



## Downed Line Do's and Don'ts

Severe weather and vehicle accidents can cause power lines to fall. Be safe and treat every downed line as energized and dangerous. Stay away, report it immediately and follow the tips below:

- Keep children and pets away from downed lines.
- Never attempt to remove tree limbs or other objects from power lines.
- If a downed line is near water, stay at least 100 feet away.
- Don't drive over power lines and stay away from vehicles that are in contact with downed wires.

If a downed line falls on your vehicle, stay where you are until help arrives. If staying put isn't an option due to a life-threatening situation, jump out as far as you can and land on both feet. Never touch the vehicle and the ground at the same time!

Downed power lines should be reported immediately by calling us at 888-LIGHTSS (888-544-4877) or your local police or fire department.

## Contact us

For electrical emergencies and outages, call  
**888-LIGHTSS**  
 (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 800-545-7741**  
**Penn Power 800-720-3600**  
**Penelec 800-545-7741**  
**West Penn Power 800-686-0021**

Visit us online at:  
[met-ed.com](http://met-ed.com)  
[pennpower.com](http://pennpower.com)  
[penelec.com](http://penelec.com)  
[west-penn-power.com](http://west-penn-power.com)

Sign up for alerts by texting "REG" to 544487



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Heating assistance and help with overdue bills is available. Please visit us at

**[Met-Ed.com/assistance](http://Met-Ed.com/assistance)**  
**[PennPower.com/assistance](http://PennPower.com/assistance)**  
**[Penelec.com/assistance](http://Penelec.com/assistance)**  
**[West-Penn-Power.com/assistance](http://West-Penn-Power.com/assistance)**

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## CUSTOMER CONNECTION

### Stay Safe at Your Spring Outdoor Gatherings



Spring is coming, and with it, a host of traditional outdoor celebrations – weddings, graduations and birthday parties, in addition to other socially-distant events. While we look forward to the return of temperate weather and the flexibility it provides, there's one décor choice we need to discuss: foil balloons.

Foil balloons look silver and often carry colorful printed messages. Filled with helium, they can dance overhead for hours on the ends of their strings. However, in addition to concerns about releasing non-biodegradable material into the environment, these balloons have been responsible for thousands of power outages after being released into the sky. The metallic coating on foil balloons conducts electricity, and they can cause fires, power outages and other damage if they drift into overhead power lines.

We encourage you to secure these balloons or opt for air-filled balloons mounted on a small post or stick so they can be waved and enjoyed at your next outdoor celebration.

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## Dig This!

April is National Safe Digging Month. So, before you start those outdoor projects you've been planning all winter, be sure to call 811. By calling before you dig, you can reduce your risk of damaging underground lines and injuring yourself to less than one percent.

811 is a federally mandated, national phone number that gets you in touch with someone who can locate underground electric, gas or other utility lines. Digging without this information can cause power outages, severe injury – or even death.

All you need to do is tell the operator where you're planning to dig and what type of work you will be doing. Your local utility companies will be notified, and 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.

Be smart – Be safe –  
Call before you dig! For  
more information, visit  
[call811.com](http://call811.com).



## We're Here When You Need Us!

We care about customer service and understand the importance of being available when it's convenient for you. That's why we provide you with as many ways to communicate with us as possible. Whether it's on your computer or over the phone, we're here when you need us.

- 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.
- 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.

For more information about ways to stay connected, visit [firstenergycorp.com/connect](http://firstenergycorp.com/connect).



## Riding the Storm Out

Providing you with reliable electricity is our priority, but sometimes mother nature has other plans. It's best to be prepared before weather-related outages occur. Put together an emergency safety kit using the following items:

- Bottled water
- Flashlights
- Battery-powered radios
- Extra batteries
- Charged cell phone and charger for your vehicle

And, remember to call 888-LIGHTSS (**888-544-4877**) if your power does go out. The sooner you report the outage, the faster we can respond, repair the damage and restore your service. For more information on outage preparedness, visit [firstenergycorp.com/storminfo](http://firstenergycorp.com/storminfo).