

# Scammers Turn up the Heat When it's Cold Out



Scammers take advantage of the colder temperatures and the chaotic nature of the holidays by threatening to shut off your power if immediate payment isn't made. Don't let someone put a damper on the season. Here's some helpful information to prepare you for any suspicious phone calls or emails:

- If your account is past due, we will send a written notice of its status, with instructions on how to avoid disconnection of service.
- While our representatives may call customers to remind them that a payment is past due, they would explain how to make a payment using our established payment options.
- Our electric companies do not accept pre-paid debit cards or wire transfers as payment, and our representatives will not demand bank information or a credit card number over the phone.
- Never provide personal information over the phone, and only make payments to your FirstEnergy operating company using one of the payment options listed at [firstenergycorp.com/paymentoptions](http://firstenergycorp.com/paymentoptions).

For more information, including known scams and additional resources, visit [firstenergycorp.com/scam-info](http://firstenergycorp.com/scam-info).

## Contact us

For electrical emergencies or downed lines, **call 911.**

For 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:

**Mon Power**

**1-800-686-0022**

**Potomac Edison**

**1-800-686-0011**

Visit us online at:

**[mon-power.com](http://mon-power.com)**

**[potomacedison.com](http://potomacedison.com)**

Sign up for alerts by texting "REG" to 544487



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## CUSTOMER CONNECTION

### Tips for Safe Holiday Decorating

Getting ready to decorate your home for the holidays? It's a fun way to kick off the season, but it's important to keep safety first.



Before decking the halls, remember these tips:

- **Decorate safely outdoors:** Never place inflatables, lights or other decorations under a power line. If a decoration or other object comes in contact with electrical equipment, DO NOT attempt to remove it. Call 9-1-1 immediately.

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Continued from page 1

## Tips for Safe Holiday Decorating

- **Make a plan:** Be sure lights and any tools you are using to hang them are completely within your control and cannot contact electric equipment.
- **Check your lights:** Before stringing lights, look for frayed wires, broken bulbs or cracked sockets. Toss and replace damaged lights.
- **Look at the label:** Lights should be approved by Underwriter's Laboratory and carry a "UL" seal on the tag. Red UL marks indicate the lights are approved for indoor or outdoor use, while green UL tags indicate approval for indoor use only.
- **No hammer time:** When you're hanging lights, don't hammer tacks or nails into electrical cords. Use clips to safely attach lights throughout your home.
- **Turn off before turning in:** Holiday lights should never be left unattended. Turn off lights or use a timer to automatically shut them off before heading to bed.



## Need Help Paying Your Bill? We Can Help.



There are many reasons you or someone you know may be struggling to pay monthly bills. We understand and can offer a variety of programs to help you manage your home energy costs and catch up on your electric bill.

Assistance may be available through the following programs:

- Dollar Energy Fund
- Emergency Assistance (EA)
- LIEAP/ELIEAP
- WVDP
- WV Homeowner's Rescue

We care about you and are here to help you get back on track. To learn more and see what programs you could be eligible for, scan the QR code or visit:

[firstenergycorp.com/billassist](http://firstenergycorp.com/billassist)



## Warm Up with Energy Efficiency

As temperatures drop, it's a great time to find ways to stay comfortable while using energy wisely. Here are a few ways to keep your home energy efficient this season:

- When shopping for electronics or appliances, keep an eye out for the ENERGY STAR® label. This stamp of approval shows the device has been tested and met rigorous energy efficiency standards.
- Brighten up your holidays with LED lights. They not only sparkle but also slash your electricity consumption by over 90% compared to traditional bulbs. Plus, they'll keep shining for more than 25,000 hours.
- Air leaks can account for up to 40% of your heating and cooling costs. Fix them by caulking and weatherstripping, making your home more comfortable and energy efficient.
- Give your heating system a break by keeping furniture away from vents. Blocking airflow makes your HVAC system work extra hard to keep you comfortable.
- When the fireplace is not in use, remember to close the damper. This simple step keeps warm air in and cold air out, helping you save energy.

