

continued from front page

## Stay Cool This Summer

- When possible, avoid using heat-producing appliances during the hottest times of the day. The added heat makes your cooling system work harder.
- Caulk, weatherstrip or seal cracks around doors and windows to help prevent cool air from escaping.

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

## Call 811 Before You Dig

Summer is a popular time to complete outdoor improvement projects, especially those that require digging.

Creating a new garden or installing a mailbox may seem like small projects, but there may be buried utility lines just under the surface. Contacting **811** and having lines marked before starting any digging project can prevent potential injury, property damage and utility disruption.

Call **811** at least two to three business days before starting your project to submit a request. If you are hiring an excavator, the excavator should complete the request for you. Once the request is received, **811** will contact your utility operators to locate and mark their buried lines on your property with flags or paint – at no cost to you.

For more safety information and resources to stay safe around electrical equipment, visit [firstenergycorp.com/safety](http://firstenergycorp.com/safety).



**Know what's below.  
Call before you dig.**

## 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)**



Follow us on X:

**@Met-Ed**  
**@Penn\_Power**  
**@Penelec**  
**@W\_Penn\_Power**



Like us on Facebook:

**[facebook.com/MetEdElectric](https://facebook.com/MetEdElectric)**  
**[facebook.com/PenelecElectric](https://facebook.com/PenelecElectric)**  
**[facebook.com/PennPower](https://facebook.com/PennPower)**  
**[facebook.com/WestPennPower](https://facebook.com/WestPennPower)**

**FirstEnergy**

Met-Ed • Penelec • Penn Power • West Penn Power



July Issue

## CUSTOMER CONNECTION

## Stay Cool This Summer Without Burning Up Your Wallet

Sometimes the temperature isn't the only thing that rises during the summer months. As we rely on our cooling systems to stay comfortable, it's not uncommon for electric bills to increase.



Follow these tips to help stay cool without sweating energy costs:

- Replace your air filter at least every three months. Dirty air filters force your cooling system to work harder and use more energy.
- Draw blinds, shades or drapes to block sunlight during the hottest part of the day, especially on any south- and west-facing windows.
- Set ceiling fans to rotate counterclockwise. This creates a wind chill effect that makes the room feel cooler. Remember to turn fans off when you leave a room – fans cool people, not rooms.

continued inside

**FirstEnergy**

Met-Ed • Penelec • Penn Power • West Penn Power

# Summer Power Line Safety

Now that warm weather is here to stay, you're likely spending more time working and playing outdoors. While you enjoy all things summer, it's important to be aware of power lines and other electrical equipment and how to avoid hazards.

## Follow these summer safety tips:

- Do not allow children to climb trees near power lines.
- Do not place playsets near power lines.
- Never climb a utility pole or post signs on them.
- 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 an electric substation for any reason.
- Do not trim trees near or touching a power line.
- Never fly kites or drones or release balloons around power lines. If you notice kites, balloons or other objects tangled in a power line, do not attempt to remove them. Call **888-LIGHTSS (888-544-4877)** and we'll take care of it for you.
- Under no circumstances should you ever go near a downed power line. If you see a downed power line, stay at least 30 feet away and call 911 immediately. Do not touch or go near anything the line is touching. Keep children and pets away.

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



# Explore Programs and Tools to Manage Bills

As seasons change and the region experiences periods of extreme heat or cold, your heating and cooling system works overtime, often leading to higher electric bills. There are a variety of programs and tools that can help you manage your monthly energy budget or better use electricity throughout your home.



- **Budget Billing:** Known as the Equal Payment Plan, budget billing spreads out annual costs across all 12 months to help even out seasonal highs and lows, making monthly bills more manageable during cold or hot months when energy usage is higher.  
To see if you are eligible for a monthly plan and to calculate your anticipated monthly expected bill amount, log in to your online account at [firstenergycorp.com/login](https://www.firstenergycorp.com/login).
- **Analyze Usage Tool:** You can access the free Analyze Usage tool by logging into your **MyAccount** profile at [firstenergycorp.com](https://www.firstenergycorp.com). The Analyze Usage tool allows you to receive customized insights to help you save energy and money. By answering a few simple questions about your household's energy usage, you can receive personalized tips to reduce energy consumption.
- **Bill Assistance Programs and Payment Plans:** There are many reasons customers may be having trouble paying their electric bills. If this sounds like your household, there are a variety of programs that can help get you back on track. Visit [firstenergycorp.com/billassist](https://www.firstenergycorp.com/billassist) to learn about available assistance programs or see if you qualify for a payment arrangement.



# Make Sure Your Account Information is Up to Date

It's important to periodically review and update your contact details to ensure we can reach you to share important account updates, such as:

- Billing alerts
- Planned outage notifications
- Power outage updates

Review and correct your contact information right in your online account at [firstenergycorp.com/login](https://www.firstenergycorp.com/login).

