

customer  
**rights &**  
**obligations**

## Your Electric Service

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In most cases, applications for electric service can be accepted by telephone, in writing or through our website, [www.firstenergycorp.com](http://www.firstenergycorp.com). However, written applications are required in situations involving special contracts or as otherwise required by tariff.

As our customer, you are responsible for all electricity used on the account premises until you notify us to discontinue service to your premises. Call us at least three working days before the date you need to begin, discontinue or transfer service. We will obtain or calculate a final meter reading depending on when your meter was most recently read. For example, if the meter has not been read in the last 60 days, we are required to obtain an actual meter reading. If the meter has not been read within the preceding 33 to 59 days, you have the option of having an actual meter read free of charge.

## Installation of Service

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If you are planning to build a new home, contact Customer Service prior to the start of construction. Our representative will tell you what steps you must take to set up service.

## Your Electric Rate

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You are served under a rate for your individual class of service. If you want to know about the availability of alternate rates or energy efficiency programs, contact Customer Service, or send your request to us at 76 South Main Street, A-RPC, Akron, OH 44308-1890. You also can review our rates and tariffs on the Public Utilities Commission of Ohio's (PUCO) website – [www.puco.ohio.gov](http://www.puco.ohio.gov) – or on our website, [www.firstenergycorp.com](http://www.firstenergycorp.com).

## Billing

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Your bill for electric service is rendered monthly. If you think that your electric bill is wrong, or if you have any other questions about your bill, contact Customer Service. You are responsible for providing access to your electric meter and keeping it free from obstructions, either by restraining dogs or by removing obstacles that the meter reader might encounter.

While we expect to read your meter every month, there are times when extreme weather conditions, lack of access to inside meters or other situations may prevent us from doing so. If your bill is estimated, this will be indicated on your billing statement.

Estimates generally are based on past usage. We adjust your bill as necessary after the next actual reading, usually the following month.

You can request up to two actual meter reads at no charge as long as your last two bills have been estimates or you have reason to believe the meter is malfunctioning.

*(Please see page 5 for more information on meter testing.)*

## Payment Options

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Your payment is due by the date indicated on your monthly billing statement – typically, about two weeks after the bill is sent to you. There are several convenient methods available to pay your bill.

- **Send a check by mail.**
- **Make a payment at an Authorized Payment Agent.**  
When you pay your bill at an authorized location, your payment is electronically transferred to us through a direct link to our processing center, and your account is updated quickly. To ensure your bill payments are secure and certified – backed by the company – use only authorized agents. Payments made at any other

location are not certified and may not be received promptly by the company. Contact Customer Service or check our website for a list of Authorized Payment Agents.

- **Pay online** through our website, [www.firstenergycorp.com](http://www.firstenergycorp.com). Click on “Online Bill Payment,” and follow the easy instructions to create your User ID and Password. Once you’re registered, we’ll stop mailing you printed bills – instead, we’ll send you an e-mail when your next bill is ready. Then you can make your payment directly from your checking or savings account. Simply view your current bill statement and submit your payment – anytime, day or night.
- Join our **Checkless Payment Plan**. Avoid the time and expense of writing and mailing checks, and have your electric bill paid directly from your checking account. You’ll receive a monthly bill that shows you the amount due and the approximate date that amount will be deducted from your account. This service is provided free of charge through the Federal Reserve Bank. Sign up online at [www.directpaymentplan.com](http://www.directpaymentplan.com), or contact Customer Service.
- The **Equal Payment Plan (EPP)** offers the convenience of uniform monthly payments. We base the monthly amount on your past electric usage and review your account periodically to make necessary adjustments. Each month, your statement shows your actual electric use and your current status. On the twelfth month of your payment plan year – anniversary month – your unpaid account balance, if any, is due in order to bring your balance for the year to zero.

Residential customers can sign up for any of the three plans – Online Bill Payment, Checkless Payment and EPP – for the quickest, easiest way to pay their electric bill.

## Security Deposits

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As a new or current customer, you may be asked to pay a security deposit if 1) you have failed to establish creditworthiness, 2) you have not paid in full the total amount due – or set up payment arrangements – for two consecutive bills, 3) you’ve received a disconnection notice due to nonpayment on two or more occasions over the past 12 months, 4) you are unable to provide a guarantor to secure payment of your bills or 5) your service has been disconnected during the last 12 months due to nonpayment, fraudulent practice, tampering or unauthorized reconnection. Customers who pay a deposit will receive three percent per annum interest, which will be applied monthly toward the total amount due.

## Disconnection and Reconnection of Service

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If you’re having trouble paying your electric bill, contact us immediately to make payment arrangements and avoid service shutoff. Your service may be disconnected for nonpayment of bills, including any tariffed charges or security deposits. Service may also be discontinued for making false statements to obtain service, theft of service, refusing to allow our employees to read your meter, or tampering with our equipment including electric meters. You will be notified of an impending disconnection prior to shutoff except in cases involving meter tampering or when safety is an issue.

After we receive your total payment or you make a payment arrangement, service will be restored by the end of the following working day. Residential customers must call us before 12:30 p.m. to make a payment or provide proof of payment to have their service restored the same day. As provided in our tariffs, we charge a fee to restore your service.

## **Notify Us About Changes in Your Service Requirements**

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Please call us if you are planning to make significant changes in the amount of electricity you use, such as installing central air conditioning or adding a heated swimming pool. This is particularly important for businesses that will be expanding. We may need to install additional equipment to service your increased needs. Changes you should notify us about include – but are not limited to – service increases, construction, relocation of electric facilities and replacing main switches.

## **Additional Charges for Service Changes**

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You must pay for any special services, facilities or equipment that we furnish at your request and that are not provided for in our rate schedules. Before work begins, we'll provide an estimated cost for performing such work.

## **Call Before You Dig**

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No matter where you live, underground electric, telephone, natural gas, cable TV, water and sewer lines may be nearby. To avoid service interruptions from damaged lines, be sure to locate all buried utilities. At least 48 hours before you dig, call the Ohio Utilities Protection Service (OUPS) at 1-800-362-2764.

## **Meter Testing**

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Upon request, we'll test any meter suspected of not registering properly. The meter test will be conducted within 30 business days, and you may be present at the test if you choose. If the meter is found to be outside of specified tolerances, there will be no charge for the test.

If the meter is found to be within specified tolerances, there will be no charge for the first test. After the first test, there will be a charge for each subsequent test that is conducted less than 36 months after the last meter test.

## **Electric Deregulation**

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Through deregulation of Ohio's electric utility industry, you are able to choose your electric generation supplier. You can either stay with your local electric utility – Ohio Edison, The Illuminating Company or Toledo Edison – or choose a competitive company to supply your electricity. No matter what supplier you choose, we will continue to handle the delivery of electricity to your home or business.

When state-certified Competitive Retail Electric Service (CRES) providers are actively seeking residential customers, their contact information will be provided with your bill each quarter. You can also obtain this information by calling 1-800-225-0444 and asking for the latest CRES provider list, or visit the Customer Choice section of our website, [www.firstenergycorp.com](http://www.firstenergycorp.com).

If we receive notification that you have enrolled with an alternative supplier – or you call us to drop your supplier – we will send you a notice to confirm the change. If this change is incorrect, you must call us at the number provided on your notice within seven days from the postmark on the letter. However, when we receive notification from your supplier that your contract has been terminated, we will send you a confirmation letter, but without the opportunity to rescind the change.

If your service has been switched to a different supplier without your consent – which is considered slamming – call the PUCO. If the Commission finds that your service was changed without your consent, we will:

- switch you back to your previous supplier, free of charge
- reimburse you or credit your account for any excess amount you were charged while receiving service from the unauthorized supplier, and
- transfer any electric usage occurring since the slam to your account with your previous supplier.

Please note that PIPP Plus customers or those in a governmental aggregation might have an alternate supplier as a result of participating in such programs.

If you choose a competing supplier and then must return to our standard-service offer due to the default, abandonment, slamming or certification recession of that supplier, the switch will be made at no charge to you.

## Privacy Information

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Under deregulation, we must provide competing electric suppliers with a list of our customers. If you don't want to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website ([www.firstenergycorp.com](http://www.firstenergycorp.com)), or write us at 76 South Main Street, A-RPC, Akron, OH 44308-1890.

Your name will continue to be excluded from the list without any additional action on your part. If you previously decided not to be included on the list and would like to reverse that decision, please call or write us at the same telephone number and address.

Please be aware that this list does not affect whether or not you are included in a governmental aggregation.

We cannot disclose your account number to anyone without your written consent or electronic authorization, or without a court or commission order. In addition, we cannot disclose your Social Security number without your written consent. The only

exceptions are for purposes of our credit evaluations, collection and credit reporting; your generation supplier's credit collections and reporting; for participating in the home energy assistance program, the emergency home energy assistance program, and programs funded by the Universal Service Fund such as the Percentage of Income Payment Plan Plus programs; and as ordered by other governmental agency or pursuant to a court order. To request a consent form, please call Customer Service.

At your request only, we'll provide you up to 24 months of your electric usage, payment history, detailed consumption data, if available, and time differential price rate, if applicable, free of charge. The PUCO may access records or business activities in order to monitor customer calls to our call center.

## Ask for ID

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All our employees carry company photo identification. Anytime you have a question about an employee visiting your home, feel free to ask for that employee's photo identification and the purpose for the service call. Please call us if you have any doubts.

## Customer Complaints

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We are committed to settling all complaints and inquiries in a timely manner. If your bill contains an error or you would like part of it explained, call Customer Service or send us a letter at the address listed on page 2 of your bill. You can also contact us through our website: [www.firstenergycorp.com](http://www.firstenergycorp.com).

We will investigate your complaint and report back to you promptly. If your complaint is not resolved after you have called us, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY

at 1-800-686-1570 (toll free) from 8:00 a.m to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov).

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

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## Electric Service and Safety Standards

You may obtain a copy of the Electric Service and Safety Standards from the PUCO or from the PUCO website: [www.puco.ohio.gov](http://www.puco.ohio.gov).

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## For Customer Service

Call: **Ohio Edison** 1-800-633-4766  
**The Illuminating Company** 1-800-589-3101  
**Toledo Edison** 1-800-447-3333

To use Telecommunications Device for the Deaf (TDD), call Ohio Relay Service.

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## 24 Hour Emergency/ Outage Reporting Line

To report a power outage or service emergency, call 1-888-544-4877 (1-888-LIGHTSS).

*Nothing contained in this publication may be interpreted or applied in any manner inconsistent with the Electric Service and Safety Standards or the authorized tariffs, rules or regulations of Ohio Edison, The Illuminating Company or Toledo Edison.*

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## Payment Assistance for Residential Customers

If you're having trouble paying your monthly electric bill, please call us to find out if one of these programs may help:

### PIPP Plus –

PIPP Plus helps qualifying customers who have a household income at or below 150 percent of the federal poverty level maintain electric service by paying a percentage of their household income instead of the actual amount of their bills.

### Extended Payment Plan –

With this program, your outstanding balance is divided into equal payments and spread over a period of time, based on your current needs. Each month, you pay your current bill or budget amount plus the installment amount.

### Medical Certification Program –

If a loss of electric service would be especially dangerous to the health of a permanent member of your household, disconnection because of overdue bills can be delayed up to 30 days. An appropriate health care professional must complete a Medical Certification Form describing the resident's medical condition. Call Customer Service for more information.

### Third Party Notification –

Many residential customers – including those who are elderly, ill or away from home for long periods of time – may benefit from Third Party Notification. Under this plan, a family member or friend is notified if a customer's service will be disconnected. Third parties are not responsible for unpaid balances, but they can remind the customer to send payment.