

To speak with a Customer Service Representative, call:

Penelec and Met-Ed:

1-800-545-7741

Penn Power:

1-800-720-3600

West Penn Power:

1-800-686-0021

If your power goes out, call our automated outage reporting line:

1-888-LIGHTSS
(1-888-544-4877)

Our crews respond as quickly as possible using the phone number and address we have on record. If your information has changed recently, please contact us so we may update our records.

If you have a text phone, call the Pennsylvania Relay Service:

1-800-522-2376

Then, ask the operator to dial our toll-free Customer Service number.

Visit us online at:

www.firstenergycorp.com

VIP

Very Important Programs

We offer a number of customer

service programs that can make

paying your bill quick and convenient,

as well as payment assistance programs

to provide help during times of need.

For more information about any of the

programs in this brochure – or to find

out if you qualify for assistance – call

the Customer Service number listed on

the back page.

Met-Ed®
Penelec®
Penn Power®
West Penn Power®

FirstEnergy Companies

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Customer Assistance Programs

PCAP (Pennsylvania Customer Assistance Program)

This program is an alternative payment plan for low-income residential customers. Participating PCAP customers are required to make regular payments, and are eligible to receive a monthly subsidy credit in relation to their income. Pre-program debt forgiveness may also be offered. Community-based organizations in our service areas administer the program.

CARES (Customer Assistance & Referral Evaluation Services)

This program provides short-term assistance to customers with special needs. Company CARES representatives refer eligible customers to social agencies and provide information on applicable company assistance programs.

WARM Program

The WARM Program provides home energy conservation improvements and education to help limited-income customers save money by reducing their electric bills. No payment is required from participants for energy-saving measures they receive. Qualified participants must meet income guidelines and a minimum monthly usage requirement. For more information, visit:

- www.firstenergycorp.com/warmmet-ed
- www.firstenergycorp.com/warmpenelec
- www.firstenergycorp.com/warmwestpennpower
- www.firstenergycorp.com/warpennpower

LIHEAP

(Low-Income Home Energy Assistance Program)

LIHEAP is a federally funded grant program operated by various county assistance offices to help customers pay winter heating bills. Funds can be used to pay an electric bill even if electricity isn't the main source of heat. In most cases, payment is sent directly to the utility and credited to a customer's bill. Funds are also available to customers in emergency situations who are in jeopardy of losing their heat or need their service restored.

The Dollar Energy Fund

The Dollar Energy Fund offers financial assistance to help qualified customers in hardship situations maintain utility service after all other assistance has been exhausted. Income guidelines apply. Community-based organizations in our service areas administer the program, and funding is provided by contributions from company stockholders, employees and customers.

Customer Service Programs

Equal Payment Plan

Our Equal Payment Plan (EPP) offers you the convenience of making consistent monthly electric bill payments, avoiding the seasonal highs and lows when usage fluctuates. The monthly amount is based on your history of electric use. Each quarter, your payment amount is reviewed and, if necessary, adjusted to reflect your usage.

eBill Electronic Billing

Receive your bills electronically and access them anytime online – day or night – using this free and secure online billing option. To sign up, or for more information, visit www.firstenergycorp.com/eBill.

Checkless Payment Plan

This plan is an ideal way to ensure your bill is paid on time without the hassle and expense of checks, stamps or trips to the bank. Each month when your bill is due, your payment is automatically deducted from your checking or savings account.

Extended Due Date Plan

If your main source of income is from a monthly Social Security or disability check, this plan can postpone the due date of your electric bill until after you receive your monthly check, helping avoid late payment charges. PCAP participants may not participate in the Extended Due Date Plan.

Third-Party Notification

Third-Party Notification enables you to designate someone we can contact – a relative, friend, clergy member, etc. – if a final disconnection notice goes unanswered. If they agree, we will check with them before service is terminated. The person you designate does not have to pay your bill.

Payment Arrangement

A Payment Arrangement helps customers catch up on overdue electric bills. You pay each month the Equal Payment Plan amount plus a portion of the overdue balance, which is based on household income level. The PCAP program is an alternative payment plan for low-income residential customers, therefore participants may not be eligible for an additional Payment Arrangement.

Critical Customer Care Program

This program identifies customers who use certain electrically operated life sustaining medical equipment in their home and helps these customers prepare for planned and unplanned power outages.