



## Summer Safety Tips

After a long winter, it's nice to be able to spend your days outdoors, even with social distancing. Whether you're working on your landscaping or enjoying a picnic in the park, be aware and steer clear of electric lines or any other electrical equipment. Here are some helpful summer safety tips:

- Do not allow children to climb trees that are near power lines.
- Never climb a utility pole or post signs on them.
- Never fly kites or release balloons around power lines. If you notice kites, balloons or other objects tangled in a power line, call us.
- Avoid touching overhead electrical wires when carrying a long object, such as a pool skimmer or ladder.
- Never go near a downed wire or anything touching it, and keep your pets clear. Call us to report the downed wire or call 911 if it's an emergency.
- Never go near an electric substation for any reason.

## Contact us

For electrical emergencies and outages, call  
**888-LIGHTSS**  
(888-544-4877) 24 hours a day

For other business and account inquiries, call our Customer Contact Center M-F from 8 a.m. to 6 p.m. at the number listed below:

**Met-Ed 800-545-7741**  
**Penn Power 800-720-3600**  
**Penelec 800-545-7741**  
**West Penn Power 800-686-0021**

Visit us online at:  
[met-ed.com](http://met-ed.com)  
[pennpower.com](http://pennpower.com)  
[penelec.com](http://penelec.com)  
[west-penn-power.com](http://west-penn-power.com)

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# FirstEnergy

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## CUSTOMER CONNECTION



## Living Through the Coronavirus Pandemic

The reality of our lives in 2020 would have been unimaginable just a few months ago. With all activity under the microscope to minimize spread of the virus, we want you to understand the actions we're taking to keep you safe and keep your lights on.

First, if you are having difficulty paying your utility bills because of this pandemic, please visit [firstenergycorp.com/billassist](http://firstenergycorp.com/billassist) to learn about the assistance programs that may be available to help you get through this difficult time.

With more people at home around the clock, the reliability of your residential electric service is more

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# FirstEnergy

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## Living Through the Coronavirus Pandemic

important than ever. Our line workers continue upgrading and maintaining our system to minimize outages you might experience due to storms or equipment failure.

To maximize their safety and the safety of our customers, we have implemented work rules and procedures to minimize crew exposure to other crews and the public, with many crews reporting to remote locations rather than to line shops. More workers are driving their company vehicles home so they can report directly to field work sites without having to gather in the morning.

Because residential usage has increased, it is important that we get accurate meter reads as often as practical. Estimated bills don't account for a rise in demand and could lead to an unpleasant "make-up" bill, eventually, when the meter is read. That's why our meter readers are still working. Please note these employees can drive and walk their routes and return home to complete their work, possibly without direct human interaction the whole time.

Please stay clear of our crews and meter readers while they complete their work. They have been trained to maintain social distancing and will continue to do so to protect themselves and our customers.



## See You Online...

If you want up-to-date information at your fingertips, our social media team has you covered. Connecting with us online also allows you to be part of the conversation, which helps us learn more about you and what you'd like to see and hear from us.



### Facebook and Twitter

Follow us on Facebook and Twitter for the latest news and information about managing your electric service. These channels are the best for timely information during weather-related power outages, but also focus on other important topics like:

- Company news and events
- Energy-efficiency tips and programs
- Electrical safety information
- Behind-the-scenes look at our employees and their efforts to serve you



### YouTube

For our customers who are visual learners, FirstEnergy's YouTube channel is a great option. We have hundreds of videos covering topics from energy efficiency to how to protect yourself from utility scams.



### LinkedIn

Not only is LinkedIn a great way to network with other professionals, it's also a place to find out more about FirstEnergy and our utility companies. We routinely share content about our employees, important company events and other information that gives you the inside scoop about who we are and what we're doing to provide safe and reliable electricity. We also post job openings and are always looking for fresh talent from the communities we serve.

ON AVERAGE, MORE THAN  
**1.5 BILLION**  
PEOPLE LOG ON TO  
FACEBOOK EVERY DAY.

EVERY DAY, ABOUT  
**500 MILLION**  
TWEETS ARE SENT – THAT'S  
6,000 TWEETS PER SECOND.

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**2ND LARGEST**  
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