

JCP&L COVID 19 Response

Jersey Central Power & Light is committed to continuing to provide you safe and reliable electric service as we address the new coronavirus (COVID-19). We are taking a well-informed and measured response that protects our employees and the general public, while also providing the power our customers need 24/7. Our line workers and field personnel perform almost all their work outside of homes and businesses with little to no need to interact with occupants. All our employees will continue to follow our strict safety protocols and practices, with heightened awareness of hand washing and limited contact.

No Power Shut Off for Nonpayment and Closures: At this time, JCP&L has discontinued power shutoffs for those who are past due on their electric bills. This action will also help limit in-person interactions between company employees and the public. JCP&L will continue to monitor the COVID-19 response situation and adjust the shutoff policy in the future as circumstances develop.

To further limit the risk of exposure, all JCP&L business offices including its payment centers in Allenhurst, Toms River, Old Bridge, Hopatcong, Morristown, and Phillipsburg will be closed until further notice. Customers can continue to make payments by mail, phone (800) 662-3115, or through [JCP&L's website](#). JCP&L has communicated this decision to the Board of Public Utilities, and we will continue to work closely with the Board as the state navigates this situation.

Billing Assistance: In addition, residential customers who are facing a hardship due to the lack of income during this time should contact the company at (800) 662-3115 as soon as they are aware that paying their bill might become difficult. Options include budget billing, a program that averages usage over 12 months to offer the same bill amount each month, as well as energy assistance programs or other payment arrangements based on customers' situations.

Monitoring, Planning, and Safety Measures: We are vigilantly monitoring developments related to COVID-19 through information provided by the company's internal medical consultants as well as the Center for Disease Control (CDC), the National Institutes of Health (NIH), and the World Health Organization (WHO).

We have a business continuity plan to deal with potential threats to operations, such as viral pandemics and are prepared to implement the plan if company measures are necessary to respond to COVID-19. We have suspended our Distribution Control Center (DCC) tours at this time. If you have any questions about other previously scheduled events, please contact the organizer.

We will continue to monitor COVID-19 and adjust our policy as circumstances develop.

All of us at JCP&L are here to work with you and we wish you good health!