



Bill Based On: Estimated Meter Reading,
Prorated Bill

Page 1 of 2
W09

May 09, 2012

Account Number: 000 000 000 000

Billing Period: Apr 06 to May 07, 2012 for 32 days

Bill For: Joe Customer
00 Any Street
Anytown, PA 00000

Amount Due: \$0.00

Due Date: May 29, 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.

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.

Domestic Service - 00000000 - .00 cents per KWH

Your next meter reading is scheduled for Jun 07, 2012.

Your bill includes \$0 in PA taxes, of which \$0 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.

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 Efficiency Program. Take the first step today by finding a participating contractor in your area at www.energysavePA.com or by calling 1-888-265-6684.

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.

Previous Balance	0.00
Payments/Adjustments	-0.00
Balance at Billing on May 09, 2012	0.00
West Penn Power - Consumption	0.00
Any Supplier	0.00
Total Current Charges	0.00
Amount Due by May 29, 2012	\$0.00

Usage Information for Meter Number 00000000	
May 07, 2012 KWH Reading (Estimate)	000
Apr 06, 2012 KWH Reading (Actual)	000
KWH used	00

Charges From West Penn Power	
Customer Number: 0000000000 0000000000	
Rate: Domestic Service WP-RS10D	
Customer Distribution Charge	
Distribution Charge	0 KWH x 0.000000 0.00
FirstEnergy Merger Credit	-0.00
Smart Meter Charge	0 KWH x 0.000000 0.00
State Tax Surcharge	-0.00
Current Consumption Bill Charges	0.00

Charges From Any Supplier	
00 Any Street Anytown, PA 00000	
Customer Service: 1-000-000-0000	
Account Number: 0 Rate: GEN-F000	
Basic Charge	0 KWH x 0.0000 per KWH 0.00
Total Any Supplier Charges	\$ 0.00

Detail Payment and Adjustment Information	
04/26/12 Payment	-0.00

Account Balances by Company				
	Previous Balance	Payments/Adjustments	Current Charges	Amount Due
West Penn Power	0.00	0.00	0.00	0.00
Any Supplier	0.00	0.00	0.00	0.00
Total	0.00	0.00	0.00	0.00

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

Usage History

Month	Usage (KWH)	Type
May 11	600	A-Actual
Jun 11	600	A-Actual
Jul 11	800	A-Actual
Aug 11	1100	A-Actual
Sep 11	700	A-Actual
Oct 11	600	A-Actual
Nov 11	600	A-Actual
Dec 11	700	A-Actual
Jan 12	700	A-Actual
Feb 12	600	A-Actual
Mar 12	800	A-Actual
Apr 12	500	A-Actual
May 12	700	A-Actual

	May 11	May 12
Average Daily Use (KWH)	21	21
Average Daily Temperature	55	55
Days in Billing Period	29	32
Last 12 Months Use (KWH)		8,389
Average Monthly Use (KWH)		699

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



76 South Main Street
Akron, OH 44308-1890

Account Number: 000 000 000 000

Amount	Paid	
Amount	Due	\$0.00
Due Date	May 29, 2012	

Joe Customer
00 Any Street
Anytown, PA 00000

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.

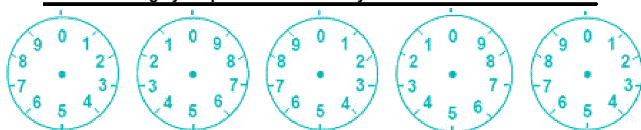
Information about FirstEnergy Solutions: 341 White Pond Drive Bldg B, Akron, OH 44320, 1-800-977-0500

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: