

**NJ Advanced Metering Infrastructure ("AMI") Semi-Jersey Central Power & Light Company ("JCP&L")**

Performance Metrics		2024		Notes
		As of December 31, 2024		
<b>AMI / Meter Metrics</b>				
<b>Physical Meters</b>				
	<b>Metric Definition</b>			
1	Certified meters The number of AMI meters installed, communicating, and available for billing. • Meters certified each month	Jul	46,899	1
		Aug	45,538	
		Sep	39,957	
		Oct	41,085	
		Nov	49,253	
		Dec	55,792	
2	AMI meters installed, but not certified The number of AMI meters installed, but not communicating and considered Active. • Meters installed each month that have not been certified	Jul	2,193	1
		Aug	1,868	
		Sep	2,643	
		Oct	2,884	
		Nov	2,002	
		Dec	2,172	
3	Certified smart meter failures The number of certified AMI Meters that are replaced each month due to fatal errors.	Jul	4	
		Aug	8	
		Sep	9	
		Oct	13	
		Nov	15	
		Dec	8	
4	Legacy meter tests The number of legacy meter tests performed, and of those, how many were inaccurate.		Tested 782,631 Inaccurate 474	2
<b>Meter Reading</b>				
	<b>Metric Definition</b>			
5	Manual Meter Reads The number of meter reads conducted by an individual on-site for monthly billing.	Jul	460,047	3
		Aug	567,809	
		Sep	460,636	
		Oct	415,146	
		Nov	381,509	
		Dec	269,114	
6	Successful ("actual" for the purpose of billing) AMI meter reads Total of actual reads recorded from AMI meters.		3,993,312	
7	Meter readers employed by JCP&L, expressed in full-time equivalent ("FTE") Number of meter readers (expressed in FTE) employed by JCP&L each month.	Jul	88	
		Aug	78	
		Sep	76	
		Oct	69	
		Nov	68	
		Dec	68	
8	Meter readers employed by external contractor, expressed in FTE Number of meter readers (expressed in FTE) employed by contractor each month.	Jul	0	
		Aug	0	
		Sep	0	
		Oct	0	
		Nov	0	
		Dec	0	
<b>Data Access &amp; Utilization</b>				
	<b>Metric Definition</b>			
9	Web Portal Views Number of customers who have viewed the web portal each month.	Jul	6,315	8
		Aug	6,281	
		Sep	4,363	
		Oct	3,522	
		Nov	3,487	
		Dec	3,223	
10	Home Area Network ("HAN") Authorized Devices Number of customers who have authorized the connection of HAN devices, including a break out of devices by category, each month.	Jul	SSI MPG - 2 Rainforest - 0 Emporia - 1	
		Aug	SSI MPG - 1 Rainforest - 0 Emporia - 0	
		Sep	SSI MPG - 1 Rainforest - 0 Emporia - 0	
		Oct	SSI MPG - 7 Rainforest - 0 Emporia - 0	
		Nov	SSI MPG - 2 Rainforest - 0 Emporia - 0	
		Dec	SSI MPG - 2 Rainforest - 0 Emporia - 0	
11	Third Party Access ("TPS") Data Access Number of customers who have authorized TPS access to customer energy usage data each month.	Jul	1,140,876	9
		Aug	1,142,939	
		Sep	1,143,154	
		Oct	1,143,180	
		Nov	1,144,002	
		Dec	1,145,462	
12	Net Metering Number of customers taking net energy metering service each month.	Jul	54,341	1
		Aug	54,726	
		Sep	55,116	
		Oct	55,483	
		Nov	55,816	
		Dec	56,204	
13	Net Metering (AMI) Number of customers with certified AMI meters taking net energy metering service each month.	Jul	0	1
		Aug	0	
		Sep	0	
		Oct	0	
		Nov	0	
		Dec	3	

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14 Shopping Levels	Number of customers with certified AMI meters shopping each month, broken out by customer class.	Jul	Non-residential: 13,054 Residential: 30,486	
		Aug	Non-residential: 14,309 Residential: 32,213	
		Sep	Non-residential: 15,597 Residential: 43,757	
		Oct	Non-residential: 16,878 Residential: 51,163	
		Nov	Non-residential: 18,799 Residential: 53,483	
		Dec	Non-residential: 19,572 Residential: 58,417	
<b>Billing Related</b>		<b>Metric Definition</b>		
15 Residential bills issued	Number of residential bills issued each month.	Jul	1,057,617	
		Aug	1,058,485	
		Sep	1,058,961	
		Oct	1,058,855	
		Nov	1,057,251	
		Dec	1,059,530	
16 Residential bills based upon estimated read	The number of estimated customer bills for all customers. • Number of estimated residential bills issued each month	Jul	141,508	
		Aug	107,743	
		Sep	109,266	
		Oct	107,095	
		Nov	106,001	
		Dec	105,567	
17 Customers eligible for disconnect due to non-pay (All JCP&L)	Number of customers eligible for disconnection each month.	Jul	28,630	
		Aug	41,502	
		Sep	40,441	
		Oct	53,595	
		Nov	26,431	
		Dec	25,363	
18 Customers eligible for disconnect due to non-pay (AMI Deployment Area)	Customers with an AMI meter eligible for disconnection each month.	Jul	18,915	4
		Aug	27,925	
		Sep	27,967	
		Oct	35,502	
		Nov	18,320	
		Dec	15,023	
19 Non-Pay Disconnects (All JCP&L)	Number of customers disconnected due to non-pay each month.	Jul	689	
		Aug	918	
		Sep	1,259	
		Oct	2,553	
		Nov	1,243	
		Dec	1,053	
20 Non-Pay Disconnects (AMI Deployment Area)	Customers with an AMI meter installed disconnected due to non-pay each month.	Jul	455	4
		Aug	637	
		Sep	999	
		Oct	1,968	
		Nov	954	
		Dec	855	
21 AMI Meter Tampering Cases (#)	Number of AMI meter tampering cases found each month.	Jul	5	
		Aug	8	
		Sep	9	
		Oct	11	
		Nov	3	
		Dec	14	

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22	AMI Meter Tampering Case Investigation Outcomes (\$)	Outcomes of AMI meter tampering investigations, including any monetary value identified each month.	Jul	\$0.00	5
			Aug	\$0.00	
			Sep	\$0.00	
			Oct	\$0.00	
			Nov	\$0.00	
			Dec	\$0.00	
<b>Customers Impact Measures</b>		<b>Metric Definition</b>			
23	Total call center calls	Number of call center calls received each month.	Jul	237,932	
			Aug	243,607	
			Sep	207,771	
			Oct	201,501	
			Nov	177,404	
			Dec	168,720	
24	Call center calls related to meter reading	Value based on investigation orders type for check reads initiated from the call center. • Number of call center calls related to meter reading received each month	Jul	173	
			Aug	143	
			Sep	103	
			Oct	78	
			Nov	72	
			Dec	51	
25	Call center calls related to billing complaints	Value based on investigation orders type for HI/LO Bill - Customer Complaint initiated from the call center.		3,583	
26	Opt-out	The number of customers opting out each reporting period and the total number of opt-out customers for the program-to-date.	Jul	413	
			Aug	541	
			Sep	471	
			Oct	545	
			Nov	339	
			Dec	290	
			Program-to-date	7,458	
27	Remote connects / disconnects	The number of remote connects / disconnects performed each period and for the program-to-date.		Jul-Dec: 26,336 PTD: 41,186	

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AMI Program Measures	Metric Definition			
28	Program costs	The forecasted and actual program costs for the reporting period and for the program-to-date ("P-T-D").	<p><b>Jul-Dec:</b> Forecast \$82,375,349 Actual \$71,655,463</p> <p><b>P-T-D:</b> Forecast \$326,122,563 Actual \$265,044,211</p>	6
29	Operation and Maintenance ("O&M ") expense	The forecasted and actual O&M expenses for the reporting period and for the program-to-date.	<p><b>Jul-Dec:</b> Incremental Forecast \$8,488,869 Incremental Actual \$6,647,484 Non-Incremental Forecast \$4,296,616 Non-Incremental Actual \$3,478,028</p> <p><b>P-T-D:</b> Incremental Forecast \$44,042,778 Incremental Actual \$34,496,992 Non-Incremental Forecast \$15,363,194 Non-Incremental Actual \$12,905,265</p>	6
30	Meter installation costs	Average cost per residential and commercial installation, broken down by labor and meter costs.	<p>Residential: Labor \$35.90 Meter \$112.71</p> <p>Commercial: Labor \$42.42 Meter \$121.22</p>	
31	Network deployment status	Number of Connected Grid Routers and Range Extenders deployed.	<p>CGRs: 1,029 REs: 327</p>	
32	Stranded costs	The forecasted and actual legacy meter stranded costs deferred for the reporting period and for the program-to-date.	<p><b>Jul-Dec:</b> Actual \$11,248,349</p> <p><b>P-T-D:</b> Actual \$66,184,213</p>	6,7
33	Program completion	The estimated program completion date.	<p>Deployment Phase 12/31/25 Final Engineering Phase 12/31/27</p>	

**Notes:**

- Cumulative totals shown by month.
- Tesco, the Company's third party meter testing vendor, required approval from the New Jersey BPU as an out-of-state vendor. This approval was granted on August 16, 2023 with an order effective date of August 23, 2023.
- The number of manual meter reads represents the current estimated baseline for the planned AMI deployment area. As AMI meters are installed and certified, the manual meter reads will reflect the meter population in the planned deployment area. The baseline may change as the Company continues with its AMI deployment.
- Includes customers with certified meters only.
- For an identified tampering case, the investigation outcome dollars may be zero, or may not exactly align with the month in which the case is identified due to the time span between case identification and completion of the investigation.
- Pre-deployment activities started in January 2022.
- Stranded cost forecast is not provided since deferred regulatory assets are not forecasted.
- Customer interactions prior to March 2024 were manually calculated from data provided by Oracle for residential customers and by Uplight for non-residential customers who previously subscribed to Meter Profile. This may have resulted in under reporting non-residential usage prior to Q2 2024.
- The methodology to calculate the total number of customers who have authorized TPS access to energy usage data has been updated to reflect historical changes (e.g. accounts that have revoked access); the numbers reported for prior periods have been updated to capture these changes.