



STOP. LOOK. LIVE.

Downed Line Do's and Don'ts

Severe weather and vehicle accidents can cause power lines to fall. Always assume downed lines are energized and dangerous.

- Never touch a power line or anything touching a power line, whether the line is in the air, on the ground or hanging from a pole or other structure.
- Stay AT LEAST 30 FEET away from downed power lines, and 100 feet away from downed high-voltage transmission lines.
- If a downed line is near water - even a small puddle - keep well away.
- If you see a downed line, CALL 911 to report it.
- Keep children and pets away from downed lines.
- Don't drive over downed power lines and stay away from vehicles that are in contact with downed lines.
- If a power line falls onto your vehicle, stay inside until help arrives. If remaining in the vehicle isn't possible, jump out and away from the vehicle and land on both feet. Never touch the vehicle and the ground at the same time!

Please report any downed lines immediately by calling 911.

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
pennpower.com
penelec.com
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
PennPower.com/assistance
Penelec.com/assistance
West-Penn-Power.com/assistance



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March Issue

CUSTOMER CONNECTION

Stay Safe While Using Drones

More than half a million Americans are licensed to fly drones, and that number keeps rising.

FirstEnergy uses drones to inspect and maintain the power grid, often diagnosing and repairing potential issues before they can cause outages, and to help our crews more accurately pinpoint and diagnose damage in remote or hard-to-access locations after storms.



Visit firstenergycorp.com/dronesafety to learn about safe drone use around electrical equipment.

With the popularity of using drones for both entertainment and commercial purposes, it's important to remember drones also can pose serious safety risks when flown near power lines or substations.

Always prioritize safety when flying your drone by remembering these tips.

- Become a licensed pilot before flying a drone.
- Register your drone with the Federal Aviation Administration.
- Stay at least 200 feet away from power lines or other electrical equipment to avoid magnetic interference, which can cause your drone to crash.
- Fly your drone at or below 400 feet.
- Do not fly in dark or windy conditions.
- Keep your drone where you can see it.

Never try to retrieve your drone if it gets caught in a power line or crashes into a substation. Call 888-LIGHTSS (888-544-4877), and we'll help you retrieve it safely.



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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.



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.



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.