Bill Based On: Actual Meter Reading, Prorated

April 26, 2012

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- 0.00

Mar 29 to Apr 25, 2012 for 28 days

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

Amount Due: \$0.00

Due Date: May 16, 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: Met-Ed, PO Box 16001, Reading PA 19612-6001

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

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

Standard Residential - 00000000 - 0 cents per KWH
Customer reserves the right to shop for an electric supplier.

Your next meter reading is scheduled for May 29, 2012.

Your bill includes  $\ 0\ \ \mbox{in PA taxes, of which }\ 0.00\ \mbox{is PA gross receipts tax.}$ 

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.

Spring's warm weather often produces thunderstorms, which can cause service interruption. If you see a downed power line, immediately call us or your local police or fire department. For your safety, please stay away from downed power lines or anything they are touching.

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.

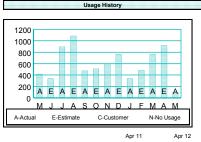
The Consumer Education Charge, which was approved by the Pennsylvania Public Utility Commission to help recover the costs of state-mandated energy education programs, will change to 0.021 cents per kWh effective April 1, 2012.

Account Summary	Amount Due
Previous Balance	0.00
Payments/Adjustments	-0.00
Balance at Billing on Apr 26, 2012	0.00
Met-Ed - Consumption	0.00
Amount Due by May 16, 2012	\$ 0.00
Usage Information for Meter Number 0	000000
Apr 25, 2012 KWH Reading (Actual)	000
Mar 29, 2012 KWH Reading (Estimate)	000
KWH used	0

When contacting an Electric Generation Supplier, please provide the following. Customer Number: 0000000000 0000000000 Rate: Standard Residential ME-RSD Price to Compare Default Service 0 KWH x 0.00 0.00 Customer Charge Distribution 0.00 Consumer Education Charge 0 KWH x 0.00 0.00 Solar Requirements Charge Default Service Support Charge Non-Utility Generation Charge 0 KWH ¥ 0.00 0.00 -0.00 x 0.00 Smart Meter Charge State Tax Surcharge .00 Current Consumption Bill Charges 0.00 Detail Payment and Adjustment Information

04/16/12 Payment

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



Apr 11 Apr 12
Average Daily Use (KWH) 14 4
Average Daily Temperature 52 54
Days in Billing Period 29 28
Last 12 Months Use (KWH) 7,274
Average Monthly Use (KWH) 606

Return this part with a check or money order payable to Met-Ed

PO Box 16001 Reading, PA 19612-6001

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

Amount Paid	
Amount Due	\$0.00
Due Date	May 16, 2012

MET-ED 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, 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.

mandated by Act 120 of 2008. 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.

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.

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.

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 Met Ed's basic charges.

## General Information

If you have billing questions or complaints about your Met Ed 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 quesions, 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: Met-Ed, 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: