April 30, 2012

Account Number: 000 000 000 000

x 0.00 x 0.00 x 0.00

0 KWH

Page 1 of 2

0.00 0.00 0.00

.00 -0.00 .00 .00 .00

Amount Due: \$0.00 Due Date: May 21, 2012

Joe Customer 00 Any Street

Mar 29 to Apr 27, 2012 for 30 days

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

Din looded by: 1 choice,	1 0 Dox 10001; 1000mg 177 10012 0001	
Messages	Account Summary	Amount Due
** 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. To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	Previous Balance Payments/Adjustments Balance at Billing on Apr 30, 2012	0.00 0.00 0.00
	Penelec - Consumption Late Payment Charges Total Current Charges	0.00 .00 0.00
	Amount Due by May 21, 2012	\$0.00
Your current PRICE TO COMPARE for generation and transmission from Penelec is listed below. For you to save, a supplier's price must	Usage Information for Meter Number 0000000	
be lower. Standard Residential -00000 - 0 cents per KWH Customer reserves the right to shop for an electric supplier.	Apr 27, 2012 KWH Reading (Actual) Mar 29, 2012 KWH Reading (Estimate)	000 000
	KWH used Charges From Penelec	00
Your next meter reading is scheduled for May 29, 2012. Your bill includes \$3.38 in PA taxes, of which \$2.09 is PA gross receipts tax.	When contacting an Electric Generation Supplier, please provide the following. Customer Number: 000000000000000000000000000000000000	
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.	Price to Compare Default Service 0 KWH x 0.00 Customer Charge 0 KWH x 0.00 Distribution 0 KWH x 0.00 Consumer Education Charge 0 KWH x 0.00 WH x 0.00	0.00 .00 0.00 0.00 0.00
Cot your control air conditioning and heat nump custom running at	0 KWH X 0.00	0.00

Solar Requirements Charge Default Service Support Charge Non-Utility Generation Charge

Current Consumption Bill Charges Late payment charge
Total Charges

Smart Meter Charge State Tax Surcharge State Sales Tax

Get your central air conditioning and heat pump system running at peak performance before the hot days of summer arrivel Tune-up an existing unit and receive up to \$75 in rebates or purchase a new high-efficiency system and receive up to \$400 as part of our HVAC Program. Take the first step today by finding a participating contractor in your area at www.energysavePA.com or by calling 1-866-498-1409.

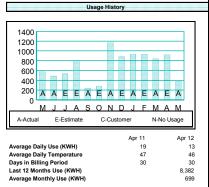
For your safety, if your service has been disconnected, do not attempt to reconnect it. While this is illegal and could result in prosecution, removing a meter base or touching any of the wires can also cause death or serious injury through arcs of electricity, explosions or fire. Meters are only to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

Additional messages, if any, can be found on back



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



Joe Customer 00 Any Street Anytown, PA 00000 Account Number: 000 000 000 000 Amount Paid Amount Due \$0.00 May 21, 2012 Due Date

> PENELEC PO BOX 3687 AKRON OH 44309-3687

Explanation of Terms

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

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watts used for one hour.

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

Non-Utility Generation Charge - Charges to cover an electric utility's costs associated with contracts with non-utility-owned generation.

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, compliance with Alternative Energy Portfolio Standards, transmission and ancillary services for customers receiving Default Service.

transmission and anciliarly services for customers receiving behalf service.

Prorated Bill - If this in 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 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.

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: