

Scammers Turn up the Heat When it's Cold Out



Scammers take advantage of the colder temperatures and the chaotic nature of the holidays by threatening to shut off your power if immediate payment isn't made. Don't let someone put a damper on the season. Here's some helpful information to prepare you for any suspicious phone calls or emails:

- If your account is past due, we will send a written notice of its 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.
- Never provide personal information over the phone, and only make payments to your FirstEnergy operating company using one of the payment options listed at [firstenergycorp.com/paymentoptions](https://www.firstenergycorp.com/paymentoptions).

For more information, including known scams and additional resources, visit [firstenergycorp.com/scam-info](https://www.firstenergycorp.com/scam-info).

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:

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](https://www.met-ed.com)

[pennpower.com](https://www.pennpower.com)

[penelec.com](https://www.penelec.com)

[west-penn-power.com](https://www.west-penn-power.com)

Sign up for alerts by texting "REG" to 544487

Need to connect with resources in your community?

Visit PA 211 [pa211.org](https://www.pa211.org)



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November Issue

CUSTOMER
CONNECTION



The pandemic has hit our service areas hard, bringing with it loss of income and more customers in need of assistance. If you are having trouble paying your electric bill, there's some good news: you may be eligible for financial assistance and may qualify for programs designed to help reduce your energy usage and bills. For more information regarding eligibility for programs that may be available in your area, visit [firstenergycorp.com/billassist](https://www.firstenergycorp.com/billassist) and click on "Search Assistance Programs," or call:

Met-Ed: 800-545-7741

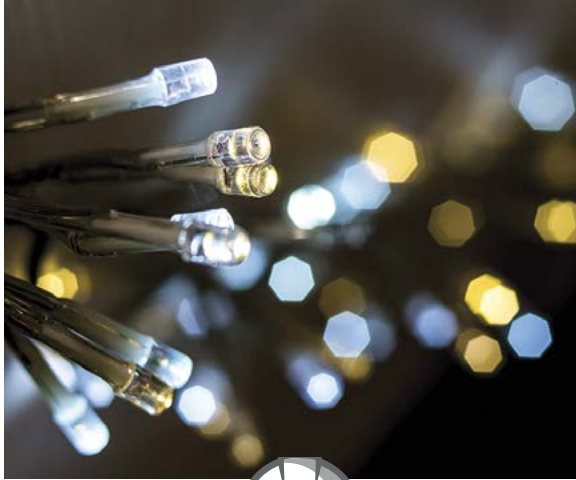
Penn Power: 800-720-3600

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STOP. LOOK. LIVE.

- **STOP** what you're doing to consider your personal safety before working or playing around power lines or electrical equipment.
- **LOOK** around for potential hazards and ways you might come into contact with electrical equipment and identify a way to avoid the hazard.
- **LIVE** and prevent serious injury or death by taking precautions to avoid accidental contact with electrical equipment. There is nothing more important than your safety.



Keep Safety in Sight When You're Merry and Bright

Holiday decorations can really put you in a festive mood, but it's important to keep safety in mind when preparing for the season. Before you deck the halls this year, follow these tips:

- Inspect holiday lights every year and discard them if they are damaged or worn. Defects such as frayed wires, broken bulbs or cracked sockets are hazardous.
- Only use lighting listed by an approved testing laboratory.
- Never use indoor lights when decorating outdoors. They are not designed to withstand cold and wet conditions.
- Do not link more than three light strands, unless the directions indicate it is safe to do so.
- Never leave holiday lights unattended and be sure to turn them off before going to bed.
- Do not hammer tacks or nails into the electrical cord when hanging lights. Instead, use clips to safely attach lights to the house.
- Use heavy-duty extension cords, and only use cords outdoors if they are designated for outdoor use. Avoid overloading extension cords by using no more than three sets of standard lights per cord.
- Outdoor lights and inflatable decorations should be plugged into circuits protected by ground fault circuit interrupters (GFCI). GFCIs help prevent electric shock by breaking the circuit when differences in the currents of hot and neutral wires occur.

Set the Table for Savings

We can waste a lot of energy cooking and cleaning while entertaining family and friends. Raise your spirits while lowering your energy use with these helpful tips:

- **Skip the preheating** – Slow roasting food doesn't require preheating the oven.
- **Use your microwave** – Some dishes can be cooked in the microwave, which takes much less time and uses considerably less electricity.
- **Cook dishes together, if possible** – Many side dishes can share oven space with your turkey if the cooking temperatures are similar. You also can adjust the cooking time if the temperatures are slightly different.
- **Use Your Dishwasher** – Dishwashers use less water than hand washing.

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

