

Bill Based On: Actual Meter Reading, Average Payment Plan, Prorated Bill, eBill

December 12, 2018

Page 1 of 2

Account Number: 100 093 642 146

Amount Due: \$103,12

Due Date: January 02, 2019

Billing Period: Nov 07 to Dec 06, 2018 for 30 days Bill For: LENIN R CHADA

5211 FOREST VIEW DR MC DONALD PA 15057

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

St	opping Information	Account Summary Amount				
<b>Customer Number</b> 0805841563 0007229158	Rate Category Domestic Service WP-RS10D	Previous Balance Payments/Adjustments	74.62 -74.62			
Contact your supplier if you	ı do not know your contract expiration date.	Balance at Billing on Dec 12, 2018	0.00			
	Messages	West Penn Power - Payment Plan Amount	41.00			
To avoid a 1.50% Late F please pay the <b>Amount Du</b>	Payment Charge being added to your bill, ne by the Due Date.	NRG Retail Solutions Total Current Charges	62.12 <b>103.12</b>			
	COMPARE for generation and transmission listed below. For you to save, a supplier's	Total owed by Jan 02, 2019 As an Automatic Credit Card Payment customer - Total charges of \$103.12	\$103.12			

Domestic Service - 0007229158 - 5.75 cents per KWH

next meter reading is scheduled to occur on or about Jan 09, 2019.

Your bill includes \$4.19 in PA taxes, of which \$3.32 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.

Customers receiving Default Service have a new Price to Compare (PTC), effective December 1, 2018. 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.

Best wishes for a joyous holiday season from all of us at West Penn

will automatically be charged to your card account. Your actual account balance is \$174.34. Usage Information for Meter Number 5001356770 Dec 06, 2018 KWH Reading (Actual) Nov 07, 2018 KWH Reading (Actual) 11,518 10.346 K<u>WH used</u> 1,172 Charges From West Penn Power Customer Number: 0805841563 0007229158 Rate: Domestic Service WP-RS10D 7.44 0.08 Customer Distribution Charge Distribution System Improvement Charge
Distribution Charge 1,
Default Service Support Charge 1, 1,172 KWH x 0.041459 48.59 3.79 3.55 1,172 KWH x 0.003230 TCJA Voluntary Surcharge
Current Consumption Bill Charges 56.35 Billing Information for NRG Retail Solutions

Po Box 38781, Philadelphia, PA 19104 Customer Service: 1-855-500-8703 Account Number: 40188067033983 Rate: BILL-READY

Billing Period: Nov 07, 2018 to Dec 06, 2018
Commodity Charge 1172 Kwh @ 0.053
Total NRG Retail Solutions Current Charges

Detail Payment and Adjustment Information 62.12 11/19/18 Payment -74.62 Account Balances by Company

Payments/ Previous Current Amount Balance 38.00 -38.00 36.62 -36.62 **Due** 41.00 West Penn Power NRG Retail Solutions 62 12 74.62 74.62 103.12 103.12 Total Average Payment Plan (APP) Summary

Actual Charges Billed During 12 APP Months APP Amount During 12 APP Months Difference Between Actual Charges and APP Amount 938.54 822 00 116.54

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

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Comparisons	<b>Last Year</b>	<b>This Year</b>
Average Daily Use (KWH)	27	39
Average Daily Temperature	39	35
Days in Billing Period	33	30
Last 12 Months Use (KWH) Average Monthly Use (KWH)	33	12,156 1,013

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

**LENIN R CHADA** 5211 FOREST VIEW DR MC DONALD PA 15057 Account Number: 100 093 642 146

Automatic Credit Card Payment Customer \$103.12 will be charged to your card account -DO NOT PAY

> **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.

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

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.firstenergy.corp.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 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 q ĝ 8 2 8 8 2 2 8 8 3 6 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: