

Pennsylvania Summer Reliability

MET-ED

Keys to Success: Reliability Overview

The table below, taken from the 2011 Annual Reliability Reports, shows Met-Ed's reliability performance for 2011.

| 2011 (12-Month Rolling) | Benchmark | 12-Month Standard | 12-Month Actual |
|-------------------------------|-----------|----------------------|--------------------|
| SAIFI | 1.15 | 1.38 | 1.21 |
| CAIDI | 117 | 140 | 117 |
| SAIDI | 135 | 194 | 142 |

Met-Ed's reliability performance in 2011 was better than the Commission's 12-month standard for all three reliability indices (SAIFI, CAIDI and SAIDI). The year proved to be a historical year with the number of storms that hit the Met-Ed service territory. In 2011, Met-Ed had 75 days as compared to 2010 where they only had 59 storm days.

In 2012, Met-Ed will continue to implement a series of reliability improvement initiatives to "storm proof" or "harden" the three-phase distribution backbone. Examples of these SAIFI initiatives include aggressive tree-trimming and detailed circuit-condition assessments. To limit the scope of an outage, additional protective equipment such as fuses and reclosers, were added across the system. Future reliability improvements include the application of distribution automation to operate the system, and additional protective equipment such as fuses and reclosers. These initiatives coupled with targeted substation and distribution asset condition assessments, targeted corrective maintenance, aggressive tree trimming, and application technology, will further improve reliability for Met-Ed customers. Met-Ed is confident that its 2012 plans will continue to have a positive impact on reliability.

2011 Lessons Learned

After each storm event in 2011, Met-Ed leadership conducted post storm review meetings. The meetings were utilized to identify and disseminate lessons learned to be used for improving the emergency response plan. The following were identified as action items during those meetings:

Enhance Communication Efforts

In an effort to ensure more consistent and accurate communications with community leaders and local Emergency Management Agencies ("EMAs"), Met-Ed representatives have held several meetings with these groups as well as emergency first responders to communicate the Company's restoration process and provide emergency contact information. In the future, Met-Ed will make every effort to provide a physical presence in an EMA if requested.

As a result of an enhanced Emergency Communications Plan, Met-Ed has also implemented the Critical Information Team (CIT). This team is designed to provide a consistent, reliable and timely flow of information to a variety of key stakeholders (customers, media, community leaders, etc.) during a major storm event.

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Consider Social Media Presence

Met-Ed has implemented the use of Twitter to communicate with customers. The @Met_Ed Twitter account provides timely information on the numbers of customers restored to service, the number of customers remaining without power, restoration efforts and electrical safety. These efforts and face-to-face outreach are closely aligned with our service restoration efforts, and include safety messages that run in newspapers, on the radio and as online banner ads.

Create a more user-friendly, mobile version of our website for outage information

On April 2, 2012, FirstEnergy implemented a new outage map on the FirstEnergy website (www.firstenergycorp.com). This new functionality applies to FirstEnergy's Met-Ed service territory. The outage map allows for optimized viewing on mobile devices and provides outage information at the county level as well as the zip code level. In addition, the website provides statewide alerts, estimated time of restoration and planned outage information.

2012 Summer Readiness

Capacitor Inspections – As of June 1, Met-Ed inspected all line capacitor banks and completed all necessary repairs or replacements to ensure at least 98% availability

Mobile Substations – Met-Ed completed a review of the status of its mobile substations and other spare equipment. This included inspections of the mobile trailer, transformer and breaker. Spare equipment includes voltage regulators and substation cooling items such as transformer fans.

Aerial Patrols – Two aerial patrols are conducted annually in Pennsylvania to inspect transmission facilities. The purpose of routine patrols is to ensure the integrity of in-service transmission lines to maintain safe and reliable service. The first aerial patrol of transmission lines in Met-Ed was completed in February.

Refresher Training – All employees with secondary storm response roles (hazard responder, hazard dispatcher, storm analyst, etc.) have received appropriate refresher training.

Storm Response

Preparation and Planning - Planning, preparation and pre-staging work is initiated days before a storm strikes. As part of those efforts, Met-Ed's in-house meteorologists closely monitor weather data and track storms to assess the potential impact on our electrical system and service area.

If it is determined that a storm could potentially disrupt service, Company leadership and operations managers hold conference calls and conduct meetings to evaluate the need for hazard responders, damage assessors and line crews as well as supplies and equipment. This core management team also evaluates the need for additional crews from other FirstEnergy operating companies, and outside utilities and contractors. Depending on the magnitude of the storm, staging areas are organized to prepare for the efficient deployment of crews and equipment.

Outage Restoration Strategy - In the early stages of service restoration, hazard responders go into the field to assess damage to the electric system and identify electric hazards – such as downed and

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potentially energized wires – and then remain at those locations to protect the public until linemen safely isolate or clear the hazard. Next, forestry crews clear fallen trees and branches as well as other debris so utility workers can repair and re-energize power lines.

Once debris has been cleared from the affected areas, service is initially restored to high-voltage transmission equipment, lines and substations, because they supply power for local distribution systems. After that, crews focus on restoring service on a high-priority basis to hospitals, critical care and life-support facilities, fire departments and other first responders. Focus is then placed on repairs that will bring the greatest number of customers back in service. Next, repairs that restore service to individual customers occur.

Communications and Outreach – External Affairs managers establish communications with emergency management agencies, local officials and regulators to keep them apprised of preparation and planning efforts. Communications representatives also contact the media to enlist their help in encouraging customers to prepare for the likely storm events and provide information on who to call if they lose power.

In 2012, Met-Ed representatives have held meetings with local EMAs to communicate the Company's restoration process and have worked with these officials to provide representation in these emergency facilities during major storm events.

Projects

- A new distribution substation has just been completed to serve customers in the east and central York county areas. The new substation located in Lower Windsor Township went on line on May 31, 2012. This substation will provide an additional source of electricity for approximately 2,500 Met-Ed customers in east and central York County and is designed to improve reliability.
- Performed detailed circuit assessments on 13 distribution circuits in Bucks County. These assessments were intended to discover any remaining issues from the October snow storm.