

Additional Payment Options Coming This Spring

At FirstEnergy, we're constantly looking for ways to improve your experience. That includes enhancing your options when you pay your bill electronically. This year, we're switching to a new third-party electronic payment processor – ACI Speedpay.

"We are relentlessly reviewing our processes to make sure we are providing the best possible experience for our valued customers," said Michelle Henry, Senior Vice President of Customer Experience. "We know time is a precious commodity for all of us, and that's why we want to make it easy for you to pay your bill quickly and securely."

What does this transition mean for me?

Our goal is to make the transition to the new payment vendor as seamless as possible. If you are currently enrolled in automatic payments, you will be transitioned into the AutoPay plan, and your payment will be processed as normal. If you pay your bill electronically each month, you'll still be able to pay through a one-time online payment or by giving us a call.

As part of this transition, we're excited to offer new payment options, including Venmo and PayPal. This is in addition to our existing electronic payment methods, including Google Pay, Apple Pay, bank draft (ACH) and credit or debit card transactions. Throughout this transition, you can continue to expect the same level of support and security from FirstEnergy.

What happens next?

The transition period will be taking place in phases, beginning with payments made by credit and debit cards this spring. You can find more information and answers to FAQs and learn about additional electronic options like eBill at [firstenergycorp.com/payFAQ](https://www.firstenergycorp.com/payFAQ).

Contact us

For electrical emergencies and outages, call
888-LIGHTSS
(888-544-4877) 24 hours a day

For other business and account inquiries, call our Customer Care Center
M-F from 8 a.m. to 6 p.m. at the number listed below:

Met-Ed 800-545-7741

Penn Power 800-720-3600

Penelec 800-545-7741

West Penn Power 800-686-0021

Visit us online at:

[met-ed.com](https://www.met-ed.com)

[pennpower.com](https://www.pennpower.com)

[penelec.com](https://www.penelec.com)

[west-penn-power.com](https://www.west-penn-power.com)

Sign up for alerts by texting "REG" to 544487



Follow us on Twitter:

@Met_Ed

@Penn_Power

@Penelec

@W_Penn_Power



Like us on Facebook:

[facebook.com/MetEdElectric](https://www.facebook.com/MetEdElectric)

[facebook.com/PenelecElectric](https://www.facebook.com/PenelecElectric)

[facebook.com/PennPower](https://www.facebook.com/PennPower)

[facebook.com/WestPennPower](https://www.facebook.com/WestPennPower)

Heating assistance and help with overdue bills is available. Please visit us at

[Met-Ed.com/assistance](https://www.met-ed.com/assistance)

[PennPower.com/assistance](https://www.pennpower.com/assistance)

[Penelec.com/assistance](https://www.penelec.com/assistance)

[West-Penn-Power.com/assistance](https://www.west-penn-power.com/assistance)

FirstEnergy

Met-Ed • Penelec • Penn Power • West Penn Power



March Issue

CUSTOMER CONNECTION

Struggling to pay your bills? FirstEnergy cares.



At FirstEnergy, we understand there are many reasons you or someone you know may need assistance with home energy costs. We care about you and can offer a variety of programs to help you catch up on your electric bill or avoid a service disconnection. In addition, you might qualify for special payment arrangements.

For detailed information on available programs, visit [firstenergycorp.com/billassist](https://www.firstenergycorp.com/billassist). We offer a helpful tool that can show what type of assistance could be available based on your location, household size and income. Even if you've received a disconnection notice, our team can help you explore options and avoid service interruptions. The sooner you reach out, the more help may be available to assist you.

COMM10219-03-24-AI-S3M

Produced by FirstEnergy's Communications & Branding Department.

FirstEnergy

Met-Ed • Penelec • Penn Power • West Penn Power



STOP. LOOK. LIVE.



Dig This!

April is National Safe Digging Month. Before you start those outdoor projects you've been planning all winter, be sure to call 811. By calling before you dig, you can reduce your risk of damaging underground lines and injuring yourself to less than 1%.

811 is a federally mandated, national phone number that gets you in touch with someone who can locate underground electric, gas or other utility lines. Digging without this information can cause power outages, severe injury – or even death.

All you need to do is tell the operator where you're planning to dig and what type of work you will be doing. Your local utility companies will be notified, and within a few days they will mark the location of underground lines. Please call at least three days in advance to avoid unnecessary delays to your project.

Be smart – Be safe –
Call before you dig! For
more information, visit
call811.com.



We're Here When You Need Us!

We care about your experience. That's why we provide you with as many ways to communicate with us as possible. Whether it's on your computer or through a mobile device, our goal is to give you the flexibility to easily manage your electric service the way you prefer.

- Sign up for email or text message alerts and notifications – These can provide power outage updates, billing reminders and more.
- Stay connected with interactive text messaging – You can report an outage, check an outage status or make billing inquiries.
- Visit our website – View and pay your bills, review electric usage and payment history, submit service requests and see the most up-to-date outage status with our 24/7 Power Center.
- Follow us on Twitter and Like us on Facebook – Get updates on outages along with relevant information about using electricity safely and efficiently.
- Give us a call at the number listed on the back of this newsletter.

For more information about ways to stay connected, visit firstenergycorp.com/connect.



Shopping for electricity: Manage your energy costs



Did you know you have the power to shop for electricity? That means you can choose an energy supplier that could help you save money. To take advantage of this, you first need to understand how your bill works.

When you look at your bill, you'll find charges divided into two parts: a charge from your electric company for delivering electricity to your home and a separate charge for the electricity you use. For the second component, the generation charge, you have the ability to shop and choose a competitive energy supplier who can offer the best deal for generation.

If you are not served by a competitive energy supplier, your electric company is required to purchase electricity for you, and your rate is the Price to Compare (PTC) listed on your monthly bill. You may be able to pay less each month by selecting a competitive energy supplier that offers a rate lower than the PTC. Keep in mind this rate may change throughout the year based on the terms and conditions of the supplier you choose. You'll want to review your options carefully to consider the type of rate (fixed or variable), contract length and any fees or termination charges that may apply.

Now is a great time to review your options so you can select the rate or program that works best for you. Head to firstenergycorp.com/customerchoice and click on your state for more information.