

# One-Time Payment Terms and Conditions

The parties to this One-Time Bank Draft Agreement ("Agreement") are an operating company subsidiary of FirstEnergy Corp., specifically Ohio Edison Company, The Toledo Edison Company, The Cleveland Electric Illuminating Company, Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company, West Penn Power Company, Jersey Central Power and Light Company, Mon Power Company, or Potomac Edison Company ("Company") and you ("Customer"). By paying via a One Time Bank Draft ("Program"), Customer agrees to be bound by the terms of the Agreement in existence at the time of the payment. Customer agrees to review the One-Time Payment Agreement each time Customer elects to make a One-Time Payment to insure that he understands the Agreement and agrees with the specific terms which are effective at the time of the payment. The Agreement is subject to change at any time.

## Customer's Responsibilities

Customer understands that participation in this Program does not affect any of Customer's rights to file a complaint with their state's Public Utilities Commission or Board. **If Customer enrolls in One-Time Bank Draft Payment Plan, this User Agreement authorizes Company directly or through its subsidiaries or affiliates, to process an electronic debit from Customer's designated Checking/Savings account.** Customer understands that separate authorizations will be required for other available payment options such as Checkless Payment Plan or Automatic Credit Card Payment Program.

Customer agrees to keep his Password and profile information confidential to prevent unauthorized access to the account(s). Customer is responsible for all transactions others authorize on Customer's account(s), if Customer permits other individuals to use this service, including his Password to access Customer's account(s). If Customer uses this service for business account(s), Customer is responsible for establishing and maintaining his own internal security procedures to prevent use by unauthorized employees or persons. Customer agrees that FirstEnergy Corp., its subsidiaries and affiliates are not responsible for the security and privacy of Customer's password, including but not limited to Customer's misuse or disclosure of his password. If Customer forgets his Password, our Customer Service Department should be contacted during business hours for assistance or Customer may utilize the online self-service functionality to reset his password. By participating in this Program, Customer is authorizing Company to cause an electronic transfer of money from his Checking/Savings account to Company. Transactions should appear on the Customer's official account bank statements and his next monthly electric statement. Customer's bank may be responsible under banking regulations to provide disclosures, receipts, statements, and other communications. Questions about bank statement lists of Customer's transactions, or errors or unauthorized transfers, stopped payments, fees imposed by your bank, or your limitation of liability should be directed to your bank.

## Customer Information

Company will use the Customer information provided for participation in the Program, including disclosure of the information to other parties involved in this program, such as Customer's bank, governmental banking agencies and Company's bank that processes the transaction.