

Struggling to Pay Your Bill? We're Here to Help!



There are many reasons you or someone you know may be struggling to pay monthly bills. We understand and are here to help you get back on track. We can help you navigate the variety of programs available to help you manage your home energy costs and catch up on your electric bill.

Assistance may be available through the following programs:

- Dollar Energy Fund
- Emergency Assistance Program (EAP)
- Low Income Energy Assistance Program (LIEAP)

To learn more and see what programs you could be eligible for, visit [firstenergycorp.com/billassist](https://www.firstenergycorp.com/billassist).



Contact us

For electrical emergencies or downed lines, **call 911.**

For outages, call

888-LIGHTSS

(888-544-4877) 24 hours a day

For help with your account, call our Customer Care Center M-F from 8 a.m. to 6 p.m.:

Mon Power

1-800-686-0022

Potomac Edison

1-800-686-0011

Visit us online at:

[mon-power.com](https://www.mon-power.com)
[potomacedison.com](https://www.potomacedison.com)

Sign up for alerts by texting “REG” to 544487



@MonPowerWV
@PotomacEdison



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January Issue

CUSTOMER CONNECTION

Be Prepared for Winter Storms

This time of year, the next winter storm is never too far around the corner. With high winds and heavy accumulations of ice and snow, winter storms can increase the risk of power outages.

Follow these tips to make sure you're ready for whatever Mother Nature may have in store:



- Sign up for text and email alerts in your online account at [firstenergycorp.com](https://www.firstenergycorp.com) to stay informed during a power outage.

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Be Prepared for Winter Storms

- Keep a flashlight and extra batteries handy. Use care when burning candles.
- Have extra blankets or a sleeping bag for each person in your home.
- If you have a water well and pump, be sure to have an emergency supply of water.
- Stock an emergency supply of convenience foods that do not require cooking. Don't forget the can opener!
- Have a car charger on hand to charge mobile devices if your power is out.
- Assume all downed or low-hanging power lines are energized and dangerous. Stay at least 30 feet away from the line and anything it might be touching. Report downed lines ASAP to 9-1-1.

For more power outage tips or to report a power outage, visit firstenergycorp.com/outages.



Stay Safe This Winter

As we spend more time indoors to avoid Jack Frost's icy touch, the extra dependence on electricity can put us at greater risk for encountering electrical hazards.

Before cozying up, familiarize yourself with these important tips to avoid common hazards:

- Place space heaters on a level, hard surface. Avoid using near pets and children.
- Never leave a space heater unattended. Remember to always turn off heaters when you go to sleep.
- Never use your oven, grill or clothes dryer to heat your home. This could cause a fire or the buildup of dangerous carbon monoxide gas.
- In the event of a power outage, be sure to use generators correctly. Never operate a generator inside your home, including the basement and garage. Do not hook a generator up to your home's electrical system without a proper isolation device.
- Keep heat producing appliances, such as toasters, ovens and irons, at least 3 feet from flammable items.
- Check power cords for signs of wear or damage. Never use extension cords as a permanent substitute for safe wiring.



For more ways to stay safe this winter and all year long, visit firstenergycorp.com/safety.

Keep Warm and Use Energy Wisely

As temperatures drop, there are simple ways to stay comfortable while keeping energy use in check. Here are a few tips to keep your home energy efficient this season:

- Select ENERGY STAR® certified electronics and appliances. This stamp of approval shows the device meets rigorous energy efficiency standards.
- Change furnace filters at least every three months. A dirty filter can make your furnace work harder than necessary, wasting energy in the process.
- Air leaks can account for up to 40% of your heating and cooling costs. Fix them by caulking and weatherstripping around doors and windows.
- Keep furniture and other objects away from vents. Blocking airflow makes your HVAC system work extra hard to keep you comfortable.
- When the fireplace is not in use, remember to close the damper. This simple step keeps warm air in and cold air out, helping you save energy.

For more tips and resources to save energy and money year-round, visit firstenergycorp.com/saveenergy.

