

Request to Connect a Home Area Network (HAN) Device to Your Smart Meter

Please fill out the form below to connect your HAN-enabled device to your smart meter.

Customer Information Please fill out account information as seen on your electric bill.	
Name	
Account Number	Meter Serial Number
Account Holder Name	
Service Address	
City	ZIP Code
Phone Number	Email Address

Product Information Enter information about the product you want to connect to your smart meter. <i>The HAN device must be turned on and placed within 30 feet of the meter to allow communication between the meter and the HAN device.</i>	
Device Manufacturer	Make or Model Number
	MAC ID/ EUI Code (16 digit alpha-numeric code on back of device or packaging box)
	Install Code (16 digit alpha-numeric code on back of device or packaging box)

Please initial here ___ to acknowledge that you have read and agree to the following terms. Your request will not be processed without this acknowledgement.

FirstEnergy Service Company's Pennsylvania utilities (Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power Company), hereafter referred to collectively or individually as "FirstEnergy Companies," shall have no liability hereunder in connection with any non-compatibility of Customer's HAN-enabled devices with the smart meter system or other technology systems. FirstEnergy Companies may upgrade or modify any such systems at any time, in their sole discretion, which may render such devices inoperable with such systems. Customer agrees to disclose this to purchasers and lessees of its business or residence if such purchase or lease includes any such devices. Such upgrades or modifications may require device changes by Customer and retesting, at the discretion of the vendor of such devices, in order to be re-validated. "HAN-enabled device" shall mean any device which is capable of being connected via a home or business area network to FirstEnergy Companies' smart meter system or other technology system, and which is listed above.

FirstEnergy Companies, their current and future parent companies, subsidiaries, affiliates, and their respective directors, officers, managers, shareholders, employees, agents, and representatives shall have no liability whatsoever for damages, losses, liabilities, expenses and costs (including, reasonable outside and allocated in-house attorneys' fees), whether consequential, indirect, direct or otherwise, and whether arising in connection with personal injury, property damage, data loss or otherwise, arising out of or in connection with Customer's HAN-enabled devices. **FIRSTENERGY COMPANIES MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AS TO THE SAFETY, RELIABILITY, PERFORMANCE, SECURITY, SUFFICIENCY OF PURPOSE OR EFFICIENCY OF SUCH DEVICES.**

Customer agrees to promptly notify FirstEnergy Companies if any HAN-enabled device is disconnected from the smart meter system. Such notification shall be made pursuant to one of the contact methods specified in the Customer Guide, and shall occur within one business day of disconnection. Additionally, FirstEnergy Companies have the right to disconnect any HAN-enabled device, without notice, in their sole discretion if they believe in good faith that such device poses a potential risk to the performance, security or integrity of their smart meter systems, technology systems or ability to provide electric service.