

Safety Outlet



Put the Heat on Safety

Although they're an excellent way to keep you cozy, space heaters can be a serious safety hazard if not used properly. Follow these simple tips to keep yourself safe and warm:

- Place your heater on a stable and level surface.
- Keep heaters at least three feet away from flammable materials.
- Keep children and pets away.
- Never use your heater while you're sleeping or not at home.
- Never use outdoor space heaters indoors.

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

Sign up for alerts by texting "REG" to 544487



Follow us on Twitter:

@Met-Ed

@Penn_Power

@Penelec

@W_Penn_Power



Like us on Facebook:

www.facebook.com/MetEdElectric

www.facebook.com/PenelecElectric

www.facebook.com/PennPower

www.facebook.com/WestPennPower

FirstEnergy

Met-Ed • Penelec • Penn Power • West Penn Power

COMM8962-11-18-AI-S3M



November Issue

CUSTOMER CONNECTION

LIVE UNITED



It's Better to Give!

FirstEnergy cares about our communities. This year, employees, along with the FirstEnergy Foundation, raised more than \$3.6 million during our annual United Way fundraising campaign. Since 2005, FirstEnergy employees and retirees have donated more than \$50 million to over 140 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.

FirstEnergy

Met-Ed • Penelec • Penn Power • West Penn Power

Put the Freeze on Scammers

When it's cold outside, scammers can turn up the heat. One common tactic these criminals use is to convince customers that their power will be shut off unless they make an immediate payment using a pre-paid debit card. Keep the following in mind if you ever receive a suspicious phone call or email.

- If your account is past due, we will send a written notice of the account status, with instructions on how to avoid disconnection of service.
- While our representatives may call customers to remind them that a payment is past due, they would explain how to make a payment using our established payment options.
- Our utilities do not accept pre-paid debit cards or wire transfers as payment, and our representatives will not demand bank information or a credit card number over the phone.

Remember to never provide personal information over the phone, and only make payments to your FirstEnergy operating company using one of the payment options listed at www.firstenergycorp.com/paymentoptions.

For more information, including known scams and additional resources, visit www.firstenergycorp.com/scam-info.



Be an Energy Scrooge

Seasons change – and so do our habits. During the colder months, we spend more time indoors and consequently use more energy. But, it's OK to be a miser when it comes to energy savings. Here are a few things you can do to help make wasted energy a thing of the past:

- **Ceiling Fan Switch** – Make sure your ceiling fan is rotating clockwise to push the hot air down to you.
- **Heating System Maintenance** – Have your heating system serviced annually and be sure to change your furnace filters as needed.
- **Seal the Gaps** – Use caulking or weather stripping to seal places hot air can escape and cold air can get it.
- **Use a Programmable Thermostat** – Keep the heat from running when you aren't home, and automatically warm things up just before you arrive.

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

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

Looking for Help?

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

