



**Messages (Continued)**

update our address to the following: P.O. Box 371422 Pittsburgh, PA 15250-7422

Spring's warm weather often produces thunderstorms, which can cause power outages. If your power goes out, call 1-888-LIGHTSS (1-888-544-4877). For your safety, please treat all downed wires as live and dangerous. For more information on preparing for outages, visit [www.firstenergycorp.com/storminfo](http://www.firstenergycorp.com/storminfo).

**Explanation of Terms**

**Bypassable Generation and Transmission Related Component** - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-approved Phase-In Recovery Charges OE collects from all customers on behalf of OE Funding, LLC which owns the right to impose and collect such charges.

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

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**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.

**KWH Out - Received** - Kilowatt-hours of electricity that the customer-generator facility feeds back to the Company's system.

**KWH Used - Delivered** - Kilowatt-hours of electricity supplied by the Company's system to the customer-generator facility.

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

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**QR (Quick Response) Code** - A square, black-and-white image that can be read by a mobile device using a barcode scanner or camera to direct you to our website at [http://www.firstenergycorp.com/log\\_in.html](http://www.firstenergycorp.com/log_in.html).

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Important Information**

If you have billing questions or complaints about your Ohio Edison account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-633-4766 Monday - Friday, from 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-686-3421 Monday - Friday, from 8 a.m. - 6 p.m.

**Visit our website** at <http://www.firstenergycorp.com>

**Write to us** at Ohio Edison, 341 White Pond Dr., Akron, OH 44320-1119

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

**We welcome the opportunity** to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.puc.oio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

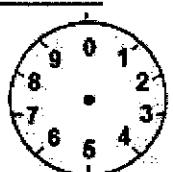
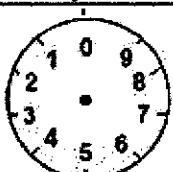
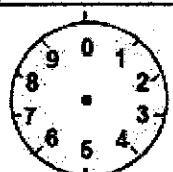
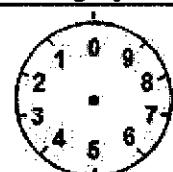
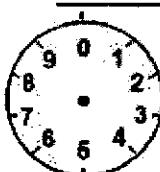
**The Ohio consumers' counsel (OCC)** represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**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 1-800-633-4766. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**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: