

Your power is about to get
BRIGHTER.



Dear Valued Customer,

FirstEnergy's Ohio electric companies – Ohio Edison, Toledo Edison and The Illuminating Company – are continuing to install smart meters as part of an ongoing investment, approved by the Public Utilities Commission of Ohio, to modernize the electric distribution system. This step toward a more modernized electric system will enable automated meter readings and may enhance our ability to respond to outages faster and more efficiently.

In the next few weeks, we will be installing smart meters on homes and businesses in your area. With a smart meter, you will have access to more detailed energy information through our online Home Energy Analyzer tool that will help you better understand your electricity use. This can help you make informed decisions on how to manage your electricity consumption.

Exchanging your current meter with a smart meter takes very little time and even less effort from you. In fact, if your meter is readily accessible, you may not even need to be there when it occurs. On the day of the installation, an installer from FirstEnergy or our vendor, Wellington Energy, will come to your door to let you know they are installing your meter. If no one answers, we will leave a door hanger indicating that the meter has been changed or asking you to contact us to schedule an appointment to change your meter.

The installer may enter your residence if necessary to exchange the meter. Please be aware that all our installers will be carrying a photo identification badge from FirstEnergy. FirstEnergy installers will also have FirstEnergy uniforms and trucks. Wellington Energy installers will wear a brown uniform with a Wellington logo and their white trucks will have Wellington Energy and FirstEnergy electric company logos. If an installer cannot show you an identification badge or if you have a concern about that person's identity, please call Wellington Energy at 888-317-8815.

The installation may require a brief interruption in your service. As a result, you may need to reset some of your electrical equipment.

Be assured that the smart meter technology being implemented has been rigorously tested and demonstrated by manufacturers to be accurate, safe and secure in systems throughout the country.

If you have any questions about your installation, please call our contact center at 855-344-3400. For more information about our smart meter program, please visit our website at firstenergycorp.com/Ohiosmartmeter.

Thank you.

