

you.

Commission regulates transmission prices and services.

Welcome to West Penn Power. As a new customer, it is important to understand your rights and responsibilities. Visit

understand your rights and responsibilities. visit www.West-Penn-Power.com/help/brochure to download the Pa. Public Utility Commission's "Your Rights and Responsibilities as a Utility Customer" booklet. Or call 1-800-686-0021 to have a copy mailed to

Customers receiving Default Service have a new Price to Compare (PTC), effective September 1, 2015. Please review the PTC information shown on page 1 of your bill. You can save money by switching to an electric generation supplier that offers a lower price than your PTC.

Bill Based On: Initial Bill, Actual Meter Reading, eBill

Billing Period: Aug 20 to Sep 22, 2015 for 34 days Bill For: DANIEL WRIGHT

646 E COLLEGE AVE 910 STATE COLLEGE PA 16801

September 25, 2015

Page 1 of 2

Account Number: 100 115 441 287

Amount Due: \$309.27

Due Date: October 15, 2015

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-686-0021. For Payment Options, call 1-800-736-3404. Pay your bill online at www.firstenergycorp.com Bill issued by: West Penn Power, PO Box 3687, Akron OH 44309-3687

Shopping Information	Account Summary	Amount Due
Customer Number Rate Category	Balance at Billing on Sep 25, 2015	0.00
0806473134 0007229906 Domestic Service WP-RS10F	West Penn Power - Consumption	181.27
Messages	West Penn Power - Misc. Charges	128.00
To avoid a 1.25% Late Payment Charge being added to your bill,	Total Current Charges	309.27
please pay the Amount Due by the Due Date.	Amount Due by Oct 15, 2015	\$309.27
Your current PRICE TO COMPARE for generation and transmission	Usage Information for Meter Number SSP60678	
from West Penn Power is listed below. For you to save, a supplier's price must be lower.	Sep 22, 2015 KWH Reading (Actual) Aug 20, 2015 KWH Reading (Estimate)	19,907 18,280
Domestic Service - 0007229906 - 7.04 cents per KWH	KWH used	1,627
Customer reserves the right to shop for an electric supplier.	Charges From West Penn Power	.,,==:
Your next meter reading is scheduled to be estimated. If you would like to provide us with an actual reading, please do so between	Customer Number: 0806473134 0007229906 Rate: Domestic Service WP-RS10F	_
Oct 22, 2015 and the close of business on Oct 26, 2015. See the back of this bill for more information.	Price to Compare Default Service 1,112 KWH x 0.069170 515 KWH x 0.073110	
Your bill includes \$13.49 in PA taxes, of which \$10.69 is PA gross	Customer Distribution Charge	5.81
receipts tax.	Distribution Charge 1,627 KWH x 0.034702	2 56.46
•	Default Service Support Charge 1,627 KWH x 0.002720) 4.43
Generation prices and charges are set by the electric generation	Current Consumption Bill Charges	181.27
supplier you have chosen. The Public Utilities Commission regulates	Security Deposit Request	128.00
distribution prices and services. The Federal Energy Regulatory	Total Charges	\$ 309.27

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

1800			
1400			
1000			
800 600			
400			
200			A
0 —			S
A-Actual	E-Estimate	C-Customer	P-Prorated

This Year Average Daily Use (KWH) Average Daily Temperature Days in Billing Period Last 1 Months Use (KWH) Average Monthly Use (KWH) 48 70 1.627

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

t**Penn** 76 South Main Street **Power** Akron, OH 44308-1890 **WestPenn**

DANIEL WRIGHT 646 E COLLEGE AVE 910 STATE COLLEGE PA 16801 Account Number: 100 115 441 287 Amount Paid Amount Due \$309.27 Oct 15, 2015 **Due Date**

> **WEST PENN POWER** PO BOX 3687 AKRON OH 44309-3687

Explanation of Terms

Basic Charges - Charges for services necessary for the delivery 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 electricity to consumers from high-voltage transmission lines.

Estimated Reading - On the months we do not read a meter, we calculate 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

electric service.

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 Reading - Reading calculated by multiplying the daily average electric usage between two recent readings by the number of days in the billing period.

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.

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 9 9 8 8 8 8 2 2 3 7 6 6

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

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