

Safety Outlet



Soak up the Sun – Safely

There is plenty of outdoor fun to be had when the weather is nice. Just be sure to never play or work around electric lines or any other electrical equipment. Here are some important safety tips for the summer:

- Do not allow children to climb trees that are near power lines.
- Never climb a utility pole or post signs on them.
- Never fly kites around power lines. If you notice kites, balloons or other objects tangled in a power line, call us.
- Avoid touching overhead electrical wires when carrying a long object, such as a pool skimmer or ladder.
- Never go near a downed wire or anything touching it. Call us to report the downed wire, or call 911 if it's an emergency.
- Never go near an electric substation for any reason.

Contact us

For electrical emergencies and outages, call
1-888-LIGHTSS
(1-888-544-4877) 24 hours a day

For other business and account inquiries,
call our Customer Contact Center
Monday through Friday from 8 a.m. to 6 p.m.
at the number listed below:

Mon Power
1-800-686-0022

Potomac Edison
1-800-686-0011

Visit us online at:

www.mon-power.com
www.potomacedison.com

Sign up for alerts by texting “REG” to 544487



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June Issue

CUSTOMER CONNECTION

Summertime Savings

It was a long winter, but summertime is now in full bloom. The warm weather is great for outdoor fun, but as the temperature rises, so does your energy use. Help keep your usage low this summer with these simple tips:

- Install a smart thermostat that gives you total control of your cooling system from anywhere using your smartphone.
- Switch to LED light bulbs. LEDs last up to 25 times longer than traditional incandescent bulbs.
- Use an interior fan to circulate cooled air if you're using a room air conditioner.
- Keep your cooling system return registers free from obstructions.
- Close window blinds and shades during the day to block direct sunlight.

For additional resources and programs to help you manage your energy use, visit www.energysaveWV.com.



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Report an outage and receive regular updates on its status with our alert notifications through emails and texts. Visit www.firstenergycorp.com/connect for more information.



Power Outage Preparation

You can't predict the weather, and even the weatherman isn't right some of the time. But, you can be prepared for severe weather before it hits. Summer storms can lead to power outages, so make sure you have the following handy beforehand:

- **A flashlight, portable radio and fresh batteries** – Keep these in a familiar place so you won't have to search for them in the dark.
- **An emergency supply of bottled water** – This is particularly important if you have a water well or pump.
- **Snacks and other foods that don't require cooking** – Canned meats, fish, soups, vegetables and juices can be stored safely for months.
- **Landline telephone** – These phones typically work even if the power is out.
- **Portable cell-phone charger** – If you don't have one of these, you also can use your car to charge your phone.

For more information, visit www.firstenergycorp.com/storminfo.

Dog Days of Summer

Dog bites are the number one cause of work-related injuries to our meter readers. And, even the friendliest dogs can become aggressive if they feel threatened. Follow these simple tips to help minimize the risk to our employees when they read your meter:

- On the day your meter is scheduled to be read, keep your dog inside or restrained away from the meter. You can find your next meter reading date under the “Messages” section of your bill. Your meter will be read on or within one business day of that date.
- Post a “Beware of Dog” sign to alert the meter reader that a dog may be present.
- Please let us know if you install an invisible fence. Without a visible fence or a sign, meter readers can be caught off guard.

For more pet-owner tips and helpful hints, visit www.avma.org/public/Pages/Dog-Bite-Prevention.aspx.



Help Is on the Way



Everyone needs a little help from time to time. That's why there are energy-assistance programs available all year round. If times are tough, here is some information that can help you or someone you know:

Energy Assistance Program (EAP) – EAP is designed to help eligible customers avoid termination of electric service in the form of a one-time payment applied to their account. Apply at www.wvinroads.org, or call 304-356-4619 to find a local Department of Health and Human Resources (DHHR) office near you.

Dollar Energy Fund (DEF) – Starting in July and until funds are exhausted, an emergency hardship fund is available to residential customers who need temporary help with paying their electric bill. Please visit www.dollarenergy.org for more information and to find an agency near you.

For more information about these and other programs in your area, please call 211. This is a nationwide resource and information helpline that will identify assistance programs in your area.