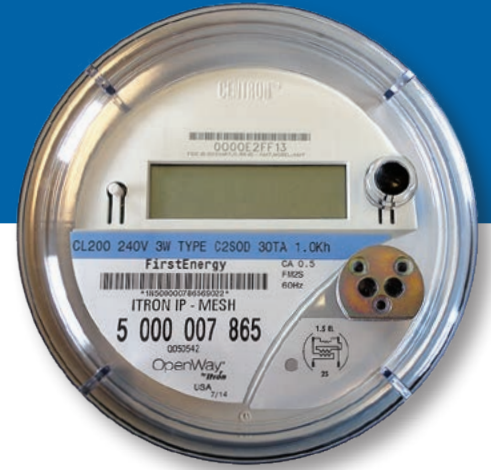


Your power is about to get
BRIGHTER.



Dear Customer,

In the next few weeks, we will be installing smart meters on homes and businesses in your area. This effort is part of a three year investment approved by the Public Utilities Commission of Ohio to modernize our electric distribution system in Ohio with advanced automation equipment, real-time voltage controls and the installation of 700,000 smart meters.

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.

Plus, in the future, 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 – which means you can then make informed decisions on how to manage and control 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, while maintaining proper social distancing, to let you know they are installing your meter. If no one answers, we will leave a door hanger either indicating that the meter has been changed or asking you to contact us to schedule an appointment to change your meter.

The installer will not enter your premises. Please be aware that all of our installers will be following proper safety measures and taking necessary precautions recommended by the Centers for Disease Control and Prevention against the spread of COVID-19. In addition, they will be carrying a photo identification badge from FirstEnergy. In addition, FirstEnergy installers will 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 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 888-895-1044

There will be a brief interruption in your electric service when the meter is being installed, so you may need to reset some of your electronic equipment.

Be assured that the smart meter technology being implemented has been rigorously tested and proven by manufacturers to be accurate, safe and secure in systems throughout the country. If you have any questions about your installation, please call Wellington Energy at 888-895-1044. If you'd like more information about our smart meter program, please visit our website at firstenergycorp.com/Ohiosmartmeter.

Thank you.

FirstEnergy[®]

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