

Billing Period: Mar 24 to Apr 24, 2012 for 32 days
Bill For: Joe Customer
00 Any Street
Anytown, OH 00000

April 27, 2012

Account Number: 000 000 000 000

Amount Due: \$0.00

Due Date: May 18, 2012

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-633-4766. For Payment Options, call 1-800-686-3421. Pay your bill online at www.firstenergycorp.com
Bill issued by: Ohio Edison, PO Box 3637, Akron OH 44309-3637

Messages

To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

Your next meter reading is scheduled for May 24, 2012.

For your safety, if your service has been disconnected, do not attempt to reconnect it. While this is illegal and could result in prosecution, removing a meter base or touching any of the wires can also cause death or serious injury through arcs of electricity, explosions or fire. Meters are only to be accessed by authorized utility personnel.

An important message to dog owners -- to ensure that our meter readers' visits to your home are safe and productive, please keep your dog secured in an area away from the path to your meter.

All of our employees wear photo ID badges. Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call the company.

Your new, redesigned bill provides the information you need in a format that's easier to read and understand. For more information, please call 1-800-633-4766.

Additional messages, if any, can be found on back.

Usage History

Apr 11	652,615	Oct 11	663,604
May 11	588,846	Nov 11	613,650
Jun 11	627,704	Dec 11	566,250
Jul 11	640,699	Jan 12	572,922
Aug 11	696,168	Feb 12	695,480
Sep 11	688,247	Mar 12	624,130
		Apr 12	619,970

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Return this part with a check or money order payable to Ohio Edison



76 South Main Street
Akron, OH 44308-1890

Joe Customer
00 Any Street
Anytown, OH 00000

Account Number: 000 000 000 000

Amount	Paid	
Amount	Due	\$0.00
Due Date	May 18, 2012	

OHIO EDISON
PO BOX 3637
AKRON OH 44309-3637

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Messages (Continued)

Explanation of Terms

Business Distribution Credit - Applied during the winter billing period for non-residential electric heat and/or water heating customers on a qualifying rate.

Bypassable Generation and Transmission Related Component - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

Cost Recovery Charges - Charges to recover previously incurred costs.

Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

Distribution Related Component - Charge for moving electricity over distribution lines to a service location.

Economic Development Component - Charges related to economic development support.

Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.

Kilowatt (KW) - 1,000 watts of electricity.

Kilovolt Amperes (KVA) - Volts times amperes divided by 1,000. Actual measured power used for circuit sizing.

Kilovolt-Amperes Reactive or kilovar (KVAR) - The portion of electricity that establishes and sustains the electric and magnetic fields of ac equipment. It is used to control voltage on the transmission network.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Late Payment Charge - A charge added to the bill on balances owed after the Due Date.

School Distribution Credit - A distribution credit that replaces the former Energy for Education II Program.

Important Information

If you have billing questions or complaints about your Ohio Edison account or for a written explanation of the Price to Compare:

Call Customer Service at 1-800-633-4766 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Call Payment Options at 1-800-686-3421 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Visit our web site at <http://www.firstenergycorp.com>

Write to us at The Ohio Edison, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

For customers who have a hearing or speech impairment and use a text telephone, call the TTY (Teletype) at 1-800-750-0750.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

For your protection, all of our employees wear Photo I.D. badges.

Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, or do not wish to participate, call 1-866-283-8081.