

As a homeowner,
you are responsible
for the costs
associated with
repairing your
home's heating
system.

REPAIRS to the blower motors and wheels, belts, and gas valves damaged due to normal wear and tear are typically not covered by basic homeowners insurance and may cost hundreds of dollars.

**PLEASE RESPOND WITHIN 30 DAYS
TO ACCEPT THIS OPTIONAL PLAN**

Important Plan Information: Eligibility: A residential homeowner with sole responsibility for the natural gas or propane, central forced-air, or circulating hot water central heating system may be eligible for the Plan. Residences not affixed to a permanent foundation, recreational vehicles and properties used for commercial purposes are not eligible for the Plan. If you live in a development community with a condominium, co-op or homeowners association, your heating system may not be an individual homeowner's responsibility, so please check with your association before accepting this Plan. If you own a residential property that has multiple heating systems, you must purchase a service agreement for each individual heating system for any one heating system to be eligible. Benefit Details: The Plan provides, up to the benefit amount, for the covered cost to repair the following natural gas or propane, central forced-air or circulating hot water central heating system parts: air scoops, aquastat, barometric damper, belts and pulleys, blower motors and assembly, circuit boards, circulators, ECO safeties, fan and limit controls, fusible links, gas valves, ignition controls, induced draft motor, blower, low water cutoff, main and pilot burners, pilots and thermocouples, pressure switch, regulator valves, relays, spill switches and transformers that are damaged due to normal wear and tear, not accident or negligence. Not covered: Furnaces or boilers rated at inputs of 400,000 BTU/HR or more; rooftop, through-the-wall and hanging units; space heaters, heat pumps, combination ambient heat/domestic hot water heating and oil units; air ducts, registers, air filters, zoning components and electronics, electronic air cleaners, humidifiers, thermostats, air balancing, chimney maintenance or repairs, heating jacket, asbestos or other insulation; heat exchangers, leaking boilers, boiler distribution piping, radiators; accidents and damage or negligence caused by you or others. Additional exclusions apply. Making a Service Call: Your Plan starts the day your form is processed, and there is an initial 30-day waiting period before you can make a service call, giving you 11 months of protection during the first year. This prevents service calls on pre-existing conditions and helps keep the protection affordable. Cancellation: You may cancel within 30 days of your start date for a full refund; cancellations after the first 30 days will result in a pro rata refund less any claims paid (where applicable). Most basic homeowners insurance policies do not cover repair due to normal wear and tear of this system. If you find you have similar protection, you can contact HomeServe to cancel and you will receive a refund of your service agreement fee, less any claims paid (where applicable). Renewal: Your Plan is based on an annual contract and is billed on a monthly basis through your utility bill. Your service agreement will be automatically renewed annually at the then-current renewal price. To see full Terms and Conditions with complete protection and exclusion details prior to enrolling go to www.FirstEnergyPlans.com/HS. HomeServe is an independent company, separate from your local FirstEnergy Company, providing emergency home repair services and protection solutions to homeowners across the U.S.

This insert offers a brief description of the Heating System Repair Plan and is not a contract. The complete list outlining what the Heating System Repair Plan covers, and all of the Plan's limitations and exclusions, are set forth in the Heating System Repair Plan Terms and Conditions. To receive copies before enrollment, go to www.FirstEnergyPlans.com/HS. Customers have thirty (30) days following enrollment to review the Terms and Conditions without obligation. Customers can cancel this Plan at any time without prior notice. All services are performed by an independent technician. AMT Warranty Corp. is the company responsible for providing the Heating System Repair Plan to you and the delivery of your service benefits is managed by HomeServe USA Repair Management Corp. ("HomeServe") on behalf of AMT Warranty Corp.

The FirstEnergy Companies do not provide any warranty on the services performed and are not liable for damages or injuries that may arise as a result of the services provided. The Public Utilities Commission of Ohio does not regulate this optional service and has no authority to investigate complaints about this optional service. You are not required to buy the service plan in order to receive the same quality service from your electric utility. Your decision to receive or not receive the services under this program will not influence the delivery of competitive or non-competitive retail electric service to you by the FirstEnergy Companies.

COMM8612-11-17-HS-S3M

IMPORTANT INFORMATION

REGARDING YOUR HEATING SYSTEM



FirstEnergy[®]



It's easy to avoid the high cost and worry of unexpected repairs with the Heating System Repair Plan from HomeServe.*

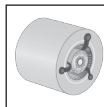
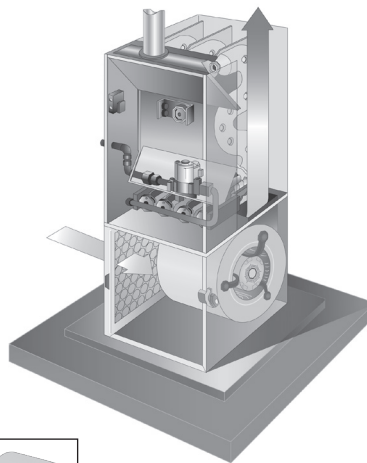
FirstEnergy selected HomeServe to offer this protection. For **only \$6.49 per month for the first year**—a savings of 50 percent off the renewal price, eligible homeowners receive:

Up to \$1,750 in annual protection (30-day wait period with a money-back guarantee)—you have no bills to pay for covered repairs

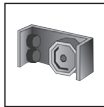
Multiple service calls per year—up to your annual benefit amount

24-Hour Repair Hotline—you have someone to call nights, weekends and holidays

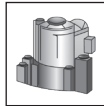
Access to local, licensed and insured technicians—so you can count on quality work



Repair blower motor and wheel **\$619**
PLAN MEMBERS: NO CHARGE[‡]



Repair fan/limit control switch **\$279**
PLAN MEMBERS: NO CHARGE[‡]



Repair gas valve **\$467**
PLAN MEMBERS: NO CHARGE[‡]

[‡]Costs shown are estimates only. Actual repair costs could be more or less than stated cost. HomeServe national average repair costs as of January 2016. No charge for covered repairs up to your annual benefit amount.

Visit www.FirstEnergyPlans.com/HS, call toll free 1-888-658-3800 or mail the completed form with your monthly statement

*HomeServe USA Repair Management Corp. ("HomeServe"), with corporate offices located at 601 Merritt 7, 6th Floor, Norwalk, CT 06851, is an independent company separate from FirstEnergy Corp., its operating companies, subsidiaries and affiliates, including the electric utility that provides your electric distribution service (hereafter referred to, collectively, as "FirstEnergy Companies"). HomeServe offers this optional service plan as an authorized representative of the contract issuer, AMT Warranty Corp., 59 Maiden Lane, 43rd Floor, New York, NY 10038. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service from the FirstEnergy Companies.

ACCEPTANCE FORM

Please mail this completed acceptance form with your monthly statement.

YES, I want the optional Heating System Repair Plan from HomeServe for only \$6.49 per month. (1711BFOA581AOHZ-9999)

Name _____

Account Number (required) _____

Address _____

City _____ State _____ ZIP _____

Phone _____

Email _____

Please sign me up for the Heating System Repair Plan from HomeServe and include the \$6.49 monthly charge, plus any applicable taxes, on my electric bill (if available). I understand that this optional Plan is billed on a monthly basis and based on an annual contract that will be *automatically renewed annually* at the then-current renewal price (currently \$12.99 per month). I grant permission for my utility company to share my customer information, including account number, with HomeServe only as needed to process my enrollment and bill me. I have the option to cancel this contract at any time without additional cost to me by calling 1-888-658-3800. I confirm that I am the homeowner and have read the information in this package and meet the eligibility requirements for this Plan.

Signature (required) _____