

**Joint Hearing of the Senate Veterans Affairs and Emergency Preparedness  
Committee and Consumer Protection and Professional Licensure Committee  
Utility Response to Recent Storms  
October 18, 2011**

**Testimony of Douglas S. Elliott  
President, Pennsylvania Operations, FirstEnergy**

Members of the Senate Committees on Veterans Affairs and Emergency Preparedness  
and Consumer Protection and Professional Licensure:

I appreciate the opportunity to provide information regarding the response of  
Metropolitan Edison Company ("Met-Ed") and Pennsylvania Electric Company  
("Penelec") to Hurricane Irene – including our planning and preparation in advance of the  
storm, our service restoration efforts and lessons learned after dealing with one of the  
most destructive storms we've faced in recent years.

My testimony also will address key issues, including our communications outreach to  
customers and local officials as well as impediments to our restoration efforts. I also  
would like to share my thoughts on what we did well and discuss some lessons learned.

To put the impact of Hurricane Irene in perspective, the storm disrupted service to  
285,472 of our customers in eastern Pennsylvania – including 224,735, or 41 percent of  
Met-Ed customers. As measured by customers affected and the number and duration of  
outages, it was one of the worst storms in Met-Ed's history. In our Penelec service area,  
power outages affected 60,737, or 10 percent of our customers.

Before I discuss our efforts specific to Hurricane Irene, I would like to underscore  
FirstEnergy's commitment to delivering safe and reliable electric service. Our employees  
in Pennsylvania take great pride in providing this essential service to more than two  
million customers throughout the Commonwealth and they dedicate themselves every  
day to ensuring that our service meets customers' expectations.