



April 27, 2012

Account Number: 000 000 000 000

Billing Period: Mar 27 to Apr 26, 2012 for 31 days
Bill For: Joe Customer
00 Any Street
Anytown, PA 00000

Amount Due: \$0.00

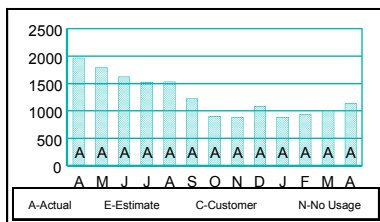
Due Date: May 14, 2012

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-545-7741. For Payment Options, call 1-800-962-4848. Pay your bill online at www.firstenergycorp.com
Bill issued by: Penelec, PO Box 16001, Reading PA 19612-6001

Table with columns: Messages, Account Summary, Amount Due. Includes sections for Usage Information, Charges From Penelec, and Detail Payment and Adjustment Information.

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

Usage History



Summary table with columns for Apr 11 and Apr 12, listing Average Daily Use (KWH), Average Daily Temperature, Days in Billing Period, Last 12 Months Use (KWH), and Average Monthly Use (KWH).

Return this part with a check or money order payable to Penelec



PO Box 16001
Reading, PA 19612-6001

Account Number: 000 000 000 000

Table with columns: Amount Paid, Amount Due, Due Date. Shows Amount Due as \$0.00 and Due Date as May 14, 2012.

Joe Customer
00 Any Street
Anytown, PA 00000

PENELEC
PO BOX 3687
AKRON OH 44309-3687

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Messages (Continued)

Explanation of Terms

Consumer Education Charge - Charge for the costs of state-mandated energy education programs.

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

Default Service Support Charge - Charge to recover new and deferred costs associated with serving customers in a competitive market.

Distribution Charge - Charges for Universal Service Program costs and for the use of local wires, transformers, substations and other equipment used to deliver electricity to consumers from high-voltage transmission lines.

Energy Efficiency Charge - Charge to fund the utility's programs designed to reduce customers' annual electric use and peak demand for electricity mandated by Act 129 of 2008.

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

Hourly Pricing Service Charge - Charges to provide energy, capacity, compliance with Alternative Energy Portfolio Standards, transmission and ancillary services for Industrial customers receiving Default Service.

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) - Price per kilowatt hour to be used when comparing to the price of a generation supplier.

Price to Compare Default Service - Charges for costs to provide energy, capacity, compliance with Alternative Energy Portfolio Standards, transmission and ancillary services for customers receiving Default Service.

Prorated Bill - If this is on the bill, the current billing period is less than 26 days or more than 35 days or a rate change occurred during the current billing period.

Service Charge - Charge for opening an account.

Smart Meter Charge - Charge for assessing and deploying state-mandated smart meter technology.

Solar Requirements Charge - Charge to acquire Solar Photovoltaic Alternative Energy Credits to comply with the Alternative Energy Portfolio Standards Act.

State Tax Surcharge - An adjustment to the state taxes recovered through Penelec's basic charges.

General Information

If you have billing questions or complaints about your Penelec account, please contact us before the due date.

Call Customer Service at 1-800-545-7741 from Monday - Friday, 8:00 a.m. - 6:00 p.m. Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency.

Call Payment Options at 1-800-962-4848 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Visit our web site at www.firstenergycorp.com

Write to us at Penelec, 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 1-800-522-2376.

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 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 1-800-545-7741. Have the date you took the reading available. If this is to avoid a scheduled estimate, please check the front of the bill for entry dates.

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: