



STOP. LOOK. LIVE.

Downed Line Do's and Don'ts

Severe weather and vehicle accidents can cause power lines to fall. Always assume downed lines are energized and dangerous.

- Never touch a power line or anything touching a power line, whether the line is in the air, on the ground or hanging from a pole or other structure.
- Stay AT LEAST 30 FEET away from downed power lines, and 100 feet away from downed high-voltage transmission lines.
- If a downed line is near water - even a small puddle - keep well away.
- If you see a downed line, CALL **911** to report it.
- Keep children and pets away from downed lines.
- Don't drive over downed power lines and stay away from vehicles that are in contact with downed lines.
- If a power line falls onto your vehicle, stay inside until help arrives. If remaining in the vehicle isn't possible, jump out and away from the vehicle and land on both feet. Never touch the vehicle and the ground at the same time!

Please report any downed lines immediately by calling **911**.

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 Monday through Friday from 8 a.m. to 6 p.m. at the number listed below:

Mon Power
800-686-0022

Potomac Edison
800-686-0011

Visit us online at:
mon-power.com
potomacedison.com

Sign up for alerts by texting "REG" to 544487



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Heating assistance and help with overdue bills is available. Please visit us at

Mon-Power.com/assistance
PotomacEdison.com/assistanceWV

FirstEnergy

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March Issue

CUSTOMER CONNECTION

Struggling to pay your bills? FirstEnergy cares.



There are many reasons customers may struggle to pay bills. FirstEnergy cares and we are here to help you get back on track. You may be eligible for assistance with your electric bill and other expenses, and

special payment arrangements may also be an option for you.

"We understand that life circumstances can create unique challenges, and we're committed to helping customers keep the lights on," said Michelle Henry, senior vice president of Customer Experience. "We want to hear from customers who are struggling with their electric bills because we have several programs and options that might help them reduce or manage expenses to get through financial difficulties."

Please visit **firstenergycorp.com/billassist** and click on your state to see programs you may be eligible for, or call the customer service line on the back of this brochure for more information. Even if you have already received a disconnection notice, please contact us as soon as possible so that a member of our team can explore your options with you to avoid service interruptions. The sooner you call, the more help may be available to assist you.

FirstEnergy

Mon Power • Potomac Edison



Dig This!

April is National Safe Digging Month. Before you start those outdoor projects you've been planning all winter, be sure to call 811. By calling before you dig, you can reduce your risk of damaging underground lines and injuring yourself to less than 1%.

811 is a federally mandated, national phone number that gets you in touch with someone who can locate underground electric, gas or other utility lines. Digging without this information can cause power outages, severe injury – or even death.

All you need to do is tell the operator where you're planning to dig and what type of work you will be doing. Your local utility companies will be notified, and within a few days they will mark the location of underground lines.

Please call at least three days in advance to avoid unnecessary delays to your project.

Be smart – Be safe –
Call before you dig! For
more information, visit
call811.com.



We're Here When You Need Us!

We care about customer service and understand the importance of being available when it's convenient for you. That's why we provide you with as many ways to communicate with us as possible. Whether it's on your computer or over the phone, we're here when you need us.

- Sign up for email or text message alerts and notifications – These can provide power outage updates, severe weather alerts, billing reminders and more.
- Stay connected with interactive text messaging – You can report an outage, check an outage status or make billing inquiries.
- Visit our website – View and pay your bills, review electric usage and payment history, submit service requests and see the most up-to-date outage status with our 24/7 Power Center.
- Follow us on Twitter and Like us on Facebook – Get updates on outages along with relevant information about using electricity safely and efficiently.
- Give us a call at the number listed on the back of this newsletter.

For more information about ways to stay connected, visit firstenergycorp.com/connect.



Riding the Storm Out

Providing you with reliable electricity is our priority, but sometimes mother nature has other plans. It's best to be prepared before weather-related outages occur. Put together an emergency kit that includes the following items:

- Bottled water
- Flashlights
- Battery-powered radios
- Extra batteries
- Charged cell phone and charger for your vehicle

And, remember to call 888-LIGHTSS (**888-544-4877**) if your power does go out. The sooner you report the outage, the faster we can respond, repair the damage and restore your service. For more information on outage preparedness, visit firstenergycorp.com/storminfo.