



## Summer Safety Tips

After a long winter, it's nice to be able to spend your days outdoors. Whether you're working on your landscaping or enjoying a picnic in the park, be aware and steer clear of electric lines or any other electrical equipment. Here are some helpful summer safety tips:

- 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  
 M-F from 8 a.m. to 6 p.m. at the number listed below:

**Met-Ed 1-800-545-7741**  
**Penn Power 1-800-720-3600**  
**Penelec 1-800-545-7741**  
**West Penn Power 1-800-686-0021**

Visit us online at:  
[www.met-ed.com](http://www.met-ed.com)  
[www.pennpower.com](http://www.pennpower.com)  
[www.penelec.com](http://www.penelec.com)  
[www.west-penn-power.com](http://www.west-penn-power.com)

Sign up for alerts by texting "REG" to 544487



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# CUSTOMER CONNECTION

## Help Prevent Dog Bites

Dog bites are one of the leading causes of work-related injuries to employees who service our meters. Following these simple tips can help minimize their risk when visiting your home:

- **Consider obedience training** – Training can help you control your dog and teaches it proper behavior.
- **Spay or neuter your dog** – Dogs who have been spayed or neutered are less likely to bite.
- **Keep your dog away from the meter and post a "Beware of Dog" sign** – This will alert our employees that there is a dog present.
- **Let us know if you install an invisible fence** – Without a visible fence or a sign, our employees can be caught off guard.

Please remember that even if you have a smart meter, there still may be situations where employees need to access the meter. For more pet owner tips and helpful hints, visit [www.avma.org/public/Pages/Dog-Bite-Prevention.aspx](http://www.avma.org/public/Pages/Dog-Bite-Prevention.aspx).



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# Making a Social Call

If you aren't following us on social media, consider this your formal invitation. Sure – newsletters are great, but if you want up-to-date information at your fingertips, our social media team has you covered. Connecting with us online also allows you to be part of the conversation, which helps us learn more about you and what you'd like to see and hear from us.



## Facebook and Twitter

Follow us on Facebook and Twitter for the latest news and information about managing your electric service. These channels are the best for timely information during weather-related power outages, but also focus on other important topics like:

- Company news and events
- Energy-efficiency tips and programs
- Electrical safety information
- Behind-the-scenes look at our employees and their efforts to serve you



ON AVERAGE, MORE THAN  
**1.5 BILLION**  
PEOPLE LOG ON TO  
FACEBOOK EVERY DAY.

EVERY DAY, ABOUT  
**500 MILLION**  
TWEETS ARE SENT – THAT'S  
6,000 TWEETS PER SECOND.



## YouTube

For our customers who are visual learners, FirstEnergy's YouTube channel is a great option. We have hundreds of videos covering everything from community involvement to how to protect yourself from utility scams.

DID YOU KNOW  
THAT YOUTUBE IS THE  
**2ND LARGEST**  
SEARCH ENGINE AND THE  
3RD MOST VISITED WEBSITE  
IN THE WORLD?

Visit [FirstEnergyCorp.com/SocialMedia](https://www.firstenergycorp.com/socialmedia) for more information!



## LinkedIn

Not only is LinkedIn a great way to network with other professionals, it's also a place to find out more about FirstEnergy and our operating companies. We routinely share content about our employees, important company events and other information that gives you the inside scoop about who we are and what we're doing to provide safe and reliable electricity. We also post job openings and are always looking for fresh talent from the communities we serve.