WestPenn Power
A FirstEnergy Company

Bill Based On: Estimated Meter Reading

April 13, 2012

Billing Period: Mar 10 to Apr 11, 2012 for 33 days
Bill For: Joe Customer
00 Any Street
Anytown, PA 00000

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 1-800-686-0021. 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

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 - 000000000 - 0 cent s per KWH
Customer reserves the right to shop for an electric supplier.

Your next meter reading is scheduled for May 10, 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.

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.

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.

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

Account Summary

	Amount Due
Previous Balance	0.00
Payments/Adjustments	-0.00
Balance at Billing on Apr 13, 2012	**0.00**
West Penn Power - Consumption	0.00
West Penn Power - Misc. Charges	-0.00
Total Current Charges	**0.00**
Amount Due by May 03, 2012	**$0.00**

Usage Information for Meter Number 0000000

Apr 11, 2012 KWH Reading (Estimate)	000
Mar 10, 2012 KWH Reading	000
KWH used	00

Charges From West Penn Power

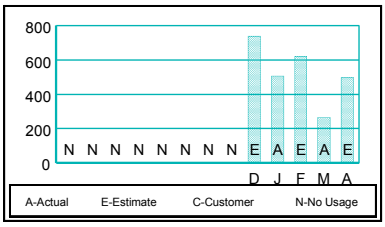
Customer Number: 0000000000 0000000000
Rate: Domestic Service WP-RS10F

Generation Charge	0 KWH	x	0.00	0.00
Transmission Charge	0 KWH	x	0.00	.00
Customer Distribution Charge				.00
Distribution Charge	0 KWH	x	0.00	0.00
Energy Cost Adjustment	0 KWH	x	0.00	0.00
FirstEnergy Merger Credit				-0.00
Smart Meter Charge	0 KWH	x	0.00	0.00
State Tax Surcharge				-0.00
Current Consumption Bill Charges				**0.00**
Security Deposit Interest				**-0.00**
Total Charges				**$ 0.00**

Detail Payment and Adjustment Information

04/03/12 Payment	-0.00

Usage History



	Apr 12
Average Daily Use (KWH)	15
Average Daily Temperature	54
Days in Billing Period	33
Last 5 Months Use (KWH)	2,627
Average Monthly Use (KWH)	525

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

WestPenn Power
A FirstEnergy Company

76 South Main Street
Akron, OH 44308-1890

Account Number: 000 000 000 000

Amount Paid	
Amount Due	**$0.00**
Due Date	**May 03, 2012**

Joe Customer
00 Anystreet
Anytown, PA 00000

WEST PENN POWER
PO BOX 3615
AKRON OH 44309-3615

00000000000000000000000000

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: ☐ ☐ ☐ ☐ ☐