

**Billing Period:** Apr 03 to May 02, 2012 for 30 days  
**Bill For:** Joe Customer  
00 Any Street  
Anytown, PA 00000

May 04, 2012

Account Number: 000 000 000 000

Amount Due: \$ 0.00

Due Date: May 21, 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](http://www.firstenergycorp.com)

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

Messages	Account Summary																																																								
<p>To avoid a 1.25% Late Payment Charge being added to your bill, please pay the <b>Amount Due</b> by the Due Date.</p> <p>Your current <b>PRICE TO COMPARE</b> for generation and transmission from West Penn Power is listed below. For you to save, a supplier's price must be lower.</p> <p><b>General Service - 00000000 - 0 cents per KWH</b></p> <p>Your next meter reading is scheduled for Jun 04, 2012.</p> <p>Your bill includes \$0.00 in PA taxes, of which \$0.00 is PA gross receipts tax.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Previous Balance</td><td style="text-align: right;">0.00</td></tr> <tr> <td>Payments/Adjustments</td><td style="text-align: right;">0.00</td></tr> <tr> <td><b>Balance at Billing on May 04, 2012</b></td><td style="text-align: right;"><b>0.00</b></td></tr> <tr> <td>West Penn Power - Consumption</td><td style="text-align: right;">0.00</td></tr> <tr> <td><b>Amount Due by May 21, 2012</b></td><td style="text-align: right;"><b>\$ 0.00</b></td></tr> <tr> <td colspan="2" style="text-align: center;"><b>Usage Information for Meter Number 00000000</b></td></tr> <tr> <td>May 02, 2012 KWH Reading (Actual)</td><td style="text-align: right;">000</td></tr> <tr> <td>Apr 03, 2012 KWH Reading (Actual)</td><td style="text-align: right;">000</td></tr> <tr> <td>Difference</td><td style="text-align: right;">00</td></tr> <tr> <td>Multiplier</td><td style="text-align: right;">00</td></tr> <tr> <td>KWH used</td><td style="text-align: right;">000</td></tr> <tr> <td>Metered Load in KW</td><td style="text-align: right;">0.000</td></tr> <tr> <td>Billed Load in KW/KVA</td><td style="text-align: right;">0.0</td></tr> <tr> <td colspan="2" style="text-align: center;"><b>Charges From West Penn Power</b></td></tr> <tr> <td>Customer Number: 0000000000 0000000000</td><td></td></tr> <tr> <td>Rate: General Service WP-GS0D</td><td></td></tr> <tr> <td>Distribution Charge</td><td style="text-align: right;">0 KWH x 0.000000 0.00</td></tr> <tr> <td></td><td style="text-align: right;">0 KWH x 0.000000 0.00</td></tr> <tr> <td></td><td style="text-align: right;">0 KWH x 0.000000 0.00</td></tr> <tr> <td></td><td style="text-align: right;">0 KWH x 0.000000 0.00</td></tr> <tr> <td>Energy Efficiency Charge</td><td style="text-align: right;">0 KWH x 0.000000 0.00</td></tr> <tr> <td>Smart Meter Charge</td><td style="text-align: right;">.00</td></tr> <tr> <td>State Tax Surcharge</td><td style="text-align: right;">-0.00</td></tr> <tr> <td><b>Current Consumption Bill Charges</b></td><td style="text-align: right;"><b>0.00</b></td></tr> <tr> <td colspan="2" style="text-align: center;"><b>Charges From Any Supplier</b></td></tr> <tr> <td colspan="2" style="text-align: center;">00 Any Street Anytown, PA 00000</td></tr> <tr> <td colspan="2" style="text-align: center;">Customer Service: 1-000-000-0000</td></tr> <tr> <td colspan="2" style="text-align: center;"> <p>The following Supplier is responsible for billing you for your electric generation charges on a separate bill:</p> <p style="text-align: center;">Any Supplier</p> </td></tr> </table>	Previous Balance	0.00	Payments/Adjustments	0.00	<b>Balance at Billing on May 04, 2012</b>	<b>0.00</b>	West Penn Power - Consumption	0.00	<b>Amount Due by May 21, 2012</b>	<b>\$ 0.00</b>	<b>Usage Information for Meter Number 00000000</b>		May 02, 2012 KWH Reading (Actual)	000	Apr 03, 2012 KWH Reading (Actual)	000	Difference	00	Multiplier	00	KWH used	000	Metered Load in KW	0.000	Billed Load in KW/KVA	0.0	<b>Charges From West Penn Power</b>		Customer Number: 0000000000 0000000000		Rate: General Service WP-GS0D		Distribution Charge	0 KWH x 0.000000 0.00		0 KWH x 0.000000 0.00		0 KWH x 0.000000 0.00		0 KWH x 0.000000 0.00	Energy Efficiency Charge	0 KWH x 0.000000 0.00	Smart Meter Charge	.00	State Tax Surcharge	-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		<p>The following Supplier is responsible for billing you for your electric generation charges on a separate bill:</p> <p style="text-align: center;">Any Supplier</p>	
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Return this part with a check or money order payable to West Penn Power



76 South Main Street  
Akron, OH 44308-1890

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`$$'5 bniGlFYyh
'5 bntck bZD5 `$$$$$
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Account Number: 000 000 000 000

Amount	Paid	
Amount	Due	\$\$\$
Due Date	May 21, 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](http://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.

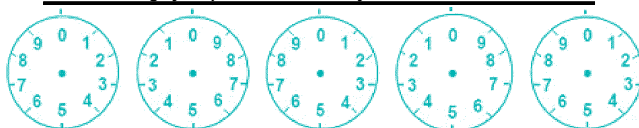
**Information about GDF Suez Energy Resources NA, Inc:** 1990 Post Oak Blvd Suite 1900, Houston, TX 77056, 1-866-999-8374

**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 1-800-686-0021. 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: