



Bill Based On: Estimated Meter Reading, Average Payment Plan

April 13, 2012

Account Number: 000 000 000 000

Billing Period: Mar 15 to Apr 11, 2012 for 28 days
Bill For: Joe Customer, 00 Any Street, Anytown, MD 00000

Amount Due: \$0.00

Due Date: May 03, 2012

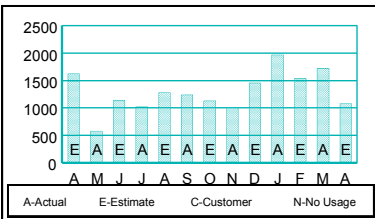
To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-686-0011. For Payment Options, call 1-800-736-3401. Pay your bill online at www.firstenergycorp.com

Bill issued by: Potomac Edison, PO Box 3615, Akron OH 44309-3615

Table with columns: Messages, Account Summary, Amount Due. Includes sections for Balance at Billing on Apr 13, 2012, Usage Information for Meter Number: 00000000, and Charges From Potomac Edison.

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

Usage History



Summary table with columns for Apr 11 and Apr 12. Rows include Average Daily Use (KWH), Average Daily Temperature, Days in Billing Period, Last 12 Months Use (KWH), and Average Monthly Use (KWH).

Return this part with a check or money order payable to Potomac Edison



76 South Main Street, Akron, OH 44308-1890

Account Number: 000 000 000 000

Table with 2 columns and 3 rows: Amount Paid, Amount Due (\$0.00), Due Date (May 03, 2012).

Joe Customer, 00 Any Street, Anytown, MD 00000

POTOMAC EDISON, PO BOX 3615, AKRON OH 44309-3615

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Messages (Continued)

**Explanation of Terms**

**Base Charge** - Charge 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.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**Generation Charge** - Charge for the production of electricity.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Distribution Charge** - Variable charge for the cost of using local wires, transformers, substations and other equipment needed to deliver electricity to a premise.

**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 electric service.

**Transmission Charge** - Charges for moving high voltage electricity from a generation facility to our distribution lines.

**Important Information**

If you have questions about your Potomac Edison account:

**Call Customer Service** at 1-800-686-0011 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Call Payment Options** at 1-800-736-3401 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

**Visit our web site** at: [www.firstenergycorp.com](http://www.firstenergycorp.com)

**Write to us** at: Potomac Edison, 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 1-800-955-9445.

**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](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-686-0011. 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: