

## Stay Warm & Save Energy This Winter

When the temperature drops this winter, there are simple ways to stay comfortable while keeping energy use in check. Try these tips to stay cozy and cut costs:

- Change your furnace filter at least every 3 months to help your system run efficiently.
- Caulk and weathership doors and windows to seal air leaks and prevent heat loss.
- Keep vents clear. Blocked vents make your HVAC system work harder.
- Close your fireplace damper when not in use to stop warm air from escaping.
- Operate ceiling fans at a low speed in the clockwise direction to make your space feel warmer.

For more energy-saving tips and resources, visit [firstenergycorp.com/saveenergy](http://firstenergycorp.com/saveenergy).



## 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

Monday through Friday  
from 8 a.m. to 6 p.m. at:

**800-686-0011**

Visit us online at:

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

Sign up for alerts by texting “REG” to 544487



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January Issue

## CUSTOMER CONNECTION

### Are You Winter Storm Ready?



Winter storms can bring high winds, ice and heavy snow, increasing the risk of power outages.

Stay prepared with these tips:

- **Stay informed:** Sign up for text and email alerts in your online account.
- **Lighting:** Keep a flashlight and extra batteries handy. Use candles with caution.
- **Water supply:** Have an emergency supply of water, especially if you rely on a well and pump.
- **Food:** Stock non-perishable items that do not require cooking.
- **Charged Devices:** Make sure devices are fully charged and keep a car charger on hand.
- **Warmth:** Have blankets or sleeping bags for each person.
- **Remember:** Treat all downed or low-hanging power lines as energized and dangerous. Stay at least 30 feet away from the line and anything that may be touching the line. Report downed lines ASAP to **9-1-1**.

For more tips or to report a power outage, visit [firstenergycorp.com/outages](http://firstenergycorp.com/outages).

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## Tips for a Safe Winter

Cold weather often means spending more time indoors and relying on electricity to stay warm. More usage can also increase the risk of electrical hazards – so a little caution goes a long way to keep your home safe.

Stay safe and cozy with these quick tips:

- **Use space heaters wisely.** Place on a flat, hard surface and never leave them unattended. Keep away from kids and pets and turn heaters off before bed.
- **Never use ovens, grills or dryers for heat.** They can cause fires or dangerous carbon monoxide buildup.
- **In the event of a power outage, use generators safely.** Never operate one in your home, basement or garage. Use a proper isolation device before connecting to your home's electrical system.
- **Keep heat-producing appliances clear.** They should stay at least 3 feet from flammable items.
- **Inspect cords regularly.** Replace damaged cords and avoid using extension cords as permanent wiring.

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



## Need Help with Your Electric Bill?

We understand there are many reasons you or someone you know may need help with home energy costs.

If you're facing financial challenges, help is available to manage home energy costs, catch up on your electric bill or avoid service disconnection.



Assistance may be available through the following programs:

- **MEAP**
- **Electric Universal Service Program**
- **EmPower**
- **Weatherization and Energy Efficiency Services**
- **Community Energy Fund**

To learn more about available programs or see if you qualify for a payment arrangement, visit [firstenergycorp.com/billassist](https://www.firstenergycorp.com/billassist).



## 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).

