## **Penelec**

Bill Based On: Estimated Meter Reading, Equal Payment Plan, Prorated Bill

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## May 03, 2012 Account Number: 000 000 000 000 Amount Due: \$0.00

Mar 30 to Apr 30, 2012 for 32 days Joe Customer 00 Any Street Anytown, PA 00000 Billing Period: Bill For:

Due Date: May 23, 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 1-800-562-4848. Pay your bill online at www.firstenergycorp.com

Bill issued	by: Penelec,	PO Box 16001,	Reading	PA 19612-6001

Messages		Account Sum	mary		Amount Due		
o avoid a 1.50% Late Payment Charge being added to your bill,	Previous Balance				0.0		
ease pay the Amount Due by the Due Date.	Payments/Adjustments				- 0.0		
our current PRICE TO COMPARE for generation and transmission	Balance at Billing on May	y 03, 2012			0.0		
om Penelec is listed below. For you to save, a supplier's price must	Penelec - Payment Plan Ar	mount			0.0		
e lower.	Any Supplier				0.0		
tandard Residential - 0001501883 - 7.47 cents per KWH	Total Current Charges				0.0		
our next meter reading will be estimated. See the back of the bill	Amount Due by May 23, 2	2012			\$ 0.00		
provide a customer reading by May 31, 2012.		our actual account	balance is \$0	.00.			
our bill includes \$0 in PA taxes, of which \$0 is PA gross		nformation for Me					
ceipts tax.	Apr 30, 2012 KWH Readin				00		
eneration prices and charges are set by the electric generation	Mar 30, 2012 KWH Readin				00		
upplier you have chosen. The Public Utilities Commission regulates	KWH used	5(,			00		
stribution prices and services. The Federal Energy Regulatory		Charges Fr	om Penelec				
ommission regulates transmission prices and services.	When contacting an Electri	ic Generation Supp	lier, please pro	vide the following.			
et your central air conditioning and heat pump system running at	Customer Number: 0000	0000000 0000000	00				
eak performance before the hot days of summer arrive! Tune-up an	Rate: Standard Residentia	al PN-RSD					
kisting unit and receive up to \$75 in rebates or purchase a new	Customer Charge				.0		
gh-efficiency system and receive up to \$400 as part of our HVAC	Distribution		0 KWH	x 0.000000	0.0		
rogram. Take the first step today by finding a participating contractor	Consumer Education Char	ge	0 KWH	x 0.000000	0.		
your area at www.energysavePA.com or by calling 1-866-498-1409.	Solar Poquiromonto Chara	~	0 KWH 0 KWH	x 0.000000 x 0.000000	0.		
or your safety, if your service has been disconnected, do not attempt	Solar Requirements Charg Default Service Support Ch		0 KWH	x 0.000000	0.		
reconnect it. While this is illegal and could result in prosecution,	Non-Utility Generation Cha		0 KWH	x 0.000000	0.		
emoving a meter base or touching any of the wires can also cause	Smart Meter Charge	- 9-					
eath or serious injury through arcs of electricity, explosions or fire. leters are only to be accessed by authorized utility personnel.	State Tax Surcharge				-0.		
eters are only to be accessed by autionized utility personnel.	Current Consumption Bil	II Charges			0.0		
n important message to dog owners to ensure that our meter	Billing Information for Any Supplier						
aders' visits to your home are safe and productive, please keep your	00 Any Street Anytown, PA 00000						
og secured in an area away from the path to your meter.	С	ustomer Service: 1	-000-000-0000				
	Account Number: 000000	Rate: BILL-READ	Y				
Il of our employees wear photo ID badges. Always ask for an	IDT Energy Basic Charges						
mployee's I.D. before letting anyone in your home. If you are still not ure, please call the company.	Billing Period: Mar 30, 20		2				
	Energy Charge: 0 Kh At \$ Total Any Supplier Curre				0.0 \$ 0.0		
our new, redesigned bill provides the information you need in a rmat that's easier to read and understand. For more information,		I Payment and Ad	ivetment Infor	mation	\$ U.U		
ease call 1-800-545-7741.	04/16/12 Payment	i i ujinent unu ru	Juotinent inter		- 0.0		
	o whome in a grant and	Account Balanc	es by Compan	v	0.0		
		Previous	Payments/	Current	Amour		
		Balance	Adjustments		D		
	Penelec	0.00	0.00	0.00	0.0		
	Any Supplier	0.00	0.00	0.00	0.0		
	Total	0.00	0.00	0.00	0.0		
	E	Equal Payment Pla	n (EPP) Sumn	nary			
		ag 11 EDD Months			0.0		
Additional messages, if any, can be found on back.	Actual Charges Billed Durin	ING IT EFF MOTULES			0.0		
Additional messages, if any, can be found on back. Usage History	Actual Charges Billed Durin EPP Amount During 11 EP Difference Between Actu	P Months			0.0 0.0		

1800														
1600													_	
1400														
1200														
1000														
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400														
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A-Actua	al	E	Esti	mate		C	-Cus	tom	er		N-N	lo Us	sage	
									Apr	11			Ap	r 12
Average D	Daily	Use	(KW	H)						37				37
Average Daily Temperature						48				46				
Average D					Days in Billing Period						3			
										30				32
	illing	Per	iod							30			10,	32 954

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

Account Number: 000 000 000 000



Joe Customer 00 Any Street Anytown, PA 00000

Amount Paid	
Amount Due	\$0.00
Due Date	May 23, 2012

PENELEC PO BOX 3687 AKRON OH 44309-3687 Explanation of Terms

Non-Utility Generation Charge - Charges to cover an electric utility's costs associated with contracts with non-utility-owned generation. Consumer Education Charge - Charge for the costs of state-mandated energy education programs. Price to Compare (PTC) - Price per kilowatt hour to be used when comparing to the price of a generation supplier.

Customer Charge - Monthly charge that offsets costs of site-halidated energy education programs. Default Service Support Charge - Charge to recover new and deferred oosts 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 programs designed to reduce customers' annual electric use and peak demand for electricity mandated by Act 126 of 2008. Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electricia 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.

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.

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.

Information about IDT Energy: 550 Broad St., Newark, NJ 07102, 1-877-887-6866

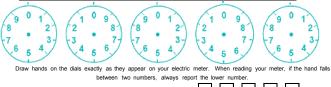
For your protection, all of our employees wear Photo I.D. badges.

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.

General Information

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutvourbill 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



If you have a DIGITAL METER write the numbers here: