



Messages (Continued)

Explanation of Terms

**Basic Charges** - Charges for services necessary for the delivery of electric service, including generation, transmission and distribution.

**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.

**Distribution System Improvement Charge** - This charge recovers costs incurred to repair, improve or replace infrastructure that the Company uses to deliver electricity to its customers.

**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 the Due Date.

**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.

**TCJA Voluntary Surcharge** - This surcharge adjusts customer rates for the reduction to corporate federal income tax under the Tax Cuts and Jobs Act.

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 a.m. - 6 p.m.

**Call Payment Options** at 1-800-736-3404 from Monday - Friday, 8 a.m. - 6 p.m.

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

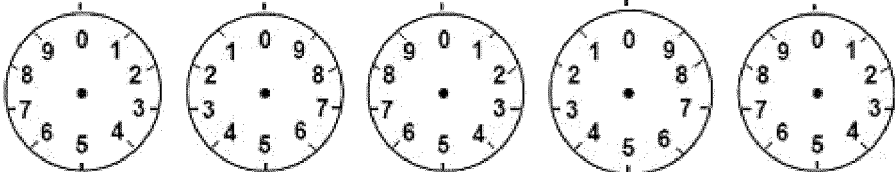
**Information about NRG Retail Solutions:** Po Box 38781, Philadelphia, PA 19104, 1-855-500-8703

**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 1-800-686-0021. 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: