



Summer Safety Tips

After a long winter, it's nice to be able to spend your days outdoors, even with social distancing. Whether you're working on your landscaping or enjoying a picnic in the park, be aware and steer clear of electric lines or any other electrical equipment. Here are some helpful summer safety tips:

- Do not allow children to climb trees that are near power lines.
- Never climb a utility pole or post signs on them.
- Never fly kites or drones or release balloons around power lines. If you notice kites, balloons or other objects tangled in a power line, call us.
- Avoid touching overhead electrical lines when carrying a long object, such as a pool skimmer or ladder.
- Never go near a downed power line. If you see a downed power line stay at least 30 feet away and call 911 immediately. Don't touch anything it's in contact with and keep your pets away as well.
- Never go near an electric substation for any reason.
- If you're planning any type of work that requires excavation (e.g., planting trees and shrubs, installing fences & mailboxes) be sure to call 811 before you dig.

Contact us

For electrical emergencies or downed lines, **call 911.**

For 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:

Ohio Edison 800-633-4766
The Illuminating Company 800-589-3101
Toledo Edison 800-447-3333

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June Issue

CUSTOMER CONNECTION

FirstEnergy Green Team Tree Planting Plans

Efforts by FirstEnergy employees to plant 10,000 trees across the company's six-state service area in 2021 began in April, with plans to continue the work through the fall. This initiative is an important part of the company's efforts to reduce our carbon footprint, promote responsible use of natural resources and further the advancement of sustainable practices.



After a slow start in 2020 due to the pandemic, company employees planted 1,000 trees by year's end. While the 2021 program goal is to plant 10,000 trees, the teams may exceed that goal this year.

This effort is led by FirstEnergy's ten Green Teams, which include company employees from Ohio, Pennsylvania, New Jersey, Maryland and West Virginia who volunteer their time and talents to support a wide variety of environmental initiatives. The groups plan to continue to partner with state park systems, watershed and recycling groups, garden clubs, schools and other environmentally focused organizations in 2021 to support FirstEnergy's commitment to building a brighter and more sustainable future. For more on FirstEnergy's environmental efforts, visit firstenergycorp.com/environmental.

Whose Line is it Anyway?

If your home's exterior electrical system is damaged, it's important to understand which components are our responsibility and which are yours.

If you receive overhead electric service, we are responsible for the following components:

1. **Service Drop** – The wires running from the utility pole to your home.
2. **Electric Meter** – Measures your electricity use in kilowatt-hours.

You own and are responsible for repairing the following:

3. **Weatherhead and Insulator** – This is the point where our electric lines connect to your home.
4. **Service Entrance Cable** – The wire that extends from your weatherhead to the meter and from the meter to your fuse box or circuit breaker box.
5. **Meter Base** – Your meter is mounted in this box.
6. **Fuse Box or Circuit Breaker Box** – This is the main service panel that houses your fuses or circuit breakers.
7. **Household Wiring** – The interior wiring that distributes electricity through your home.

For more safety tips, visit firstenergycorp.com/safety.



See You Online...

If you want up-to-date information at your fingertips, our social media team has you covered. Connecting with us online also allows you to be part of the conversation, which helps us learn more about you and what you'd like to see and hear from us.



Facebook and Twitter

Follow us on Facebook and Twitter for the latest news and information about managing your electric service. These channels are the best for timely information during weather-related power outages, but also focus on other important topics like:

- Company news and events
- Energy-efficiency tips and programs
- Electrical safety information
- Behind-the-scenes look at our employees and their efforts to serve you



YouTube

For our customers who are visual learners, FirstEnergy's YouTube channel is a great option. We have hundreds of videos covering topics from energy efficiency to how to protect yourself from utility scams.



LinkedIn

Not only is LinkedIn a great way to network with other professionals, it's also a place to find out more about FirstEnergy and our utility companies. We routinely share content about our employees, important company events and other information that gives you the inside scoop about who we are and what we're doing to provide safe and reliable electricity. We also post job openings and are always looking for fresh talent from the communities we serve.

ON AVERAGE, MORE THAN
1.8 BILLION
PEOPLE LOG ON TO
FACEBOOK EVERY DAY.

EVERY DAY, ABOUT
500 MILLION
TWEETS ARE SENT – THAT'S
6,000 TWEETS PER SECOND.

THE MOST VISITED WEBSITES IN THE WORLD ARE:

1. GOOGLE
2. YOUTUBE
3. FACEBOOK
4. TWITTER

Visit FirstEnergyCorp.com/SocialMedia for more information!