OhioEdison
A FirstEnergy Company

Bill Based On: Estimated Meter Reading, PIPP Plus

April 27, 2012

**Account Number: 000 000 000 000**

**Amount Due: $0.00**

**Due Date: May 11, 2012**

**Billing Period:** **Mar 24 to Apr 26, 2012 for 34 days**
**Bill For:** Joe Customer
00 Any Street
Anytown, OH 0000

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

**** REMINDER NOTICE ****

When this bill was prepared, your account had an unpaid balance. If you have already made this payment, thank you. If not, please promptly pay the overdue amount. Call us if you have questions or for information on payment arrangements.

Your next meter reading is scheduled for May 25, 2012.

If you pay your PIPP Plus payment on-time and in-full this month, you will receive a credit of $0.00 applied to your account balance.

If termination of service would be especially dangerous to your health or the health of someone in your household, please contact our office regarding certification of the related medical condition by a licensed physician, physician's assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife or local board of health physician so that service can be maintained.

Get your central air conditioning system running at peak performance before the hot days of summer arrive! Tune-up an existing unit and receive a $25 rebate or purchase a new high-efficiency system and receive up to $600 as part of our HVAC Program. Take the first step today by finding a participating contractor in your area at www.energysaveOhio.com or by calling 1-888-243-6808.

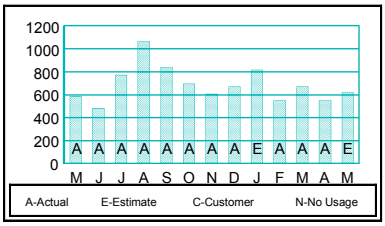
For your safety, if your service has been disconnected, do not attempt to reconnect it. While this is illegal and could result in prosecution, removing a meter base or touching any of the wires can also cause death or serious injury through arcs of electricity, explosions or fire. Meters are only to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

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

## Usage History

| | | | | | |
|---|---|---|---|---|---|
| May | 11 | 585 | Nov | 11 | 605 |
| Jun | 11 | 481 | Dec | 11 | 671 |
| Jul | 11 | 770 | Jan | 12 | 815 |
| Aug | 11 | 1,065 | Feb | 12 | 550 |
| Sep | 11 | 839 | Mar | 12 | 672 |
| Oct | 11 | 694 | Apr | 12 | 548 |
| | | | May | 12 | 623 |




| | Apr 11 | Apr 12 |
|---|---|---|
| **Average Daily Use (KWH)** | 18 | 18 |
| **Average Daily Temperature** | 45 | 49 |
| **Days in Billing Period** | 32 | 34 |
| **Last 12 Months Use (KWH)** | | 8,333 |
| **Average Monthly Use (KWH)** | | 694 |

## Account Summary

| | Amount Due |
|---|---|
| Previous Balance | 0.00 |
| Payments/Adjustments | 0.00 |
| **Balance at Billing on Apr 27, 2012** | **0.00** |
| PIPP Plus Amount | **0.00** |
| **Amount Due by May 11, 2012** | **$0.00** |

**You are legally responsible for a $ 0.00 actual account balance.**

## Usage Information for Meter Number 000000

| | |
|---|---|
| Apr 26, 2012 KWH Reading (Estimate) | 000 |
| Mar 24, 2012 KWH Reading (Actual) | 000 |
| KWH used | 00 |

## Charges From Ohio Edison

Customer Number: 0000000000 0000000000
Rate: Residential Service OE-RSF

| | |
|---|---|
| Customer Charge | 0.00 |
| Distribution Related Component | 0.00 |
| Cost Recovery Charges | 0.00 |
| Bypassable Generation and Transmission Related Component | 0.00 |
| **Current Consumption Bill Charges** | **0.00** |

## Detail Payment and Adjustment Information

| | | |
|---|---|---|
| 03/28/12 | Payment | -0.00 |

## Account Balance Information

**PIPP Plus Account Balance**

| | |
|---|---|
| Previous bill was | 0.00 |
| Total payments/adjustments | -0.00 |
| Balance at billing | 0.00 |
| Current charges | 0.00 |
| PIPP Plus Balance | 0.00 |

**Actual Account Balance**

| | |
|---|---|
| Previous bill was | 0.00 |
| Total payments/adjustments | -0.00 |
| On-time balance reduction | |
| 1/24th Arrearage Credit | -0.00 |
| Current bill arrearage credit | -0.00 |
| Balance at billing | 0.00 |
| Current charges | 0.00 |
| Actual Account Balance | 0.00 |

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

OhioEdison
A FirstEnergy Company

**76 South Main Street**
**Akron, OH 44308-1890**

Account Number: 000 000 000 000

| | |
|---|---|
| **Amount Paid** | |
| **Amount Due** | **$0.00** |
| **Due Date** | **May 11, 2012** |

**Joe Customer**
**00 Any Street**
**Anytown, OH 00000**

**OHIO EDISON**
**PO BOX 3637**
**AKRON OH 44309-3637**

0000000000000000000000000000

## Messages (Continued)

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.

## Explanation of Terms

**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.

**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.

**Price to Compare (PTC) -** The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit -** A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit -** A credit for a qualifying rate and usage applied to all usage over 1,250 KWH during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit -** A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

## 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 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).

**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from eight am. to five p.m. weekdays, or at http://www.pickocc.org.

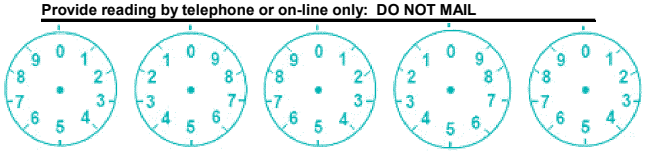
**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8:00 a.m. and 5:00 p.m.

**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.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-633-4766. Have the date you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here: ☐ ☐ ☐ ☐ ☐