

Billing Period: Mar 17 to Apr 19, 2012 for 34 days
Bill For: Joe Customer
00 Any Street
Anytown, PA 00000

April 23, 2012

Account Number: 000 000 000 000

Amount Due: \$0.00

Due Date: May 08, 2012

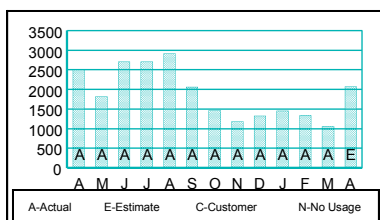
To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-686-0021. For Payment Options, call 1-800-736-3404. Pay your bill online at www.firstenergycorp.com

Bill issued by: West Penn Power, PO Box 3615, Akron OH 44309-3615

Messages	Account Summary	Amount Due
To avoid a 1.25% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	Balance at Billing on Apr 23, 2012	0.00
Your current PRICE TO COMPARE for generation and transmission from West Penn Power is listed below. For you to save, a supplier's price must be lower.	West Penn Power - Consumption	0.00
	West Penn Power - Lighting	0.00
	Total Current Charges	0.00
General Service - 00000 - 0 cents per KWH	Amount Due by May 08, 2012	\$0.00
Outdoor Lighting Service - 0000000 - 0 cents per KWH	Usage Information for Meter Number 00000	
Customer reserves the right to shop for an electric supplier.	Apr 19, 2012 KWH Reading (Actual)	000
Your next meter reading is scheduled for May 17, 2012.	Mar 17, 2012 KWH Reading	000
	KWH used	000
Your bill includes \$0 in PA taxes, of which \$0 is PA gross receipts tax.	Billed Load in KW/KVA	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.	Charges From West Penn Power	
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.	Customer Number: 0000000000 0000000000	
Your bill has been redesigned to be better organized and contains your new 12-digit account number. We also have new emergency outage and customer service numbers. For more information, please call 1-800-686-0021.	Rate: General Service WP-GS20F	
	Generation Charge 0 KWH x 0.00	0.00
	Transmission Charge 0 KWH x 0.00	0.00
	Distribution Charge 0 KWH x 0.00	0.00
	0 KWH x 0.00	0.00
	0 KWH x 0.00	0.00
	0 KWH x 0.00	0.00
	Energy Cost Adjustment 0 KWH x 0.00	0.00
	Energy Efficiency Charge 0 KWH x 0.00	0.00
	Smart Meter Charge	.00
	State Sales Tax	0.00
	State Tax Surcharge	-0.00
	Current Consumption Bill Charges	0.00
	Customer Number: 0000000000 0000000000	
	Rate: Outdoor Lighting Service WP-POLF	
	Generation Charge 0 KWH x 0.00	0.00
	Transmission Charge 0 KWH x 0.00	0.00
	Energy Cost Adjustment 0 KWH x 0.00	0.00
	Fixture Charges Unit(s) Per Unit	
	9500L SV OL (51) 0 0	0.00
	State Sales Tax	0.00
	State Tax Surcharge	-0.00
	Current Lighting Charges	0.00
	Total Charges	\$ 0.00

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

Usage History



	Apr 11	Apr 12
Average Daily Use (KWH)	81	61
Average Daily Temperature	46	54
Days in Billing Period	31	34
Last 12 Months Use (KWH)		22,069
Average Monthly Use (KWH)		1,839

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



76 South Main Street
Akron, OH 44308-1890

Joe Customer
00 Any Street
Anytown, PA 00000

Account Number: 000 000 000 000

Amount	Paid	
Amount	Due	\$0.00
Due Date	May 08, 2012	

WEST PENN POWER
PO BOX 3615
AKRON OH 44309-3615

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Messages (Continued)

Explanation of Terms

Basic Charges - Charges for services necessary for the delivery of electric service, including generation, transmission and distribution.

Customer Distribution Charge - Fixed charge for meter reading, billing, service line maintenance and equipment.

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

Generation Charge - Charge for the production of electricity.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Distribution Charge - Variable charge for the cost of using local wires, transformers, substations and other equipment needed to deliver electricity to a premise.

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

Non-Basic Charges - Charges for services not required for the delivery of electric service.

Transmission Charge - Charge for the movement of high-voltage electricity from a generation facility to our distribution lines.

General Information

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

Call Customer Service at 1-800-686-0021 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Call Payment Options at 1-800-736-3404 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Visit our web site at www.firstenergycorp.com

Write to us at West Penn Power, 76 S. Main St., A-RPC, Akron, OH 44308-1890.

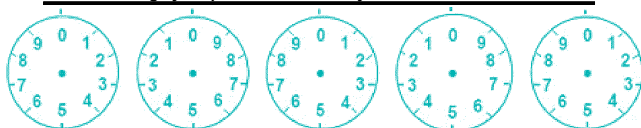
For customers who have a hearing or speech impairment and use a text telephone, call the TTY (Teletype) at 1-800-955-9445.

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 1-800-686-0021. 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: