Company IDs

Our employees are never without them.

All our employees carry a Jersey Central Power & Light or FirstEnergy photo identification card. Anytime you have a question about an employee coming to your home, feel free to ask for that employee's photo identification and the purpose of the visit. A utility employee cannot access your premises for the purpose of performing collection activities or reading meters if he or she is not wearing an identification badge.

Occasionally, company employees may be required to enter your property or your home to read or replace your meter, or to test, inspect and repair our electrical equipment.

If a company representative cannot show you an identification card, or if you have a concern about that person's identity, please call our Customer Care Center at **800-662-3115.**

Jersey Central Power & Light
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Amortizing Estimated Bills

If you receive a bill based on an actual meter reading that is at least 25 percent greater than the previous estimated bill, you have the right to amortize (or pay over a period of time) the excess amount.

You can pay this excess amount in equal installments over the same period of time that occurred between actual meter readings.

For Example:

In June, your meter was estimated, and the bill was $50. In July, you receive an actual meter reading, and the bill is $70. Since the June bill was estimated, and July's bill is at least 25 percent greater than the June bill, you can amortize the $20 difference. That means you could pay $50 on your July bill, plus $10 (half the difference between the estimated June and the actual July bills). Then next month, you would pay the total of your August bill plus the remaining $10.

If you have questions about amortizing estimated bills, or if you plan to amortize an estimated bill and you have current payment arrangements on a past-due balance, please call Customer Care at **800-662-3115.**

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