

If a customer's energy use increases, a change in service classification and the installation of a demand meter might be required, which could involve electric installation modifications. The rate schedule shows when a nondemand customer must have a demand meter installed. This schedule also indicates when customers billed for demand may require a change in service classification when their demand increases or decreases.

## Nonpayment

If you fail to pay your bill, you may receive a reminder notice. If your account remains unpaid, you will receive a final termination notice. You have eight days from the date the final termination notice is mailed to pay the bill or enter into a payment agreement. Please contact us immediately if you think the bill is incorrect, and we will review your account.

The final termination notice will list the overdue amount and date when your service may be turned off if your bill is not paid, or if you do not make a payment agreement.

We will not turn off your service prior to the termination date, or on Saturdays, Sundays or holidays.

If your service is turned off, we will turn it on within 24 hours when one of the following situations applies:

- You have signed a deferred payment agreement
- You have made full payment of all overdue charges
- The PSC orders that your service be turned back on

With certain exceptions, you must be offered budget (or levelized) billing. Contact Penelec to see if you are eligible.

## Penelec Customer Care Center

You may contact Penelec at **800-545-7741** or write to:

Penelec  
341 White Pond Drive,  
Akron, OH 44320

Penelec's contact information also is located on your bill. Our Customer Care Center is open from 8 a.m. to 6 p.m., Monday through Friday.

Information is also available at:  
**firstenergycorp.com**



# A Guide to your Rights and Responsibilities

as a nonresidential  
customer

(New York Service Area)

## This summarizes your rights and responsibilities as a nonresidential customer of Penelec.

These rights and responsibilities result from New York State Public Service Commission (PSC) Rules and Regulations Extending Protection for Nonresidential Applicants and Customers (16 NYCRR, Part 13).

Please save this for future reference.



# A Guide to your Rights and Responsibilities

as a nonresidential customer

## If you have any questions or problems

Feel free to call us regarding any questions or problems. Our Customer Care Center is open 8 a.m. through 6 p.m., Monday through Friday. The address and telephone number of our Customer Care Center are located on your bill.

Our representatives are ready to provide prompt, courteous service. If you do not receive the service you expect, please ask for a supervisor to review your case. If you still do not feel that your question or problem has been handled adequately, please contact the Customer Services Division of the New York State Public Service Commission (PSC) at:

3 Empire State Plaza  
Albany, New York 12223-1350  
**800-342-3377**

## Applying for Service

All nonresidential accounts must complete an application for electric service. If required, written applications are available upon request. To ensure that you are assigned the correct service classification (rate), the form includes questions concerning the type of business, size and type of equipment used and estimated electric consumption.

Every effort will be made to turn on existing service to new customers no later than ten days after we receive an application for service.

Sometimes applicants are denied service. If this happens, a written notice will be sent stating why service was denied and what actions the applicant must take to correct the situation. When service is denied, an applicant has the right to an investigation and review by the PSC.

## Deposits

A security deposit may be required from all new nonresidential customers and from existing customers who are in payment arrears. A deposit might also be required when information from an accepted financial reporting service indicates that a customer is likely to default in the future.

The deposit will not exceed twice the average monthly usage, except where usage varies widely such as space heating or cooling customers, or certain manufacturing and industrial processors, in which case the deposit will not exceed twice the average monthly usage for the peak season. Deposit requirements are reviewed initially after one year and then every two years.

Interest on all deposits (at a rate determined by the PSC) is applied to customer accounts annually.

Bonds or irrevocable bank letters of credit also are acceptable deposits.

Visit [firstenergycorp.com](http://firstenergycorp.com) for more information.

## Billing

Current billing charges are due 23 days after the bill is mailed. Overdue charges and any unpaid balance from previous bills are subject to a Late Payment Charge of 1.5 percent.

For your convenience, there are several methods available to pay your bill. You may join our Autopay program using your checking/savings account or credit card, pay online through our website, visit an authorized payment agent, or send a check by mail. To learn more, visit [firstenergycorp.com/paymentoptions](http://firstenergycorp.com/paymentoptions) or call our Customer Care Center at **800-545-7741**.

As a convenient way to manage payments, the Equal Payment Plan allows customers to make consistent monthly payments and avoid seasonal fluctuations in their electric bills.

If you have difficulty paying your bill, you may be entitled to a deferred payment agreement. The agreement might include a down payment of 30 percent of the amount in arrears or two times the average monthly billing amount, whichever is greater, plus any outstanding amounts due after the final termination notice is issued. The remaining balance can be paid in installments. The installments should not exceed the cost of the average monthly bill or one-sixth of the balance – whichever is greater. For information on eligibility requirements and agreement terms, visit [firstenergycorp.com](http://firstenergycorp.com) or contact our Customer Care Center.

## Meters

We will make every effort to obtain an actual meter reading and avoid sending you an estimated bill. Please help by providing access to the meter or by making an appointment for a reading. If you do not control access to your meter, please give us the name and address of the person who does.

A customer who receives two consecutive estimated bills (four in the case of customers not billed for demand) because we cannot access our meter, will be subject to a no-access procedure. The access controller is subject to an additional billing charge until access to the meter is provided.

Charges based on estimated meter readings may be revised up or down, if necessary, when an actual meter reading is obtained.

Inspection of meters, pipes and fittings may occur at various times. Access to your premises is necessary so we can make sure these and other works that supply and regulate the supply of electricity are functioning properly.