

# First Energy Bills: Met Ed, Penelec, Penn Power, West Penn & JCP&L



Mon Apr 27 10:31:53 2015  
Bill Based On: Estimated Meter Reading

DEFAULTOUTPUT EI1-010 2  
May 15, 2014  
Page 1 of 2  
M68

Billing Period: Apr 10 to May 08, 2014 for 29 days  
Bill For: JOHN Q CUSTOMER  
123 ANYSTREET  
CITY STATE 12345-6789

**A**

**B**

Account Number: 000 000 000 000  
**Amount Due: \$00.00**  
Due Date: May 30, 2014

**C**

To report an emergency or an outage, call 24 hours a day 1-888-000-0000. For Customer Service, call 1-800-000-0000. For Payment Options, call 1-800-000-0000. Pay your bill online at [www.firstenergycorp.com](http://www.firstenergycorp.com)  
Bill issued by: Met-Ed PO Box 1234 City State 12345-6789

**D**

| Shopping Information  |                                 |
|---|---------------------------------|
| Customer Number   | Rate Category                   |
| 000000000 000000000   | General Secondary Small OO-GSSD |
| Contact your supplier if you do not know your contract expiration date. |                                 |

**Messages**  
To avoid a 2.00% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.  
Your current **PRICE TO COMPARE** for generation and transmission from Met-Ed is listed below.  
For you to save, a supplier's price must be lower.  
**General Secondary Small - 0006556857 - 8.00 cents per KWH**  
Your next meter reading is scheduled to occur on or about Jun 09, 2014.  
Your bill includes \$0.94 in PA taxes, of which \$0.75 is PA gross receipts tax.  
Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utilities Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.  
The Smart Meter Technology charge, which is included in the Customer Charge on your bill, has changed effective January 1, 2015. For more information, please visit [www.firstenergycorp.com/PA](http://www.firstenergycorp.com/PA) Tariffs.

**E**

**Account Summary**

| Account Summary                           | Amount Due     |
|---|----------------|
| Previous Balance                          | 00.00          |
| Payments/Adjustments                      | -00.00         |
| <b>Balance at Billing on May 15, 2014</b> | <b>00.00</b>   |
| Met-Ed (Supplier Name Here)               | 00.00          |
| <b>Total</b>                              | <b>00.00</b>   |
| <b>Amount Due by May 30, 2014</b>         | <b>\$00.00</b> |

**F**

**Usage Information for Meter Number 000000000**

|                                     |        |
|-------------------------------------|--------|
| May 08, 2014 KWH Reading (Estimate) | 00.000 |
| Apr 10, 2014 KWH Reading (Actual)   | 00.000 |
| KWH used                            | 000    |

**G**

**Charges From Met-Ed**

When contacting an Electric Generation Supplier, please provide the following.  
Customer Number: 000000000 000000000  
Rate: General Secondary Small OO-GSSD  
Customer Charge

|   |           |                  |              |
|---|-----------|------------------|--------------|
| Distribution                            | 00000000  | Rate: 0000-0000  |              |
| Default Service Support Charge          | 000 KWH x | 00000000 per KWH | 00.00        |
| State Tax Surcharge                     |           |                  | 00.00        |
| State Sales Tax                         |           |                  | 00.00        |
| <b>Current Consumption Bill Charges</b> |           |                  | <b>00.00</b> |

**H**

**Billing Information for (Supplier Name Here)**

**Supplier Logo Here** (Supplier Address and Phone Number)  
Account Number: 000000 Rate: BILL-READY  
**Billing Period: Apr 10, 2014 to May 08, 2014** \$00.00  
Electric Supply: 2 Kwh At 0.0769 Per Kwh  
**Total Current Charges** -00.00

**I**

**Detail Payment and Adjustment Information**

04/24/14 Payment

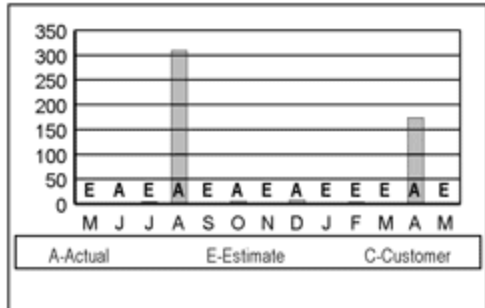
**J**

**Account Balances by Company**

|                      | Previous Balance | Payments/Adjustments | Current Charges | Amount Due   |
|----------------------|------------------|----------------------|-----------------|--------------|
| Met-Ed               | 00.00            | -00.00               | 00.00           | 00.00        |
| (Supplier Name Here) | 00.00            | 00.00                | 00.00           | 00.00        |
| <b>Total</b>         | <b>00.00</b>     | <b>00.00</b>         | <b>00.00</b>    | <b>00.00</b> |

**K** Additional messages, if any, can be found on back.

**Usage History**



| Comparisons               | Last Year | This Year |
|---------------------------|-----------|-----------|
| Average Daily Use (KWH)   | 00        | 00        |
| Average Daily Temperature | 00        | 00        |
| Days in Billing Period    | 00        | 00        |
| Last 12 Months Use (KWH)  |           | 00,000    |
| Average Monthly Use (KWH) |           | 0,000     |

Return this part with a check or money order payable to Met-Ed

**L**



PO Box 16001  
Reading, PA 19612-6001

Account Number: 000 000 000 000

|             |              |
|-------------|--------------|
| Amount Paid | \$00.00      |
| Amount Due  | \$00.00      |
| Due Date    | May 30, 2014 |

JOHN Q CUSTOMER  
123 ANYSTREET  
CITY STATE 12345-6789

# First Energy Bills: Met Ed, Penelec, Penn Power, West Penn & JCP&L

Invoice Number: 95663820541

Page 2 of 2

## Messages (Continued)

**M**

### Explanation of Terms

**Consumer Education Charge** - Charge for the costs of state-mandated energy education programs.

**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, service line maintenance, and assessing and deploying Smart Meter Technology.

**Default Service Support Charge** - Charge to recover new and deferred costs associated with serving customers in a competitive market.

**Distribution Charge** - Charge for the use of local wires, transformers, substations and other equipment used to deliver electricity to consumers from high-voltage transmission lines.

**Energy Efficiency Charge(s)** - Charge to fund the utility's programs designed to reduce customers' annual electric use and peak demand for electricity mandated by Act 129 of 2008.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**Hourly Pricing Service Charge** - Charges to provide energy, capacity, compliance with Alternative Energy Portfolio Standards, transmission and ancillary services for Industrial customers receiving Default Service.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - Price per kilowatt hour to be used when comparing to the price of a generation supplier.

**Price to Compare Default Service** - Charges for costs to provide energy, capacity, compliance with Alternative Energy Portfolio Standards, transmission and ancillary services for customers receiving Default Service.

**Prorated Bill** - If this is on the bill, the current billing period is less than 26 days or more than 35 days or a rate change occurred during the current billing period.

**Service Charge** - Charge for opening an account.

**Solar Requirements Charge** - Charge to acquire Solar Photovoltaic Alternative Energy Credits to comply with the Alternative Energy Portfolio Standards Act.

**State Tax Surcharge** - An adjustment to the state taxes recovered through Penelec's basic charges.

### General Information

If you have billing questions or complaints about your Met Ed account, please contact us before the due date.

**Call Customer Service** at 1-800-545-7741 from Monday - Friday, 8:00 a.m. - 6:00 p.m. Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency.

**Call Payment Options** at 1-800-962-4848 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Visit our web site** at [www.firstenergycorp.com](http://www.firstenergycorp.com)

**Write to us** at Met-Ed, 76 S. Main St., A-RPC, Akron, OH 44308-1890

**Customers with hearing or speech impairments** can contact the Telecommunications Relay Service (TRS) at 711.

**Information about** (Supplier Name Here) PO BOX 1234 CITY ST 12345-6789 1-800-000-0000

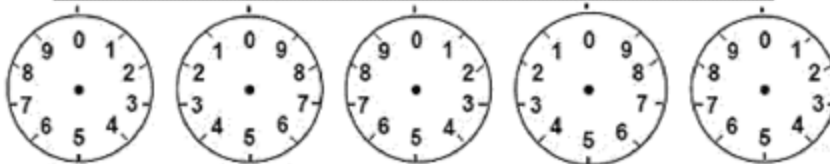
**For your protection**, all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-8081.

**To provide a customer meter reading**, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-545-7741. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available. If this is to avoid a scheduled estimate, please check the front of the bill for entry dates.

### Provide reading by telephone or on-line only: DO NOT MAIL

**O**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here:

**A. Billing Period** – Time period for which your current charges were calculated.

**B. Customer Name and Address**

## First Energy Bills: Met Ed, Penelec, Penn Power, West Penn & JCP&L

### **C. Account Number, Amount Due and Due Date**

**D. Shopping Information** – Information about your customer number and rate category.

**E. Messages** – Important information about your account. You'll also find your Price-to-Compare here.

**F. Account Summary** – Your previous balance, payments and current charges are displayed.

**G. Usage Information** – Your electricity usage during the billing period. This also lets you know if your usage was based on an actual or estimated meter reading.

**H. Charges** – Detailed information on Met-Ed's charges can be found here. If you have chosen an alternate supplier, your supplier charges will appear in Section I.

**I. Charges from your Alternate Supplier** – If you choose an alternate supplier, these charges appear here.

**J. Detailed Payment and Adjustment Information** – Any payments applied or adjustments made since your last bill was issued will appear here.

**K. Usage History** – To help you better monitor your electricity usage, this bar graph details your usage history over the past 13 months. There is also detailed information such as your Average Daily and Monthly Use, Average Daily Temperature and the number of Days in the Billing Period.

**L. Payment Stub** – Detach and return with your payment. This section includes your Account Number, Amount Paid, Amount Due and the Due Date.

**M. Explanation of Terms** – This section defines some of the key terms that appear on your electric bill.

**N. Important Information** – Find key information here, such as phone numbers, website address, mailing address and other important information.

**O. Meter Reading Dials** – Use these dials as a guide to record and submit your meter reading online at [firstenergycorp.com](http://firstenergycorp.com), or by calling 1-800-545-7741.