

inside **BERKS** business:



A five-day learning experience for educators

## Met-Ed

**Suzy Hoffman**

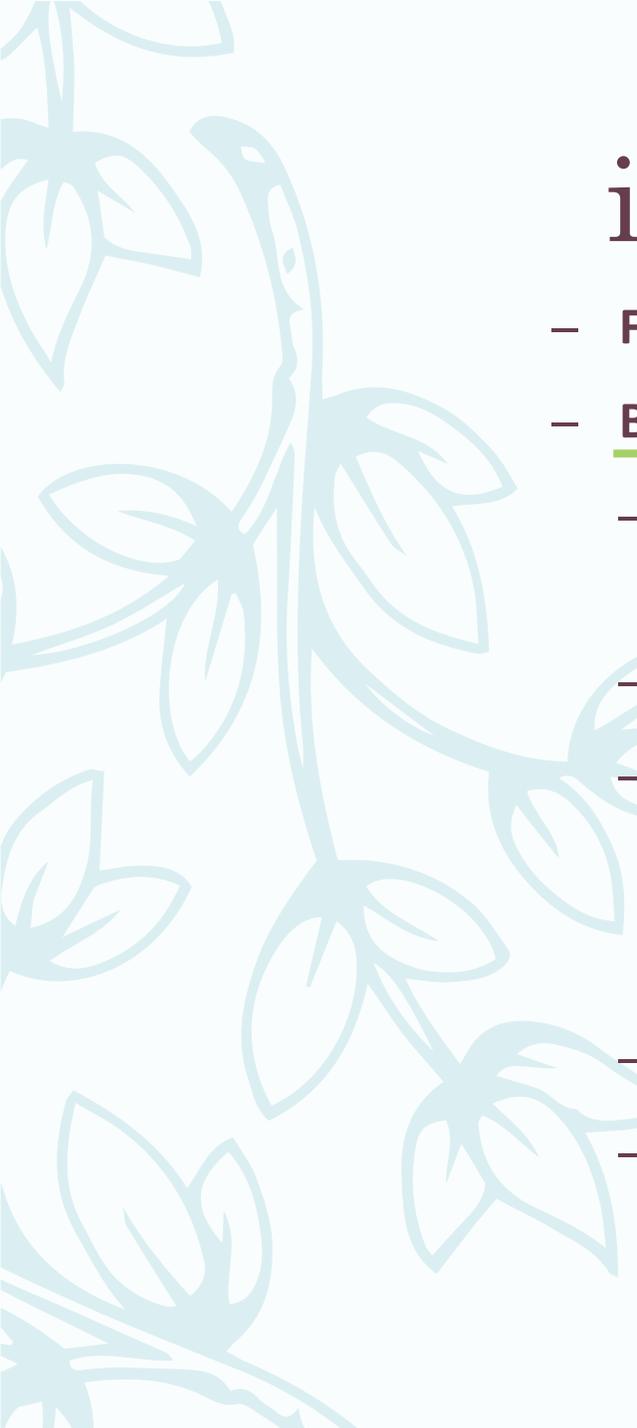
Boyertown Area School District

Grade 10 Biology

Grade 11-12 Academic Environmental Science

Grade 11-12 AP Environmental Science

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# inside Berks business Overview

- **Five day internship with a local business designed for teachers**
- **Benefits for Teachers**

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  - Behind the scenes look at a local company/organization to see how a business operates
  - Increased awareness of the need for career preparation
  - Generate curriculum to prepare students for the workplace
    - *Skills students need to succeed in the future*
    - *Career choices available*
  - Personal experiences gained to enrich instruction
  - Program supports PA Academic Standards for Career Education and Work

# First Energy Policy Statement

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- FirstEnergy is committed to supplier diversity as one of the key core values that are fundamental to achieving our vision of providing superior value to our customers and investors.
- Supporting diversity is essential when locating sources of materials and services, selecting suppliers, and managing supplier and contractor relationships. Inclusiveness provides real business opportunities to traditionally underused suppliers. Diversifying our vendor base also helps enhance competition among suppliers, resulting in increasingly innovative products and services, improved reliability, and lower costs.
- *"Every employee and business unit needs to be vigilant in supporting supplier diversity and sharing the vision of inclusiveness as we work to make our supplier base as diverse as our customer base."*

Chuck Jones  
President and Chief Executive Officer

# First Energy Mission Statement

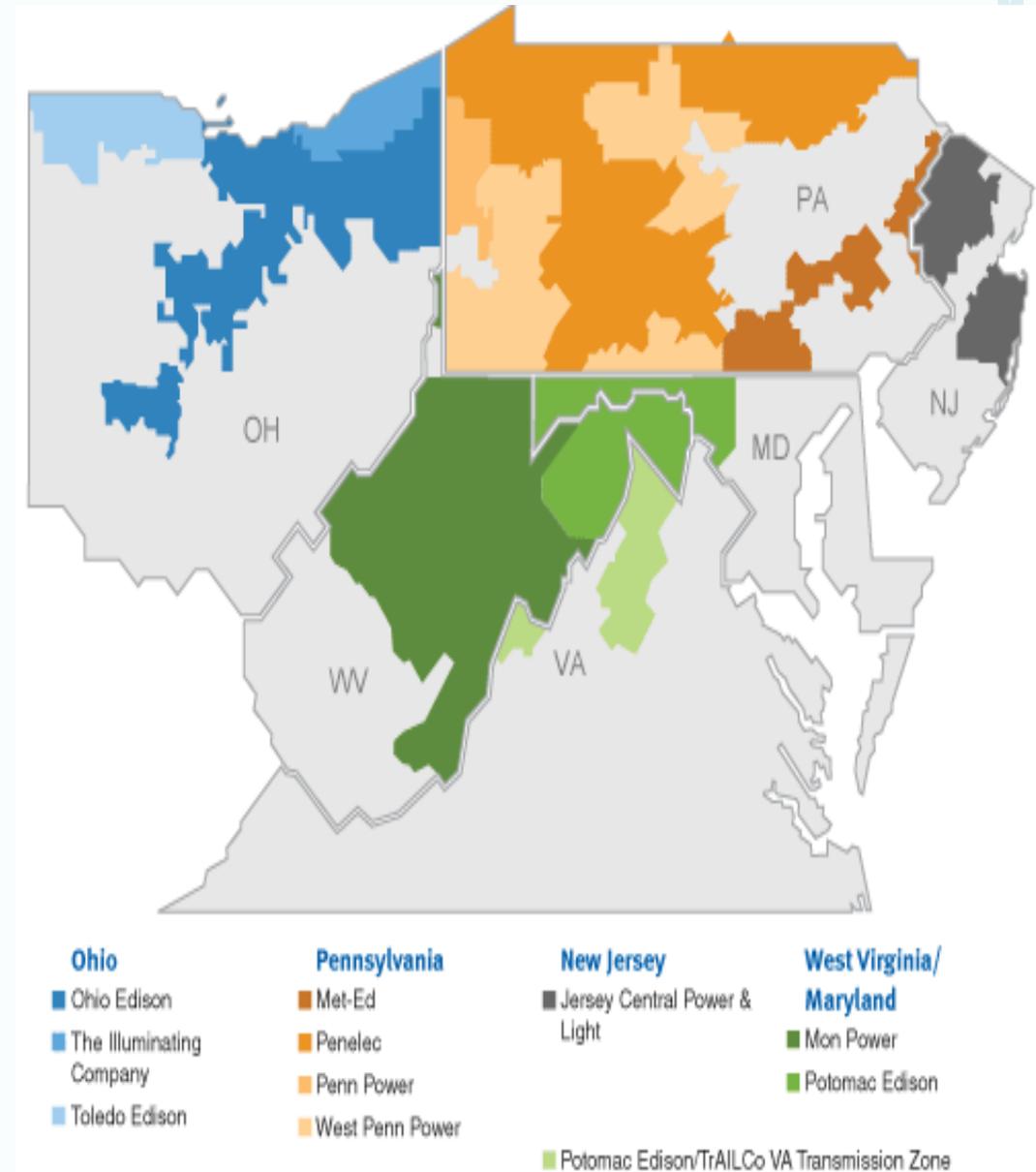
*An Environment Where People Thrive*

The Power to be our Best

Our performance is a combination of our behaviors and results. By focusing on what we achieve – as well as how we achieve it – we can motivate employees to do their bests every day and support the success of FirstEnergy.

Our Mission

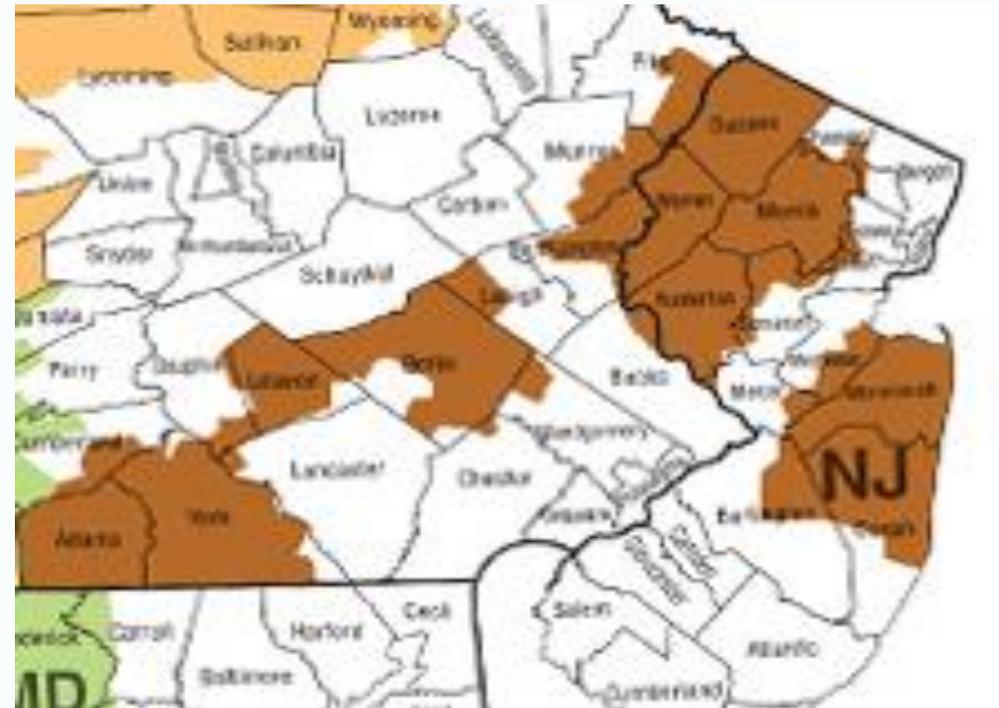
We are a forward-thinking electric utility powered by a diverse team of employees committed to making customers' lives brighter, the environment better and our communities stronger.



# Met-Ed Overview

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- 3,300 square miles of service territory
- 15,000 linear miles of primary distribution circuits
- 1300 miles of transmission
- 405,100 utility poles
- 245 substations
- 650 employees
- 560,000 customers
- 15 counties
- 275 municipalities





# First Energy's Values and Behaviors

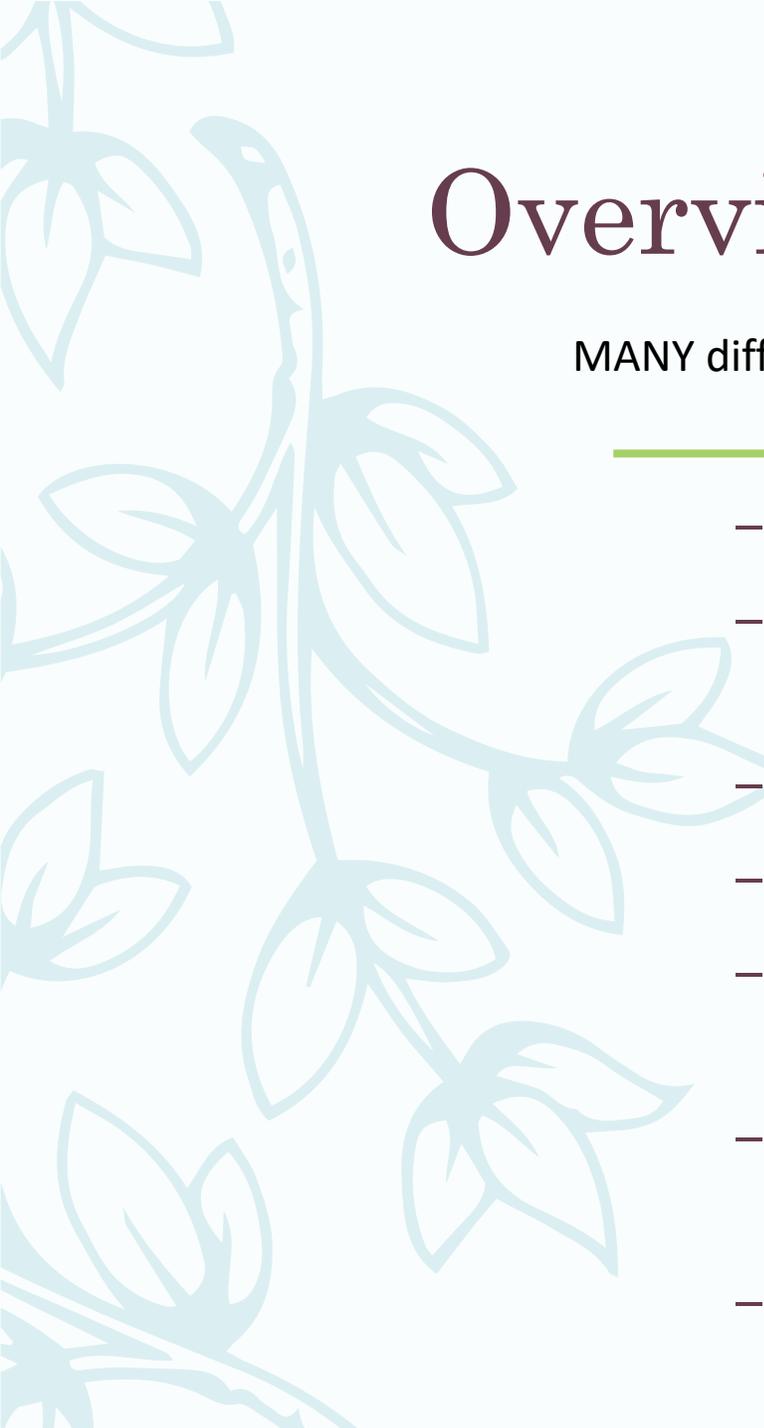
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## Our Core Values

- Safety
- Customers
- Diversity & Inclusion
- Innovation
- Performance
- Social Responsibility
- Teamwork

## Our Behaviors

- Courage
- Integrity
- Openness
- Ownership
- Trust



# Overview of Met-Ed Experience

MANY different careers involved to make the company successful...

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- Human Resources
- Human Services = Outreach programs (savings/low income)
- Compliance = Any discrepancies
- Revenue
- Corporate Communication/Media Relations
- Community Involvement and Contributions
- Distribution Generation
- Customer Contact Center
- Economic Development
- Environmental Department
- Distribution System Operations
- IT
- Engineering, Reliability and Asset Management
- Line Operations Department
- Many not represented

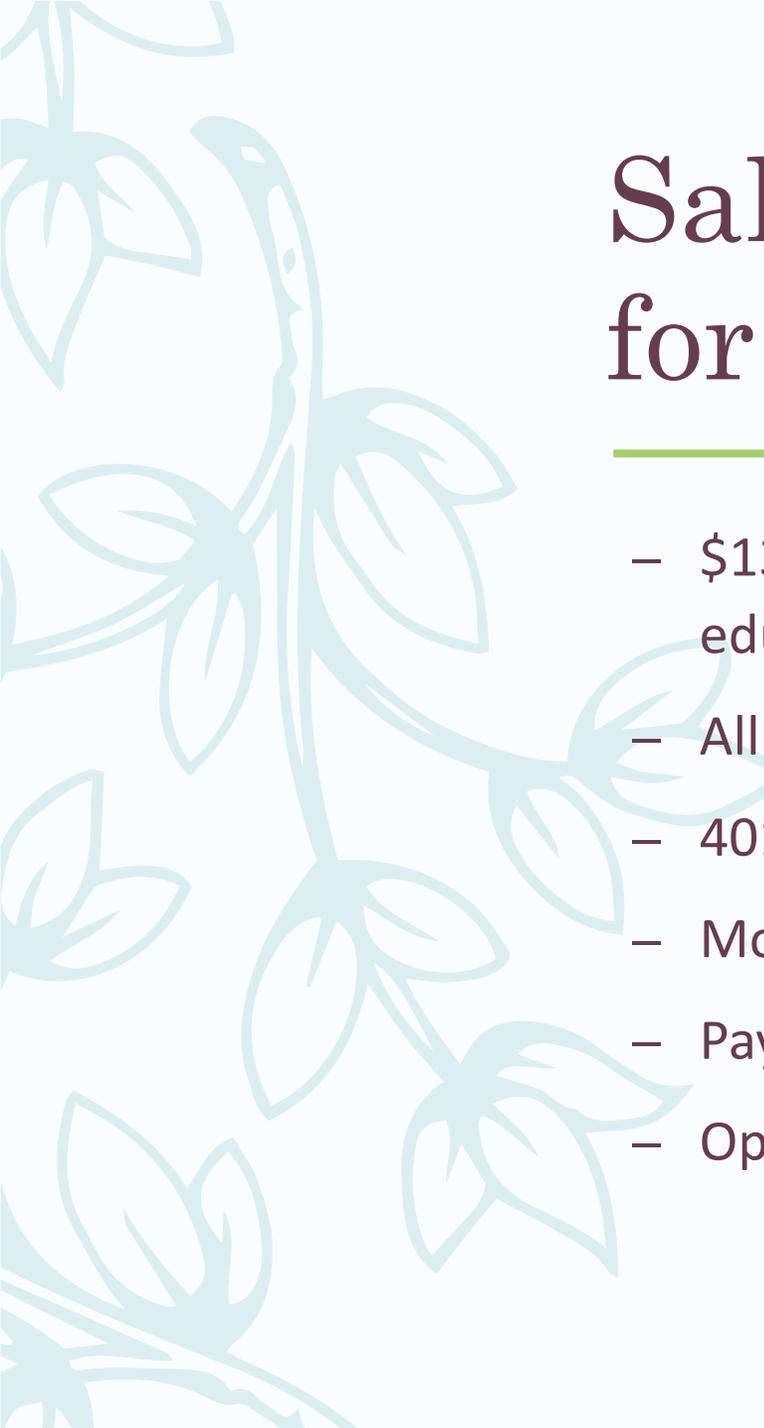
# Educational Skill Requirements

<https://www.firstenergycorp.com/careers.html>

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- Degree completely depends on the position held
- High School Diploma
- Technical School Certificate
- Bachelor/Masters/PhD





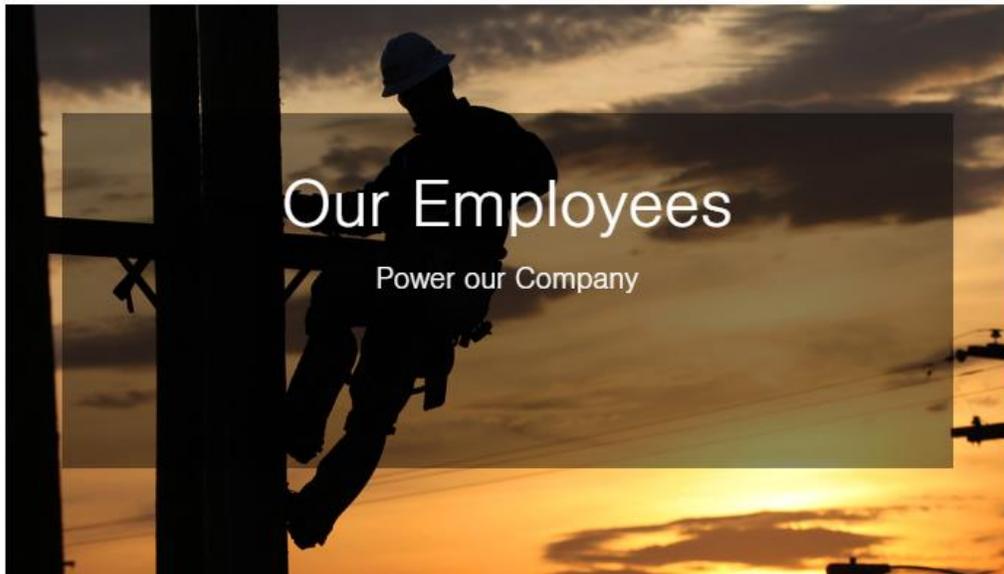
# Salary Ranges and Benefits for entry level positions & above

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- \$13 per hour - \$100,000+ yearly \*\*\* depends on the position and education
- All Full Time employees get benefits covered
- 401K/retirement packages (if applicable)
- Movement within company/Like to promote from within
- Pay for further education
- Option to work from home (if applicable)

# Met-Ed's Greatest Asset

- PEOPLE – Staff
  - Dedicated, Passionate, Hardworking, Innovative
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We are a forward-thinking electric utility powered by a diverse team of employees committed to making customers' lives brighter, the environment better and our communities stronger.

# Technology Utilized

- SmartBoards in the conference rooms
- GPS system that shows all the lines and substations
- Drones
- Work Management Initiative System (SAP System in the trucks)
- Website
- Intranet to share documents between buildings/Google Documents
- Online Newsletter/Press Releases
- Social Media •Twitter •Facebook •Pinterest •YouTube Videos
- Smart Meters
- Call Center Phone Structure System
- Computers/Mobile Devices/Computer Applications





# Met Ed's Greatest Challenge

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- Weather
  - Energy back to customers quickly
  - Extreme Temperatures
  - Storms
    - *Hotel Rooms/Food*
    - *Communication/Organization/Traffic*
    - *Mandatory Overtime; Some jobs are 24/7*
- Alternative Energy Sources/Competition

# Skills to be successful in the workplace

- Passion for learning and willingness to learn new skills
- Outgoing personality – willing to talk to strangers, greet people
- Work together/Team player
- Good interpersonal communication skills – phone conversations/emails
- Self motivated and independent/Ability to problem solve
- Positive attitude/Good work ethic
- Dependable/Come to work (reliable transportation)
- Writing Skills
- Technology skills
- Time management skills
- Follow directions
- Up to date on policies (compliance)

# Skills to be successful in the workplace

- Interview Skills
- BE NICE
- Patience

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- Pass a drug screen and background check
- Detail Oriented/Accurate
- Flexible
- Be resourceful – if you do not know the answer, find it
- Make decisions
- Learn from mistakes
- Willing to travel
- Deadlines
- Multitask
- Focus – No cell phone zones

# Project Abstract Summary1

## Environmental Science 11-12<sup>th</sup> Grade

- **Students will create a presentation about ways to be more environmentally sustainable.**

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- **Students will research a company/school that has decided to become more environmentally sustainable and followed the principle “Go Green.” Students describe the plan in detail and explain why they have chosen to adopt this approach.**
- **Students will then relate this plan to Boyertown Senior HS and how it can be incorporated here in detail.**
- **Students will also interview the company/school that has adopted this plan. It can be a personal interview, a phone conference, or an email conference.**
- **The final Presentation should include: 1)“Catchy” title for the plan; 2)Why these ideas and how do they relate to the company researched?; 3)Description of the idea; 4)Action plan; 5)Advantages; 6)Disadvantages; 7) Data tables/graphs/pictures.**
- **If possible, students will present their ideas at a school board meeting or other community venue.**

# PA Standards Activity 1

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- PA Academic Standards Addressed:
  - **Career Acquisition (Getting a Job) 13.2.11 A. Apply effective speaking and listening skills used in a job interview.**
  - **Career Retention and Advancement 13.3.11 B. Evaluate team member roles to describe and illustrate active listening techniques: • Clarifying • Encouraging • Reflecting • Restating • Summarizing**
  - **Career Retention and Advancement 13.3.11 E. Evaluate time management strategies and their application to both personal and work situations.**
- Content Academic Standards Addressed: **PA Environment and Ecology Standards**
  - **4.3. Natural Resources**
  - **4.5. Humans and the Environment**

# Project Abstract Summary 2

## Environmental Science 11-12<sup>th</sup> Grade

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- Students will choose and research one of the following energy sources to teach to the class via a presentation: Biomass/Bioenergy, Wind Energy, Hydroelectric Energy, Geothermal Energy, Nuclear Power, Solar Power, Hydrogen, Coal, Oil, or Natural Gas.
- Students will explain 1) how the energy source generates electricity, 2) 3 advantages and disadvantages in using your energy source compared to using other energies, and 3) current events/news stories/magazine articles relevant to the topic. Students should include graphs, diagrams, pictures and drawings of the energy source.
- At the conclusion of the presentations, I would invite a representative from all the local energy sources to speak to the students about their companies, their energy source, and their professions. This would be a modified career day based on careers related to energy sources.
- We would also take a field trip to any place close by that can offer a tour of their facility.

# PA Standards Activity 2

PA Academic Standards Addressed:

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- **Career Awareness and Preparation 13.1.1. A. Relate careers to individual interests, abilities, and aptitudes.**
- **Career Awareness and Preparation 13.1.1. B. Analyze career options based on personal interests, abilities, aptitudes, achievements and goals.**
- **Career Awareness and Preparation 13.1.1. D. Evaluate school-based opportunities for career awareness/preparation, such as, but not limited to:**

Content Academic Standards Addressed: **PA Environment and Ecology Standards**

- **Natural Resources 4.3.12.A. Evaluate the advantages and disadvantages of using renewable and nonrenewable resources.**
- **Natural Resources 4.3.12.B. Analyze factors that influence the local, regional, national, and global availability of natural resources.**
- **Humans and the Environment 4.5.12.A. Research how technology influences the sustainable use of natural resources.**

# SINCERE THANK YOU to Met-Ed

- This was an incredibly FUN learning experience!
  - A special thanks to Terry Gilman for organizing the internship
  - Thank you to all of the staff at Met-Ed
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The logo for FirstEnergy, featuring the company name in a bold, italicized, sans-serif font. The text is dark grey and is set against a black rectangular background. A thick, blue, curved underline is positioned below the text. A registered trademark symbol (®) is located at the end of the word "Energy".

**FirstEnergy**®