

Electrical Services FAQs

Q: How do I know if I need to use the Electrical Services Program?

A: If you have damaged or outdated equipment—like a rusty meter box, a broken weatherhead connection, or an old fuse or breaker box, you probably already know that you need to call a professional. But common repairs, equipment upgrades, new lines and fixtures also need to be handled by a licensed pro—not only to insure reliability and safety, but to comply with your local building code. Electricity is not something you take chances with; it pays to have a professional do the work—for your family's safety and your own peace of mind.

Q: I have an older home. I don't have enough wall plugs and the service can't keep up with all my equipment and electronics. Can you help?

A: The program's contracted professionals can make a visit and assess the current condition of your electrical system and recommend needed changes and upgrades depending on your needs. Many older homes may still have only 100-amp service, and this is generally insufficient for modern families, with multiple TVs, computers, home electronics and more powerful appliances. Upgraded service can provide more dependability, and additional outlets will help eliminate the overuse of extension cords, which can be a safety issue.

Q: How do I know if I need an upgrade, or if a potential problem exists?

A: Contractors will inspect and evaluate your current electrical system and first, determine if there are any safety issues that need to be addressed. They will also help you determine if expansions or upgrades make sense, after reviewing your system's condition and determining if it will meet your current and future needs. Once the assessment is complete, they can provide you with a range of repair or upgrade options, and a detailed quotation for the work involved.

Q: What if I just need a new meter box, a breaker panel, or an outdoor outlet?

A: The Contractor will be happy to provide a quote for only the work you requested. Keep in mind, that if electrical requirements demand that additional parts or replacement components are needed to complete the work according to code, they must be included in the scope of the job, since that work must be inspected and approved.

Q: Will they handle simple jobs like installing a dimmer switch, adding a ceiling fan or a replacement lighting fixture?

A: Program contractors are experienced in all sorts of electrical work, from simple switch and fixture replacement to more complicated and extensive work, like adding high-voltage circuits, electrical box upgrades, adding outdoor service, complete system re-wiring and whole-house surge protection. Just let them know what you want and they'll be happy to give you a quote.

Q: What if I already purchased or own a light fixture or other equipment, and I just need it installed? Will they do that?

A: Assuming the fixture or equipment you have is new or meets applicable electrical codes, our contractors should be able to install it for you. The contractor's quote will be based on the labor, tools, equipment and materials needed to complete the installation.

Q: How do I know the work is done correctly?

A: All of our program contractors are licensed professionals who have proven backgrounds in providing quality work and customer service. Each one has been approved to participate in our Electrical Repair Program and must maintain a high level of customer satisfaction to retain that approval.

Q: Will they remove and dispose of my old fixtures and equipment?

A: Yes. The contractor will remove any old or damaged equipment as the job is completed.

Q: Is the work fully warranted?

A: The work our contractors perform is fully warranted. Details will be provided by the contractor upon request.

Q: How soon will the contractors call me? How soon will they install the system?

A: We expect the contractor to phone you within three (3) working days and typically the system is installed within 3 weeks from the day your order is placed. Please let us know if you would like him to contact you sooner.

Q: Are permits or electrical inspections required?

A: In most areas, permits are required as well as an inspection by the local inspectors. Contractors will quote the permit costs where necessary to the customers.

Q: Can I have monthly payments if I am not a customer of a FirstEnergy operating company?

A: Unfortunately, no. Since the payment plan requires that we place the lighting charge on your monthly electric bill, purchasers who are not customers of a FirstEnergy operating company do not have this option.

Q: Are there other payment options?

A: Yes. You can pay in full when the installation is complete by check or money order made payable to FirstEnergy, or by credit card (in Ohio and PA) at the time of service directly to the contractor.