

Dear Valued FirstEnergy Pennsylvania Customer:

With summer heat likely to drive increased electricity use and higher bills, FirstEnergy's Pennsylvania utilities – Met-Ed, Penelec, Penn Power and West Penn Power – want you to have the tools and knowledge you need to effectively manage your energy use and budget.

As summer temperatures rise, you can improve energy efficiency and lower cooling costs throughout the season by following these tips:

- Set thermostats as high as comfort will allow. Every degree a customer can increase the temperature in their home will result in using about 3% less energy during the summer.
- Use a programmable or smart thermostat to keep temperatures higher when no one is home and to reduce the temperature before arriving back home.
- During sunny weather, close drapes or blinds on windows facing the sun to prevent direct radiant heating from impacting temperatures inside.
- Check air conditioner and furnace fan filters. Clogged filters waste energy and money by forcing HVAC systems to work harder than necessary.
- Avoid using heat-producing appliances during the hottest hours of the day. The less heat produced at home, the less work the air conditioner will do.
- For more energy efficiency tips you can use year-round, visit www.firstenergycorp.com/save_energy.

You also can take control of your energy costs this summer by understanding your electricity supplier options. Your electric bill is divided into two parts: charges from FirstEnergy's Pennsylvania utilities for delivering electricity to your home and a separate charge for the electricity you use. You have the option to shop for the electricity you use from a competitive energy supplier, just as you shop for other products and services.

If you are not currently served by a competitive supplier, your utility has bought electricity for you. The cost of the electricity we purchased recently increased, and as a result, non-shopping customers may see higher summer bills. You can find the new summer rate reflected under the "Messages" section of your bill as the "price to compare."

As you evaluate your "price to compare" against competitive energy supplier offers, consider the price, plan structure (fixed or variable rate), contract terms and conditions, and any taxes, charges or fees that may apply. If you change suppliers, you will not experience any interruptions in your electric service. If you choose not to shop for a competitive energy supplier, you can continue to rely on your local utility for all elements of electric service, including electricity supply.

To learn more about shopping for a competitive electric supplier, including a list of suppliers licensed by the Pennsylvania Public Utility Commission, visit https://www.firstenergycorp.com/customer_choice.html

You can find more information from the Pennsylvania Public Utility Commission at www.papowerswitch.com

If you need help paying your bill, payment arrangement and assistance programs are available. For more information, visit www.firstenergycorp.com/billassist.