

Met-Ed: A FirstEnergy Company

June 20-23 2016

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The iBb Educator Internship seeks to...

- Support the PA career education and work standards.
- Educate participants of occupation opportunities, education/training, marketable skills, and abilities needed to obtain and maintain successful employment.
- Allow educators to better prepare students for tomorrow's workforce by developing necessary job readiness skills.



Met-Ed Learning Experience

Monday - June 20, 2016

- Human Resources
- Human Services/Compliance and Revenue operations
- Customer Contact Center - Training Center and Tour

Tuesday - June 21, 2016

- Met-Ed Cafeteria Manager/Chef
- First Energy Environmental Department
- Distribution Generation Program
- Engineering, Reliability and Asset Management

Wednesday - June 22, 2016

- FirstEnergy Economic Development
- Corporate Communication/Media Relations
- Distribution System Operations Center
- Community Involvement/Energy Ed.

Thursday - June 23, 2016

- Information Technology Services
- Line/Operations Department/Lineman Training Program

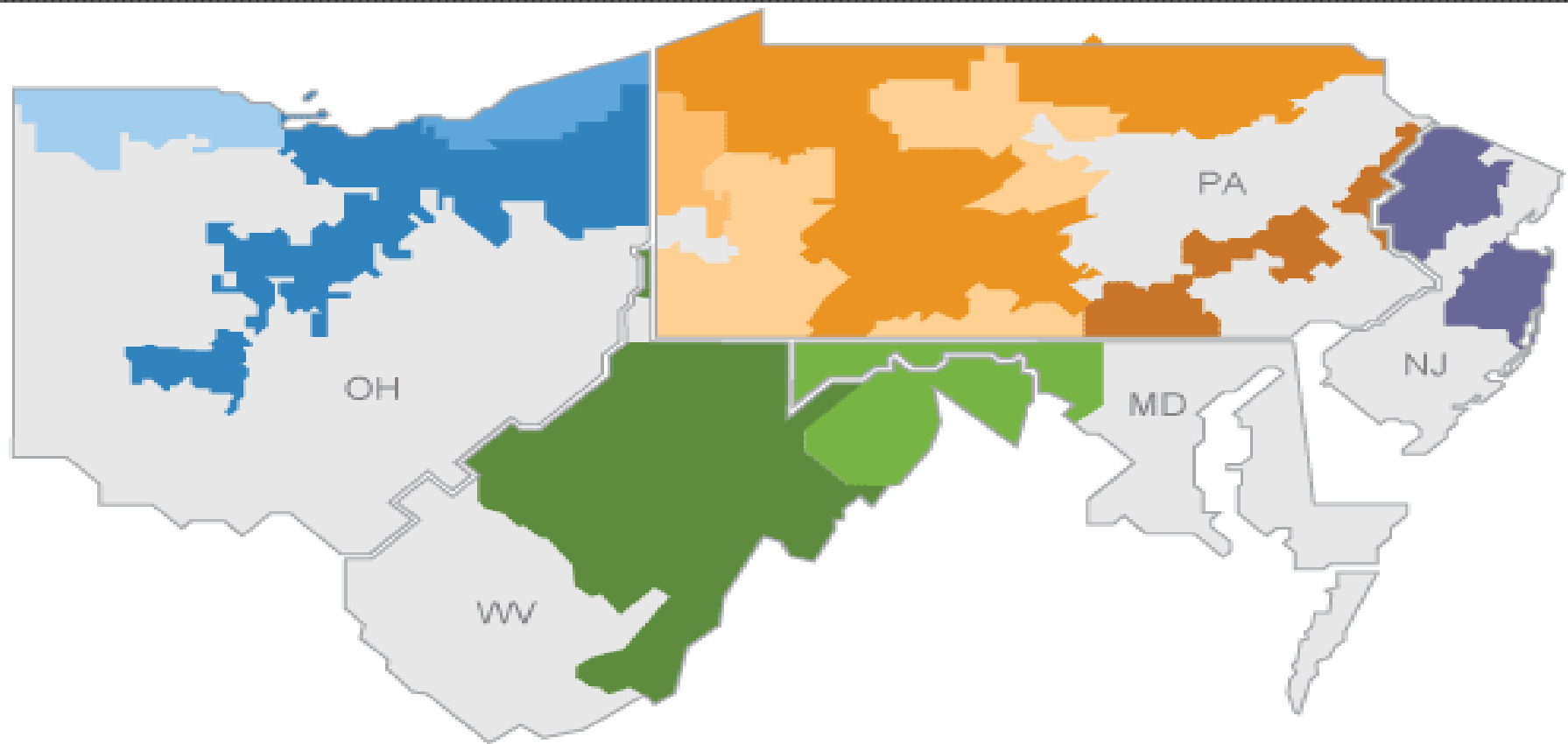
First Energy (Met-Ed) Facts at a Glance:

- Six million customers.
- Service territory spans 65,000 miles & six states.
- Approximately 24,000 miles of transmission lines.
- Nearly 17,000 megawatts of generating capacity.
- \$10 billion invested in environmental protection efforts since 1970.
- Nearly 100% of power plants are low or non-emitting.
- One of largest wind power providers in the region.
- \$52 billion in assets.
- \$15 billion in annual revenues.
- 15,000 employees.

ABOUT MET-ED

- Met-Ed is a part of First Energy.
- It is 1 of the 10 distribution companies that form the US's largest electric systems.
- First Energy serves 6 million customers from the Ohio-Indiana border to the New Jersey shore.
- The companies operate a vast infrastructure of more than 194,000 miles of distribution lines which provides customers with service.

Map of First Energy Companies



Ohio

- Ohio Edison
- The Illuminating Company
- Toledo Edison

Pennsylvania

- Met-Ed
- Penelec
- Penn Power
- West Penn Power

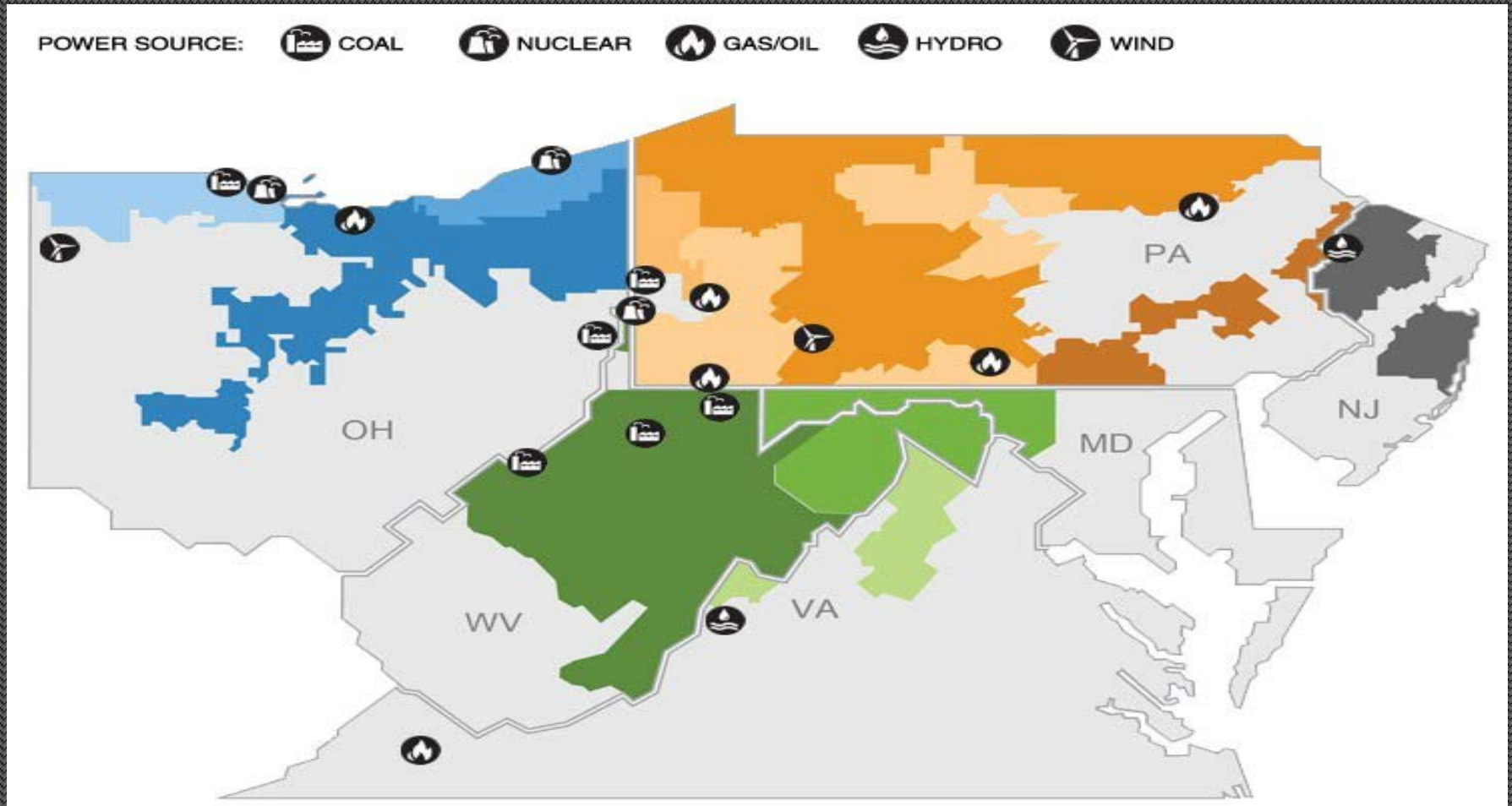
New Jersey

- Jersey Central Power & Light

West Virginia/ Maryland

- Mon Power
- Potomac Edison

First Energy's generation subsidiaries control nearly 17,000 megawatts of capacity- utilizing 99% clean, low emitting generation .



First Energy in the Community:

“The Greater Good is Better Business”.

Corporate Programs:

- **Harvest for Hunger:** FirstEnergy employees donate more than 2.7 million meals in 2016.
- **United Way:** Since 2001, FirstEnergy Foundation and employees contributed nearly \$35 million to United Way campaigns in Ohio, Pennsylvania and New Jersey .
- **FirstEnergy Foundation:** contributions to local nonprofit organizations help strengthen the social and economic fabric of our communities.

Education:

- Free supplemental resources to schools.
- Educational Grants for Science, Technology, Engineering and Mathematics (STEM Grants).

Classroom:

- **Electric Avenue:** interactive site offers information on electrical safety, energy sources and energy efficiency and is an excellent classroom resource. Electric Avenue also contains fun, energy-related games and facts for all grade levels.
- **Educational Advisory Committee:** consists of a panel of educators and school administrators that meet each year to discuss FirstEnergy's educational goals.

Career paths at Met-Ed

Customer service, Engineering, Line and Substation , Corporate.

Customer service

Entry level positions - Call Center Customer Support, Customer Billing, Collections, Regulated Account Management, Business Analysts.



Engineering

Electrical Engineering, Mechanical Engineering, Nuclear Engineering, Civil Engineering, Chemical Engineering, Environmental Engineering



Line and Substation

Line workers and Substation Electricians- Successful completion of the Journeyman Lineman Apprenticeship program. Participants earn status of Certified Electrician.



Power plant

Qualified applicants for these positions will possess an applicable 2-year technical degree, or the equivalent experience, and must pass the Edison Electric Institute's (EEI) POSS/MASS test



Corporate

Accounting, Business Analysis, Human Resources, Information Technology,
Finance, Supply Chain Management



Chef Support & Staff



Expectations of potential candidates:

- High School Diploma
- Math and Reading Skills
- Basic Computer Skills
- Verbal Communication Skills / Articulation
- Written Communication Skills
- Problem Solving Skills
- Ability to Problem Solve
- Reliability
- Consistent Attendance
- Team Work / Dynamics
- Ability to understand and follow corporate rules and regulations
- Safety Conscious
- Accountability
- Willing to Learn

Synthesis of Skills Needed for Workforce Entry

Human Resources stated that during the interview process, all candidates must:

Be timely!

Sell themselves.

Have good “eye contact”

Provide professional references.

STAR –situational, experience and reaction

Salary Ranges/Benefits for Entry-Level Positions

- Union wage scales determined by IBEW Local 777
- Wages are hourly and include overtime scale wages
- *Examples* of hourly wages include:
 - Customer contact employee– \$11.00 +
 - Meter reader - \$24.99
 - Material handler - \$30.28
 - Lineman 1st year apprentice- \$24.77
 - Tractor Trailer Operator- \$29.71Mechanic apprentice - \$24.92

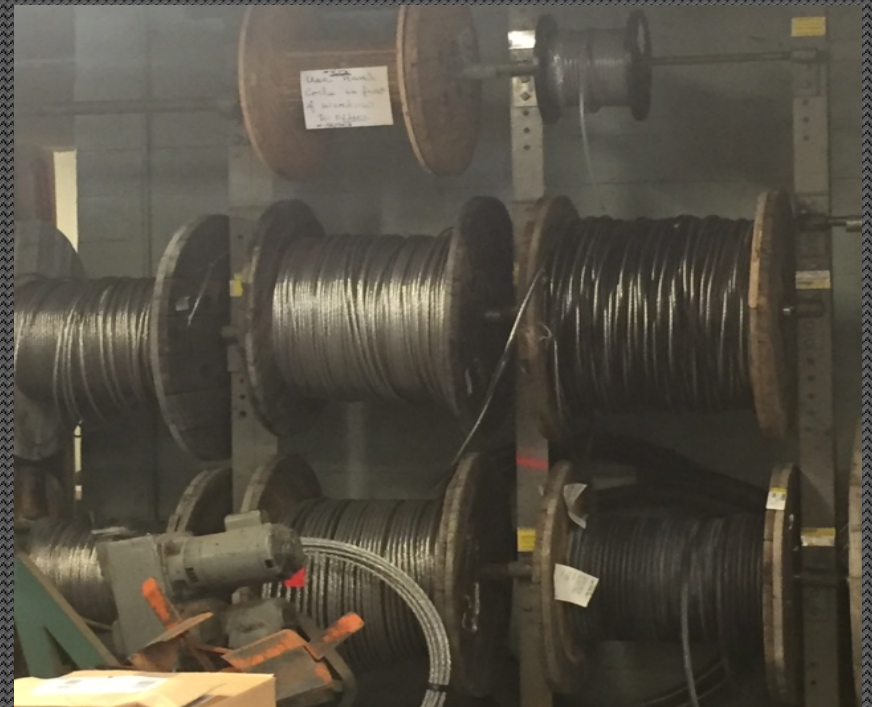
First Energy/Met-Ed's Greatest Assets

- Diversity of job opportunities.
- First Energy/Met-Ed's dedication towards their employees.
- Ability for career advancement within the corporation.
- Paths for on-the job training, college education.
- Associate degree, Bachelor, and Continuing Education with tuition incentives and on-site courses.
- Priority on Environmental issues & impact.
- Actively initiate and participate in their communities in addition to participating in initiatives for civic, economic and social well-being.

First Energy/Met-Ed's Greatest Challenges:

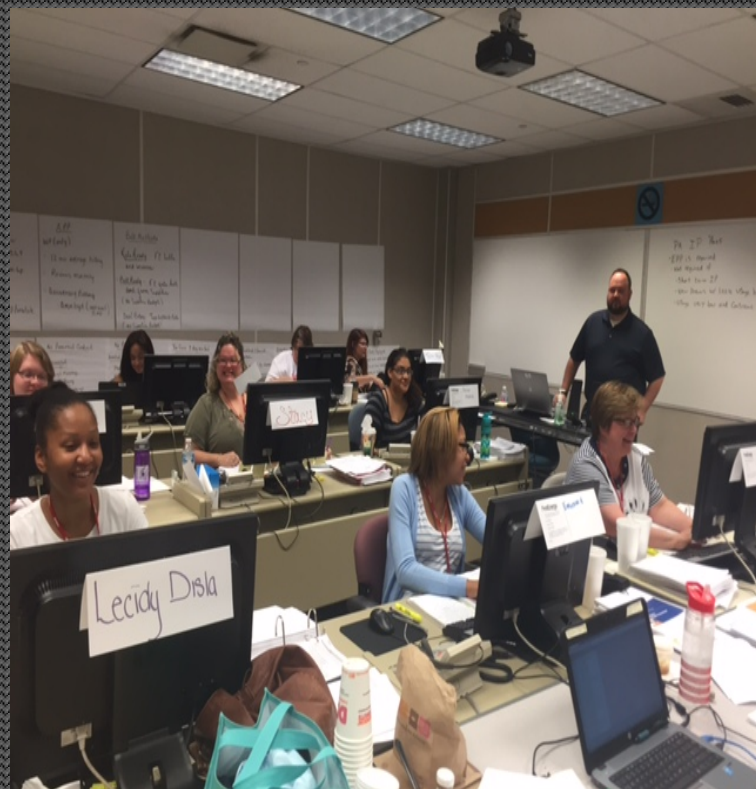
- Increasing energy efficiency technologies.
- Customer-centered, regulated growth.
- Commitment to safety, reliability and operational excellence through dedicated, competent employees.
- Developing cleaner energy resources, smarter technology in a cost effective manner.
- Working in cooperation with State and Federal guidelines.
- Cost impact of aging systems.
- Environmental impact on electric generation.

First Energy/Met-Ed is Meeting Their Challenges: By continuing to upgrade technology and equipment

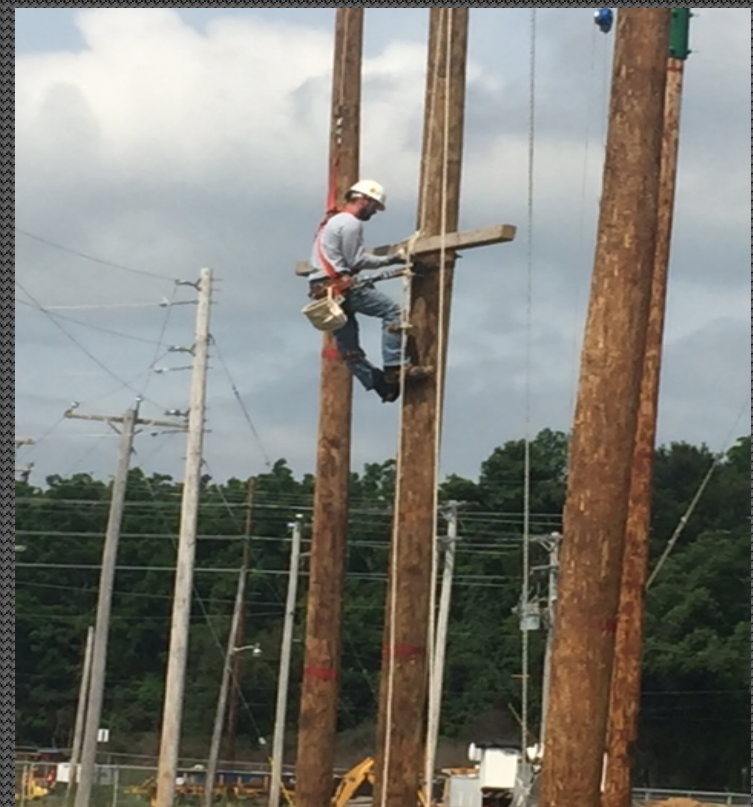


Meeting Challenges: developing and offering continued education and on-site training programs to employees.

- Call Center Training:



Power Systems Institute:



Diverse Technology Utilized by Met-Ed

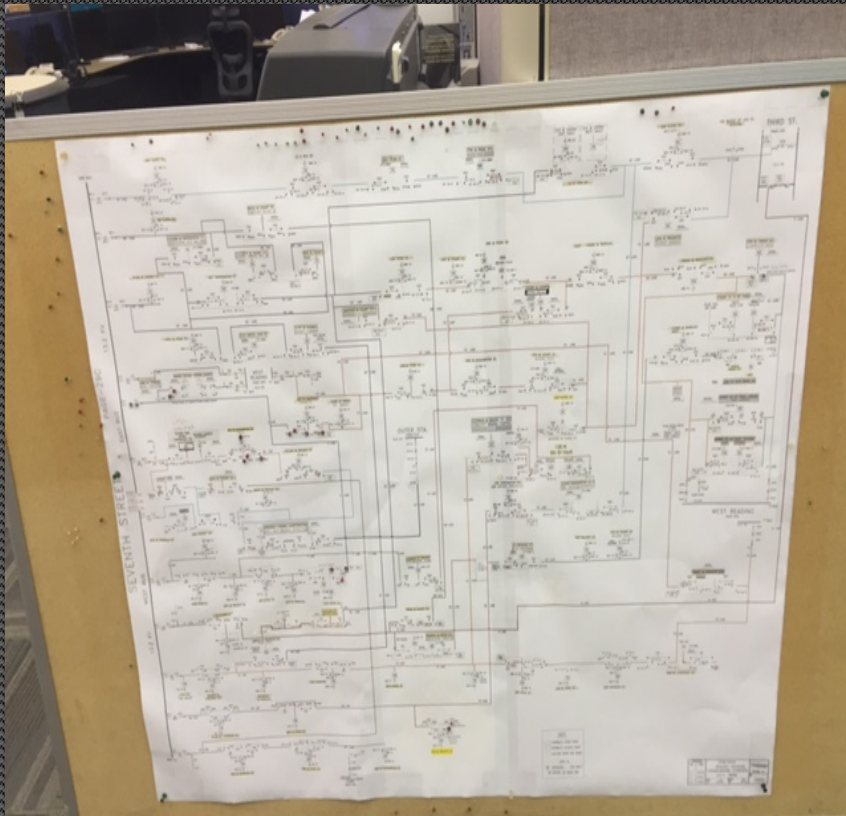
Met-Ed utilizes technology in almost every aspect of their operation.

- Customer Call Centers
- The Distribution System Operations Center
- Service Vehicles –which are now all equipped with computers
- The new “smart meter” technology for gathering customer usage.
- The distribution of electricity
- Meteorology data collection
- Environmental impact and economic development

The list goes on and on.....

Tracking Energy Outages

Tracking Power Outages
Prior to “SAIDI”



Today, through SAIDI
program -power outages
average only 1-2 hours!



Project Abstract

Students will complete a career interest inventory, research related career fields, and complete an analysis of jobs in the field.

- ***PA Career and Work Standards:***
 - Career Awareness and Preparation-Relate Careers to Individual Interests, Abilities, and Aptitudes
 - Career Awareness and Preparation-Analyze How the Changing Roles of Individuals in the Workplace Relate To New Opportunities Within Career Choices
- ***Content Area Academic Standards:***
 - ASCA National Model C:B1 Acquire Career Information
 - ASCA National Model C:C1 Acquire Knowledge to Achieve Career Goals

Summary of iBb Experience

The three most important items that I learned:

- The vast variety of career opportunities at Met-Ed.
- The opportunity for advancement and continuing education offered through Met-Ed.
- The involvement and support of the community given by First Energy –Met-Ed

Also I now recognize –These are **UTILITY POLES**, not telephone poles!



Overall I had a **GREAT** experience.
Thank you iBb, Met-Ed and Terry
Gilman.