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## Don't Sweat Your Energy Bill

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

View more tips and resources and see what energy-saving programs are available in your area at [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 could 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)**



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July Issue

## CUSTOMER CONNECTION

## Don't Sweat Your Energy Bill This Summer

Summer brings sunshine, longer days and plenty of fun, but rising temperatures can also make it harder to keep energy bills in check. As we rely more on cooling systems to stay comfortable, costs can heat up right along with the weather.



Don't sweat it. These tips can help you stay cool and save on your electricity bills all summer long:

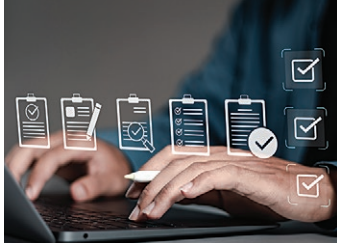
- **Replace your air filter at least every three months.** Dirty air filters force your cooling system to work harder and use more energy.
- **Draw blinds, shades or drapes** to block sunlight during the hottest part of the day, especially on any south- and west-facing windows.
- **Set ceiling fans to 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.

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## Protect Your Account and Wallet from Scams



Scammers continue to target customers by pretending to be utility company employees. Their goal is to steal money or personal information by using a variety of deceptive tactics.

Keep these tips and reminders in mind to avoid becoming a scam victim:

- **We don't shut off service without notice.** Disconnections do not happen outside normal business hours or without advanced notice.
- **We never ask for sensitive information.** This includes bank account details and passwords.
- **We don't request unusual payments.** We never accept prepaid debit cards, gift cards or cryptocurrency. Approved payment methods are listed at [firstenergycorp.com/paymentoptions](https://www.firstenergycorp.com/paymentoptions).
- **Our workers carry identification** and provide advance notice for visits. We do not contact you or visit to offer special deals or request to see a copy of your bill.
- **Avoid suspicious links or attachments.** Visit our website directly to confirm information.
- **Create a unique password for each of your online accounts.** Do not reuse or share passwords.
- **If you're unsure, contact us directly.** Call us at the phone number on your bill or our website to verify any message or visit.

Staying informed is key to staying safe. For more tips and information on common scams, visit [firstenergycorp.com/scaminfo](https://www.firstenergycorp.com/scaminfo).

## Struggling with Energy Costs? We Can Help

We understand there are many reasons why someone may be struggling to pay their monthly electric bills. We can help you get back on track with a variety of assistance programs and payment options.

You may be eligible to receive assistance through the following programs:

- PA Customer Assistance Program (PCAP)
- Low Income Home Energy Assistance Program (LIHEAP)
- Dollar Energy Fund
- WARM

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



## Manage Your Account with Ease

Have you explored **My Account**? Whether you're checking your electric bill, reporting an outage or tracking your energy usage, managing your electric account is easy and convenient.

With **My Account**, you can:

- Pay your bill online
- View billing and payment history
- Set up recurring payments
- Track and analyze energy usage
- Receive email and text alerts
- Manage multiple accounts
- Report an outage and get restoration updates

To take advantage of these convenient tools, visit [firstenergycorp.com/login](https://www.firstenergycorp.com/login).