



# STOP. LOOK. LIVE.

## Summer Safety Tips

After a long winter, it's nice to be able to spend your days outdoors. 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 near power lines, and do not trim a tree that's near or touching a power line.
- Never climb a utility pole or post signs on them.
- Never fly kites or drones or release balloons around power lines. If you notice kites, balloons or other objects tangled in a power line, call **888-LIGHTSS (888-544-4877)**.
- Pay careful attention while carrying or repositioning long objects like pool skimmers or ladders. Never let anything get within 10 feet of a power line.
- Never go near a downed power line. If you see a downed power line, stay at least 30 feet away and call 911 immediately. Don't touch or go near anything it's in contact with, and keep your pets away.
- Never go near an electric substation for any reason.
- If you're planning any type of work that requires excavation (e.g., planting trees and shrubs, installing fences & mailboxes) be sure to call 811 before you dig.

For more safety tips, visit [firstenergycorp.com/safety](http://firstenergycorp.com/safety).

## 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 Care 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)

Sign up for alerts by texting "REG" to 544487

Need to connect with resources in your community?

**Visit PA 211 [pa211.org](http://pa211.org)**



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July Issue

## CUSTOMER CONNECTION

## Beat the Heat This Summer

As temperatures rise, your electric bill could increase too as you rely on your cooling system to beat the heat. Follow these tips to stay cool and help keep bills manageable:



- Replace your air filter a minimum of every three months. Dirty filters force your cooling system to work harder, using more energy in the process.
- Draw blinds, shades or drapes to block sunlight during the hottest part of the day, especially on south- and west-facing windows.
- Set your fan counterclockwise. This creates a downdraft that pushes cool air down. Be sure to turn fans off when you leave the room – fans cool people, not rooms.
- Caulk, weatherstrip or seal openings or cracks around doors and windows that could be letting cool air escape.
- Avoid using heat-producing appliances during the hottest times of the day, which can make your AC work harder.

For more tips and resources to save energy and money year-round, visit [firstenergycorp.com/saveenergy](http://firstenergycorp.com/saveenergy).

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# Whose Line is it Anyway?

If your home's exterior electrical system is damaged, it's important to understand which components are our responsibility and which are yours.

**If you receive overhead electric service, we are responsible for the following components:**

- **Service Drop** – The wires running from the utility pole to your home.
- **Electric Meter** – Measures your electricity use in kilowatt-hours.

**You own and are responsible for repairing the following:**

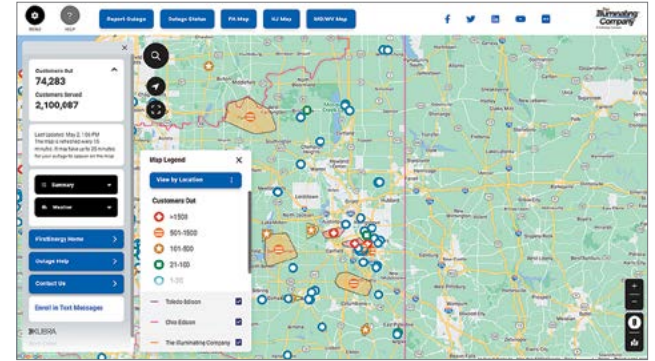
- **Weatherhead and Insulator** – This is the point where our electric lines connect to your home.
- **Service Entrance Cable** – The wire that extends from your weatherhead to the meter and from the meter to your fuse box or circuit breaker box.
- **Meter Base** – Your meter is mounted in this box.
- **Fuse Box or Circuit Breaker Box** – This is the main service panel that houses your fuses or circuit breakers.
- **Household Wiring** – The interior wiring that distributes electricity through your home.

NOTE: Work on electrical systems should only be completed by a qualified electrician.



# A Colorful Change to the 24/7 Power Center Outage Map

Our 24/7 Power Center outage map is one of many tools you can use to stay informed during a power outage. The map provides important outage information, including the cause of an outage, number of affected customers, crew status and estimated restoration time, updated every 15 minutes.



We're pleased to share some newly implemented enhancements designed to make it easier for you to locate key information about your outage. Some of the new features include:

- **View by Location:** Color-coded icons show the number of customers impacted by an outage and polygon shapes can be drawn around an entire area where an outage impacts three or more locations.
- **Summary Report:** View outages by county or municipality, with the added ability to search and sort results.
- **State Map Navigation:** A navigation bar at the top of the outage map lets you to toggle between maps for each state in FirstEnergy's footprint, including Ohio, Pennsylvania, West Virginia, Maryland and New Jersey.
- **Weather Radar Overlay:** Toggle on/off and adjust the opacity of a real-time weather radar overlay on the map to see how the weather may be impacting your current outage status.
- **Service Address Search:** Improved address search functionality allows you to locate and save several addresses to quickly view outage details and restoration updates for the locations most important to you.

Visit [firstenergycorp.com/outages](https://www.firstenergycorp.com/outages) to view the updated outage map, sign up for outage notifications and get tips to prepare for severe weather.

Mailing in your payment? We have a new address! The enclosed bill stub has been pre-addressed for your convenience. If you can't locate your stub, please mail your check to the following:

**FirstEnergy**  
P.O. Box 371422  
Pittsburgh, PA 15250-7442

Find more information on ways to pay at [firstenergycorp.com/paymentoptions](https://www.firstenergycorp.com/paymentoptions).