



April 30, 2012

Account Number: 000 000 000 000

Billing Period: Mar 28 to Apr 26, 2012 for 30 days

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

Amount Due: \$0.00

Due Date: May 15, 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
Bill issued by: Penelec, PO Box 16001, Reading PA 19612-6001

Messages	Account Summary	Amount Due		
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.	Previous Balance	0.00		
To receive your PRICE TO COMPARE please call 1-888-478-2300.	Payments/Adjustments	-0.00		
Your next meter reading is scheduled for May 29, 2012.	Balance at Billing on Apr 30, 2012	0.00		
Your bill includes \$0 in PA taxes, of which \$0 is PA gross receipts tax.	Penelec - Consumption	0.00		
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.	Any Supplier	0.00		
For your safety, if your service has been disconnected, do not attempt to reconnect it. While this is illegal and could result in prosecution, removing a meter base or touching any of the wires can also cause death or serious injury through arcs of electricity, explosions or fire. Meters are only to be accessed by authorized utility personnel.	Total Current Charges	0.00		
An important message to dog owners -- to ensure that our meter readers' visits to your home are safe and productive, please keep your dog secured in an area away from the path to your meter.	Amount Due by May 15, 2012	\$0.00		
All of our employees wear photo ID badges. Always ask for an employee's I.D. before letting anyone in your home. If you are still not sure, please call the company.	Usage Information for Meter Number 0000000			
Your new, redesigned bill provides the information you need in a format that's easier to read and understand. For more information, please call 1-800-545-7741.	Apr 26, 2012 OnPeak KWH Reading (Actual)	0.0		
	Mar 28, 2012 OnPeak KWH Reading (Actual)	0.0		
	Multiplier	0		
	OnPeak KWH Used (48.5%)	000		
	Apr 26, 2012 OffPeak KWH Reading (Actual)	000		
	Mar 28, 2012 OffPeak KWH Reading (Actual)	0.0		
	Multiplier	0		
	OffPeak KWH Used (51.5%)	000		
	KWH used	000		
	Onpeak Load in KW/KVA	0.0		
	OffPeak Load in KW/KVA	0.0		
	Onpeak KVAR	0.0		
	OffPeak KVAR	0.0		
	Billed Load in KW/KVA	0.0		
	Billed Reactive Demand	0.0		
	Charges From Penelec			
	When contacting an Electric Generation Supplier, please provide the following.			
	Customer Number: 000000000 0000000000			
	Rate: General Secondary Large PN-GSLD			
	Customer Charge	0.00		
	Distribution	0 KW x 0.00000 0.00		
		0 KVAR x 0.000000 0.00		
	Consumer Education Charge	0 KWH x 0.000000 0.00		
		0 KWH x 0.000000 0.00		
	Energy Efficiency Charge	0 KW x 0.0000 0.00		
	Solar Requirements Charge	0 KWH x 0.000000 0.00		
	Default Service Support Charge	0 KWH x -0.000000 -0.00		
	Non-Utility Generation Charge	0 KWH x 0.000000 0.00		
	Smart Meter Charge	.00		
	State Tax Surcharge	-0.00		
	Current Consumption Bill Charges	0.00		
	Charges From Any Supplier			
	00 Any Street Anytown, PA 00000			
	Customer Service: 1-000-000-0000			
	Account Number: 0000	Rate: GEN-F000		
	Generation/Transmission	0 KWH x 0.000000 0.00		
	Total Any Supplier Charges	\$ 0.00		
Additional messages, if any, can be found on back.	Detail Payment and Adjustment Information			
	04/06/12 Payment	-0.00		
	Account Balances by Company			
	Previous Balance	Payments/ Adjustments	Current Charges	Amount Due
	Penelec	0.00	0.00	0.00
	Any Supplier	0.00	0.00	0.00
	Total	0.00	0.00	0.00
Usage History				
	Average Daily Use (KWH)	Apr 11: 6021	Apr 12: 6178	
	Average Daily Temperature	44	46	
	Days in Billing Period	32	30	
	Last 12 Months Use (KWH)	2,335,561		
	Average Monthly Use (KWH)	194,630		

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

Amount Paid	
Amount Due	\$ 0.00
Due Date	May 15, 2012

Joe Customer
00 Any Street
Anytown, PA 00000

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.
Hourly Pricing Service Charge - Charges to provide energy, capacity, compliance with Alternative Energy Portfolio Standards, transmission and ancillary services for Industrial customers receiving Default Service.
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 (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 is 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.
Information about FirstEnergy Solutions Corp.: 341 White Pond Drive Bldg B3, Akron, OH 44320-1119, 1-888-254-6359

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 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: