

Understand Your Responsibility

Many homeowners aren't aware that they own components of the exterior electrical system on their property.

Some components, including the weatherhead, riser, insulator, meter base and service entrance conductor, on your property belong to you. You are financially responsible for these components and the full repair costs. Your exterior electrical system may weaken and break over time due to damage caused by normal wear and tear, including aging and ground shifting. Because these components on your property are typically not inspected, a failure is almost impossible to predict. In addition, the materials used, region and date of installation can affect the rate of breakdown for these components.

PLEASE RESPOND WITHIN 30 DAYS TO ACCEPT THIS OPTIONAL PLAN

Important Plan Information: Eligibility: A residential homeowner with sole responsibility for overhead or underground exterior electrical line components may be eligible for the Plan. Residences with electrical service entrances rated at less than 80 amps, 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 exterior electrical system may not be an individual homeowner's responsibility, so please check with your association before accepting this Plan. Benefit Details: The Plan provides, up to the benefit amount, for the covered cost to repair or replace the weatherhead, insulator, riser, meter base, service entrance conductor, and permanent wiring to detached garages and to fixtures such as light posts and pool heaters that are damaged due to normal wear and tear, not accident or negligence. The Plan also provides reimbursement of up to \$100 for fixture installation if required in conjunction with a covered repair, and fees charged by your local FirstEnergy Company to disconnect or reconnect your electricity to make a covered repair. Not covered: Homes with electrical service entrances rated less than 80 amps, repairs to damage arising from the disconnection or interruption to the main electrical supply, transformers, repair of low voltage wiring, accidents and damage or negligence caused by you or others. The meter that measures the amount of electricity used is not covered under this Plan, but it is covered by your local FirstEnergy Company. 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 Plan 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 or replacement due to normal wear and tear of these components. 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: This 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/EE. 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 Exterior Electrical Line Protection Plan and is not a contract. The complete list outlining what the Exterior Electrical Line Protection Plan covers, and all of the Plan's limitations and exclusions, are set forth in the Exterior Electrical Line Protection Plan Terms and Conditions. For a copy of the Exterior Electrical Line Protection Plan Terms and Conditions before enrollment, go to www.FirstEnergyPlans.com/EE. 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 Exterior Electrical Line Protection 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.

COMM8927-10-18-HS-S3M

Exterior Electrical Line

Protection Plans Explained



OhioEdison[™] Services
A FirstEnergy Company

the Illuminating Company Services
A FirstEnergy Company

ToledoEdison[™] Services
A FirstEnergy Company

ACCEPTANCE FORM

Please mail this completed acceptance form back with your monthly statement.

YES, I want the optional Exterior Electrical Line Protection Plan from HomeServe for only \$2.99 per month. (1802BFOZZ89BOHZ-9999)

Name _____

Account Number (required) _____

Address _____

City _____

State _____

ZIP _____

Phone _____

Email _____

Please sign me up for the Exterior Electrical Line Protection Plan from HomeServe and include the \$2.99 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 \$5.99 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) _____

Without the Exterior Electrical Line Protection Plan from HomeServe*, you may be faced with hundreds of dollars in bills to repair certain exterior electrical components on your property in the event of a breakdown.

That's why FirstEnergy partnered with HomeServe to offer this *optional* protection. For only \$2.99 per month—a savings of 50% off the first year[†], eligible homeowners get valuable peace of mind. Protection provides:

- Up to \$3,000 annual benefit amount (30-day waiting period with a money-back guarantee)
- Multiple service calls per year up to your annual benefit amount
- 24-Hour Repair Hotline available nights, weekends and holidays
- Access to local, licensed and insured technicians
- One year guarantee on covered repairs

Please Respond within 30 Days. As a plan member there are no repair bills to pay for covered repairs, up to the benefit amount, or deductible to meet.

COVERED EXTERIOR ELECTRICAL COMPONENTS

Weatherhead and Insulator



Service Entrance Conductor and Riser



Meter Base



The meter that measures the amount of electricity used is not covered under this Plan, but it is covered by your local FirstEnergy Company.

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

[†]Savings compared to renewal price.

*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.