

Safety Outlet



Deck the Halls Safely

Decorating for the holidays can be fun. But, while making your season bright, remember to take your time and stay safe using the following tips:

- Inspect holiday lights every year and throw them out if they are damaged or worn.
- Unless you're using LED lighting – which is a great way to save electricity – don't link more than three strands together.
- Never use indoor lights when decorating outside. They aren't designed to withstand cold and wet conditions.
- When hanging outdoor lights, be sure to keep yourself and your ladder away from powerlines.
- Attach outdoor lights with proper holders. Never use staples or nails.
- Use ground fault circuit interrupters (GFCIs). GFCIs can help prevent fires and reduce the risk of electrical shock by shutting off the power at the outlet if they detect irregular electrical currents.

FirstEnergy offers some great lighting options for the holidays or year-round entertaining. Visit www.smart-mart.com for more information.

MERRY & BRIGHT

Like us on Facebook for news about our Merry & Bright Holiday Lighting Contest coming late November!

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

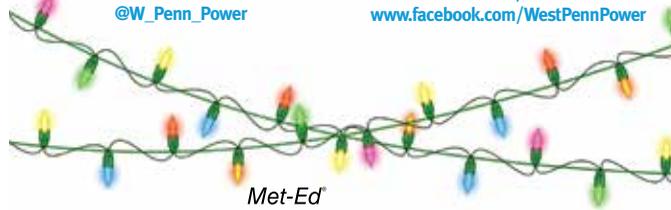
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FirstEnergy Companies



November Issue

CUSTOMER CONNECTION



It's Beginning to Look a Lot Like Savings

Winter is almost here, but you shouldn't wait until after the first cold snap to take steps to saving energy. Try some of the following low- to no-cost tips to get started today:

- Check your attic for insulation. If you have less than six inches, you may benefit by adding more.
- Seal cracks and other places air can escape from your home with caulking or weather stripping.
- Locate your thermostat on an inside wall and away from windows and doors. Programmable thermostats are also a good option to regulate your furnace when you aren't at home.
- Change your furnace filter regularly and don't block air-return vents. Blocked vents or clogged filters can cause your furnace to work harder than needed.

Check out
www.smart-mart.com
for products and services that can help you save energy!

Met-Ed[®]
Penelec[®]
Penn Power[®]
West Penn Power[®]

FirstEnergy Companies



Restoring Power – This is How We Do It

Providing you with safe, reliable electric service is what we do. Unfortunately, Old Man Winter sometimes has other plans. When the winter weather takes a turn for the worse, power outages can happen. We go through a process that helps keep our employees and our customers safe while we're restoring your power.

- We locate areas with electrical hazards. This may include downed wires and damaged electrical equipment. Our linemen isolate these hazards and make them safe.
- We also focus on our transmission and substation facilities. If these facilities are not repaired, no power can get to your home.
- Next, we give priority to hospitals and other critical medical facilities, communications facilities and emergency response agencies.
- After that, crews work to restore power as quickly as possible to the rest of our customers, typically addressing outages that restore the largest number of customers before moving to more isolated problems.

For more information about power outages, visit www.firstenergycorp.com/outages_help.

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



Caring the United Way

FirstEnergy cares about our communities. This year, employees, along with the FirstEnergy Foundation, raised more than \$1.7 million during our annual United Way fundraising campaign. Since 2005, FirstEnergy employees and retirees have donated more than \$23 million to over 150 United Way chapters in Ohio, Pennsylvania, New Jersey, West Virginia and Maryland.

You too can help those in need in our community! For more information on how you can support your local United Way chapter, visit www.liveunited.org.



Help for the Holidays

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

