



Dear Customer,

Today we replaced your electric meter with a new digital smart meter, as required by Pennsylvania Act 129. The installation required a brief interruption in your service. As a result, you may need to reset some of your electric equipment.

This step toward a more modernized electric system will help us reduce the number of estimated bills and may eventually improve our ability to respond to outages faster and more efficiently.

Plus, in the future, you will have access to more detailed energy information using 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. We will notify you once this functionality becomes available.

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 questions or concerns about the installation of your smart meter, please call 1-888-317-8815. To learn more about your smart meter, please visit our website at firstenergycorp.com/PAsmartmeter.

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FirstEnergy Companies



Dear Customer,

We were here today to replace your electric meter with a new digital smart meter, as required by Pennsylvania Act 129. However, we were not able to install the meter because:

- your electric service requires repair first
- we could not access your meter
- we could not open the fence/gate
- a dog was preventing access to the meter
- other _____

Comments: _____

Please call our installation vendor, Wellington Energy, at 1-888-317-8815, so that they can set up an appointment to return and install the meter.

This step toward a more modernized electric system will help us reduce the number of estimated bills and may eventually improve our ability to respond to outages faster and more efficiently.

With a smart meter, in the future, you will have access to more detailed energy information using 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.

Thank you.

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