

Safety Outlet



Warm up to Safety

Space heaters can be a useful extra heating source, but they also can pose a serious safety hazard if not used properly. Here are a few do's and don'ts about space heating.

Do's:

- Place your heater on a stable and level surface.
- Keep heaters at least three feet away from combustible materials such as curtains or clothing.
- Keep children and pets away.

Don'ts:

- Never use gasoline in a kerosene heater.
- Never use your heater while you're sleeping or not at home.
- Never use outdoor space heaters indoors.

Keep yourself warm and safe this winter by following these guidelines and the manufacturer's instructions for your equipment.

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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March Issue

CUSTOMER CONNECTION

Energy-Saving Wisdom for the Winter

Extreme winter weather can have an impact on your electric bills. Here are a few simple, low- or no-cost tips that may help you save energy and keep energy bills under control.

- Make sure your home is properly insulated. If you have less than six inches of insulation, you'll benefit by adding more.
- Prevent cold air from sneaking into your home by sealing leaks with caulking or weather stripping.
- Locate your thermostat on an inside wall and away from windows and doors. Cold drafts can cause the thermostat to keep your heating system running unnecessarily.
- Keep your registers for supply or return air free of obstructions like curtains or furniture.



To keep Old Man Winter from impacting your monthly electric bills, we offer budget billing to help even out the seasonal highs and lows. Please call the number listed on the back of this newsletter for more information.

For additional ways to use energy more wisely – and save some money – visit www.energysavepa.com.

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How May We Help You?

You are an important part of our business. So, it's important that we provide you with as many ways to communicate with us as possible. Next time you need us, try any of the following options:

- Sign up for email or text message alerts and notifications – These can provide power outage updates, severe weather alerts, billing reminders and more.
- Stay connected with interactive text messaging – You can report an outage, check an outage status or make billing inquiries.
- Download our smartphone app – Get on-the-go access to your bill, report outages or update account information.
- Visit our website – View and pay your bills, review electric usage and payment history, submit service requests and see the most up-to-date outage status with our 24/7 Power Center.
- Follow us on Twitter and Like us on Facebook – Get updates on outages along with relevant information about using electricity safely and efficiently.
- Give us a call at the number listed on the back of this newsletter.

Whether it's one of our representatives or one of our many self-serve options, we're here when you need us! For more information about ways to stay connected, visit www.firstenergycorp.com/connect.



Can You Dig It?



As spring approaches, outdoor projects come to mind. If your project involves any type of digging, call 811. This federally mandated, national phone number helps you locate underground electric, gas or other utility lines. Digging without knowing what's below is extremely dangerous and can cause power outages.

Simply tell the 811 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.

Need Help?

If you are having trouble paying an electric bill, you may be eligible for programs that help lower your bill through energy-saving education, home improvements or financial assistance. For 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

Planting Around a Pad-Mount

If your electric lines run underground, you may have a pad-mount transformer on your property. This equipment – identified as a metal box with an electrical warning sticker – is important to keeping your power on. For the safety of our employees, it's important for them to have quick, easy access for emergency repairs and routine maintenance.

Planting trees and shrubs or building structures near the transformer can make it difficult to reach and, at times, unsafe for our employees. Some plants can even restrict airflow needed to cool the equipment. If you're planning on doing some landscaping in the area around a pad-mount transformer, please follow these tips:

- Call 811 at least three days before you dig to have utility lines marked.
- Provide 10-foot clearance to the service door and at least 3-foot clearance around the sides and back. Consider the plant's mature size when planning the location.
- Prune plants when they grow beyond the minimum clearance area.
- Avoid using plants that have thorns or burrs
- Don't build any immovable walls or structures around the transformer.
- Don't change the gradient around any pad-mount equipment.

By keeping these tips in mind, you can help our employees do their jobs safely and provide reliable electric service for you and your neighbors.

