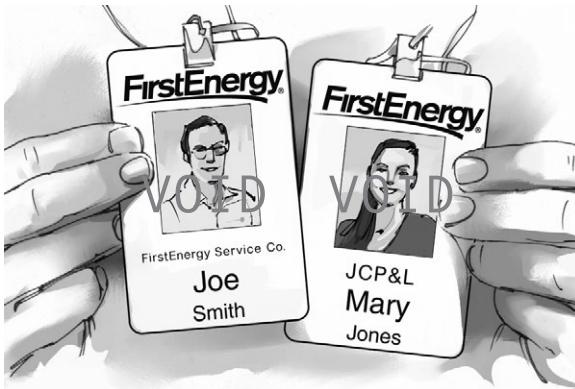


# Company IDs

Our employees are never without them.



All our employees carry a Jersey Central Power & Light or FirstEnergy photo identification card. Anytime you have a question about an employee coming to your home, feel free to ask for that employee's photo identification and the purpose of the visit.

A utility employee cannot access your premises for the purpose of performing collection activities or reading meters if he or she is not wearing an identification badge.

If a company representative cannot show you an identification card, or if you have a concern about that person's identity, please call our Customer Care Center at **800-662-3115**.

Occasionally, company employees may be required to enter your property or your home to read or replace your meter, or to test, inspect and repair our electrical equipment.

## Amortizing Estimated Bills

If you receive a bill based on an actual meter reading that is at least 25 percent greater than the previous estimated bill, you have the right to amortize (or pay over a period of time) the excess amount.

You can pay this excess amount in equal installments over the same period of time that occurred between actual meter readings.

### For Example:

In June, your meter was estimated, and the bill was \$50. In July, you receive an actual meter reading, and the bill is \$70. Since the June bill was estimated, and July's bill is at least 25 percent greater than the June bill, you can amortize the \$20 difference. That means you could pay \$50 on your July bill, plus \$10 (half the difference between the estimated June and the actual July bills). Then next month, you would pay the total of your August bill plus the remaining \$10.

**If you have questions** about amortizing estimated bills, or if you plan to amortize an estimated bill and you have current payment arrangements on a past-due balance, please call Customer Care at **800-662-3115**.

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**Jersey Central**  
Power & Light  
A FirstEnergy Company