



Trees and Power Lines Don't Mix

Approximately 10,000 tree-related distribution outages occur annually on the FirstEnergy System throughout Ohio, Pennsylvania and New Jersey.

- Trends over the past five years have shown that on average, 25 percent of FirstEnergy's operating companies' customers can expect to have an outage caused by trees contacting power lines each year.
- The duration of outages caused by trees on average resulted in customers being without power for approximately five hours.

Enhanced Vegetation Management Gets Results

Experience has shown that enhanced vegetation management helps reduce the number and length of electric service interruptions.

FirstEnergy operating companies are committed to continuous improvement activities in order to achieve the highest level of customer satisfaction, especially when it involves service reliability.

For the tenth consecutive year, FirstEnergy was named a Tree Line USA utility by the National Arbor Day Foundation in cooperation with the National Association of State Foresters. The award recognizes utilities that promote the dual goals of dependable utility service and abundant, healthy trees along America's streets and highways. Award-winning companies demonstrate excellence in tree care, training and public education.

For additional information about FirstEnergy's vegetation management practices, go to www.firstenergycorp.com. Select the Operating Company then click on "Safety" and look for the "Maintaining Trees" or "Selecting the Right Tree" links.

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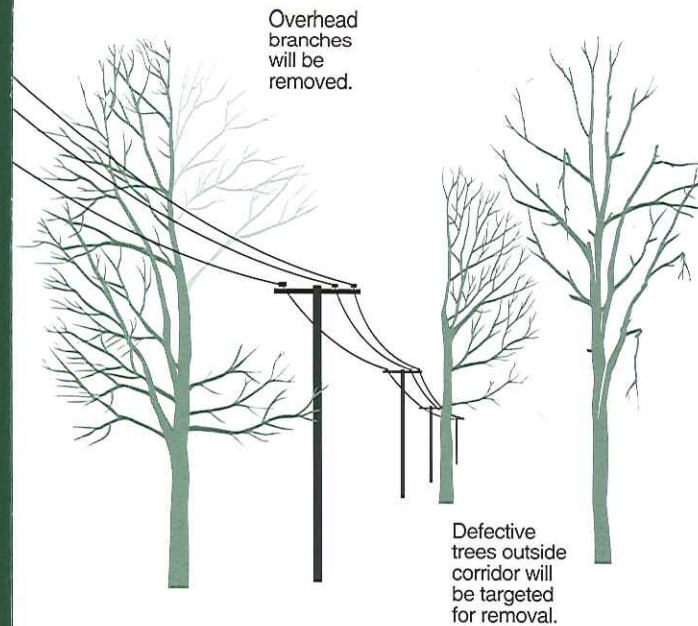
Enhanced Vegetation Management Program

Balancing Reliability and Aesthetics

Electric industry experts agree that trees impacting electric facilities are a leading cause of power outages.

Despite our on-going vegetation management efforts, research has determined that overhanging branches above the wires and dead or defective trees falling from outside the distribution corridor continue to be a major cause of power outages.

Because the branches or trees fall from above, extensive damage is caused to the poles, wires and other equipment which extends restoration time.



Commitment to Improving Reliability

FirstEnergy is committed to improving customer service reliability by enhancing our vegetation management program to remove overhanging branches and defective trees outside the corridor before they cause an outage.

In a pilot program FirstEnergy tested in Pennsylvania, removal of these branches resulted in a 90 percent reduction in the number of tree-related outages.

The Enhanced Vegetation Management Program includes removing:

- More overhanging branches than in prior pruning cycles.
- Trees that have branches overhanging distribution facilities.
- Dead and defective trees that could fall from outside the corridor onto the power lines.

Customer Notification is Important

Property owners will be notified before any work begins – either in person, by telephone, or with a door card. If personal notification is not made, the customer will be asked to contact the company or a representative of the company. This will ensure that the property owner understands and has an opportunity to ask questions regarding the necessary work.

There are instances – such as emergency storm restoration efforts – where work may be completed without notifying the property owner in advance. This occurs on a limited basis and only as a result of an emergency storm situation.

After a tree is pruned or removed, small tree limbs and branches are chipped and hauled away. However, there are instances – such as emergency restoration efforts after a storm – that the clean up of tree limbs and wood remains the responsibility of the property owner.

The anticipated benefits of this Enhanced Vegetation Management Program include:

- Reducing the number of tree-related outages
- Reducing the severity of damage to the electric infrastructure
- Eliminating potential safety hazards.

