



## Safety in Knowing

When enjoying your outdoor activities this summer, be aware of and stay away from electric lines, utility poles and substations. Keep the following in mind:

- Do not allow children to climb trees that are near power lines.
- Never climb a utility pole or post signs or flyers on them.
- Never fly kites around power lines. If you notice kites, balloons or other objects tangled in a power line, call us.
- Avoid touching overhead electrical wires when carrying a long object, such as a pool skimmer or ladder.
- Never go near a downed wire or anything touching it. Call us to report the downed wire, or call 911 if it's an emergency.
- Never go near an electric substation for any reason.



## 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](http://www.met-ed.com)  
[www.pennpower.com](http://www.pennpower.com)  
[www.penelec.com](http://www.penelec.com)  
[www.west-penn-power.com](http://www.west-penn-power.com)

Sign up for alerts by texting "REG" to 544487



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## CUSTOMER CONNECTION



## Give High Energy Use a Vacation

Summertime is a great time to relax. So, take it easy on your energy usage with the following tips:

- Install a smart thermostat that gives you total control of your cooling system using your smartphone.
- Switch to LED light bulbs. LEDs last up to 25 times longer than traditional incandescent bulbs.
- If you're using a room air conditioner, turn on an interior fan to circulate the cooled air.
- Don't block the return registers for your cooling system. Your system will have to work harder if the air flow is restricted.
- Close window blinds and shades during the day to block direct sunlight.

For additional resources and programs to help you manage your energy use, visit [www.energysavepa.com](http://www.energysavepa.com).

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## Don't Let a Scam Ruin Your Day

Scam artists use the fear of losing power as leverage to obtain personal information and money from unsuspecting customers. Here is information on two of these scams, how they work and how to protect yourself:

**Pre-paid Debit Card Scam** – A caller claiming to work for the utility scams customers into believing that their accounts are delinquent and service will be disconnected unless they pay immediately. They demand that the customers make a payment by purchasing a pre-paid debit card at a local convenience store and calling back to give them a receipt and PIN.

**Federal Assistance Scam** – This scam involves a phony program that offers assistance with utility bills in exchange for personal information like Social Security numbers. Perpetrators of these scams can contact customers by text messages, email and even social media.

### Follow these tips to avoid being scammed:

- Never provide personal information over the phone unless you initiated the call.
- Only send your payments to your FirstEnergy utility company.
- Beware of calls that require immediate action.

Keep in mind that scammers use technology that reflects the name and number of your local utility on the caller ID to make their scam more believable. If you are in doubt, call us using the number on your bill. We'll be happy to discuss your account with you.

## Are You Ready?

When a summer storm hits, outages can occur, and being prepared is the best way to minimize the effects. When putting together your emergency outage kit, consider the following:

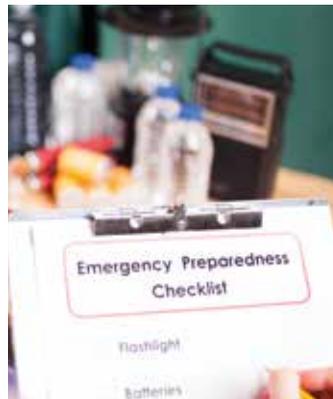
- Be sure to have a flashlight, portable radio and fresh batteries, and know where they are.
- Keep an emergency supply of bottled water on hand, especially if you have a water well or pump.
- Have snacks and other foods that don't require cooking.
- It's a good idea to keep a landline telephone. These phones typically work even if the power is out.
- Buy a portable cell phone charger, and keep it charged.

For more information, visit [www.firstenergycorp.com/storminfo](http://www.firstenergycorp.com/storminfo).

Report an outage and receive regular updates on its status with our alert notifications through emails and texts. Visit [www.firstenergycorp.com/connect](http://www.firstenergycorp.com/connect) for more information.

### Storms aren't the only things that cause outages

A breakdown of your interior or exterior electrical system can leave you without power and the responsibility of fixing it. For more information on how to protect yourself from repair costs, visit [www.FirstEnergyPlans.com/EE](http://www.FirstEnergyPlans.com/EE).



## Teach Your Dog a New Trick

Although most of us see our dogs as friendly, lovable members of the family, they can be very protective when strangers are around. Dog bites are the number one cause of work-related injuries to our meter readers. Following these simple tips can help minimize the risk to our employees when they visit your home to read your meter:

- On the day your meter is scheduled to be read, keep your dog inside or restrained away from the meter. You can find your next meter reading date under the "Messages" section of your bill. Your meter will be read on or within one business day of that date.
- Post a "Beware of Dog" sign to alert the meter reader that a dog may be present.
- Please let us know if you install an invisible fence. Without a visible fence or a sign, meter readers can be caught off guard.

Please remember that even if you have a smart meter, there still may be situations where meter readers or other employees need to access the meter.

For more pet owner tips and helpful hints, visit [www.avma.org/public/Pages/Dog-Bite-Prevention.aspx](http://www.avma.org/public/Pages/Dog-Bite-Prevention.aspx).

You also can receive texts or emails to remind you when your meter reading is scheduled. For more information, visit [www.firstenergycorp.com/connect](http://www.firstenergycorp.com/connect).

