

Messages (Continued)**Explanation of Terms**

Business Distribution Credit - Applied during the winter billing period for non-residential electric heat and/or water heating customers on a qualifying rate.

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 CEI collects from all customers on behalf of CEI 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.

Kilovolt Amperes (KVA) - Volts times amperes divided by 1,000. Actual measured power used for circuit sizing.

Kilovolt-Amperes Reactive or kilovar (KVAR) - The portion of electricity that establishes and sustains the electric and magnetic fields of ac equipment. It is used to control voltage on the transmission network.

Kilowatt (KW) - Unit of electric power representing a rate of consumption equivalent to 1,000 watts.

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.

School Distribution Credit - A distribution credit that replaces the former Energy for Education II Program.

Important Information

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

Call Customer Service at 1-800-589-3101 Monday - Friday, from 8 a.m. - 6 p.m.

Call Payment Options at 1-800-686-9901 Monday - Friday, from 8 a.m. - 6 p.m.

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

Write to us at The Illuminating Company, 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.

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.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). You also can write to the PUCO at: 180 East Broad St., Columbus, OH 43215.

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.