



Bill Based On: Actual Meter Reading

Page 1 of 2  
A01

April 26, 2012

Account Number: 000 000 000 000

Billing Period: Mar 27 to Apr 25, 2012 for 30 days

Bill For: Joe Customer  
00 Anystreet  
Anytown, PA 00000

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 1-800-720-3600. 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 1.35% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.	Previous Balance	0.00
Your current <b>PRICE TO COMPARE</b> for generation and transmission from Penn Power is listed below. For you to save, a supplier's price must be lower.	Payments/Adjustments	- 0.00
<b>Standard Residential - 0000000 - 0.00 cents per KWH</b>	<b>Balance at Billing on Apr 26, 2012</b>	<b>0.00</b>
Customer reserves the right to shop for an electric supplier.	Penn Power - Consumption	0.00
Your next meter reading is scheduled for May 25, 2012.	<b>Amount Due by May 16, 2012</b>	<b>\$0.00</b>
Your bill includes \$0 in PA taxes, of which \$0 is PA gross receipts tax.	<b>Usage Information for Meter Number 0000000000</b>	
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.	Apr 25, 2012 KWH Reading (Actual)	000
Get your central air conditioning and heat pump system running at peak performance before the hot days of summer arrive! 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 <a href="http://www.energysavePA.com">www.energysavePA.com</a> or by calling 1-866-498-1409.	Mar 27, 2012 KWH Reading (Actual)	000
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.	KWH used	00
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.	Billed Load in KW/KVA	0
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.	<b>Charges From Penn Power</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.	Customer Number: 0000000000 0000000000	
	Rate Category: Standard Residential PP-RSF	
	Price to Compare Default Service 0 KWH x 0.0000	0.00
	Customer Charge	.00
	Distribution 0 KWH x 0.0000	0.00
	Solar Requirements Charge 0 KWH x 0.0000	.00
	Default Service Support Charge 0 KWH x 0.0000	.00
	Smart Meter Charge	.00
	State Tax Surcharge	.00
	<b>Current Consumption Bill Charges</b>	<b>0.00</b>
	<b>Detail Payment and Adjustment Information</b>	
	04/06/12 Payment	-0.00

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

Usage History

A bar chart showing usage history from May 2011 to April 2012. The y-axis represents usage in KWH, ranging from 0 to 2000. The x-axis shows months from May (M) to April (A). Bars are labeled with 'A' for Actual, 'E' for Estimate, 'C' for Customer, and 'N' for No Usage. Usage is generally between 500 and 1500 KWH, with a peak in March 2012.

	Apr 11	Apr 12
Average Daily Use (KWH)	25	27
Average Daily Temperature	47	50
Days in Billing Period	33	30
Last 12 Months Use (KWH)		11,855
Average Monthly Use (KWH)		988

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



PO Box 16001  
Reading, PA 19612-6001

Account Number: 000 000 000 000

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

Joe Customer  
00 Any Street  
Anytown, PA 00000

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.

**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.

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

**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.

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

**Prorated Bill** - If this is on your bill, the current billing period is less than 28 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 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

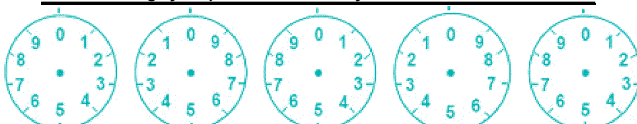
**For customers who have a hearing or speech impairment** and use a text telephone, call the TTY (Teletype) at 1-800-522-2376.

**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](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-720-3600. Have the date you took the reading available.

## 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: