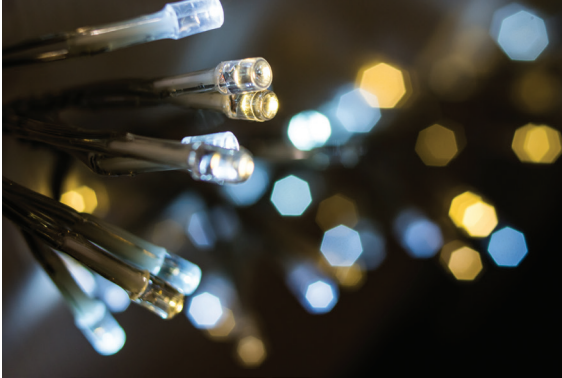


Safety Outlet



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.

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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November Issue

CUSTOMER CONNECTION



STOP. LOOK. LIVE.

FirstEnergy has launched a new public campaign to promote safety around wires and other electrical equipment. The new program, STOP. LOOK. LIVE., encourages everyone to follow three simple steps to avoid dangerous accidental contact with electrical equipment:

- 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.

Watch for more information about STOP. LOOK. LIVE. in future bill inserts, as well as a social media and advertising campaigns, or visit www.firstenergycorp.com/publicsafety for more tips to help you STOP. LOOK. LIVE.

FirstEnergy

Met-Ed • Penelec • Penn Power • West Penn Power

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).

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



Searching for Assistance?

If you are having trouble paying an electric bill, you may be eligible for programs that help lower your bill through energy efficiency or financial assistance. For more information regarding eligibility for PCAP, LIHEAP, WARM, The Dollar Energy Fund and other energy assistance programs in your area, visit [firstenergycorp.com/billassist](https://www.firstenergycorp.com/billassist) and click on "Search Assistance Programs," or call:

Met-Ed, Penelec and

Penn Power: 800-962-4848

West Penn Power: 800-736-3404

