

**Billing Period:** Mar 16 to Apr 17, 2012 for 33 days  
**Bill For:** Joe Customer  
00 Any Street  
Anytown, PA 00000

April 18, 2012

**Account Number: 000 000 000 000**

Amount Due: \$ 0.00

**Due Date: May 03, 2012**

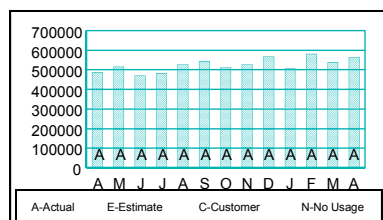
To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-720-3600. For Payment Options, call 1-800-774-1674. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)

**Bill issued by:** Penn Power, PO Box 16001, Reading, PA 19612-6001

Messages	Account Summary	Amount Due
To avoid a 2.00% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.	Previous Balance	0.00
To receive your <b>PRICE TO COMPARE</b> please call 1-888-478-2300.	Payments/Adjustments	-0.00
Your next meter reading is scheduled for May 16, 2012.	<b>Balance at Billing on Apr 18, 2012</b>	<b>0.00</b>
Your bill includes \$0.00 in PA taxes, of which \$0.00 is PA gross receipts tax.	Penn Power - Consumption	0.00
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.	Any Supplier	0.00
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.	<b>Total Current Charges</b>	<b>0.00</b>
Your new, redesigned bill provides the information you need in a format that's easier to read and understand. For more information, please call 1-800-720-3600.	<b>Amount Due by May 03, 2012</b>	<b>\$ 0.00</b>
	<b>Usage Information for Meter Number 00000</b>	
	Apr 17, 2012 KWH Reading (Actual)	000
	Mar 16, 2012 KWH Reading (Actual)	000
	Difference	000
	Multipplier	000
	KWH used	000
	Onpeak Load in KW/KVA	000
	OffPeak Load in KW/KVA	000
	Onpeak Power Factor	0%
	OffPeak Power Factor	0%
	Billed Load in KVA	000
	<b>Charges From Penn Power</b>	
	Customer Number: 000000000 0000000000	
	Rate Category: General Service Primary PP-GPD	
	Distribution 0.00 KW x 0.00000	0.00
	Energy Efficiency Charge 0.00 KW x 0.00000	0.00
	Solar Requirements Charge 0.00 KWH x 0.00000	0.00
	Default Service Support Charge 0.00 KW x 0.00000	0.00
	Smart Meter Charge	0.00
	State Tax Surcharge	0.00
	State Sales Tax	0.00
	<b>Current Consumption Bill Charges</b>	<b>0.00</b>
	<b>Charges From Any Supplier</b>	
	00 Any Street Anytown, PA 00000	
	Customer Service: 1-000-000-0000	
	Account Number: 000000 Rate: 0	
	Basic Charge 0 KWH x 0.000 per KWH	0.00
	<b>Total Any Supplier Charges</b>	<b>\$ 0.00</b>
	<b>Detail Payment and Adjustment Information</b>	
	04/03/12 Payment	-0.00
	<b>Account Balances by Company</b>	
	Previous Balance Payments/ Adjustments Current Charges Amount Due	
	Penn Power 0.00 0.00 0.00 0.00	
	Any Supplier 0.00 0.00 0.00 0.00	
	<b>Total 0.00 0.00 0.00 0.00</b>	

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

### Usage History



	Apr 11	Apr 12
Average Daily Use (KWH)	16257	17126
Average Daily Temperature	44	55
Days in Billing Period	30	33
Last 12 Months Use (KWH)		6,336,140
Average Monthly Use (KWH)		528,012

Return this part with a check or money order payable to Penn Power



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 03, 2012	

PENN POWER  
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 Charges** - 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 Penn Power's basic charges.

## General Information

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

**Call Customer Service** at 1-800-720-3600 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 1-800-774-1674 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Visit our web site** at [www.firstenergycorp.com](http://www.firstenergycorp.com)

**Write to us** at Penn Power, 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.

**Information about FirstEnergy Solutions Corp:** 341 White Pond Drive Bldg B3, Akron, OH 44320-1119, 1-888-254-6359

**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.