

## **Soloway: JCP&L Same Old Communications Problems**

Jersey Central Power and Light (JCP&L) continues to lag in communications with customers, despite promises made by the utility to the state Board of Public Utilities (BPU) in 2018, as many Hunterdon County residents are without power due to tropical storm Isaias and have no clear information on future restoration, Hunterdon County Freeholder Board Deputy Director Sue Soloway has charged.

Soloway stated, “I believe everyone recognizes that fallen trees and limbs are hindering the pace of restoration work, however, there is again a lack of significant communication by the utility.”

In a report by the BPU in July 2018, following a severe March 2018 wind storm, directives were given to power utilities that included improved storm response information and communications with customers.

Soloway said, “Presently all customers, regardless of location, whether in Morris, Monmouth, Hunterdon Counties, or other JCP&L service areas, are receiving the same information that power is expected to be restored by August 11th at 11:00 pm and some are being advised that restoration will not be completed until August 19th at 11:30 pm.”

That is a generic response that does not give the public enough information for planning. Given the high summer temperatures, the need to care for the elderly and children, the inability to maintain refrigeration for food, and the COVID-19 pandemic prohibiting people from congregating, more information from the company, disseminated more quickly, is a necessity.”

“Hunterdon County participated in an update for local governments conference call with the JCP&L President and Vice President of External Affairs on Wednesday. Many local officials expressed concern that the company needs to provide more current information for residents,” Soloway added.

### **JCP&L Bringing In Additional Personnel**

According to the utility, nearly 5,000 personnel are supporting restoration efforts in JCP&L’s service territory. Approximately 1,300 additional external line workers are expected to arrive over the next two days to bolster the restoration efforts. Personnel are travelling to assist JCP&L in restoration from the following states:

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Alabama, Florida, Georgia, Kentucky, Maryland, North Carolina, Ohio,  
Pennsylvania, Texas, Virginia and West Virginia.

Residents can view localized outage information provided by JCP&L here;  
<http://outages.firstenergycorp.com/nj.html>

JCP&L can be found on Facebook here: <https://www.facebook.com/JCPandL>.  
For current updates, including crew status, visit the JCP&L map at  
<http://spr.ly/NJOutageMap>. Text STAT to 544487 or call 888-544-4877 to receive  
an update for a specific area outage. This personalized information is also available  
in online JCP&L accounts.