



Stay Safe – Stay Clear of Power Lines

Severe weather or car accidents can cause power lines to fall. Every downed line has the potential to be energized and dangerous. So if you see one, stay away, report it immediately and follow the tips below:

- Keep children and pets away from downed lines.
- Never attempt to remove trees or limbs from power lines. Wood can conduct electricity.
- If a downed line is near water, stay at least 60 feet away.
- Don't drive over power lines, and stay away from vehicles that are in contact with downed wires.
- It's difficult to tell the difference between a telephone, cable or electrical line, so assume they all are energized and stay away.

Downed power lines should be reported immediately by calling us at 1-888-LIGHTSS (1-888-544-4877), your local police or fire department, or 911 in case of an emergency.



Contact us

For electrical emergencies and outages, call
1-888-LIGHTSS
(1-888-544-4877) 24 hours a day

For other business and account inquiries, call our Customer Contact Center
M-F from 8 a.m. to 6 p.m. at the number listed below:

Met-Ed 1-800-545-7741
Penn Power 1-800-720-3600
Penelec 1-800-545-7741
West Penn Power 1-800-686-0021

Visit us online at:
www.met-ed.com
www.pennpower.com
www.penelec.com
www.west-penn-power.com

Sign up for alerts by texting "REG" to 544487



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CUSTOMER CONNECTION

Making Payments Easy

Paying your bill has never been easier with these convenient payment options:



Recurring Bank Account Payments – Have your payment automatically deducted from your checking or savings account every month.



Automatic Credit Card Payments – Have payments automatically charged to your Visa®, Mastercard® or Discover® credit or debit card every month.



Automated Phone Payment – Call 1-800-433-8201 to pay your bill quickly and easily over the phone using a checking account, savings account or credit/debit card.



Authorized Payment Location – Make your payment at a convenient location near you. Please note that we can verify payments made at authorized locations only. A list of these locations can be found at www.firstenergycorp.com/forms/paymentagencies.



Mail – Send a check to the address printed on your bill stub.

To make paying bills even easier, sign up for eBill! Our free eBill program allows you to receive and pay your monthly bill from anywhere using your mobile device or computer. For more information, visit www.firstenergycorp.com/ebill.

You should only make your payments using one of our established payment options. For a full list, visit www.firstenergycorp.com/paymentoptions.

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More Than One Way to Keep in Touch

Stay connected with us without even dialing a number. The following tools will help you get the information you need:

- **Receive alerts and notifications via email or text message** – receive power outage updates, severe weather alerts, billing reminders and more.
- **Connect with us via text messaging** – use interactive text messaging to report an outage, check an outage status or make billing inquiries.
- **Visit us when you're on the go with our smartphone app and mobile website** – view and pay your bills, review electric usage and payment history and check our mobile-optimized 24/7 Power Center outage maps.
- **Follow us on Twitter and like us on Facebook** – get updates on outages along with relevant information about using electricity safely and efficiently.

As always, if you would like to speak to a representative, our Customer Contact Center is open Monday through Friday from 8 a.m. to 6 p.m. For more information about ways to stay connected, visit www.firstenergycorp.com/connect.

Call 811 Before You Dig



Anytime you dig, a simple phone call to 811 can help you avoid damaging underground utilities and causing serious injury. Just tell the operator where you're planning to dig and what type of work you will be doing, and your local utility companies will be notified. Within a few days, they will mark the location of underground lines. Please call at least three days in advance to avoid unnecessary delays to your project. For more information, visit www.call811.com.

Whose Line is it Anyway?

If your home's exterior electrical system is damaged, it's important to understand which components are our responsibility and which are yours.

If you receive overhead electric service, we are responsible for the following components:

1. **Service Drop** – The wires running from the utility pole to your home.
2. **Electric Meter** – Measures your electricity use in kilowatt-hours.

You own and are responsible for repairing the following:

3. **Weatherhead and Insulator** – This is the point where our electric lines connect to your home.
4. **Service Entrance Cable** – The wire that extends from your weatherhead to the meter and from the meter to your fuse box or circuit breaker box.
5. **Meter Base** – Your meter is mounted in this box.
6. **Fuse Box or Circuit Breaker Box** – This is the main service panel that houses your fuses or circuit breakers.
7. **Household Wiring** – The interior wiring that distributes electricity through your home.

Every Little Bit Helps

If you are having trouble paying an electric bill, you may be eligible for programs that help lower your bill through energy efficiency or financial assistance. For more information regarding eligibility for PCAP, LIHEAP, WARM, The Dollar Energy Fund and other Energy Assistance Programs in your area, visit www.firstenergycorp.com/billassist, or call:



Met-Ed, Penelec and Penn Power 1-800-962-4848
West Penn Power 1-800-736-3404

Knowing whether to call us or a certified electrician when your electrical system is damaged is an important part of ensuring reliable service to your home. For more information, visit www.firstenergycorp.com/builders-contractors.

Coverage is available to protect you from the unexpected cost of repairing a damaged exterior electrical system! For more information, visit www.FirstEnergyPlans.com/EE.

