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September 20, 2021

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor North
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Interstate Gas Supply, Inc. d/b/a IGS Energy, Direct Energy Services LLC, and Shipley Choice, LLC d/b/a Shipley Energy v. Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company, and West Penn Power Company
Docket Nos. C-2019-3013805, et al.

Dear Secretary Chiavetta:

Enclosed for filing is the Answer of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company, and West Penn Power Company to the Joint Complainants' Petition for Reconsideration and/or Reopening the Record, in the above-referenced proceeding.

Copies are being provided per the attached Certificate of Service.

Respectfully submitted,

Devin Ryan
Principal

DR/kls
Enclosures

cc: Certificate of Service

CERTIFICATE OF SERVICE

Docket Nos. C-2019-3013805, C-2019-3013806, C-2019-3013807, C-2019-3013808

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

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Date: September 20, 2021

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BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Interstate Gas Supply, Inc. d/b/a IGS Energy, Direct Energy Services LLC, and Shipley Choice, LLC d/b/a Shipley Energy,	:	
Complainants,	:	Docket Nos. C-2019-3013805
	:	C-2019-3013806
v.	:	C-2019-3013807
	:	C-2019-3013808
Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company, and West Penn Power Company,	:	
Respondents.	:	

ANSWER OF METROPOLITAN EDISON COMPANY, PENNSYLVANIA ELECTRIC COMPANY, PENNSYLVANIA POWER COMPANY, AND WEST PENN POWER COMPANY TO THE JOINT COMPLAINANTS' PETITION FOR RECONSIDERATION AND/OR REOPENING OF THE RECORD

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Date: September 20, 2021

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Metropolitan Edison Company ("Met-Ed"), Pennsylvania Electric Company ("Penelec"), Pennsylvania Power Company ("Penn Power"), and West Penn Power Company ("West Penn Power") (collectively, the "Companies"), pursuant to 52 Pa. Code §§ 5.61 and 5.572, hereby respectfully submit this Answer to the Petition for Reconsideration and/or Reopening of the Record filed by Interstate Gas Supply, Inc. d/b/a IGS Energy, Direct Energy Services LLC, and Shipley Choice, LLC d/b/a Shipley Energy ("Joint Complainants") on September 10, 2021. In their Petition, the Joint Complainants requests reconsideration and/or reopening of the record because they allegedly have "new evidence" not considered by the Pennsylvania Public Utility Commission ("Commission") in its August 26, 2021 Opinion and Order dismissing the Joint Complainants' Formal Complaints. Specifically, in their Petition, the Joint Complainants cite purported evidence that the Companies allow HomeServe USA ("HomeServe") to bill for non-commodity products and services on the Companies' electric service bills.

As explained herein, the Joint Complainants' request for reconsideration and/or reopening of the record mischaracterizes the facts and is legally flawed. The Joint Complainants fail to assert, let alone establish, that this alleged "newly discovered evidence" was "not in existence" or was "not discoverable though the exercise of due diligence prior to the close of the record" on September 11, 2020.[1] In fact, both through their participation in the instant proceeding and through the Companies' Default Service Plan V ("DSP V") proceeding,[2] the Joint Complainants and their counsel clearly knew, well before the record closed, that the Companies contracted with HomeServe to provide certain of the Companies' non-commodity products and services. In that proceeding, the Companies explained how HomeServe acts as the program administrator for the

[1] *Duick v. Pennsylvania Gas and Water Co.*, 56 Pa. P.U.C. 553, 559, 1982 Pa. PUC LEXIS 4, at *11-12 (Order entered Dec. 17, 1982) ("*Duick*").

[2] *See Joint Petition of Met. Edison Co., Pa. Elec. Co., Pa. Power Co., and West Penn Power Co. for Approval of Their Default Service Programs*, Docket Nos. P-2017-2637855, *et al.*

Companies' "Line Protection" and "Total Repair Coverage" protection plans and provided many bill inserts marketing these plans, including one that is substantively the same as Exhibit A attached to the Joint Complainants' Petition. As such, the Joint Complainants cannot now, over a year after the record closed, introduce and rely on evidence that clearly was known and available to them.

Moreover, on the merits and contrary to the Joint Complainants' assertions, HomeServe does not bill for its own non-commodity products and services on the Companies' electric bills. Rather, the Companies contracted with HomeServe to serve as the program administrator for the Companies' "Line Protection" and "Total Repair Coverage" protection plans. Accordingly, there is no new evidence, and the facts remain the same—no electric generation suppliers ("EGSs"), affiliates, or other third parties bill for their non-commodity products and services on the Companies' bills. Thus, even if the Joint Complainants' falsely alleged "new evidence" is considered, the Commission should deny the Joint Complainants' request for reconsideration and/or reopening of the record.

For these reasons, and as explained further herein, the Joint Complainants' Petition fails to meet the Commission's *Duick* standard for reconsideration and reopening of the record and should be dismissed.

I. INTRODUCTION AND BACKGROUND

The Companies are public utilities that provide electric distribution and provider of last resort services in Pennsylvania subject to the regulatory jurisdiction of the Commission.

On October 25, 2019, the Joint Complainants filed the Formal Complaint that began this proceeding at the Commission.

The Companies filed their Answer and New Matter to the Formal Complaint on November 14, 2019.

The Joint Complainants' Answer to New Matter was submitted on December 4, 2019.

Administrative Law Judge ("ALJ") Joel Cheskis was assigned to this proceeding and issued a Prehearing Order on December 26, 2019, which scheduled a prehearing conference for February 3, 2020.

On January 24, 2020, the Retail Energy Supply Association ("RESA") filed a petition to intervene in the above-referenced proceeding.

A prehearing conference was held on February 3, 2020, which established, among other things, a procedural schedule.

On February 5, 2020, ALJ Cheskis issued a prehearing order setting forth the agreed upon procedural schedule.

On February 7, 2020, the OCA submitted its notice of intervention.

On March 24, 2020, the Joint Complainants submitted direct testimony in this proceeding.

The Companies and the OCA served their rebuttal testimony in this proceeding on May 13, 2020.

On May 27, 2020, the Companies and the Joint Complainants submitted surrebuttal testimony.

The parties engaged in discovery at various points in the proceeding before the evidentiary hearing.

A telephonic hearing was held in this matter on June 30, 2020, where additional hearing exhibits were admitted into the record.

On July 1, 2020, a Briefing Order was issued.

On August 18, 2020, the Companies, OCA, and Joint Complainants filed their Main Briefs.

On September 11, 2020, the Companies, OCA, and Joint Complainants filed their Reply Briefs.

On November 18, 2020, the Commission served the Initial Decision of ALJ Cheskis ("Initial Decision"), which sustained the Joint Complainants' Formal Complaints.

On December 9, 2020, the Companies and OCA filed Exceptions to the Initial Decision.

On December 18, 2020, the Joint Complainants filed Replies to the Companies' and OCA's Exceptions.

On August 26, 2021, the Commission entered its Opinion and Order granting the Companies' Exceptions, denying the OCA's Exceptions, and dismissing the Joint Complainants' Formal Complaints.

On September 10, 2021, the Joint Complainants filed their Petition for Reconsideration and/or Reopening of the Record.

For the reasons explained below, the Joint Complainants' Petition should be denied.

II. LEGAL STANDARDS

The Commission's standard for reviewing petitions for rehearing, reopening of the record, and reconsideration following final orders is set forth in *Duick*, 1982 Pa. PUC LEXIS 4, at *11-13 (emphasis added):

> 1. A petition for rehearing, under the provisions of 66 Pa C.S. § 703(f), properly must seek the reopening of the record for the introduction of additional evidence of some sort. As grounds therefore it must allege newly discovered evidence, not discoverable though the exercise of due diligence prior to the close of the record. *Public Utility Commission v Reading Co*. (1975) 21 Pa Cmwlth 334, 338, 345 A2d 311; *Mobilfone v Pennsylvania Pub. Utility Commission* (1975) 24 Pa Cmwlth 243, 355 A2d 611; *Abramson v Pennsylvania Pub. Utility Commission* (1980) 489 Pa 267, 414 A2d 60.

> 2. A petition seeking reopening of the record (more properly one for rehearing) may be entertained as a petition for reconsideration, under the provisions of 66 Pa C.S. § 703(g), if the newly discovered evidence, was not in existence, or was not discoverable through the exercise of due diligence, prior to the expiration of the time within which to file a petition for rehearing, under the provisions of 66 Pa C.S. § 703(f).
>
> 3. A petition for reconsideration, under the provisions of 66 Pa.C.S. § 703(g), may properly raise any matters designed to convince the Commission that it should exercise its discretion under this code section to rescind or amend a prior order in whole or in part. In this regard we agree with the Court in the Pennsylvania Railroad Company case, wherein it was said that "[p]arties …, cannot be permitted by a second motion to review and reconsider, to raise the same questions which were specifically considered and decided against them…." What we expect to see raised in such petitions are new and novel arguments, not previously heard, or considerations which appear to have been overlooked or not addressed by the Commission.

Consequently, for a petition to warrant reconsideration by the Commission, it must demonstrate new and novel arguments that were raised below by the petitioner, but not previously considered by the Commission. The Commission has cautioned that the last portion of the operative language of the *Duick* standard -- "by the Commission" -- focuses on the deliberations of the Commission, not the arguments of the parties.[3] Therefore, a petition for reconsideration cannot be used to raise new arguments or issues that should have been, but were not, previously raised.

A petition seeking relief under the *Duick* standard may properly raise any matter designed to convince the Commission that it should exercise its discretion to rescind or amend a prior order in whole or part. Importantly, however, the *Duick* standard does not permit a petitioner to raise issues and arguments considered and decided below such that the petitioner obtains a second opportunity to argue properly resolved matters. *Id*. Further, as explained by the Pennsylvania Supreme Court, petitions for reconsideration of a final agency order may only be granted

[3] *See Pa. PUC v. PPL Elec. Utils. Corp.*, Docket No. R-2012-2290597, p. 3 (Order entered May 22, 2014).

judiciously and under appropriate circumstances because such action results in the disturbance of final agency orders.[4]

As explained below, the Joint Complainants' Petition should be denied.

III. ARGUMENT

A. THE JOINT COMPLAINANTS' REQUEST FOR RECONSIDERATION AND/OR REOPENING OF THE RECORD SHOULD BE DENIED

In their Petition, the Joint Complainants claim that reconsideration, reopening of the record, or both are warranted because they discovered alleged evidence that the Companies permit HomeServe to bill for non-commodity products and services on the Companies' electric service bills.[5] According to the Joint Complainants, after the Commission entered its Order dismissing their Formal Complaints on August 28, 2020, they found bill inserts and online documents indicating that the Companies allow HomeServe to bill for these products and services on the Companies' bills.[6]

As explained herein, the Joint Complainants' Petition is critically flawed, and frankly disingenuous, on both the facts and law and should be denied.

1. The Joint Complainants Fail to Establish that their Alleged New Evidence, which They and their Counsel Knew about Well Before They Filed the Formal Complaints, Did Not Exist or Was Not Discoverable Before the Record Closed

Under the Commission's well-established *Duick* standard, the Joint Complainants were required to establish that the "newly discovered evidence" upon which they rely in their Petition

[4] *City of Pittsburgh v. Pa. Dep't of Transp.*, 490 Pa. 264, 416 A.2d 461 (1980).
[5] Petition, pp. 2-11.
[6] Petition, pp. 6-9; Petition Exhibits A-D.

"was not in existence" or was "not discoverable through the exercise of due diligence prior to the close of the record" on September 11, 2020.[7]

Here, the Joint Complainants never even attempt to establish that their allegations and documents about HomeServe did not exist or were "not discoverable though the exercise of due diligence prior to the close of the record."[8] To the contrary, the Joint Complainants state that there were references to "HomeServe" line items on certain Met-Ed and West Penn Power bills that the Companies provided in response to Interrogatory 9 of the Office of Consumer Advocate's first set of discovery requests.[9] The Joint Complainants, along with all other parties in the case, were served with that discovery response on March 3, 2020. Therefore, even assuming *arguendo* that the Joint Complainants' allegations about HomeServe were true, which they are not, the Joint Complainants had over six months before the record closed on September 11, 2020, to investigate whether the Companies allow HomeServe to bill for non-commodity products and services on the Companies' electric service bills.

In addition, and even more importantly, the Joint Complainants and their counsel clearly knew about the Companies contracting with HomeServe to provide certain of the Companies' non-commodity products and services through their participation in the Companies" DSP V proceeding in 2017-2019. Specifically, Direct Energy Services, LLC was a party to the Companies' DSP V proceeding.[10] The other two Joint Complainants are members of the Retail Energy Supply Association ("RESA"),[11] which was a party in the Companies' DSP V proceeding.[12] Further,

[7] *Duick*, 1982 Pa. PUC LEXIS at *11-12.
[8] *Id.* (emphasis added).
[9] Petition, p. 8.
[10] *See* Interim Order on Petition to Intervene, Docket Nos. P-2017-2637855, *et al.* (Feb. 14, 2018) (granting Direct Energy Services, LLC's Petition to Intervene in the DSP V proceeding).
[11] *Members*, RETAIL ENERGY SUPPLY ASSOCIATION, https://www.resausa.org/members?state[0]=14 (last visited Sept. 19, 2021) (listing RESA's members in Pennsylvania).
[12] *See* Prehearing Order, Docket Nos. P-2017-2637855, *et al.*, p. 2 (Jan. 19, 2018) (granting the Petition to Intervene filed by RESA).

counsel for the Joint Complainants represented NextEra Energy Marketing, LLC in that proceeding.[13]

During the DSP V proceeding, RESA raised issues specifically concerning non-commodity products and services being billed on the Companies' electric bills.[14] In discovery, the Companies explained that HomeServe acts as the "program administrator" for the Companies' "Peace of Mind Protection Plans," which consist of: (1) "Line Protection" plans for "Interior and Exterior Electric, Interior and Electric Gas lines, Exterior Water and Sewer Lines, Telephone and Low-Voltage Wiring"; and (2) "Total Repair Coverage" plans for "Heating, Cooling, Heat Pump and Water Heater systems."[15] The Companies also explained that "[c]ustomers who inquire about products or services available to them" on the Companies' SmartMart website "would be directed to 800-505-SAVE (7283), Home Service [sic] USA (888-658-3800) or to www.firstenergycorp.com for additional information."[16] Moreover, the Companies served another discovery response containing several copies of bill inserts referencing HomeServe,[17] including a bill insert that is substantively the same as Exhibit A attached to the Joint Complainants' Petition.[18] Importantly,

[13] *See* Petition to Intervene of NextEra Energy Marketing, LLC, Docket Nos. P-2017-2637855, *et al.* (Jan. 16, 2018) (signed and filed by Todd S. Stewart, Esquire, who represents the Joint Complainants in the instant proceeding); Prehearing Order, Docket Nos. P-2017-2637855, *et al.*, p. 2 (Jan. 19, 2018) (granting the Petition to Intervene filed by NextEra Energy Marketing, LLC).

[14] *See* RESA's Main Brief, Docket Nos. P-2017-2637855, *et al.* (May 2, 2018) ("In testimony, RESA raised concerns related to billing for non-commodity products and services and recommended that the Commission direct the Companies to take action to address these concerns.") (footnote omitted).

[15] *See* Companies' response to RESA Interrogatory Set I, No. 14, Attachment A, p. 2 (identifying the "Peace of Mind Protection Plans" for which "Home Service [sic] USA" acts as the Companies' program administrator). A true and correct copy of the discovery response, including its Attachment A, is attached hereto as **Companies Exhibit 1**.

[16] Companies Exhibit 1, p. 1.

[17] *See* Companies' response to RESA Interrogatory Set I, No. 13, Attachment A. A true and correct copy of the discovery response, including its Attachment A, is attached hereto as **Companies Exhibit 2**.

[18] *Compare* Companies Exhibit 2, Attachment A, pp. 19-20, *with* Petition Exhibit A, pp. 1-2. The yellow highlighting in Petition Exhibit A, which was likely added by the Joint Complainants, is not present in Companies Exhibit 2 attached hereto; however, the two bill inserts are substantively the same.

these two discovery responses were served on RESA and the other parties on February 22, 2018,[19] and March 6, 2018,[20] respectively, *i.e.*, over 19 months before the Joint Complainants filed their Formal Complaints in this proceeding on or about October 25, 2019.

The Joint Complainants cannot now, after both the disclosures in this proceeding and in the Companies' DSP V proceeding, credibly assert that their alleged evidence about HomeServe is "recently discovered information."[21] As explained previously, both the Joint Complainants and their counsel clearly knew about the Companies contracting with HomeServe to provide certain of the Companies' non-commodity products and services. Thus, under *Duick*, the Joint Complainants' request for reconsideration, reopening of the record, or both must fail because it is based on evidence that existed or was discoverable, through an exercise of due diligence, prior to the record closing on September 11, 2020.

2. The Joint Complainants' Alleged New Evidence Does Not Warrant Reconsideration or Reopening the Record Because the Companies Do Not Allow HomeServe to Bill for Its Own Non-Commodity Products and Services

Even if the Joint Complainants are permitted to introduce and rely on this extra-record evidence in support of their Petition, their allegations about HomeServe are entirely without merit and should have no impact on the Commission's August 26, 2021 Opinion and Order dismissing the Formal Complaints. The Joint Complainants erroneously assert that "[t]here can be no present doubt that [the Companies] are indeed billing for HomeServe products on the utility bill." (Petition, p. 9.) Their argument is entirely based on four documents attached to their Petition: (1) Exhibit A – an alleged "bill insert" stating that a customer can sign up for an Electric Line

[19] A true and correct copy of the Companies' letter and certificate of service for its February 22, 2018 responses to RESA's first set of discovery requests in the DSP V proceeding is attached hereto as **Companies Exhibit 3**.

[20] A true and correct copy of the Companies' letter and certificate of service for its March 6, 2018 responses to RESA's first set of discovery requests in the DSP V proceeding is attached hereto as **Companies Exhibit 4**.

[21] Petition, p. 3.

Protection Plan with HomeServe and include the monthly charge on the electric bill; (2) Exhibit B – an alleged "screenshot of an online application form," that "was completed by a person posing as a MetEd customer" on August 30, 2021, and that demonstrates that the [Companies] are partnering with HomeServe and providing billing service for their services"; (3) Exhibit C – an alleged "bill insert marketing a water heater repair plan" from HomeServe; and (4) Exhibit D – an alleged "screenshot from the HomeServe website that lists the various products that are available for the [Companies'] customers through HomeServe." (Petition, pp. 6-8.)

In actuality, the Companies contracted with HomeServe to provide certain of the Companies' non-commodity products and services, such as electrical line and water heater protection plans, as thoroughly explained in the Companies' DSP V proceeding.[22] The Companies do not, as alleged by the Joint Complainants, allow HomeServe to bill for its own non-commodity products and services on the Companies' bills. Therefore, the facts in this case remain unchanged—the Companies "do not permit any EGS, affiliate, or other third party to include charges for their non-commodity products and services on the Companies' bills."[23]

In conclusion, had the Joint Complainants properly exercised due diligence and presented these materials and allegations before the record closed, the Companies could have responded to the allegations raised by the Joint Complainants, objected to the documents and contested their authenticity and reliability,[24] cross-examined the Joint Complainants about the documents and their knowledge (from the DSP V proceeding) about the Companies' contracting with HomeServe,

[22] *See* Companies Exhibit 1.

[23] *Interstate Gas Supply, Inc. v. Metro. Edison Co.*, Docket Nos. C-2019-3013805, *et al.*, pp. 11-12 (Order entered Aug. 26, 2021) (reciting Finding of Fact No. 9).

[24] For example, Exhibits B and D attached to their Petition, which are supposedly online "screenshots" from HomeServe's website, constitute hearsay, and hearsay within hearsay, and cannot form the basis of any findings of fact. *See* Pa.R.E. 801; *Bonegre v. Workers' Comp. Appeal Bd. (Bertolini's)*, 863 A.2d 68, 72 (Pa. Cmwlth. 2004); *Walker v. Unemployment Comp. Bd. of Review*, 367 A.2d 366, 370 (Pa. Cmwlth. 1976); *Rox Coal Co. v. Workers' Comp. Appeal Bd. (Snizaski)*, 570 Pa. 60, 807 A.2d 906 (2002).

and presented evidence in rebuttal demonstrating that HomeServe does not bill for its own non-commodity products and services on the Companies' bills. Now, over a year after the record closed, the Joint Complainants present these materials as the sole and specious support for their Petition, even though the Joint Complainants and their counsel knew that the Companies contracted with HomeServe to serve as the program administrator for certain of the Companies' non-commodity products and services.

For these reasons, the Joint Complainants' Petition for Reconsideration and/or Reopening of the Record is critically flawed, both legally and factually, and should be denied.

IV. CONCLUSION

WHEREFORE, for all the foregoing reasons, Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company, and West Penn Power Company respectfully request that the Pennsylvania Public Utility Commission deny the Petition for Reconsideration and/or Reopening of the Record filed by Interstate Gas Supply, Inc. d/b/a IGS Energy, Direct Energy Services LLC, and Shipley Choice, LLC d/b/a Shipley Energy.

Respectfully submitted,

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Date: September 20, 2021

Attorneys for Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company, and West Penn Power Company

Companies Exhibit 1

JOINT PETITION OF METROPOLITAN EDISON COMPANY, PENNSYLVANIA ELECTRIC COMPANY, PENNSYLVANIA POWER COMPANY, WEST PENN POWER COMPANY FOR APPROVAL OF THEIR DEFAULT SERVICE PROGRAMS
Docket Nos. P-2017-2637855, P-2017-2637857, P-2017-2637858, P-2017-2637866

RETAIL ENERGY SUPPLY ASSOCIATION Set I, No. 14

"Please reference the website for the First Energy SmartMart: https://www.smart-mart.com/smartmart/en/for_home/home_product_details. If a customer contacted the EDC's customer service call center to inquire about any of the products or services listed on the SmartMart website, what process would the CSR follow to respond to such an inquiry? Please provide copies of any relevant scripts or CSR training materials."

RESPONSE:

Customers who inquire about products or services available to them would be directed to 800-505-SAVE (7283), Home Service USA (888-658-3800) or to www.firstenergycorp.com for additional information. The procedures for agents to reference are identified in ME/PN/PP/WP Response to RESA Interrogatory Set I, No. 14, Attachment A.

Companies Exhibit 1

General Procedure: Consumer Product Programs - MD, NJ, NY, OH, PA, WV

GENERAL INFORMATION

All questions pertaining to the consumer product programs, including payoff (true up) balances, should be transferred to the number listed under the Customer Contact column in the chart below.

Consumer Products and Programs November 2017				
Program	**Description**	**Offered in These Territories**	**Promotion Types**	**Customer Contact (FECC transfer)**
Landscape Lighting & Post Lamps	Post lamps and wall mount fixtures, professional landscape and deck lighting fixtures (directional/spot lights and path lights with LED options available) designed and installed by a participating contractor. Maintenance visits and service/repair outdoor lighting. (ENERGY STAR qualified and Dark-Sky friendly fixtures available.) *Note: Street lights or outdoor area lights (OAL) are supported by FE CC.*	Installed Lighting: **OH & PA**	Bill inserts, print ads, direct mail, Email, social media and Internet.	**1-800-505-SAVE (7283)** *Soft phone transfer to FE Products*
DIY Parts for Lighting	Purchase program for replacement bulbs, photocells, and other parts for low voltage (24 volt or 12 volt) landscape lighting and post lights purchased through FirstEnergy.	**OH & PA**	Direct mail to current lighting customers	**1-800-505-SAVE (7283)** *Soft phone transfer to FE Products*
Electrical Program	Electrical repairs and upgrades, wiring work, plug and switch installation, circuit breakers, fuses and meters, home safety inspections, whole house surge, ceiling fans, security lighting, and more on customer-owned equipment through participating contractors in program areas. *Note: Please refer to "Who Owns What" procedure in C-Net to determine if equip is customer-owned.*	**MD, OH, PA & WV**	Bill inserts, Email, social media, Internet and FECC referrals	**1-800-505-SAVE (7283)** *Soft phone transfer to FE Products*
Tree Service	A fee-based service for customer-requested tree pruning and other tree maintenance services, tree and stump removal and storm clean up by a participating contractor when work is not covered under FE Forestry line clearance. *Note: Please refer to "Tree Trimming" procedure in C-Net to determine if customer should be referred to FE Forestry about their tree service needs. When customers call about a Forestry issue, a notification is created and then sent to Forestry.*	**MD, OH, PA & WV**	Bill inserts, Email, social media, Internet and FECC referrals	**1-800-505-SAVE (7283)** *Soft phone transfer to FE Products*
Online Store	Energy efficiency and conservation products offered for customer purchase via the Online Store at efi.org/firstenergy.	**OH, PA, NJ, WV & MD**	Bill inserts, Email, social media and Internet	**efi.org/firstenergy**
Filter Program	Discount Filters Store offers a large selection of air filters, water filters and filtration systems to keep your furnace, air conditioner and appliances running efficiently with routine filter changes. Convenient online filter finder, low prices.	**OH, PA, WV & MD**	FE Call Center transfer program	**discountfilterstore.com/ firstenergy**

Connections Program	Home connections offered to eligible residential customers moving into or within our service territory in conjunction with Allconnect. Standard Offer program for PA residential, landlord and small commercial customers for Choice calls and high bill inquiries. *Note: refer to "Allconnect-The Connections Program" in C-Net for additional details.*	**OH, PA, NJ, WV & MD**	FE Call Center transfer program	**1-866-224-5508** *(Allconnect Customer Call #)*
Peace of Mind Protection Plans	Repair Protection Plans for single family homeowners to enroll in to protect the pipes and wires and critical home systems that are their responsibility to maintain. • Line Protection: service agreement for Interior and Exterior Electric, Interior and Exterior Gas lines, Exterior Water and Sewer Lines, Telephone and Low-Voltage Wiring. *Note: refer to "Line Protection" in C-Net for additional information.* • Total Repair Coverage: service agreement for Heating, Cooling, Heat Pump and Water Heater systems. *Note: refer to "Total Repair Coverage" in C-Net for more info.*	**OH, PA, WV & MD**	Bill inserts, direct mail, Email, social media, Internet and FECC telememo request	**1-888-658-3800** *(Home Service USA, program administrator)* Telememo: Category: MISC Requests Telememo Description: Consumer Products
Disaster Protection Plans	Disaster Protection Plan (DPP) is an insurance policy that provides a financial safety net if disaster strikes your home. Benefits include emergency cash, lockout reimbursement, and property insurance deductible reimbursement (subject to policy limits) Personal Disaster Recovery Plan (PDRP) is a supplemental insurance product that provides benefits if a disaster strikes your home making in uninhabitable for at least 48 hours. Benefits include: • Pays mortgage payment at time up disaster for up to 24 months while home is being repaired • Helps pay off mortgage (up to $250,000) if property is permanently uninhabitable • Pays you back your policy deductible up to twice a year to a maximum of $1,000	**PA**	Bill inserts, direct mail, Email, social media, Internet and FECC telememo request	**1-800-234-7354** *(Provided and underwritten by ACE American Insurance Company)* Telememo: **CRM** Category: MISC Requests Telememo Description: Consumer Products
AYE Surge	Provides MSA (Meter socket arrester). Protection for major household "white" appliances from surge damage by use of a properly grounded meter based surge protection device. Tariff program in WV and MD. Consumer Products administers for existing customers only in WPP where tariff rider eliminated in May 2015.	**WV, MD, WPP**	Available: WV,MD Maintain: WPP	**1-800-505-SAVE (7283)** *Soft phone transfer to FE Products*

Surge Assist Program	Provides reimbursement for surge damage to covered equipment for residential homeowners and renters. • $1,000 per incident, up to $2,000 per year at the $4.99/month plan level • Claims administered by the FE utility • Sales and general customer care provided through Allconnect *Note: refer to "Surge Assist Program" in C-Net for more info.*	**OH, PA, WV & MD**	Connections program move-in product offer and PA Referral Program Web, DM, other non-mover	**1-877-278-6541** *(Allconnect, move channel admin)* **1-866-828-1176** *(Bridgevine, Admin for non-movers)* Telememo: Category: MISC Requests Telememo Description: Consumer Products
PowerGuard Surge Protection	Provides warranty protection against damage from electrical surges for enrolled business partners. *Note: OH/PA customers can have panel-based whole house surge protection installed through our Electrical Program.*	**NJ** (Maintaining current customers only)	No longer promoting	**1-800-882-9990**
Home Solutions Plans	Plans for residential customers *(including apartments and mobile homes)* to help protect against expensive repair costs. Program launched in December 2011 and closed to new customers October 2013 included: • Maintenance and Safety Inspection • Appliance, Office and Electronics Repair Plans • Inside Plumbing Repair Plans • Surge Protection: Financial protection for damage to electronics and appliances due to surge within or outside the home	**OH, PA, WV & MD** (Maintaining current customers only)	No longer promoting	**1-877-623-4427** *(Nicor National, program administrator)* Telememo: Category: MISC Requests Telememo Description: Consumer Products

APPROVALS

Companies Exhibit 2

JOINT PETITION OF METROPOLITAN EDISON COMPANY, PENNSYLVANIA ELECTRIC COMPANY, PENNSYLVANIA POWER COMPANY, WEST PENN POWER COMPANY FOR APPROVAL OF THEIR DEFAULT SERVICE PROGRAMS
Docket Nos. P-2017-2637855, P-2017-2637857, P-2017-2637858, P-2017-2637866

RETAIL ENERGY SUPPLY ASSOCIATION Set I, No. 13

"Please reference the website for the First Energy SmartMart: https://www.smart-mart.com/smartmart/en/for_home/home_product_details.

a. Do any of the First Energy EDCs currently provide marketing, information materials, referral information, consumer education materials or any information to consumers regarding any of the products listed on the SmartMart website?
b. If so, please identify all methods by which such information is provided to consumers, including but not limited to through the EDC's website, call center, in-field serve personnel, local customer service centers, EDC bill inserts, customer welcome packets, etc. Please provide copies of all such materials."

RESPONSE:

a. Yes.
b. The Smart-Mart.com website is intended for customers of the various FirstEnergy EDCs including MetEd, Penelec, Penn Power and West Penn Power. The EDCs also market the products through the EDC websites, EDC bill inserts, and EDC in-field personnel. See ME/PN/PP/WP Response to RESA Interrogatory Set I, No. 13, Attachment A.

SURGES HAPPEN. PROTECT YOUR STUFF.

The cost to repair damaged home appliances and devices can add up quickly after an electrical surge. Our Surge Assist Program is an affordable way to make sure you're covered.

IF A SURGE HAPPENS, GET SOME PEACE OF MIND WITH A PROGRAM THAT CAN REPAIR OR REPLACE APPLIANCES AND DEVICES AFFECTED BY A SURGE OR REIMBURSE YOUR SURGE-RELATED EXPENSES.

- Several coverage levels that fit your individual needs – **starting at $5.49 per month!**
- No hidden fees or deductibles
- Convenient invoicing on your monthly electric bill (if available)
- 30-day, money-back guarantee

Protecting all of your home's electronics can be expensive. Our Surge Assist Program is a low-cost way to protect you from the cost if damage occurs. For more information, or to enroll today, visit **www.SMART-MART.COM/SHOP/SURGEASSIST**, call **1-800-505-SAVE** or return the completed form on the back of this insert!

YES! Please enroll me in the Surge Assist Program.

To enroll, simply fill out and return this form with your electric bill payment.

Include the $5.49* charge on my monthly electric bill (if available).
I understand that I will be protected for up to $1,000 per incident/ $2,000 annually in repairs or replacement, and that I'll receive the complete terms and conditions of the plan by mail within two weeks after the program commencement date.

☐ **Double my protection for only $1.50 more!**

By checking this box, I opt to increase my protection level to a total of $2,000 per incident/$4,000 annually in repairs or replacement for only **$1.50 per month additional!** (Please call if you desire higher levels of protection.)

Name: _____
(Please print)

Account Number: (Located on your electric bill)

___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___

Address: _____

City, State, ZIP: _____

Phone: _____

Email: _____

Signature: _____
(Required for enrollment)

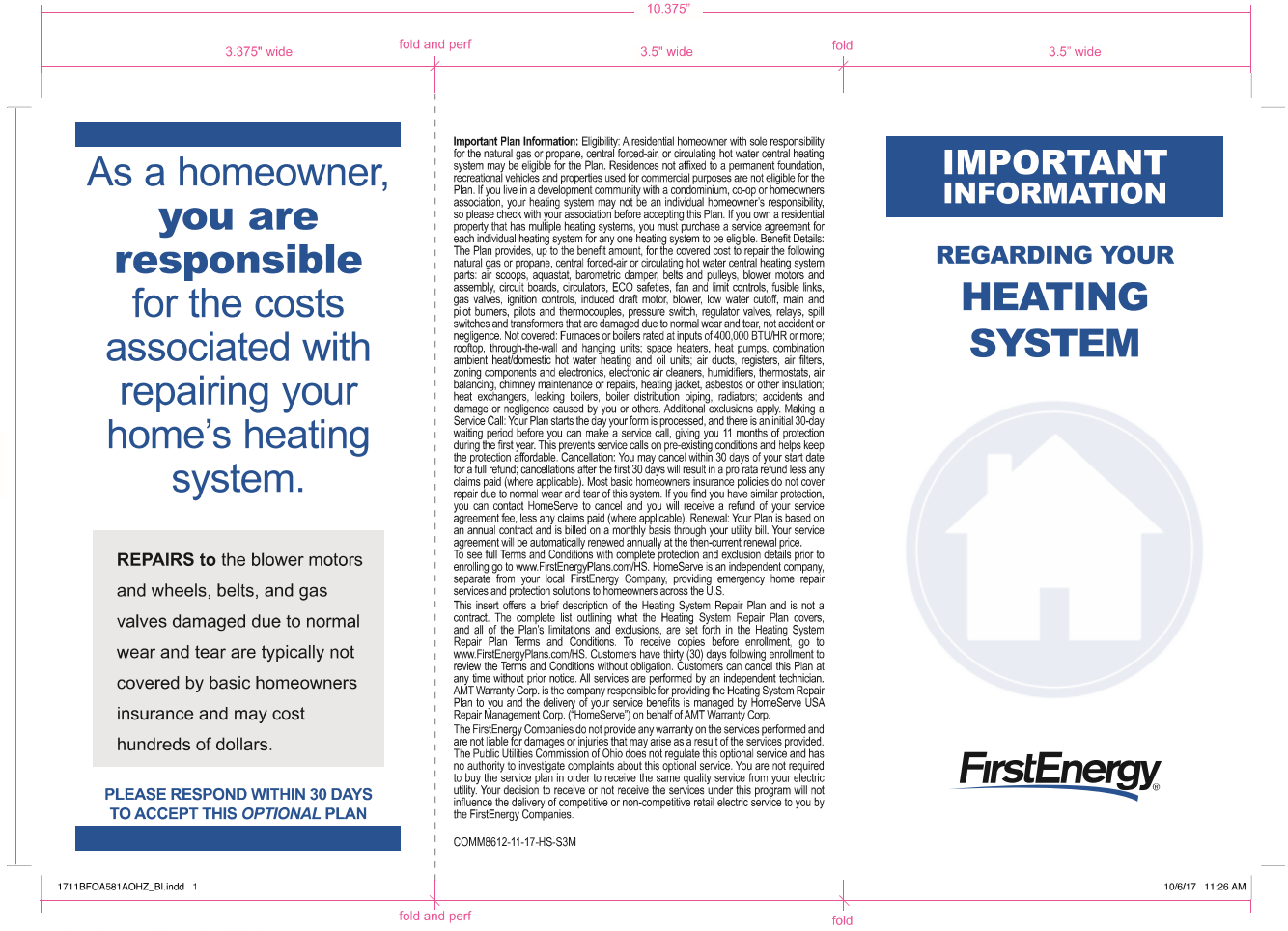
*Enrollment eligibility may be contingent on our ability to add the program charge to the monthly electric utility bill. There is an initial 30-day waiting period to make a claim, giving you 11 months of protection during the first year of the program. This prevents service calls on pre-existing conditions and helps keep the program affordable.

These programs can be withdrawn anytime without prior notice. FirstEnergy Corp. or its affiliated companies, including the electric utility that provides your electric distribution service (hereafter referred to, collectively, as "FirstEnergy Companies") do not provide any warranty on the services performed and are not liable for damages or injuries that may arise as a result of the services provided. The customer is not required to purchase the good or service from FirstEnergy Companies, and the good or service may be obtained from other suppliers. A customer's decision to receive or not receive the good or service from FirstEnergy Companies will not influence the delivery of competitive or non-competitive retail electric service to that customer by the FirstEnergy Companies.

FirstEnergy

Met-Ed • Penelec • Penn Power • West Penn Power

COMM8653-01-18-MT-S3M



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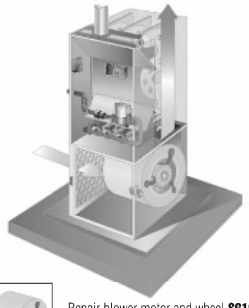
FirstEnergy®

It's easy to avoid the high cost and worry of unexpected repairs with the Heating System Repair Plan from **HomeServe**.*

FirstEnergy selected HomeServe to offer this protection. For only $6.49 per month for the first year—a savings of 50 percent off the renewal price, eligible homeowners receive:

- **Up to $1,750 in annual protection** (30-day wait period with a money-back guarantee)—you have no bills to pay for covered repairs
- **Multiple service calls per year**—up to your annual benefit amount
- **24-Hour Repair Hotline**—you have someone to call nights, weekends and holidays
- **Access to local, licensed and insured technicians**—so you can count on quality work



Repair blower motor and wheel **$619**
PLAN MEMBERS: NO CHARGE‡

Repair fan/limit control switch **$279**
PLAN MEMBERS: NO CHARGE‡

Repair gas valve **$467**
PLAN MEMBERS: NO CHARGE‡

‡Costs shown are estimates only. Actual repair costs could be more or less than stated cost. HomeServe national average repair costs as of January 2016. No charge for covered repairs up to your annual benefit amount.

Visit www.FirstEnergyPlans.com/HS, call toll free 1-888-658-3800
or mail the completed form with your monthly statement

*HomeServe USA Repair Management Corp. ("HomeServe"), with corporate offices located at 601 Merritt 7, 6th Floor, Norwalk, CT 06851, is an *independent company separate from FirstEnergy Corp.*, its operating companies, subsidiaries and affiliates, including the electric utility that provides your electric distribution service (hereafter referred to, collectively, as "FirstEnergy Companies"). HomeServe offers this *optional* service plan as an authorized representative of the contract issuer, AMT Warranty Corp., 59 Maiden lane, 43rd Floor, New York, NY 10038. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service from the FirstEnergy Companies.

ACCEPTANCE FORM

Please mail this completed acceptance form with your monthly statement.

YES, I want the optional Heating System Repair Plan from HomeServe for only $6.49 per month. (1711BFOA581AOHZ-9999)

Name

Account Number **(required)**

Address

City State ZIP

Phone

Email

Please sign me up for the Heating System Repair Plan from HomeServe and include the $6.49 monthly charge, plus any applicable taxes, on my electric bill (if available). I understand that this optional Plan is billed on a monthly basis and based on an annual contract that will be *automatically renewed annually* at the then-current renewal price (currently $12.99 per month). I grant permission for my utility company to share my customer information, including account number, with HomeServe only as needed to process my enrollment and bill me. I have the option to cancel this contract at any time without additional cost to me by calling 1-888-658-3800. I confirm that I am the homeowner and have read the information in this package and meet the eligibility requirements for this Plan.

Signature (required)

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As a homeowner, **you are responsible** for the costs associated with repairing your home's heating system.

REPAIRS to the blower motors and wheels, belts, and gas valves damaged due to normal wear and tear are typically not covered by basic homeowners insurance and may cost hundreds of dollars.

PLEASE RESPOND WITHIN 30 DAYS TO ACCEPT THIS *OPTIONAL* PLAN

Important Plan Information: Eligibility: A residential homeowner with sole responsibility for the natural gas or propane, central forced-air, or circulating hot water central heating system may be eligible for the Plan. Residences not affixed to a permanent foundation, recreational vehicles and properties used for commercial purposes are not eligible for the Plan. If you live in a development community with a condominium, co-op or homeowners association, your heating system may not be an individual homeowner's responsibility, so please check with your association before accepting this Plan. If you own a residential property that has multiple heating systems, you must purchase a service agreement for each individual heating system for any one heating system to be eligible. Benefit Details: The Plan provides, up to the benefit amount, for the covered cost to repair the following natural gas or propane, central forced-air or circulating hot water central heating system parts: air scoops, aquastat, barometric damper, belts and pulleys, blower motors and assembly, circuit boards, circulators, ECO safeties, fan and limit controls, fusible links, gas valves, ignition controls, induced draft motor, blower, low water cutoff, main and pilot burners, pilots and thermocouples, pressure switch, regulator valves, relays, spill switches and transformers that are damaged due to normal wear and tear, not accident or negligence. Not covered: Furnaces or boilers rated at inputs of 400,000 BTU/HR or more; rooftop, through-the-wall and hanging units; space heaters, heat pumps, combination ambient heat/domestic hot water heating and oil units; air ducts, registers, air filters, zoning components and electronics, electronic air cleaners, humidifiers, thermostats, air balancing, chimney maintenance or repairs, heating jacket, asbestos or other insulation; heat exchangers, leaking boilers, boiler distribution piping, radiators; accidents and damage or negligence caused by you or others. Additional exclusions apply. Making a Service Call: Your Plan starts the day your form is processed, and there is an initial 30-day waiting period before you can make a service call, giving you 11 months of protection during the first year. This prevents service calls on pre-existing conditions and helps keep the protection affordable. Cancellation: You may cancel within 30 days of your start date for a full refund; cancellations after the first 30 days will result in a pro rata refund less any claims paid (where applicable). Most basic homeowners insurance policies do not cover repair due to normal wear and tear of this system. If you find you have similar protection, you can contact HomeServe to cancel and you will receive a refund of your service agreement fee, less any claims paid (where applicable). Renewal: Your Plan is based on an annual contract and is billed on a monthly basis through your utility bill. Your service agreement will be automatically renewed annually at the then-current renewal price.
To see full Terms and Conditions with complete protection and exclusion details prior to enrolling go to www.FirstEnergyPlans.com/HS. HomeServe is an independent company, separate from your local FirstEnergy Company, providing emergency home repair services and protection solutions to homeowners across the U.S.

This insert offers a brief description of the Heating System Repair Plan and is not a contract. The complete list outlining what the Heating System Repair Plan covers, and all of the Plan's limitations and exclusions, are set forth in the Heating System Repair Plan Terms and Conditions. To receive copies before enrollment, go to www.FirstEnergyPlans.com/HS. Customers have thirty (30) days following enrollment to review the Terms and Conditions without obligation. Customers can cancel this Plan at any time without prior notice. All services are performed by an independent technician. AMT Warranty Corp. is the company responsible for providing the Heating System Repair Plan to you and the delivery of your service benefits is managed by HomeServe USA Repair Management Corp. ("HomeServe") on behalf of AMT Warranty Corp.

The FirstEnergy Companies do not provide any warranty on the services performed and are not liable for damages or injuries that may arise as a result of the services provided. You are not required to buy the service plan in order to receive the same quality service from your electric utility. Your decision to receive or not receive the services under this program will not influence the delivery of competitive or non-competitive retail electric service to you by the FirstEnergy Companies.

COMM8614-11-17-HS-S3M

IMPORTANT INFORMATION

REGARDING YOUR HEATING SYSTEM

Met-Ed®
Penelec®
Penn Power®
West Penn Power®

FirstEnergy Companies

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Met-Ed®
Penelec®
Penn Power®
West Penn Power®

FirstEnergy Companies

It's easy to avoid the high cost and worry of unexpected repairs with the Heating System Repair Plan from **HomeServe.***

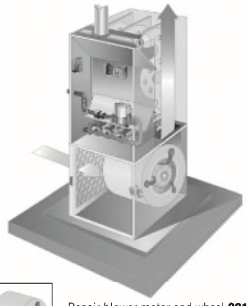
FirstEnergy selected HomeServe to offer this protection. For only $6.49 per month for the first year—a savings of 50 percent off the renewal price, eligible homeowners receive:

Up to $1,750 in annual protection (30-day wait period with a money-back guarantee)—you have no bills to pay for covered repairs

Multiple service calls per year—up to your annual benefit amount

24-Hour Repair Hotline—you have someone to call nights, weekends and holidays

Access to local, licensed and insured technicians—so you can count on quality work



Repair blower motor and wheel **$619**
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Repair fan/limit control switch **$279**
PLAN MEMBERS: NO CHARGE‡

Repair gas valve **$467**
PLAN MEMBERS: NO CHARGE‡

‡Costs shown are estimates only. Actual repair costs could be more or less than stated cost. HomeServe national average repair costs as of January 2016. No charge for covered repairs up to your annual benefit amount.

Visit www.FirstEnergyPlans.com/HS, call toll free 1-888-658-3800
or mail the completed form with your monthly statement

*HomeServe USA Repair Management Corp. ("HomeServe"), PA registration #053636, with corporate offices located at 601 Merritt 7, 6th Floor, Norwalk, CT 06851, is an *independent company separate from FirstEnergy Corp.*, its operating companies, subsidiaries and affiliates, including the electric utility that provides your electric distribution service (hereafter referred to, collectively, as "FirstEnergy Companies"). HomeServe offers this *optional* service plan as an authorized representative of the contract issuer, AMT Warranty Corp., 59 Maiden lane, 43rd Floor, New York, NY 10038. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service from the FirstEnergy Companies.

ACCEPTANCE FORM

Please mail this completed acceptance form with your monthly statement.

YES, I want the optional Heating System Repair Plan from HomeServe for only $6.49 per month. (1711BFPA581APAZ-9999)

Name

Account Number **(required)**

Address

City State ZIP

Phone

Email

Please sign me up for the Heating System Repair Plan from HomeServe and include the $6.49 monthly charge, plus any applicable taxes, on my electric bill (if available). I understand that this optional Plan is billed on a monthly basis and based on an annual contract that will be *automatically renewed annually* at the then-current renewal price (currently $12.99 per month). I grant permission for my utility company to share my customer information, including account number, with HomeServe only as needed to process my enrollment and bill me. I have the option to cancel this contract at any time without additional cost to me by calling 1-888-658-3800. I confirm that I am the homeowner and have read the information in this package and meet the eligibility requirements for this Plan.

Signature (required)

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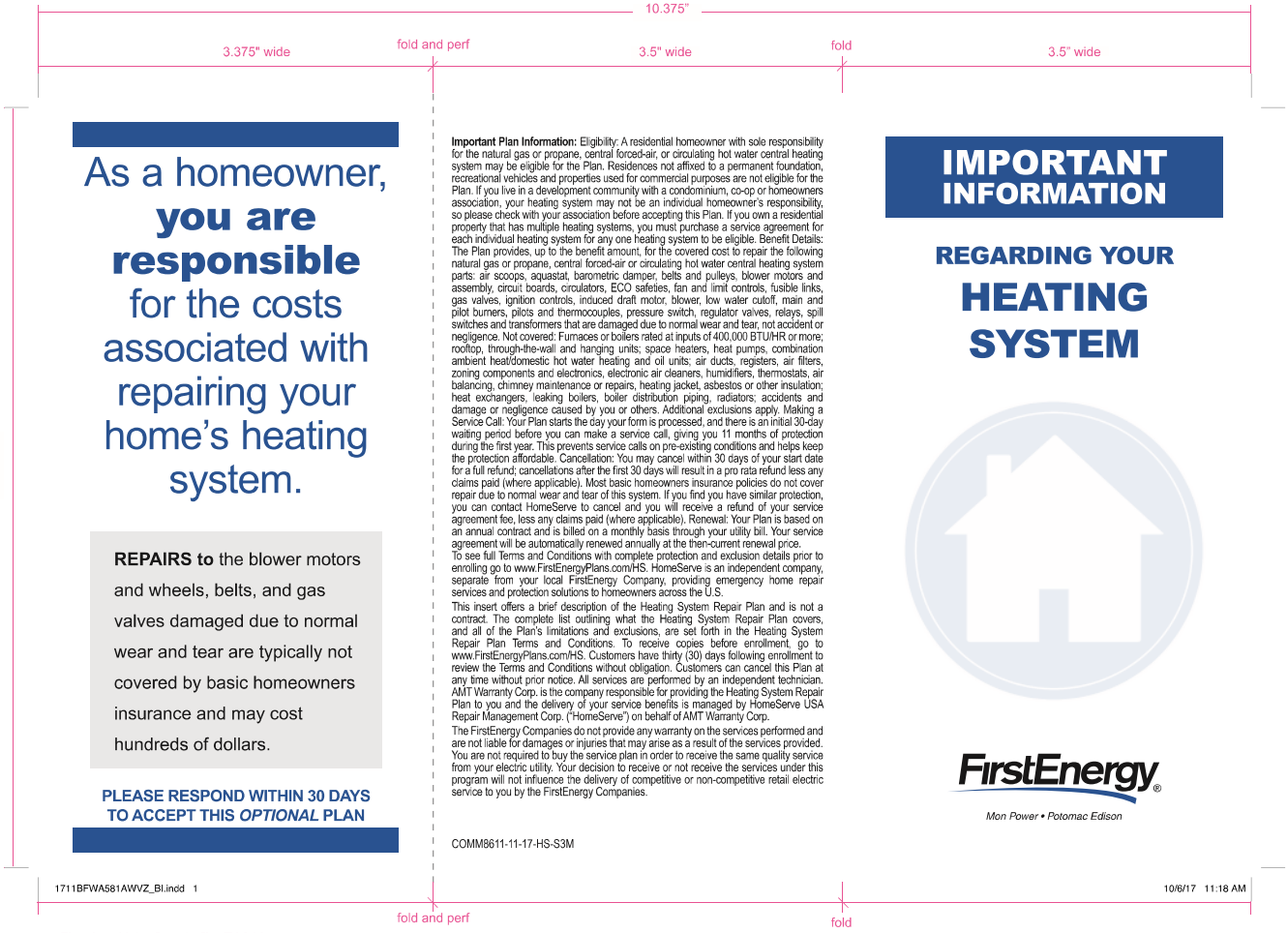

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FirstEnergy®

Mon Power • Potomac Edison

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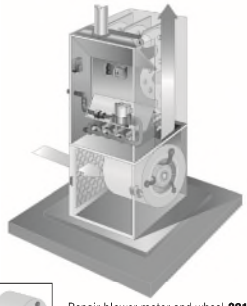
- **Access to local, licensed and insured technicians**—so you can count on quality work



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ACCEPTANCE FORM

Please mail this completed acceptance form with your monthly statement.

YES, I want the optional Heating System Repair Plan from HomeServe for only $6.49 per month. (1711BFWA581AWVZ-9999)

Name

Account Number **(required)**

Address

City State ZIP

Phone

Email

Please sign me up for the Heating System Repair Plan from HomeServe and include the $6.49 monthly charge, plus any applicable taxes, on my electric bill (if available). I understand that this optional Plan is billed on a monthly basis and based on an annual contract that will be *automatically renewed annually* at the then-current renewal price (currently $12.99 per month). I grant permission for my utility company to share my customer information, including account number, with HomeServe only as needed to process my enrollment and bill me. I have the option to cancel this contract at any time without additional cost to me by calling 1-888-658-3800. I confirm that I am the homeowner and have read the information in this package and meet the eligibility requirements for this Plan.

Signature (required)

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Holiday Wish List
- Install new electrical outlets
- Replace lighting fixture
- Repair breaker box
Some electrical work should be left to the professionals. Give yourself the gift of relaxation this holiday season and have an experienced technician handle all your electrical needs.

Let us handle your next electrical project. We make it easy!

Our services include:

- Interior and exterior repairs and upgrades
- Home safety inspections
- Wiring work, plug and switch installation
- Interior and exterior lighting
- Circuit breakers, fuses and meters
- Whole-house surge protection installation

To schedule your free estimate:

Call us at: **1-800-505-7283** **(weekdays, 8 a.m. – 5 p.m.)**

For more home services and products, log onto **Smart-mart.com** by FirstEnergy.

We offer a convenient payment plan with no money down and low monthly payments on your electric bill.*

*For up to 36 months with approved credit.

These programs can be withdrawn anytime without prior notice. FirstEnergy coordinates all service with its network of recommended, registered independent contractors, providing contract and other administrative support services. FirstEnergy is not a registered contractor and does not perform the service. All services are performed by an independent contractor. A postcard containing the recommended contractor's name and registration number will be provided to the customer at the time that a request for an estimate is made. FirstEnergy Corp. or its affiliated companies, including the electric utility that provides your electric distribution service (hereafter referred to, collectively, as "FirstEnergy Companies") do not provide any warranty on the services performed and are not liable for damages or injuries that may arise as a result of the services provided. The customer is not required to purchase the good or service from FirstEnergy Companies, and the good or service may be obtained from other suppliers. A customer's decision to receive or not receive the good or service from FirstEnergy Companies will not influence the delivery of competitive or non-competitive retail electric service to that customer by the FirstEnergy Companies.

Met-Ed®
Penelec®
Penn Power®
West Penn Power®

FirstEnergy Companies

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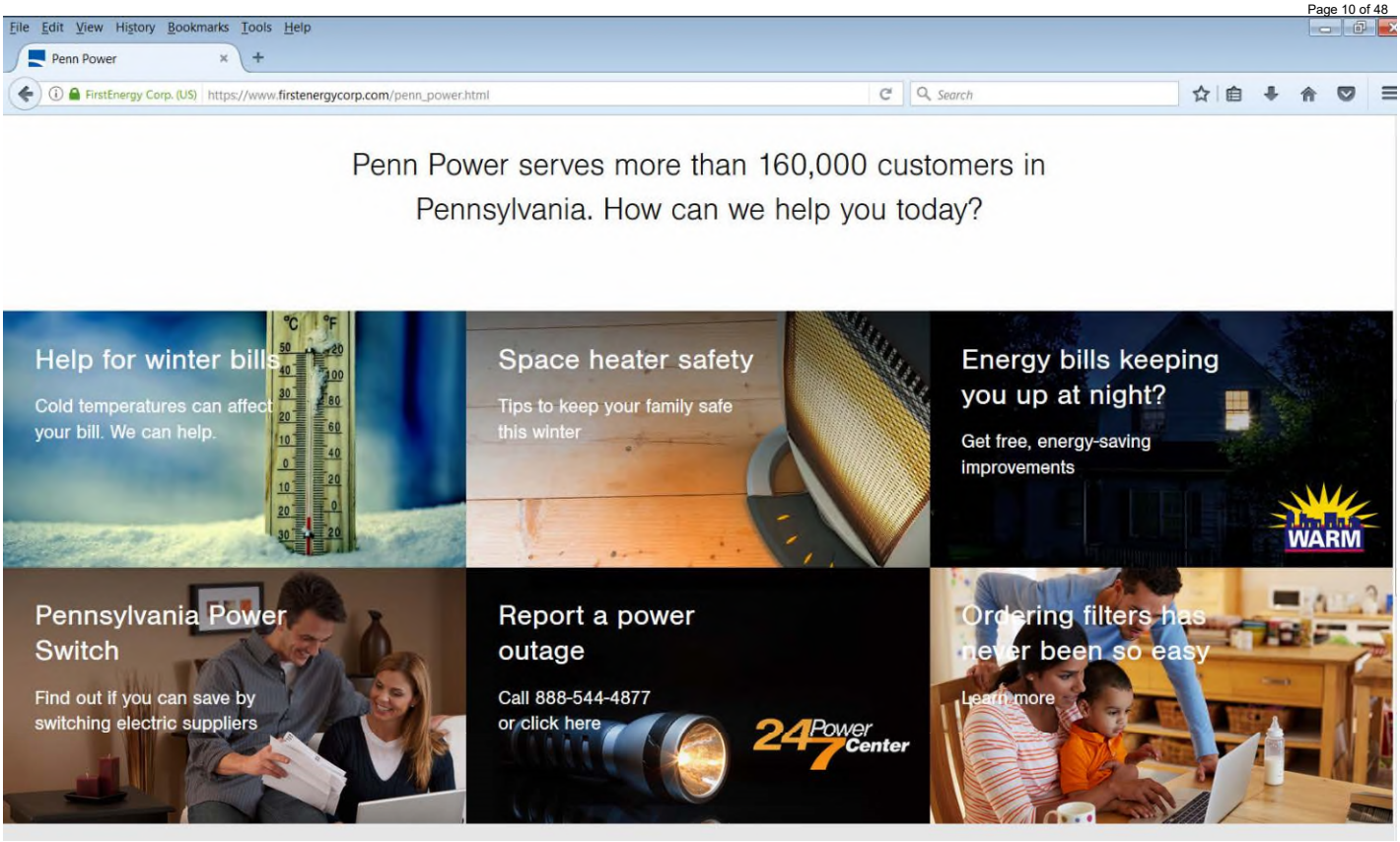
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Penn Power
FirstEnergy Corp. (US) https://www.firstenergycorp.com/penn_power.html
Search
Penn Power serves more than 160,000 customers in Pennsylvania. How can we help you today?
Help for winter bills
Cold temperatures can affect your bill. We can help.
Space heater safety
Tips to keep your family safe this winter
Energy bills keeping you up at night?
Get free, energy-saving improvements
WARM
Pennsylvania Power Switch
Find out if you can save by switching electric suppliers
Report a power outage
Call 888-544-4877 or click here
24/7 Power Center
Ordering filters has never been so easy
Learn more

PROFESSIONAL TREE SERVICES

Free estimates.
Competitively priced.
Insured.

Met-Ed®
Penelec®
Penn Power®
West Penn Power®

FirstEnergy Companies

Trees do a lot more than just lend character to your property. According to the Council of Tree and Landscape Appraisers, a sound, mature tree can add between $1,000 and $10,000 to the value of your home.

Unfortunately, nature can wreak havoc on trees if they're not well-maintained. FirstEnergy's Tree Services can protect your trees and help you avoid unwanted problems by identifying areas that are susceptible to damage and addressing them. If your trees do suffer damage, our trusted professionals can provide a variety of emergency services, such as removing dangling limbs or the entire tree.

Tree Care Checklist

- ☑ Tree pruning
- ☑ Tree and stump removal
- ☑ Emergency tree care
- ☑ Tree health maintenance

Don't worry about the cost. Our estimates are FREE and there is no money down for the services. We can even add the cost to your electric bill as a LOW MONTHLY PAYMENT.*

Call 1-800-505-SAVE (1-800-505-7283)
for a free estimate weekdays, 8 a.m. to 5 p.m.

For more information, visit
www.firstenergycorp.com/products.

*For up to 36 months with approved credit. This program can be withdrawn at any time without prior notice. All services are performed by an independent contractor that is neither an affiliate nor agent of FirstEnergy Corp. or its affiliated companies, including the electric utility that provides your electric distribution service (hereafter referred to, collectively, as "FirstEnergy Companies"). The FirstEnergy Companies do not provide any warranty on the services performed and are not liable for damages or injuries that may arise as a result of the services provided. The customer is not required to purchase goods or services from the FirstEnergy Companies, and the good or service offered here may be obtained from other suppliers. A customer's decision to receive or not receive the good or service under this program will not influence the delivery of competitive or non-competitive retail electric service to that customer by the FirstEnergy Companies.

COMM8559-10-17-AI-HP

Met-Ed®
Penelec®
Penn Power®
West Penn Power®

FirstEnergy Companies

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REPAIRS to the blower motors and wheels, belts, and gas valves damaged due to normal wear and tear are typically not covered by basic homeowners insurance and may cost hundreds of dollars.

PLEASE RESPOND WITHIN 30 DAYS TO ACCEPT THIS *OPTIONAL* PLAN

Important Plan Information: Eligibility: A residential homeowner with sole responsibility for the natural gas or propane, central forced-air, or circulating hot water central heating system may be eligible for the Plan. Residences not affixed to a permanent foundation, recreational vehicles and properties used for commercial purposes are not eligible for the Plan. If you live in a development community with a condominium, co-op or homeowners association, your heating system may not be an individual homeowner's responsibility, so please check with your association before accepting this Plan. If you own a residential property that has multiple heating systems, you must purchase a service agreement for each individual heating system for any one heating system to be eligible. Benefit Details: The Plan provides, up to the benefit amount, for the covered cost to repair the following natural gas or propane, central forced-air or circulating hot water central heating system parts: air scoops, aquastat, barometric damper, belts and pulleys, blower motors and assembly, circuit boards, circulators, ECO safeties, fan and limit controls, fusible links, gas valves, ignition controls, induced draft motor, blower, low water cutoff, main and pilot burners, pilots and thermocouples, pressure switch, regulator valves, relays, spill switches and transformers that are damaged due to normal wear and tear, not accident or negligence. Not covered: Furnaces or boilers rated at inputs of 400,000 BTU/HR or more; rooftop, through-the-wall and hanging units; space heaters, heat pumps, combination ambient heat/domestic hot water heating and oil units; air ducts, registers, air filters, zoning components and electronics, electronic air cleaners, humidifiers, thermostats, air balancing, chimney maintenance or repairs, heating jacket, asbestos or other insulation; heat exchangers, leaking boilers, boiler distribution piping, radiators; accidents and damage or negligence caused by you or others. Additional exclusions apply. Making a Service Call: Your Plan starts the day your form is processed, and there is an initial 30-day waiting period before you can make a service call, giving you 11 months of protection during the first year. This prevents service calls on pre-existing conditions and helps keep the protection affordable. Cancellation: You may cancel within 30 days of your start date for a full refund; cancellations after the first 30 days will result in a pro rata refund less any claims paid (where applicable). Most basic homeowners insurance policies do not cover repair due to normal wear and tear of this system. If you find you have similar protection, you can contact HomeServe to cancel and you will receive a refund of your service agreement fee, less any claims paid (where applicable). Renewal: Your Plan is based on an annual contract and is billed on a monthly basis through your utility bill. Your service agreement will be automatically renewed annually at the then-current renewal price.
To see full Terms and Conditions with complete protection and exclusion details prior to enrolling go to www.FirstEnergyPlans.com/HS. HomeServe is an independent company, separate from your local FirstEnergy Company, providing emergency home repair services and protection solutions to homeowners across the U.S.

This insert offers a brief description of the Heating System Repair Plan and is not a contract. The complete list outlining what the Heating System Repair Plan covers, and all of the Plan's limitations and exclusions, are set forth in the Heating System Repair Plan Terms and Conditions. To receive copies before enrollment, go to www.FirstEnergyPlans.com/HS. Customers have thirty (30) days following enrollment to review the Terms and Conditions without obligation. Customers can cancel this Plan at any time without prior notice. All services are performed by an independent technician. AMT Warranty Corp. is the company responsible for providing the Heating System Repair Plan to you and the delivery of your service benefits is managed by HomeServe USA Repair Management Corp. ("HomeServe") on behalf of AMT Warranty Corp.

The FirstEnergy Companies do not provide any warranty on the services performed and are not liable for damages or injuries that may arise as a result of the services provided. You are not required to buy the service plan in order to receive the same quality service from your electric utility. Your decision to receive or not receive the services under this program will not influence the delivery of competitive or non-competitive retail electric service to you by the FirstEnergy Companies.

COMM8614-11-17-HS-S3M

IMPORTANT INFORMATION

REGARDING YOUR HEATING SYSTEM

Met-Ed®
Penelec®
Penn Power®
West Penn Power®

FirstEnergy Companies

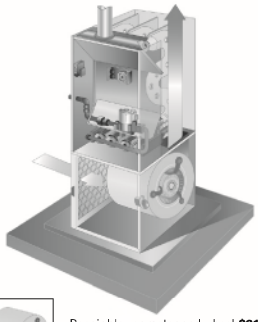
Met-Ed®
Penelec®
Penn Power®
West Penn Power®

FirstEnergy Companies

It's easy to avoid the high cost and worry of unexpected repairs with the Heating System Repair Plan from **HomeServe**.*

FirstEnergy selected HomeServe to offer this protection. For only $6.49 per month for the first year—a savings of 50 percent off the renewal price, eligible homeowners receive:

- **Up to $1,750 in annual protection** (30-day wait period with a money-back guarantee)—you have no bills to pay for covered repairs
- **Multiple service calls per year**—up to your annual benefit amount
- **24-Hour Repair Hotline**—you have someone to call nights, weekends and holidays
- **Access to local, licensed and insured technicians**—so you can count on quality work



Repair blower motor and wheel **$619**
PLAN MEMBERS: NO CHARGE‡

Repair fan/limit control switch **$279**
PLAN MEMBERS: NO CHARGE‡

Repair gas valve **$467**
PLAN MEMBERS: NO CHARGE‡

‡Costs shown are estimates only. Actual repair costs could be more or less than stated cost. HomeServe national average repair costs as of January 2016. No charge for covered repairs up to your annual benefit amount.

Visit www.FirstEnergyPlans.com/HS, call toll free 1-888-658-3800
or mail the completed form with your monthly statement

*HomeServe USA Repair Management Corp. ("HomeServe"), PA registration #053636, with corporate offices located at 601 Merritt 7, 6th Floor, Norwalk, CT 06851, is an *independent company separate from FirstEnergy Corp.*, its operating companies, subsidiaries and affiliates, including the electric utility that provides your electric distribution service (hereafter referred to, collectively, as "FirstEnergy Companies"). HomeServe offers this *optional* service plan as an authorized representative of the contract issuer, AMT Warranty Corp., 59 Maiden lane, 43rd Floor, New York, NY 10038. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service from the FirstEnergy Companies.

ACCEPTANCE FORM

Please mail this completed acceptance form with your monthly statement.

YES, I want the optional Heating System Repair Plan from HomeServe for only $6.49 per month. (1711BFPA581APAZ-9999)

Name

Account Number **(required)**

Address

City State ZIP

Phone

Email

Please sign me up for the Heating System Repair Plan from HomeServe and include the $6.49 monthly charge, plus any applicable taxes, on my electric bill (if available). I understand that this optional Plan is billed on a monthly basis and based on an annual contract that will be *automatically renewed annually* at the then-current renewal price (currently $12.99 per month). I grant permission for my utility company to share my customer information, including account number, with HomeServe only as needed to process my enrollment and bill me. I have the option to cancel this contract at any time without additional cost to me by calling 1-888-658-3800. I confirm that I am the homeowner and have read the information in this package and meet the eligibility requirements for this Plan.

Signature (required)

Holiday Wish List
- Install new electrical outlets
- Replace lighting fixture
- Repair breaker box
Some electrical work should be left to the professionals. Give yourself the gift of relaxation this holiday season and have an experienced technician handle all your electrical needs.

Let us handle your next electrical project. We make it easy!

Our services include:

- Interior and exterior repairs and upgrades
- Home safety inspections
- Wiring work, plug and switch installation
- Interior and exterior lighting
- Circuit breakers, fuses and meters
- Whole-house surge protection installation

To schedule your free estimate:

Call us at: **1-800-505-7283** **(weekdays, 8 a.m. – 5 p.m.)**

For more home services and products, log onto **Smart-mart.com** by FirstEnergy.

We offer a convenient payment plan with no money down and low monthly payments on your electric bill.*

*For up to 36 months with approved credit.

These programs can be withdrawn anytime without prior notice. FirstEnergy coordinates all service with its network of recommended, registered independent contractors, providing contract and other administrative support services. FirstEnergy is not a registered contractor and does not perform the service. All services are performed by an independent contractor. A postcard containing the recommended contractor's name and registration number will be provided to the customer at the time that a request for an estimate is made. FirstEnergy Corp. or its affiliated companies, including the electric utility that provides your electric distribution service (hereafter referred to, collectively, as "FirstEnergy Companies") do not provide any warranty on the services performed and are not liable for damages or injuries that may arise as a result of the services provided. The customer is not required to purchase the good or service from FirstEnergy Companies, and the good or service may be obtained from other suppliers. A customer's decision to receive or not receive the good or service from FirstEnergy Companies will not influence the delivery of competitive or non-competitive retail electric service to that customer by the FirstEnergy Companies.

Met-Ed®
Penelec®
Penn Power®
West Penn Power®

FirstEnergy Companies

COMM8631-12-17-AI-S3M

Special Offer for Customers of FirstEnergy's Utilities!
30% OFF
+FREE SHIPPING
ON TIER1® BRAND FILTERS
USE CODE:
FE30
OFFER EXPIRES
2/25/2018
DISCOUNT
FILTER
STORE.COM
CLAIM AT DISCOUNTFILTERSTORE.COM/FIRSTENERGY

BREATHE, HYDRATE, LIVE HEALTHY
ACT TODAY AND
SAVE 30%
PLUS GET FREE SHIPPING
ON ALL TIER1® FILTERS!
USE CODE:
FE30
OFFER EXPIRES 2/25/2018
CLAIM AT DISCOUNTFILTERSTORE.COM/FIRSTENERGY
FE30 promo offer is valid on all Tier1® brand filters and is not valid together or with any other promotional offers.
Free Shipping refers to standard shipping for U.S. customers in the continental U.S. only.
FirstEnergy
DISCOUNT FILTER STORE.COM
This program can be withdrawn at any time without prior notice. All goods or services are provided by an independent contractor that is neither an affiliate nor agent of FirstEnergy Corp. or its affiliated companies, including the electric utility that provides your electric distribution service (hereafter referred to, collectively, as "FirstEnergy Companies"). The FirstEnergy Companies do not provide any warranty on the goods or services provided and are not liable for damages or injuries that may arise as a result of the goods or services provided. The customer is not required to purchase goods or services from the FirstEnergy Companies, and the good or service offered here may be obtained from other suppliers. A customer's decision to receive or not receive the good or service under this program will not influence the delivery of competitive or non-competitive retail electric service to that customer by the FirstEnergy Companies. For Ohio customers, the Public Utilities Commission of Ohio does not regulate this optional service and has no authority to investigate complaints about this optional service.
COMM8649-01-18-DFS-S3M

SURGES HAPPEN. PROTECT YOUR STUFF.

The cost to repair damaged home appliances and devices can add up quickly after an electrical surge. Our Surge Assist Program is an affordable way to make sure you're covered.

IF A SURGE HAPPENS, GET SOME PEACE OF MIND WITH A PROGRAM THAT CAN REPAIR OR REPLACE APPLIANCES AND DEVICES AFFECTED BY A SURGE OR REIMBURSE YOUR SURGE-RELATED EXPENSES.

- Several coverage levels that fit your individual needs – **starting at $5.49 per month!**
- No hidden fees or deductibles
- Convenient invoicing on your monthly electric bill (if available)
- 30-day, money-back guarantee

Protecting all of your home's electronics can be expensive. Our Surge Assist Program is a low-cost way to protect you from the cost if damage occurs. For more information, or to enroll today, visit **www.SMART-MART.COM/SHOP/SURGEASSIST**, call **1-800-505-SAVE** or return the completed form on the back of this insert!

YES! Please enroll me in the Surge Assist Program.

To enroll, simply fill out and return this form with your electric bill payment.

Include the $5.49* charge on my monthly electric bill (if available).
I understand that I will be protected for up to $1,000 per incident/ $2,000 annually in repairs or replacement, and that I'll receive the complete terms and conditions of the plan by mail within two weeks after the program commencement date.

☐ **Double my protection for only $1.50 more!**

By checking this box, I opt to increase my protection level to a total of $2,000 per incident/$4,000 annually in repairs or replacement for only **$1.50 per month additional!** (Please call if you desire higher levels of protection.)

Name: _____
(Please print)

Account Number: (Located on your electric bill)

___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___

Address: _____

City, State, ZIP: _____

Phone: _____

Email: _____

Signature: _____
(Required for enrollment)

*Enrollment eligibility may be contingent on our ability to add the program charge to the monthly electric utility bill. There is an initial 30-day waiting period to make a claim, giving you 11 months of protection during the first year of the program. This prevents service calls on pre-existing conditions and helps keep the program affordable.

These programs can be withdrawn anytime without prior notice. FirstEnergy Corp. or its affiliated companies, including the electric utility that provides your electric distribution service (hereafter referred to, collectively, as "FirstEnergy Companies") do not provide any warranty on the services performed and are not liable for damages or injuries that may arise as a result of the services provided. The customer is not required to purchase the good or service from FirstEnergy Companies, and the good or service may be obtained from other suppliers. A customer's decision to receive or not receive the good or service from FirstEnergy Companies will not influence the delivery of competitive or non-competitive retail electric service to that customer by the FirstEnergy Companies.

FirstEnergy

Met-Ed • Penelec • Penn Power • West Penn Power

COMM8653-01-18-MT-S3M

Understand Your Responsibility

Many homeowners aren't aware that they own components of the exterior electrical system on their property.

Some components, including the weatherhead, riser, insulator, meter base and service entrance conductor, on your property belong to you. You are financially responsible for these components and the full repair costs. Your exterior electrical system may weaken and break over time due to damage caused by normal wear and tear, including aging and ground shifting. Because these components on your property are typically not inspected, a failure is almost impossible to predict. In addition, the materials used, region and date of installation can affect the rate of breakdown for these components.

PLEASE RESPOND WITHIN 30 DAYS TO ACCEPT THIS *OPTIONAL* PLAN

Important Plan Information: Eligibility: A residential homeowner with sole responsibility for overhead or underground exterior electrical line components may be eligible for the Plan. Residences with electrical service entrances rated at less than 80 amps, residences not affixed to a permanent foundation, recreational vehicles and properties used for commercial purposes are not eligible for the Plan. If you live in a development community with a condominium, co-op or homeowners association, your exterior electrical system may not be an individual homeowner's responsibility, so please check with your association before accepting this Plan. Benefit Details: The Plan provides, up to the benefit amount, for the covered cost to repair or replace the weatherhead, insulator, riser, meter base, service entrance conductor, and permanent wiring to detached garages and to fixtures such as light posts and pool heaters that are damaged due to normal wear and tear, not accident or negligence. The Plan also provides reimbursement of up to $100 for fixture installation if required in conjunction with a covered repair, and fees charged by your local FirstEnergy Company to disconnect or reconnect your electricity to make a covered repair. Not covered: Homes with electrical service entrances rated less than 80 amps, repairs to damage arising from the disconnection or interruption to the main electrical supply, transformers, repair of low voltage wiring, accidents and damage or negligence caused by you or others. The meter that measures the amount of electricity used is not covered under this Plan, but it is covered by your local FirstEnergy Company. Additional exclusions apply. Making a Service Call: Your Plan starts the day your form is processed, and there is an initial 30-day waiting period before you can make a service call, giving you 11 months of protection during the first year. This prevents service calls on pre-existing conditions and helps keep the Plan affordable. Cancellation: You may cancel within 30 days of your start date for a full refund; cancellations after the first 30 days will result in a pro rata refund less any claims paid (where applicable). Most basic homeowners insurance policies do not cover repair or replacement due to normal wear and tear of these components. If you find you have similar protection, you can contact HomeServe to cancel and you will receive a refund of your service agreement fee, less any claims paid (where applicable). Renewal: This Plan is based on an annual contract and is billed on a monthly basis through your utility bill. Your service agreement will be automatically renewed annually at the then-current renewal price.

To see full Terms and Conditions with complete protection and exclusion details prior to enrolling go to www.FirstEnergyPlans.com/EEW. HomeServe is an independent company, separate from your local FirstEnergy Company, providing emergency home repair services and protection solutions to homeowners across the U.S.

This insert offers a brief description of the Exterior Electrical Line Protection Plan and is not a contract. The complete list outlining what the Exterior Electrical Line Protection Plan covers, and all of the Plan's limitations and exclusions, are set forth in the Exterior Electrical Line Protection Plan Terms and Conditions. For a copy of the Exterior Electrical Line Protection Plan Terms and Conditions before enrollment, go to www.FirstEnergyPlans.com/EEW. Customers have thirty (30) days following enrollment to review the Terms and Conditions without obligation. Customers can cancel this Plan at any time without prior notice. All services are performed by an independent technician. AMT Warranty Corp. is the company responsible for providing the Exterior Electrical Line Protection Plan to you and the delivery of your service benefits is managed by HomeServe USA Repair Management Corp. ("HomeServe") on behalf of AMT Warranty Corp.

The FirstEnergy Companies do not provide any warranty on the services performed and are not liable for damages or injuries that may arise as a result of the services provided. You are not required to buy the service plan in order to receive the same quality service from your electric utility. Your decision to receive or not receive the services under this program will not influence the delivery of competitive or non-competitive retail electric service to you by the FirstEnergy Companies.

COMM8673-02-18-HS-S3M

Exterior Electrical Line

Responsibility Review

Met-Ed®
Penelec®
Penn Power®
West Penn Power®

FirstEnergy Companies

Without the Exterior Electrical Line Protection Plan from HomeServe* you may be faced with hundreds of dollars in bills to repair certain exterior electrical components on your property in the event of a breakdown.

That's why FirstEnergy partnered with HomeServe to offer this *optional* protection. For only $2.99 per month—a savings of 50% off the first year†, eligible homeowners get valuable peace of mind. Protection provides:

- -Up to $3,000 in annual protection (30-day waiting period with a money-back guarantee)
- -Multiple service calls per year up to your annual benefit amount
- -24-Hour Repair Hotline available nights, weekends and holidays
- -Access to local, licensed and insured technicians
- -One year guarantee on covered repairs

Please Respond within 30 Days. As a plan member there are no repair bills to pay, up to the benefit amount, or deductible to meet.

COVERED EXTERIOR ELECTRICAL COMPONENTS

Weatherhead and Insulator

Service Entrance Conductor and Riser

Meter Base

The meter that measures the amount of electricity used is not covered under this Plan, but it is covered by your local FirstEnergy Company.

Visit www.FirstEnergyPlans.com/EEW, call toll free 1-888-658-3800
or mail the completed form with your monthly statement

†Savings compared to renewal price.

*HomeServe USA Repair Management Corp. ("HomeServe"), PA registration #053636, with corporate offices located at 601 Merritt 7, 6th Floor, Norwalk, CT 06851, is an *independent company separate from FirstEnergy Corp.*, its operating companies, subsidiaries and affiliates, including the electric utility that provides your electric distribution service (hereafter referred to, collectively, as "FirstEnergy Companies"). HomeServe offers this *optional* service plan as an authorized representative of the contract issuer, AMT Warranty Corp., 59 Maiden lane, 43rd Floor, New York, NY 10038. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service from the FirstEnergy Companies.

ACCEPTANCE FORM

Please mail this completed acceptance form back with your monthly statement.

YES, I want the optional Exterior Electrical Line Protection Plan from HomeServe for only $2.99 per month. (1802BFPA564APAZ-9999)

Name

Account Number **(required)**

Address

City State ZIP

Phone

Email

Please sign me up for the Exterior Electrical Line Protection Plan from HomeServe and include the $2.99 monthly charge, plus any applicable taxes, on my electric bill (if available). I understand that this optional Plan is billed on a monthly basis and based on an annual contract that will be *automatically renewed annually* at the then-current renewal price (currently $5.99 per month). I grant permission for my utility company to share my customer information, including account number, with HomeServe only as needed to process my enrollment and bill me. I have the option to cancel this contract at any time without additional cost to me by calling 1-888-658-3800. I confirm that I am the homeowner and have read the information in this package and meet the eligibility requirements for this Plan.

Signature (required)

Companies Exhibit 2

Need electrical services for the holidays? We can help! Trouble viewing? View in browser.

Penelec®
A FirstEnergy Company

The holidays are coming. Are you ready?

When it comes to keeping your family safe this holiday season, don't leave your electrical system to chance. Faulty wiring and electrical components can cause fire hazards and power outages. An electrician can quickly rewire faulty sections and repair switches, outlets and control panels. Call us and a local, fully insured electrical professional will take care of that project before your guests arrive. You can count on us for professional, high-quality work at an affordable price. We can provide solutions quickly and safely with no money down and low monthly payments on your electric bill for up to 36 months with approved credit. We make it easy with:

- **Interior or exterior repairs and upgrades**
- **Wiring work, outlet and switch installation**
- **Interior and exterior lighting**
- **Circuit breakers, fuses and meter bases**

Contact us today for a no-obligation, no-cost estimate. We can discuss your next big electrical project.

COMPLIMENTARY ESTIMATE FOR ELECTRICAL SERVICES

DID YOU KNOW?

You should never connect more than three strings of standard holiday lights. Doing so could blow a fuse.

Roughly 3,300 home fires originate in extension cords each year. Extension cords can overheat and cause fires when used improperly. Consider adding an outlet.

Sources: www.esfi.org

SMARTMART™ by FirstEnergy

For more home services and products, log onto Smart-mart.com by FirstEnergy.

©2017 FirstEnergy Corp.

The FirstEnergy Companies do not provide any warranty on the services performed and are not liable for damages or injuries that may arise as a result of the services provided. You are not required to buy the service plan in order to receive the same quality service from your electric utility. Your decision to receive or not receive the services under this program will not influence the delivery of competitive or noncompetitive retail electric service to you by the FirstEnergy Companies.
*For up to 36 months with approved credit.

Email sent by: FirstEnergy Companies
76 South Main St. Akron, OH 44308

If you wish to stop receiving these messages, you can unsubscribe here.

Companies Exhibit 2

Protect yourself from unexpected repair costs! Trouble viewing? View in browser.

Penelec®
A FirstEnergy Company

Are you prepared for costly home repairs?

Paying for home repairs has never been this easy....and, you could get 50% off* the first year of your plan! Protect against the cost and inconvenience of covered repairs to systems throughout your home with HomeServe. We make it easy with:

- **Affordable Protection Plans – billed monthly right on your electric bill (if available)**
- **Zero deductible, zero worry – no bills to pay for covered repairs up to the annual benefit amount**
- **24/7/365 Emergency Repair Hotline – priority response from a local, licensed and insured contractor**

Act now and get 50% OFF* your first year's plan.

Visit FirstEnergyPlans.com or click "Pick a Plan" below to make sure you are covered if the unexpected happens.

Get Protected, Pick a Plan

DID YOU KNOW?

- **You own and are responsible for repairing certain parts of your exterior electrical system and would need to coordinate and pay for repairs.**
- **Most basic homeowners insurance policies do NOT cover exterior electrical line failures due to normal wear and tear.**

SMARTMART™ by FirstEnergy

For more home services and products, log onto Smart-mart.com by FirstEnergy.

©2017 FirstEnergy Corp.

*Savings as compared to the renewal price.

Plans subject to eligibility restrictions, exclusions, 30-day waiting period and other limitations. To see full Terms and Conditions with complete protection and exclusion details prior to enrolling visit www.FirstEnergyPlans.com

The FirstEnergy Companies do not provide any warranty on the services performed and are not liable for damages or injuries that may arise as a result of the services provided. You are not required to buy the service plan in order to receive the same quality service from your electric utility. Your decision to receive or not receive the services under this program will not influence the delivery of competitive or noncompetitive retail electric service to you by the FirstEnergy Companies.

HomeServe USA Repair Management Corp. ("HomeServe"), PA registration #053636, with corporate offices located at 601 Merritt 7, 6th Floor, Norwalk, CT 06851, is an independent company separate from FirstEnergy Corp., its operating companies, subsidiaries and affiliates, including the electric utility that provides your electric distribution service (hereafter referred to, collectively, as "FirstEnergy Companies"). HomeServe offers this service plan as an authorized representative of the contract issuer, AMT Warranty Corp., 59 Maiden Lane, 43rd Floor, New York, NY 10038.

Email sent by: FirstEnergy Companies
76 South Main St. Akron, OH 44308

Companies Exhibit 2

Two-sided printing

Your electric service connection – what are YOU responsible for?

As a homeowner, you are responsible for the maintenance and repair of:

- attachment hardware
- riser
- meter base
- electrical wiring from the meter base to the electric panel
- wiring throughout the home
- and, in some circumstances, the underground service wire

If you're ALREADY enrolled in the Interior and Exterior Electrical Line Protection Plan(s) from HomeServe and your FirstEnergy electric utility company, you may be covered. Call 1-888-878-9700 for an explanation of your plan benefits and what repairs are included.

If you're NOT enrolled, you can find electrical contractors online or listed in the phone book. Or, if you prefer, we can connect you with a local, insured electrical technician (independent contractor) who will provide a free estimate for needed repairs. Call 1-800-505-SAVE, Monday through Friday from 8 a.m. to 5 p.m.

To protect yourself from future electrical repair costs through the Interior or Exterior Electrical Line Protection Plan, call HomeServe at 1-888-658-3800 (Mon-Fri 8 a.m. - 5 p.m.), or visit www.firstenergycorp.com/products and click on "Protect Your Home."

COMM8489-06-17-CV-AP

FirstEnergy®

We offer a variety of products and services to our customers. For more information visit www.firstenergycorp.com/products.

Your electric service connection – what are YOU responsible for?

As a homeowner, you are responsible for the maintenance and repair of:

- attachment hardware
- riser
- meter base
- electrical wiring from the meter base to the electric panel
- wiring throughout the home
- and, in some circumstances, the underground service wire

FirstEnergy®

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To protect yourself from future electrical repair costs through the Interior or Exterior Electrical Line Protection Plan, call HomeServe at 1-888-658-3800 (Mon-Fri 8 a.m. - 5 p.m.), or visit www.firstenergycorp.com/products and click on "Protect Your Home."

COMM8488-06-17-CV-AP

Make your home shine...

Your home is one of your biggest investments. Enhance its brilliance after sunset with high-quality outdoor lighting from FirstEnergy. Our unique landscape and deck lighting packages not only boost the warmth and beauty of your property, they also add value and discourage vandalism.

DURABLE, HIGH-QUALITY FIXTURES

You can choose from a variety of modern fixtures manufactured in the USA from top-grade materials – with UL-Listed transformers for added protection. Our weather-resistant products withstand this region's extreme temperatures. The efficient, low-voltage bulbs automatically turn off if they become overheated or overloaded.

EXPERTLY DESIGNED

Skilled, local contractors will help you design a layout tailored to your home's unique features. The results will reflect your intentions – whether it's creating a warm ambiance for a night-time meal or highlighting the features of your home's facade. Ask about our free home demonstration.

PROFESSIONAL INSTALLATION

Once you decide on a suitable layout, just sit back and relax while your safe, durable fixtures are professionally installed. Our contractors have years of experience to get the job done quickly and efficiently with little or no disturbance to you and your property.

PAYMENT OPTIONS

Take advantage of our easy payment plan – no money down and low monthly payments (three to 48 months with approved credit) on your monthly electric bill.

Dramatically enhance your home's appeal after dark with outdoor lighting that's professionally designed and installed. You can choose from two complete landscape lighting packages. Both offer flexible designs to enhance your home and property.

	TOWN AND COUNTRY PACKAGE	ESTATE PACKAGE
HOME SIZE	• two-story less than 2,400 square feet • ranch homes less than 1,400 square feet	• two-story homes larger than 2,400 square feet • ranch homes larger than 1,400 square feet
DESIGN CONSULTATION	yes	yes
NUMBER OF GOLD LEVEL FIXTURES*	6	10
FEET OF UNDERGROUND WIRING	150 feet	250 feet
TRANSFORMER	300-watt with capacity for up to 6 more fixtures	600-watt with capacity for up to 16 more fixtures
IN-USE COVERS	yes	yes

*Actual fixtures at any level may vary slightly from fixtures shown depending on availability in your area.

GOLD LEVEL
ACCENT LIGHTING

MINI WELL (INGROUND)

MICRO ACCENT

EYEBROW ACCENT SHROUD

BULLYTE LONG

WELL LIGHT

GOLD LEVEL
PATH LIGHTING

CHINA HAT 6”

CAST ALUMINUM

BRASS ADJUSTABLE

TEXTURED SIDE MOUNT

MUSHROOM

HORIZON

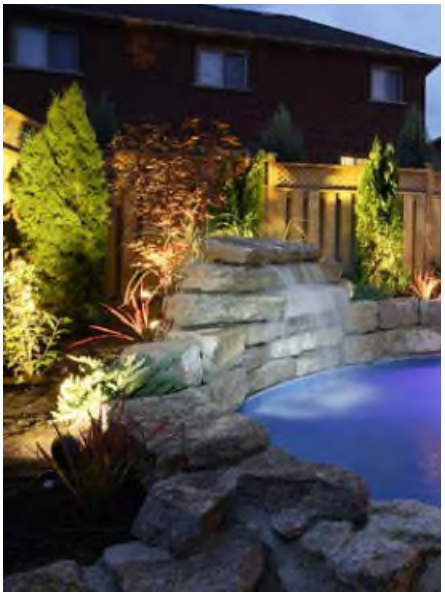
PLATINUM LEVEL
PATH LIGHTING

Choose from these Platinum Level fixtures to upgrade either package (for an additional fee).

BRASS CONE

MARINE LANTERN

HAMMERED ROOF



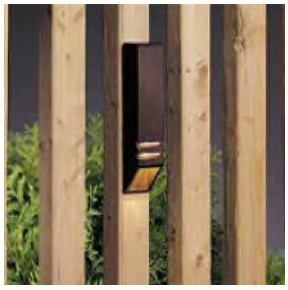
Prolong daylight and accentuate your deck, patio, gazebo or pool with deck lighting. Choose from two complete packages.

	SUNSET PACKAGE	TWILIGHT PACKAGE
DECK SIZE	150 square feet or less	150 to 300 square feet
DESIGN CONSULTATION	yes	yes
NUMBER OF FIXTURES*	6	8
FEET OF HIDDEN WIRING	150 feet	200 feet
TRANSFORMER	150-watt with capacity for up to 2 more fixtures	300-watt with capacity for up to 5 more fixtures
IN-USE COVERS	yes	yes

*Actual fixtures at any level may vary slightly from fixtures shown depending on availability in your area.

GOLD LEVEL
DECK LIGHTING

CAST MINI WEDGE

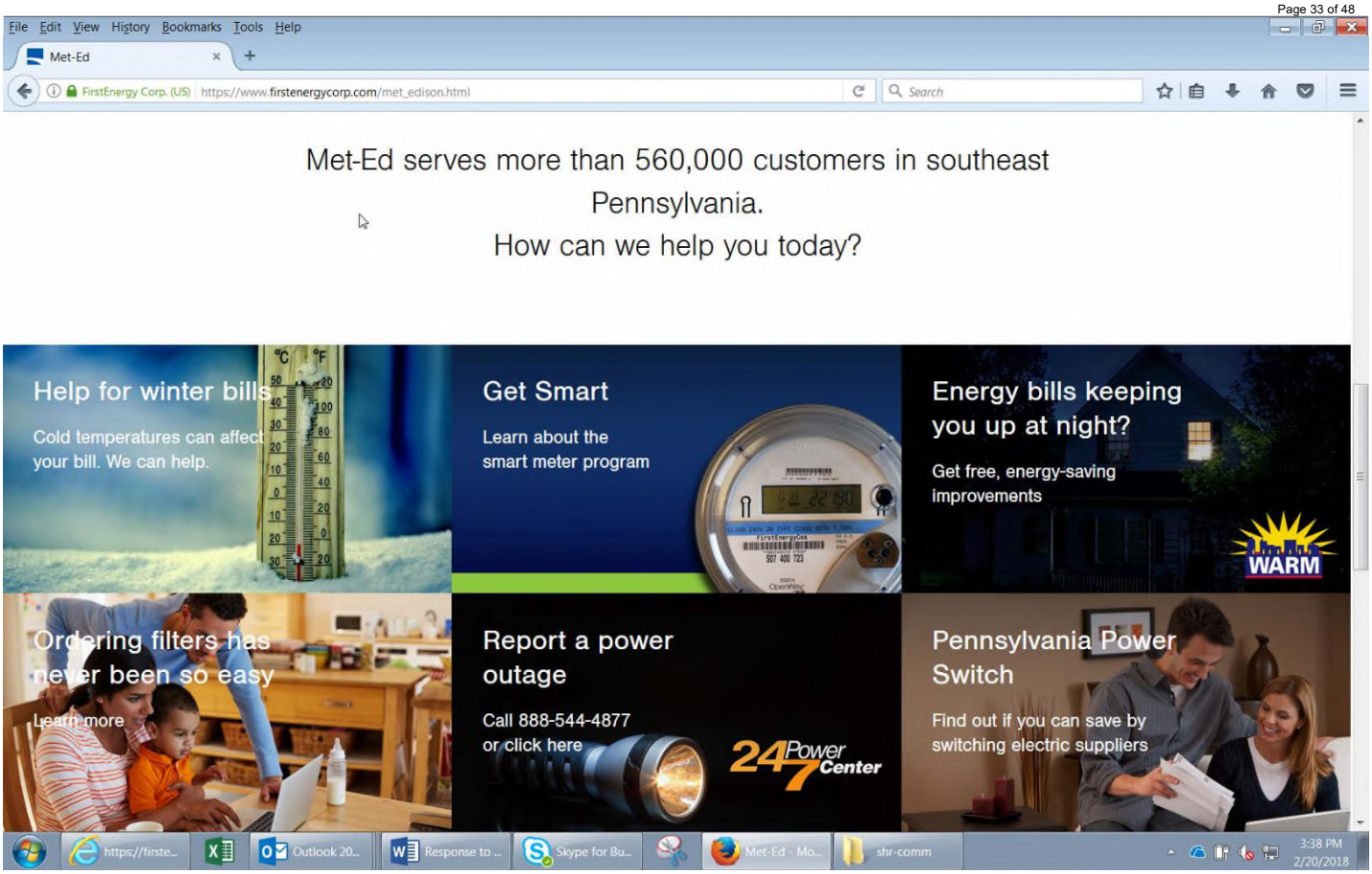


LOUVERED DOWNLIGHT

CAST ROUND

TRIANGLE

1-800-505-SAVE
(1-800-505-7283)
weekdays 8 a.m. to 5 p.m.
FirstEnergy
WWW.FIRSTENERGYCORP.COM
This program can be withdrawn anytime without prior notice. All services are performed by an independent contractor. FirstEnergy and the FirstEnergy operating companies do not provide any warranty on the services performed and are not liable for damages or injuries that may arise as a result of the services provided. The customer is not required to purchase the good or service from FirstEnergy or the FirstEnergy operating company, and the good or service may be obtained from other suppliers. A customer's decision to receive or not receive the good or service from FirstEnergy or the FirstEnergy operating company will not influence the delivery of competitive or non-competitive retail electric service to that customer by the FirstEnergy operating company.
COMM8621-10-17-AI-AP


File Edit View History Bookmarks Tools Help
Met-Ed
FirstEnergy Corp. (US) https://www.firstenergycorp.com/met_edison.html
Search
Met-Ed serves more than 560,000 customers in southeast Pennsylvania.
How can we help you today?
Help for winter bills
Cold temperatures can affect your bill. We can help.
Get Smart
Learn about the smart meter program
Energy bills keeping you up at night?
Get free, energy-saving improvements
WARM
Ordering filters has never been so easy
Learn more
Report a power outage
Call 888-544-4877 or click here
24 Power 7 Center
Pennsylvania Power Switch
Find out if you can save by switching electric suppliers
3:38 PM
2/20/2018

Companies Exhibit 2

Brubaker-Schaub, Cheryl A

From: Met-Ed <info@info-firstenergycorp.com>
Sent: Wednesday, November 15, 2017 9:52 AM
To: Straight, Jeffrey W
Subject: *EXTERNAL* Are you ready for the holidays?

Need electrical services for the holidays? We can help! Trouble viewing? View in browser.

Met-Ed
A FirstEnergy Company

The holidays are coming. Are you ready?

When it comes to keeping your family safe this holiday season, don't leave your electrical system to chance. Faulty wiring and electrical components can cause fire hazards and power outages. An electrician can quickly rewire faulty sections and repair switches, outlets and control panels. Call us and a local, fully insured electrical professional will take care of that project before your guests arrive. You can count on us for professional, high-quality work at an affordable price. We can provide solutions quickly and safely with no money down and low monthly payments on your electric bill for up to 36 months with approved credit. We make it easy with:

- **Interior or exterior repairs and upgrades**
- **Wiring work, outlet and switch installation**
- **Interior and exterior lighting**
- **Circuit breakers, fuses and meter bases**

Contact us today for a no-obligation, no-cost estimate. We can discuss your next big electrical project.

Companies Exhibit 2

COMPLIMENTARY ESTIMATE FOR ELECTRICAL SERVICES

DID YOU KNOW?

You should never connect more than three strings of standard holiday lights. Doing so could blow a fuse.

Roughly 3,300 home fires originate in extension cords each year. Extension cords can overheat and cause fires when used improperly. Consider adding an outlet.

Sources: www.esfi.org

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*For up to 36 months with approved credit.

Email sent by: FirstEnergy Companies
76 South Main St. Akron, OH 44308

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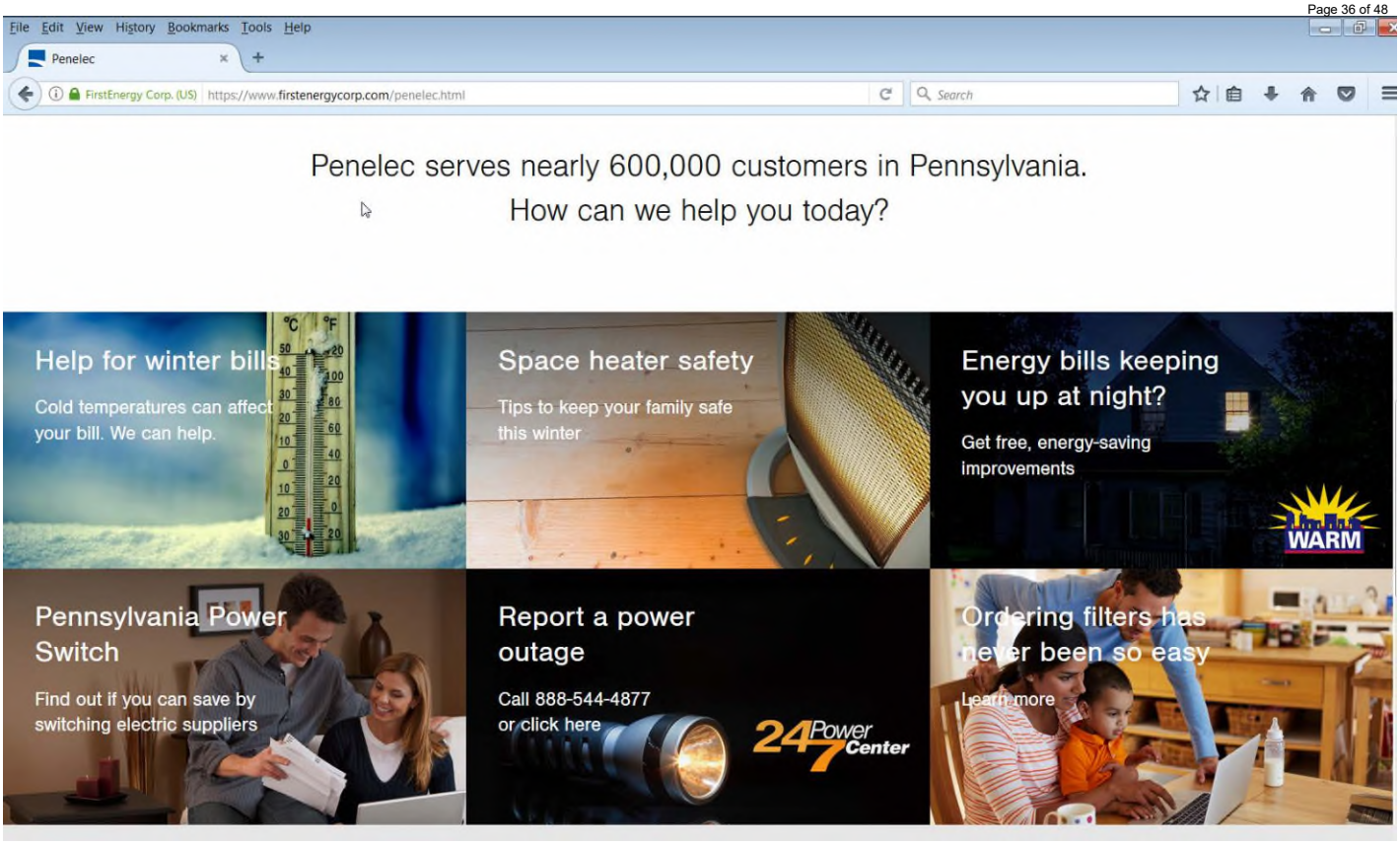
File Edit View History Bookmarks Tools Help
Penelec
FirstEnergy Corp. (US) https://www.firstenergycorp.com/penelec.html
Search
Penelec serves nearly 600,000 customers in Pennsylvania.
How can we help you today?
Help for winter bills
Cold temperatures can affect your bill. We can help.
Space heater safety
Tips to keep your family safe this winter
Energy bills keeping you up at night?
Get free, energy-saving improvements
WARM
Pennsylvania Power Switch
Find out if you can save by switching electric suppliers
Report a power outage
Call 888-544-4877 or click here
24 Power 7 Center
Ordering filters has never been so easy
Learn more

Companies Exhibit 2

Brubaker-Schaub, Cheryl A

From: Penelec <info@info-firstenergycorp.com>
Sent: Wednesday, November 15, 2017 9:51 AM
To: Straight, Jeffrey W
Subject: *EXTERNAL* Are you ready for the holidays?

Need electrical services for the holidays? We can help! Trouble viewing? View in browser.

Penelec
A FirstEnergy Company

The holidays are coming. Are you ready?

When it comes to keeping your family safe this holiday season, don't leave your electrical system to chance. Faulty wiring and electrical components can cause fire hazards and power outages. An electrician can quickly rewire faulty sections and repair switches, outlets and control panels. Call us and a local, fully insured electrical professional will take care of that project before your guests arrive. You can count on us for professional, high-quality work at an affordable price. We can provide solutions quickly and safely with no money down and low monthly payments on your electric bill for up to 36 months with approved credit. We make it easy with:

- **Interior or exterior repairs and upgrades**
- **Wiring work, outlet and switch installation**
- **Interior and exterior lighting**
- **Circuit breakers, fuses and meter bases**

Contact us today for a no-obligation, no-cost estimate. We can discuss your next big electrical project.

Companies Exhibit 2

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DID YOU KNOW?

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Sources: www.esfi.org

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*For up to 36 months with approved credit.

Email sent by: FirstEnergy Companies
76 South Main St. Akron, OH 44308

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Companies Exhibit 2

Companies Exhibit 2

For as little as $25 per month* and no money down, adding a touch of style to your home has never been this affordable or *looked so good.*

LUMINAIRE COLLECTION

- Package prices start as low as $27.50/month for 36 months on your utility bill*. Low-voltage installation available at a lower cost.
- Includes standard installation and the fixture.**
- Other sizes and styles available.

1.800.505.7283
www.smart-mart.com/p/FEP-S0000231B

PL125-13
11" x 16.75"
100 W MEDIUM-BASE BULB

PLW017-13
9" x 12"
100 W MEDIUM-BASE BULB

Oil-Rubbed Bronze
Etched Opal Glass

PL125-14
10" x 20.25"
100 W MEDIUM-BASE BULB

PLW017-14
8" x 12.25"
100 W MEDIUM-BASE BULB

Oil-Rubbed Bronze, Old Penny or Black
Clear Seeded Glass

PL125-16
11" x 20.5"
100 W MEDIUM-BASE BULB

PLW017-16
7" x 11.5"
100 W MEDIUM-BASE BULB

Oil-Rubbed Bronze
Clear Seeded Glass

PL125-17
10" x 25"
3-60 W CANDELABRA BULB

PLW017-17
7.75" x 21"
2-60 W CANDELABRA BULB

Vintage Rust or Black
Clear Glass

RADIANCE COLLECTION

- Package prices start as low as $25/month for 36 months on your utility bill*. Low-voltage installation available at a lower cost.
- Includes standard installation and the fixture.**
- Other sizes and styles available.

1.800.505.7283
www.smart-mart.com/p/FEP-S0000231B

PL123-02
9.25" x 24.5"
100 W MEDIUM-BASE BULB

PLW017-02
7" x 15.5"
100 W MEDIUM-BASE BULB

Black or Tannery Bronze
Clear Beveled Glass

PL123-03
11" x 18.5"
3-60 W CANDELABRA BULB

PLW017-03
7" x 13"
100 W MEDIUM-BASE BULB

Sienna
Seeded Glass

PL123-05
8" x 18"
100 W MEDIUM-BASE BULB

PLW017-05
7" x 13.75"
100 W MEDIUM-BASE BULB

Bronze
Bronze Seeded/Wilshire Glass

PL123-06
8" x 16.25"
100 W MEDIUM-BASE BULB

PLW017-06
8" x 14.5"
100 W MEDIUM-BASE BULB

Black
Clear Seeded Glass or Etched Seeded Glass

PL123-07
12" x 23"
3-60 W CANDELABRA BULB

PLW017-07
9" x 14"
150 W MEDIUM-BASE BULB

Pewter, Antique Brass, Aged Copper,
Medici Bronze or Mystic Black
Clear Beveled Glass

PL123-09
10.25" x 23.75"
200 W MEDIUM-BASE BULB

PLW017-09
8.25" x 17.75"
150 W MEDIUM-BASE BULB

Textured Black
Clear Seeded Glass

PL123-10
10" x 24"
3-60 W CANDELABRA BULB

PLW017-10
8" x 16.25"
100 W MEDIUM-BASE BULB

Corona Bronze
Clear Hammered Glass

PL123-11
9.5" x 23.75"
2-60 W CANDELABRA BULB

PLW017-11
7.75" x 17.5"
100 W MEDIUM-BASE BULB

Vintage Rust or Black
Clear Hammered Glass

PL123-12
12" x 16"
3-60 W CANDELABRA BULB

PLW017-12
8" x 13"
100 W MEDIUM-BASE BULB

Oil-Rubbed Bronze
Seeded Glass

INSTALLING A POST LAMP

can add beauty and a touch of style that sets your home apart from the rest. The warm glow of an electric post lamp is also an affordable way to make your home more inviting, and it provides a brighter, safer environment.

TIMELESS DESIGN OPTIONS

Whether you're looking for classic or contemporary, simple or sophisticated, we have a variety of styles to reflect the quality and beauty of your home. Complete the look with a coordinating wall-mounted fixture.

DURABLE, HEAVY GAUGE CONSTRUCTION

The well-crafted heads and posts are made of cast aluminum, providing light and beauty to your yard for many years to come. Plus, the post is buried in concrete for sturdiness, even in harsh weather. Coordinating posts are offered in a variety of colors and styles.

MONTHLY PAYMENT PLAN

Take advantage of our easy payment plan – no money down and low monthly payments (three to 36 months with approved credit) on your monthly electric bill, if available.

VERSATILE AND PRACTICAL

All of the fixtures can be installed with LEDs, CFLs, incandescent or low-voltage bulbs.

Call us at

1-800-505-SAVE

(1-800-505-7283)

weekdays, 8 a.m. – 5 p.m.
for additional information about
these or other lighting options.

www.smart-mart.com/p/FEP-S0000231B

*For 36 months with approved credit.

**Actual fixtures may vary slightly from fixtures shown, depending on availability in your area.

Post lamp installations are custom projects and may require additional wiring, trenching beneath concrete, removal of old post lamp or installation of a suitable (GFI) outlet. Prices may vary depending on the installation, local codes and site requirements.

FirstEnergy®

Not all products are available in all areas. Call us for information. This brochure offers only a brief description of the listed products and services, and is not a contract. A complete listing of the product or service, and any limitations and exclusions on coverage under the service programs, may be found in the program's service agreement. You may obtain a copy of the service agreement by visiting the website or contacting us at the telephone numbers listed in this brochure.

These programs can be withdrawn anytime without prior notice. FirstEnergy is not a registered contractor and does not perform the service. All services are performed by independent contractors that are neither affiliates nor agents of FirstEnergy Corp. or its affiliated companies, including the electric utility that provides your electric distribution service (hereafter referred to, collectively, as "FirstEnergy Companies"). FirstEnergy coordinates all service with its network of recommended, registered independent contractors, providing contract and other administrative support services. For PA residents only: A postcard containing the recommended contractor's name and registration number will be provided to the customer at the time that a request for an estimate is made.

The FirstEnergy Companies do not provide any warranty on the services performed and are not liable for damages or injuries that may arise as a result of the services provided. The customer is not required to purchase the good or service from FirstEnergy Companies, and the good or service may be obtained from other suppliers. A customer's decision to receive or not receive the good or service from FirstEnergy Companies will not influence the delivery of competitive or non-competitive retail electric service to that customer by the FirstEnergy Companies.

COMM8620-10-17-AI -AP

Companies Exhibit 2

Brubaker-Schaub, Cheryl A

From: Penn Power <info@info-firstenergycorp.com>
Sent: Wednesday, November 15, 2017 9:51 AM
To: Straight, Jeffrey W
Subject: *EXTERNAL* Are you ready for the holidays?

Need electrical services for the holidays? We can help! Trouble viewing? View in browser.

PennPower®
A FirstEnergy Company

The holidays are coming. Are you ready?

When it comes to keeping your family safe this holiday season, don't leave your electrical system to chance. Faulty wiring and electrical components can cause fire hazards and power outages. An electrician can quickly rewire faulty sections and repair switches, outlets and control panels. Call us and a local, fully insured electrical professional will take care of that project before your guests arrive. You can count on us for professional, high-quality work at an affordable price. We can provide solutions quickly and safely with no money down and low monthly payments on your electric bill for up to 36 months with approved credit. We make it easy with:

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- **Wiring work, outlet and switch installation**
- **Interior and exterior lighting**
- **Circuit breakers, fuses and meter bases**

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Companies Exhibit 2

COMPLIMENTARY ESTIMATE FOR ELECTRICAL SERVICES

You should never connect more than three strings of standard holiday lights. Doing so could blow a fuse.

Roughly 3,300 home fires originate in extension cords each year. Extension cords can overheat and cause fires when used improperly. Consider adding an outlet.

Sources: www.esfi.org

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*For up to 36 months with approved credit.

Email sent by: FirstEnergy Companies
76 South Main St. Akron, OH 44308

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Brubaker-Schaub, Cheryl A

From: West Penn Power <info@info-firstenergycorp.com>
Sent: Wednesday, November 15, 2017 9:52 AM
To: Straight, Jeffrey W
Subject: *EXTERNAL* Are you ready for the holidays?

Need electrical services for the holidays? We can help! Trouble viewing? View in browser.

WestPenn Power
A FirstEnergy Company

The holidays are coming. Are you ready?

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Email sent by: FirstEnergy Companies
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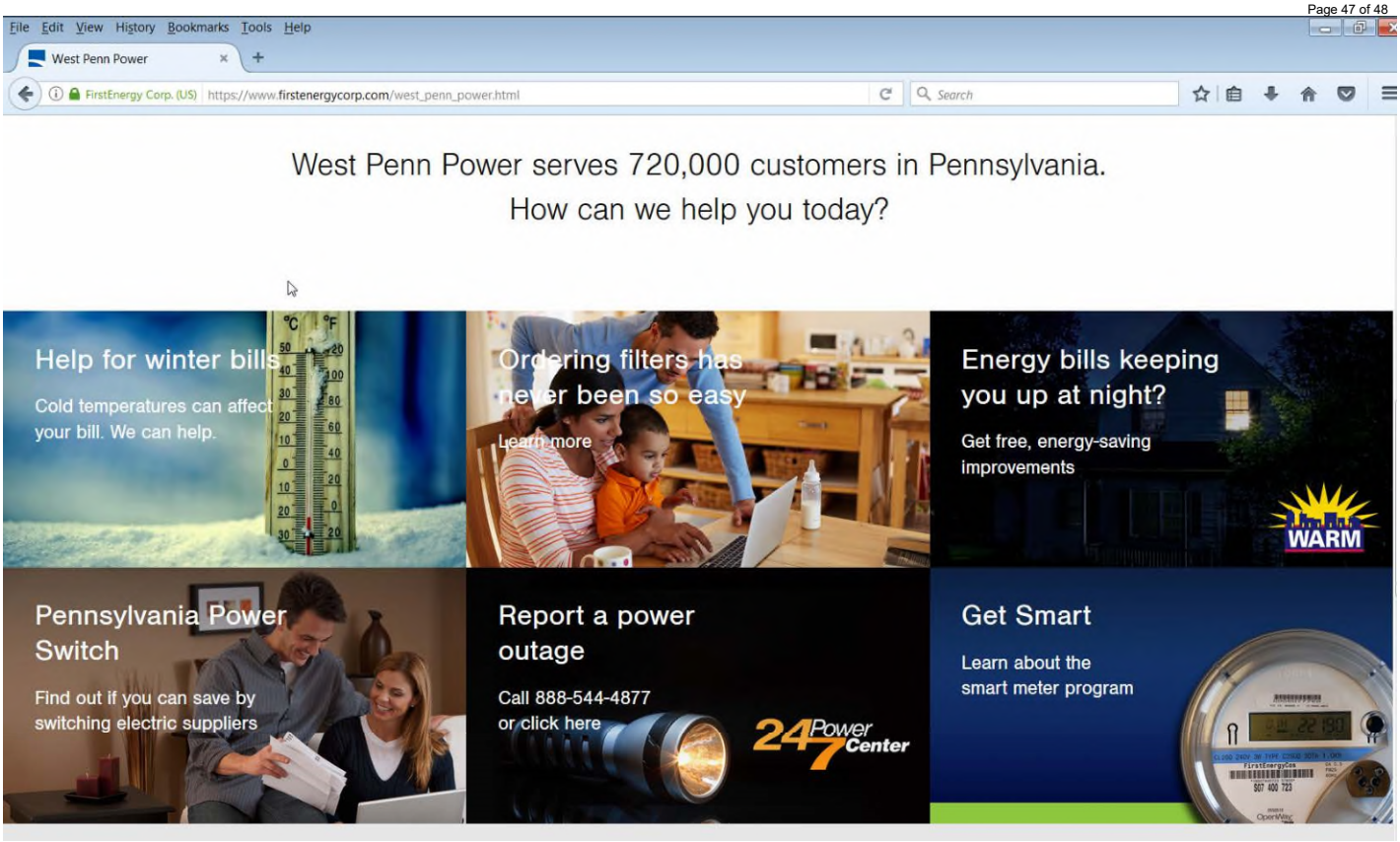

File Edit View History Bookmarks Tools Help
West Penn Power
FirstEnergy Corp. (US) https://www.firstenergycorp.com/west_penn_power.html
Search
West Penn Power serves 720,000 customers in Pennsylvania.
How can we help you today?
Help for winter bills
Cold temperatures can affect your bill. We can help.
Ordering filters has never been so easy
Learn more
Energy bills keeping you up at night?
Get free, energy-saving improvements
WARM
Pennsylvania Power Switch
Find out if you can save by switching electric suppliers
Report a power outage
Call 888-544-4877
or click here
24/7 Power Center
Get Smart
Learn about the smart meter program

Companies Exhibit 2

FirstEnergy
Forestry Services
"Clearing the Way"

A MESSAGE FROM FIRSTENERGY FORESTRY SERVICES

To _____

We were here today _____/_____/_____ to check the tree condition near the power lines.

The tree condition:

- ☐ Needs immediate attention and will be taken care of within the next _____ days.
- ☐ Does not need immediate attention. We schedule tree trimming or tree removals by geographical area. After completion of all requests and normal maintenance in an area, the workers proceed to the next scheduled area. Your request has been recorded and will be handled as expediently as possible when your area is next scheduled for maintenance. We estimate this will be during _____.
- ☐ Does not involve your electric wires. Please contact either your telephone or cable television supplier for assistance.
- ☐ Is the tree owners responsibility. However, to permit safe tree work by yourself or a contractor you wish to employ, FirstEnergy offers a Temporary Disconnect Service at your request for a fee. To request a temporary disconnect, contact your FirstEnergy electric operating company at _____. Please be sure to contact us several business days in advance
- ☐ See comments on back.

Call _____ if you have any questions.

Signed _____

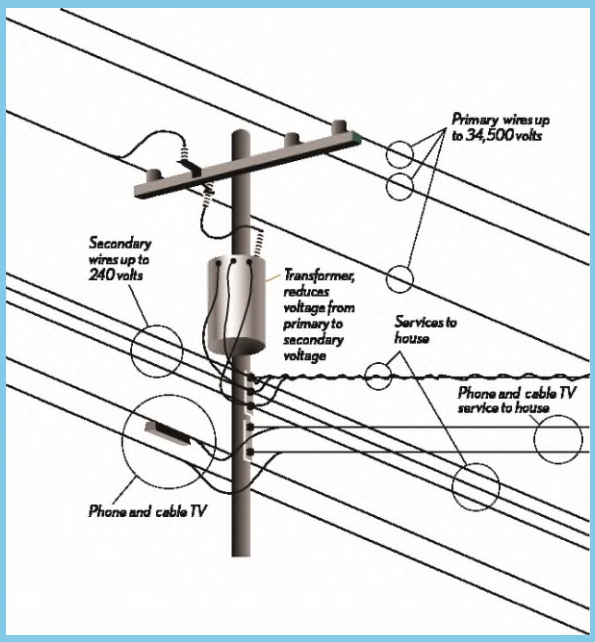
FirstEnergy may provide a free estimate for work that is beyond FirstEnergy's responsibility to provide electric service.

FirstEnergy

Ohio Edison • The Illuminating Company • Toledo Edison
Met-Ed • Penelec • Penn Power • Jersey Central Power & Light
West Penn Power • Mon Power • Potomac Edison

For more information about tree work performed by FirstEnergy, visit our Website at www.firstenergycorp.com

FORM 438 (REV. 04-14)
ID NO. 58059453



IDENTIFYING UTILITY LINES

Identifying power, telephone and cable television lines on a utility pole can be confusing. As a general rule of thumb, electric lines are usually located at the top of the pole, furthest from the ground

- ☐ The tree work you requested involves your service conductor which has sufficient clearance at this time. Your request has been recorded and the work will be performed during normal routine maintenance.
- ☐ Is your responsibility. See comments.

_____

_____

_____

_____

_____

_____

- ☐ **Call 1-800-505-SAVE (7283) for a free estimate.**

Companies Exhibit 3

Companies Exhibit 3

FirstEnergy

2800 Pottsville Pike
Reading, PA 19605

800-984-9480

February 22, 2018

Deanne M. O'Dell
Eckert Seamans Cherin & Mellott, LLC
213 Market Street
8th Floor
Harrisburg PA 17101

Re: Joint Petition of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power Company for approval of their Default Service Programs – Docket Nos. P-2017-2637855, *et al.*; Responses to Retail Energy Supply Association, Set I Discovery

Dear Ms. O'Dell:

Enclosed please find the responses of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power (collectively, the "Companies"), to the Interrogatories of Retail Energy Supply Association, Set I. This includes responses to Nos. 1, 2 and 14. Please note Nos. 12, 13 and 15 are outstanding.

Copies have been served on all parties as indicated in the attached certificate of service, a copy of which has been filed with Secretary Chiavetta of the Pennsylvania Public Utility Commission as required by 52 Pa. Code § 5.341(b).

Sincerely,

Lisa Panchari
FirstEnergy
Rates & Regulatory Affairs-PA
2800 Pottsville Pike
P.O. Box 16001
Reading, Pennsylvania 19612-6001
(610) 921-6225
lpanchari@firstenergycorp.com

Enclosures

c: Certificate of Service

Companies Exhibit 3

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Joint Petition of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power Company for Approval of their Default Service Programs	:	**Docket No. P-2017-2637855, *et al.***

CERTIFICATE OF SERVICE

I hereby certify and affirm that I have this day served a copy of the foregoing document of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power Company for Approval of Their Default Service Programs on the following persons in the matter specified in accordance with the requirements of 52 Pa. Code § 1.54:

VIA EMAIL AND FIRST CLASS MAIL

Aron J. Beatty
Hayley Dunn
Office of Consumer Advocate
555 Walnut Street
5th Floor, Forum Place
Harrisburg, PA 17101-1923
abeatty@paoca.org
hdunn@paoca.org

Daniel Asmus
Office of Small Business Advocate
Suite 1102, Commerce Building
300 North Second Street
Harrisburg, PA 17101
dasmus@pa.gov

Allison Kaster
Gina Miller
Bureau of Investigation & Enforcement
Pennsylvania Public Utility Commission
Commerce Keystone Building
400 North Street
2nd Floor
P.O. 3265
Harrisburg, PA 17105-3265
akaster@pa.gov
ginmiller@pa.gov

Charis Mincavage
Susan East Bruce
Vasiliki Karandrikas
Allessandra Hylander
McNees, Wallace & Nurick, LLC
100 Pine Street
P.O. Box 1166
Harrisburg, PA 17108-1166
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sbruce@mwn.com
vkarandrikas@mwn.com
ahylander@mwn.com
Counsel for MEIUG/PICA/PPUG and WPPII

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William E. Lehman
Hawke McKeon & Sniscak LLP
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welehman@hmslegal.com
Counsel for Penn State University

Deanne M. O'Dell
Daniel Clearfield
Sarah Stoner
Eckert Seamans Cherin & Mellott, LLC
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sstoner@eckertseamans.com
Counsel for RESA

Patrick Cicero
Elizabeth Marx
Kadeem Morris
Coalition for Affordable Utility Services and Energy Efficiency in Pennsylvania
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pulp@palegalaid.net
Counsel for CAUSE-PA

H. Rachel Smith
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Holly.smith@exeloncorp.com

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Companies Exhibit 4

Companies Exhibit 4

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800-984-9480

March 6, 2018

Deanne M. O'Dell
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Re: Joint Petition of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power Company for approval of their Default Service Programs – Docket Nos. P-2017-2637855, *et al.*; Responses to Retail Energy Supply Association, Set I Discovery

Dear Ms. O'Dell:

Enclosed please find the responses of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power (collectively, the "Companies"), to the Interrogatories of Retail Energy Supply Association, Set I. This includes the response to No. 13. Please note there are no outstanding Interrogatories for Set I.

Copies have been served on all parties as indicated in the attached certificate of service, a copy of which has been filed with Secretary Chiavetta of the Pennsylvania Public Utility Commission as required by 52 Pa. Code § 5.341(b).

Sincerely,

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Enclosures

c: Certificate of Service

Companies Exhibit 4

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Joint Petition of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power Company for Approval of their Default Service Programs	:	**Docket No. P-2017-2637855, *et al.***

CERTIFICATE OF SERVICE

I hereby certify and affirm that I have this day served a copy of the foregoing document of Metropolitan Edison Company, Pennsylvania Electric Company, Pennsylvania Power Company and West Penn Power Company for Approval of Their Default Service Programs on the following persons in the matter specified in accordance with the requirements of 52 Pa. Code § 1.54:

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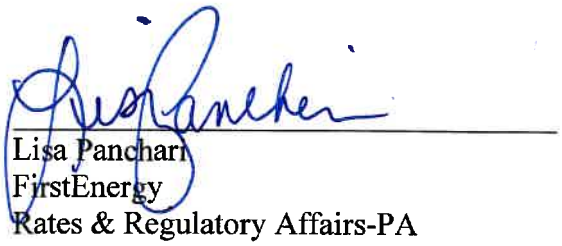

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