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VIA ELECTRONIC MAIL ONLY

Carmen D. Diaz, Acting Secretary
New Jersey Board of Public Utilities
44 South Clinton Ave.
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Re: *In the Matter of the New Jersey Board of Public Utilities' Response to the COVID-19 Pandemic*

BPU Docket No. AO20060471

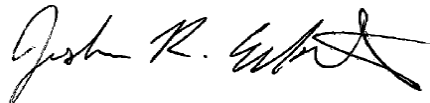
JCP&L COVID-19 Regulatory Asset Extension Plan

Dear Acting Secretary Diaz:

On behalf of Jersey Central Power & Light Company ("JCP&L" or the "Company"), attached please find JCP&L's COVID-19 Regulatory Asset Extension Plan ("Plan"), which is being submitted in accordance with the December 21, 2022 Order Extending Regulatory Asset Period (the "Extension Order") issued by the New Jersey Board of Public Utilities ("Board" or "BPU") in the above-referenced matter, BPU Docket No. AO20060471. The Extension Order required, among other things, that "utility companies regulated by the Board . . . file a formal plan within 15 days from the effective date of the [Extension Order] outlining how the additional time afforded by this Order will be used to obtain appropriate federal funds and to work with customers to reduce arrearages and avoid disconnections." JCP&L hereby submits its Plan in accordance with this requirement.

Should you have any questions, please do not hesitate to contact me.

Respectfully submitted,



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Counsel for Jersey Central Power & Light Company

cc: Service List

COVID-19 REGULATORY ASSET EXTENSION PLAN

On December 21, 2022, the New Jersey Board of Public Utilities (“Board” or “BPU”) issued an Order Extending the Regulatory Asset Period associated with incremental costs resulting from COVID-19 (the “Extension Order”). The Extension Order requires utility companies regulated by the Board to file a formal plan within 15 days from the effective date of the Extension Order outlining how the additional time afforded by said order will be used to obtain appropriate federal funds and to work with customers to reduce arrearages and avoid disconnections. It also orders the utilities to continue quarterly reporting of certain information. Jersey Central Power & Light Company (“JCP&L” or “Company”) hereby submits this COVID-19 Regulatory Asset Extension Plan in accordance with the Extension Order.

To begin, JCP&L notes that arrearages, in and of themselves, are not recoverable. However, as a portion of arrearages somewhat predictably result in uncollectible expense, uncollectible expense associated with such portion of electric retail sales historically have been and presently are being deferred into JCP&L’s Board-approved rider for the recovery of uncollectible accounts (Rider UNC). Rider UNC was established as a subcomponent of the Company’s Societal Benefits Charge pursuant to statutory authority. See N.J.S.A. 48:3-60. As such, the Company’s arrearages balances and uncollectible expense are not directly included in JCP&L’s COVID-19 regulatory asset balance; however, the Company does note that it has deferred in its COVID-19 regulatory asset carrying costs associated with arrearage balances that exceed pre-COVID-19 levels.

Efforts to Promote Customer Participation in Assistance Programs

- JCP&L has been conducting outreach throughout the pandemic and to date to educate customers about the availability of assistance programs. To date, JCP&L has leveraged numerous media channels (phone, email, social media, bill boards, radio, press releases, corporate website, television, brochures, mail, bill inserts, newsletters, outbound live-calls, and door hangers) to make customers aware of the programs available and how to apply. Additionally, JCP&L coordinated with Department of Community Affairs efforts to distribute funds from the American Rescue Plan Act. JCP&L will continue indefinitely to use various outreach channels to promote assistance programs and availability of payment arrangements. Through March 15, 2023, these mechanisms include:
 - Monthly email campaigns to encourage participation in USF, HEAP, or PAGE;
 - Assistance referral information available within outbound collection calls;
 - Informational outbound calls to customers in arrears to promote Emergency HEAP;
 - Social media messages to advise customers how to locate information about available programs and to promote LIHEAP;
 - Referral information on the corporate website for available assistance programs;
 - Leave-behind materials for field collections which offer information on available assistance programs;
 - Press releases related to available assistance programs; and
 - Electronic newsletters related to available assistance programs.

JCP&L will continue to look for additional methods of outreach to encourage customer engagement.

Customers can call 800-662-3115 if they have questions about available assistance programs or payment arrangements.

Actions Currently Underway, through March 15, 2023

Pending Service Shut Off Notice

- Winter Termination Program (“WTP”) protections are in effect and continue to be followed by the Company during the winter heating season, pursuant to Board regulations.
- Pending service shutoff notices are currently being sent to non-WTP-protected, residential customers. The information included with these notices informs customers of the potential to enter into an installment payment arrangement and directs customers to contact the Company regarding same.
- Non-residential customers are issued termination notices year-round.
- Flexible deferred payment agreements may be negotiated for qualifying customers that are not WTP-protected (including nonresidential/commercial customers).
- Expanded payment options are available, including Apple Pay, Google Pay, and Boost Pay (allows others to make a payment for the customer).
- Enhanced guest-pay feature for one-time credit card payments – no log-in required.

Reconnections

- If a customer’s service is disconnected for non-payment and the customer contacts JCP&L:
 - WTP-protections continue to be followed during the winter season. Service will be restored for customers who indicate an inability to pay.
 - Flexible deferred payment agreements may be negotiated for customers that are not WTP-protected in order to restore service.

Field Collections

- WTP-protections continue to be followed during the winter season.
- Field collections for non-WTP protected residential accounts to collect payment are ongoing. Customers are being left assistance materials during field collection visits.
 - Information includes available Assistance Programs, such as the Universal Service Fund, LIHEAP, PAGE, and NJ SHARES.

Efforts to Seek Available State and Federal Funds

The Company has made efforts throughout the Pandemic and to date, to educate customers to help ensure they are applying for all State and Federal programs that have been available through this period, including CARES Act funding, ARP, LIHEAP, USF, etc. The Company is not aware of funds for which it can apply unilaterally to reduce customer arrearages.

**IN THE MATTER OF THE NEW JERSEY BOARD OF PUBLIC UTILITIES’
RESPONSE TO THE COVID-19 PANDEMIC**

DOCKET NO.

AO20060471

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*The municipalities listed are regulated only in terms of the customers served outside of the municipality's limits and only for service issues, if the rates are equalized. Currently, the NJBPU-regulated municipal water systems all have equalized rates.

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