in good standing with you. The Chapter 11 filing itself does not cause any customer contract to automatically be cancelled or be considered in default.
- We value the relationships we have developed with our customers and look forward to continuing to provide electrical generation to you throughout this process and beyond.
- We are focused on working safely and serving customers reliably and efficiently as we have in the past.

**6. *How long is the process likely to take?***

- Restructurings vary and there is not a definitive timeline to share, although we intend to move as expeditiously and efficiently as possible.
- We're committed to keeping our stakeholders informed as we move forward and will provide ongoing updates.

**7. *How can I obtain additional information?***

- If you have additional questions, please do not hesitate to reach out to your normal point of contact at FES and FENOC.
- Additional information on the restructuring for customers can be found at [www.fes.com/restructuring](http://www.fes.com/restructuring) or by calling the FES and FENOC toll-free information line at 888-254-6359.