



April 30, 2012

Account Number: 000 000 000 000

Billing Period: Mar 29 to Apr 27, 2012 for 30 days

Bill For: Joe Customer, 00 Any Street, Anytown, PA 00000

Amount Due: \$0.00

Due Date: May 21, 2012

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-545-7741. For Payment Options, call 1-800-962-4848. Pay your bill online at www.firstenergycorp.com

Table with columns: Messages, Account Summary, Amount Due. Includes sections for Reminders, Usage History (with bar chart), and Charges From Penelec.

Return this part with a check or money order payable to Penelec



PO Box 16001 Reading, PA 19612-6001

Account Number: 000 000 000 000

Joe Customer, 00 Any Street, Anytown, PA 00000

Table with 2 columns: Amount, Date. Rows: Amount Paid, Amount Due (\$0.00), Due Date (May 21, 2012)

PENELEC PO BOX 3687 AKRON OH 44309-3687

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Messages (Continued)

Explanation of Terms

Consumer Education Charge - Charge for the costs of state-mandated energy education programs.
Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.
Default Service Support Charge - Charge to recover new and deferred costs associated with serving customers in a competitive market.
Distribution Charge - Charges for Universal Service Program costs and for the use of local wires, transformers, substations and other equipment used to deliver electricity to consumers from high-voltage transmission lines.
Energy Efficiency Charge - Charge to fund the utility's programs designed to reduce customers' annual electric use and peak demand for electricity mandated by Act 129 of 2008.
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-Utility Generation Charge - Charges to cover an electric utility's costs associated with contracts with non-utility-owned generation.
Price to Compare (PTC) - Price per kilowatt hour to be used when comparing to the price of a generation supplier.
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 Bill - If this in on the bill, the current billing period is less than 26 days or more than 35 days or a rate change occurred during the current billing period.
Service Charge - Charge for opening an account.
Smart Meter Charge - Charge for assessing and deploying state-mandated smart meter technology.
Solar Requirements Charge - Charge to acquire Solar Photovoltaic Alternative Energy Credits to comply with the Alternative Energy Portfolio Standards Act.
State Tax Surcharge - An adjustment to the state taxes recovered through Penelec's basic charges.

General Information

If you have billing questions or complaints about your Penelec account, please contact us before the due date.
Call Customer Service at 1-800-545-7741 from Monday - Friday, 8:00 a.m. - 6:00 p.m. Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency.
Call Payment Options at 1-800-962-4848 from Monday - Friday, 8:00 a.m. - 6:00 p.m.
Visit our web site at www.firstenergycorp.com
Write to us at Penelec, 76 S. Main St., A-RPC, Akron, OH 44308-1890
For customers who have a hearing or speech impairment and use a text telephone, call the TTY (Teletype) at 1-800-522-2376.

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, or do not wish to participate, 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 1-800-545-7741. 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: