April 27, 2012

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Billing Period: Mar 27 to Apr 26, 2012 for 31 days

Joe Customer 00 Any Street Anytown, PA 00000 Account Number: 000 000 000 000

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

					Mes	sages					
То	avoid	а	1.50%	Late	Payment	Charge	being	added	to	your	bill,
nle	ase na	v t	he Amo	unt I	Due by the	Due Da	te				

Your current PRICE TO COMPARE for generation and transmission from Penelec is listed below. For you to save, a supplier's price must

General Secondary Medium - 000000 - 00 certs per KWH Customer reserves the right to shop for an electric supplier.

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

Your bill includes $0.00~{\rm in~PA~taxes,~of~which~}0.00~{\rm is~PA~gross~receipts~tax.}$

Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utilities Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

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.

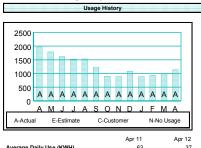
Your new, redesigned bill provides the information you need in a format that's easier to read and understand. For more information, please call 1-800-545-7741.

Account Summary	Amount Due		
Previous Balance	0.00		
Payments/Adjustments	-0.00		
Balance at Billing on Apr 27, 2012	0.00		
Penelec - Consumption	0.00		
Amount Due by May 14, 2012	\$ 0.00		
Usage Information for Meter Number 0000000			
Apr 26, 2012 KWH Reading (Actual)	000		
Mar 27, 2012 KWH Reading (Actual)	000		
KWH used	000		
Billed Load in KW/KVA	0		

Charges Fro	m l	Penelec				
When contacting an Electric Generation Supplier, please provide the following.						
Customer Number: 0000000000 0000000000						
Rate: General Secondary Medium PN-GSMF						
Price to Compare Default Service	0	KWH	,	0.000000	0.00	
Customer Charge					.00	
Distribution	0	KWH	,	0.000000	0.00	
	0	KW		x 0.00000	0.00	
Consumer Education Charge	0	KWH		x 0.00000	0.00	
	0	KWH	Х	0.000000	0.00	
Energy Efficiency Charge	0	KWH	,	0.000000	0.00	
Solar Requirements Charge	0	KWH	,	0.000000	0.00	
Default Service Support Charge	0	KWH)	c -0.000000	-0.00	
Non-Utility Generation Charge	0	KWH	,	0.000000	0.00	
Smart Meter Charge					.00	
State Tax Surcharge					-0.00	
Current Consumption Bill Charges 0.00						
Detail Payment and Adju	ust	ment Info	rma	ition		

04/02/12 Payment -0.0

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



 Apr 11
 Apr 12

 Average Daily Use (KWH)
 63
 37

 Average Daily Temperature
 43
 46

 Days in Billing Period
 31
 31

 Last 12 Months Use (KWH)
 14,531

 Average Monthly Use (KWH)
 1,211

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



PO Box 16001 Reading, PA 19612-6001

Joe Customer 00 Any Street Anytown, PA 00000 Account Number: 000 000 000 000

Amount Paid	0 000 000 000
Amount Due	\$0.00
Due Date	May 14, 2012

PENELEC PO BOX 3687 AKRON OH 44309-3687

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.

reading, equipments, 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-vottage transmission lines.

The security to consumes from Ingirevolage transmission inters.

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.

Traintailed by Act 129 of 2006.

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

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.

 ${\bf Late\ Payment\ Charge\ }$ - A charge $\ {\it added\ }$ to the bill on balances $\ {\it owed\ }$ 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.

transmission and aricularly services for customers receiving behalf service.

Provated 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 Portfolio Standards Act.

 $\textbf{State Tax Surcharge} \ \ \textbf{-} \ \, \textbf{An adjustment} \ \ \textbf{to the state taxes recovered through Penelec's basic charges}.$

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.firstenergy.corp.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 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 1-800-545-7741. 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.

