

Mon Apr 27 10:31:53 2015

Bill Based On: Estimated Meter Reading

Billing Period: Apr 10 to May 08, 2014 for 29 days Bill For: JOHN O CUSTOMER JOHN Q CUSTOMER

123 ANYSTREET CITY STATE 12345-6789



DEFAULTOUTPUT EI1-010 2 May 15, 2014

Page 1 of 2

Account Number: 000 000 000 000

Amount Due: \$00.00 Due Date: May 30, 2014

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 you	ur bill online at www.firstenergycorp.com
Bill issued by: West Per	nn Power PO Box 1234 City State 12345-6789
Shopping Information	Account Summary — Amount Due
0000000000 0000000000 General Secondary Small QQ-GSSD	Previous Balance 00.00 Payments/Adjustments -00.00
Contact your supplier if you do not know your contract expiration date.	Balance at Billing on May 15, 2014 0.00
To avoid a 2.00% Late Payment Charge being added to	West Penn Power         00.00           (Supplier Name Here)         -00.00           Total         0.00
	Amount Due by May 30, 2014 \$00.00 Usage Information for Meter Number 000000000
General Secondary Small - 0006556857 - 8.00 cents per KWH	May 08, 2014 KWH Reading (Estimate) Apr 10, 2014 KWH Reading (Actual) KWH used  00,000 000
Your next meter reading is scheduled to occur on or about Jun 09, 2014.	Charges From West Penn Power
receipts tax.  Generation prices and charges are set by the electric generation.	When contacting an Electric Generation Supplier, please provide the following.  Customer Number: 0000000000 0000000000  Rate: General Secondary Small OO-GSSD  Customer Charge
distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services. The Smart Meter Technology charge, which is included in the	Distribution 00000000 Rate: 0000-0000 Default Service Support Charge 0000 KWH x 00000000 per KWH 00000 State Tax Surcharge 00.00

Customer Charge on your bill, has changed effective January 1, 2015. For more information, please visit www.firstenergycorp.com/PaTariffs.

**Current Consumption Bill Charges** 

00.00

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 Electric Supply: 2 Kwh At 0.0769 Per Kwh \$00.00

Total

Total Current Charges

Detail Payment and Adjustment Information 04/24/14 Payment Account Balances by Company

00.00

Amount

Due

00.00

00.00

<u> </u>				10.1	U	lsag	e Hi	stor	у		s J.		6 1 5
350													$\overline{}$
300	⊩			П									$\dashv$
250				н									$\neg$
200				н								_	$\neg$
150				н								10	$\neg$
100		_		Ħ	_	_	_	_	_	_	_	Ħ	$\neg$
50	ᄩ	•	Е	Α	-	Α	-	Α.	-	-	Е	Α	Е

JASONDJFMAM

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

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

E-Estimate

West Penn Power (Supplier Name Here)

Previous Payments/ Current Charges 00.00 00.00 Balance Adjustments 00.00 -00.00 00.00 00.00 00.00

A-Actual



PO Box 16001 Reading, PA 19612-6001

C-Customer

Return this part with a check or money order payable to West Penn Power

Account Number: 000 000 000 000

Amount Paid	2	5	00.0	00
Amount Due			00.0	
Due Date	М	lay 3		

Invoice Number: 95004943792

Page 2 of 2

### Explanation of Terms

Basic Charges - Charges for services necessary for the delivery Estimated Reading - On the months we do not read a meter, we calculate of electric service, including generation, transmission and distribution.

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

Customer Distribution Charge - Fixed charge for meter reading, billing, service line maintenance and equipment

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

Distribution Charge - Charge for Energy Efficiency Program costs, assessing and deploying Smart Meter Technology, and for the use of local wires, transformers, substations and other equipment used to deliver elecetricity to consumers from high-voltage transmission lines.

the bill based on past electrical usage.

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

Non-Basic Charges - Charges for services not required for the delivery of

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.

#### General Information

If you have billing questions or complaints about your West Penn Power account, please contact us before the due date. **Call Customer Service** at 1-800-686-0021 from Monday - Friday, 8:00 a.m. - 6:00 p.m. **Call Payment Options** at 1-800-736-3404 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Visit our web site at www.firstenergycorp.com Write to us at West Penn Power, 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 or by calling 1-800-686-0021. 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







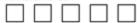






Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number

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

- 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 West Penn Power'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.** General 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 by calling 1-800-686-0021. Do not use this to mail in your reading.