

August 7, 2025

Via Electronic Filing

Matthew Homsher, Esquire
Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

**Re: Docket Nos. P-2025-3056405
Jeremy Hargrove v. FirstEnergy Pennsylvania Electric Company
Prehearing Memorandum of FE PA (Penn Power Rate District)**

Dear Secretary Homsher:

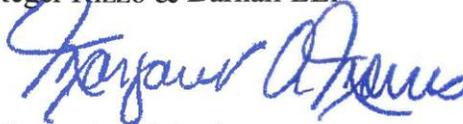
Pursuant to the directive of the Honorable Katrina L. Dunderdale, attached for filing is the Prehearing Memorandum of FirstEnergy Pennsylvania Electric Company (Penn Power Rate District) in the above-referenced proceeding.

A copy of the Prehearing Memorandum has been provided to the Complainant in the manner indicated on the enclosed Certificate of Service.

If there are any questions, please feel free to contact me.

Very truly yours,

Reger Rizzo & Darnall LLP



Margaret A. Morris

MAM/co
Enclosures

cc: The Hon. Katrina L. Dunderdale, PA Public Utility Commission [w/encls.]
Tori Giesler, Esquire, FirstEnergy Service Company [w/encls.]
Jeremy Hargrove [w/encls.]

**Re: Docket Nos. P-2025-3056405
Jeremy Hargrove v. FirstEnergy Pennsylvania Electric Company
Prehearing Memorandum of FE PA (Penn Power Rate District)**

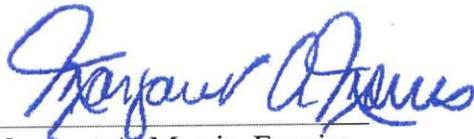
CERTIFICATE OF SERVICE

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

Via Electronic Mail

Jeremy Hargrove
30-niche.midterm@icloud.com

Dated: August 7, 2025


Margaret A. Morris, Esquire

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

JEREMY HARGROVE	:	
	:	
v.	:	Docket Nos. C-2025-3056404
	:	P-2025-3056405
FIRSTENERGY PENNSYLVANIA ELECTRIC	:	
COMPANY	:	

**PREHEARING MEMORANDUM OF
FIRSTENERGY PENNSYLVANIA ELECTRIC COMPANY**

Pursuant to the *Prehearing Order*, dated July 23, 2025, and Commission regulations at 52 Pa. Code §§ 5.221-5.223, FirstEnergy Pennsylvania Electric Company, Penn Power Rate District, (Respondent, FE PA, or Company), by and through its attorneys, Reger Rizzo & Darnall LLP, submits the following Prehearing Memorandum. The Petition for Interim Emergency Order Complainant (Petition), filed by Jeremy Hargrove (Complainant), used the standard formal complaint form and is identical to the Formal Complaint filed by the Complainant at Docket No. C-2025-3056404. The Complainant, citing 52 Pa. Code § 3.3, requests that the Respondent “immediately restore electric service to my residence and cease any further disconnection activity.” The request was based on the Complainant was “suffering immediate and irreparable harm due to the loss of electricity at my residence.”

I. Presently Identified Issues

1. The Petition is moot. Service was established in the name of 323 E Wallace Ave. LLC (Customer) and service was restored to 323 E Wallace Avenue, 1st Floor, New Castle, Pennsylvania (Service Location) on July 21, 2025 at 7:13 PM.

2. The Complainant lacks standing to bring this action on behalf of the Customer. The

applicant for service was the Customer, not the Complainant.

3. The Customer, a limited liability corporation, must be represented by counsel at any evidentiary proceeding.

II. Witnesses and Proposed Area of Testimony

Laurie E. Parker:

Scope of testimony: Sponsor various business records related to the Account in the name of the Customer.

Deborah A. Adie:

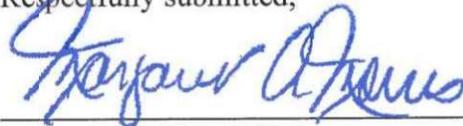
Scope of testimony: Conversation with the Complainant and establishment of service in the name of the Customer.

III. Proposed Exhibits of FE PA

1. Customer Contacts
2. Customer Verification Screen
3. Smart Meter Data
4. Initial bill, dated 7/22/25

Dated: July 28, 2025

Respectfully submitted,



Margaret A. Morris, Esq.
Attorney ID No. 75048
Reger Rizzo & Darnall LLP
Cira Centre, 13th Floor
2929 Arch Street
Philadelphia, PA 19104
(215) 495-6524 tel.
mmorris@regerlaw.com

*Counsel for FirstEnergy Pennsylvania Electric
Company (Penn Power Rate District)*

Customer: 323 E WALLACE AVE LLC / 807054517
 Contract Acct: [REDACTED]
 Service Address: 323 E WALLACE AVE FL 1, NEW CASTLE PA 16101

Created On: 07/25/2025
 Date Range: 07/25/2024 to 07/25/2025

Customer Contact History



Contact Date	Created Date	Contract Acct	Created By	Description
07/22/9999 11:29:46	07/22/2025	[REDACTED]	Laurie Parker	PUC/BPU Complaint-Written PaPUC Formal Complaint Docket No. C-2025-3056404 filed by Jeremy Hargrove (disputes premises disconnection, wants service in his name/restored. Also alleges PaPUC Code violations) received.
07/22/2025 09:18:13	07/22/2025	[REDACTED]	Tina Goodsell	Correction of Billing Error working DAMI: per the request, back dated the mip to 4/1/25 and billed to current Satisfied Not Applicable: Reason - Manual work
07/22/2025 09:16:19	07/22/2025	[REDACTED]	Tina Goodsell	Single Bill/Invoice Generated
07/22/2025 09:14:13	07/22/2025	[REDACTED]	Tina Goodsell	Correction of Billing Error per TM # 774452352 changed original mip date from 7/21/25 to 4/1/25 due to new owner taking over per instruction on TM. billed to current Satisfied Not Applicable: Reason - Manual work
07/22/2025 03:30:05	07/22/2025	[REDACTED]	CS General Purpose Batch	Require Deposit Reason Ltr Sent Letter sent to: 323 E WALLACE AVE LLC 323 E WALLACE AVE NEW CASTLE PA 16101
07/21/2025 23:20:51	07/21/2025	[REDACTED]	Melissa Pacanovsky	Move-In / Advised of Service Charge Move In Web Request submitted by email address 30-NICHEMIDTERM@ICLOUD.COM Requested by 323 E WALLACE AVE LLC (BP number: 0807054517) Address for Move-In: 323 E WALLACE AVE FL 1 NEW CASTLE PA 16101 (Premise number: [REDACTED]) Workflow Request W002042268854 Move In for BP 0807054517 for Premise [REDACTED] on 20250721
07/21/2025 23:07:34	07/21/2025	[REDACTED]	Melissa Pacanovsky	Move-In / Advised of Service Charge Move In Web Request submitted by email address 30-NICHEMIDTERM@ICLOUD.COM Requested by 323 E WALLACE AVE LLC (BP number: [REDACTED]) Address for Move-In: 323 E WALLACE AVE FL 1 NEW CASTLE PA 16101 (Premise number: [REDACTED]) Workflow Request W002042243535 Move In for BP 0807054517 for Premise [REDACTED] on 20250721
07/21/2025 19:42:22	07/21/2025	[REDACTED]	Workflow General Purpose Batch	Telememo Employee Correspondence Date Adjustment for Move In < 12 Months * 07/21/2025 19:42:15 EST (47763) Phone (610)921-6987 500-6987 Move-In Date: 04/01/2025 Name of Caller: Jeremy Hargrove Approving Supervisor: Deborah Adie Reason for backdate: amip - Please back date to 4/1/2025 when customer purchased property. No i/p needed customer will call if needed when billed. Created By: Adie,Deborah A
07/21/2025 19:28:13	07/21/2025	[REDACTED]	Deborah Adie	Supervisor Call Sup call s/w Jeremy Hargrove owner cust stated he purchased the property from Richard Whitehill on 3/28/25 he stated will be responsible for the bills from 4/1/25 forward as he has been working on the property. The cust stated a tenant moved in May and electric is included in her lease. Her name is Theresa she is on oxygen. The customer has attempted to apply for servicemultiple times using the web request andwas advised of theneed to call each time. the property was disc today for nonpay. Jeremy was denied for l/d/m as we were unable to locatethe purchase of the property in Accurant.

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
<p>The customer was not shown in Accurint as an occupant and stated the property was purchased for rental. Agreed to process the move in and back date to 4/1/25 advised sec dep will be on 1st bill amt 730.00 advised cust can call for a sdip or an i/p if needed when billed. cust agreed to withdraw the complaint power was restored while still on the call cust was at da Customer was satisfied.</p>				
07/21/2025 19:16:16	07/21/2025		Deborah Adie	Personal Data Changed
<p>Old Authorized Contact: Travis JEREMY owners New Authorized Contact: Travis Jeremy owners Created By: Deborah Adie</p>				
07/21/2025 19:13:48	07/21/2025		Workflow General Purpose Batch	Optional Payment Programs
<p>Checkless Selection: Enroll AutoPay - No E-Bill Selection: No</p>				
07/21/2025 19:13:46	07/21/2025		Deborah Adie	Move-In / Advised of Service Charge
<p>Move In Date: 07/21/2025 Property Owner: Yes Electric Heat Source: Yes Electric Water Heat Source: Yes Dog moving In: Yes Alternate contact phone: (724)421-3475 Customer Contact: Travis JEREMY owners Reconnect Fee: 0.00 Ebill: No Email Address: 30-niche.midterm@icloud.com Connections Vendor/PA Referral: Customer Not Available Closed Active Account: No Summary Script Read - Yes Confirmed income SD waiver option provided: N/A Guarantor option provided: N/A SDIP option provided: N/A Pending Guarantor: see sup notes New Move In Premise Phone Number: (724)421-3475 Advised Breakers Off: Yes Bills will be mailed to: current mailing address Advised Security Deposit: Yes Created By: Adie, Deborah A Release BP Information Release Load Do not Send Shopping discounts Release Phone Number Customer was satisfied.</p>				
07/21/2025 17:44:03	07/21/2025		Thomas Manney	Form Letter
<p>Printed to \\WCORRES02P\PPIKE1139-P on 07/21/2025 at 17:50:5</p>				
07/21/2025 17:43:19	07/21/2025		Thomas Manney	Service Denied!!
<p>** Transfer all calls to AMIP ** Business Partner: 0807054517</p>				

Customer Contact History

Contact Date	Created Date	Created By	Description
			<p>PREMISE: [REDACTED]</p> <p>Security deposit required for 730.00</p> <p>Guarantor Script Shown: Yes</p> <p>Pending Guarantor:</p> <p>CSR negotiated amount 0.00</p> <p>Contract Account [REDACTED] created.</p> <p>Financial Summary created: Yes Income Level =</p> <p>Moratorium: N</p> <p>Meter Status: 15 - Blocked for Non-Payment</p> <p>Advance Move-in Notes:</p> <p>Applicant Name: 323 E WALLACE AVE LL</p> <p>Daytime Contact Number: 7244213475</p> <p>BP/Premise: 0807054517 / [REDACTED]</p> <p>Requested Move in Date: 07/21/2025</p> <p>Pending Acct: [REDACTED]</p> <p>Denial of Service Reason: Verification of Residency</p> <p>Block Date Given: 08/04/2025</p> <p>Requirements</p> <p>Deposit Amount Requested: 730.00</p> <p>Regulatory Deposit Amount Required: 0</p> <p>Total Premise Account Balance: 5155.85</p> <p>Responsible for Premise Balance: N</p> <p>Shut-Off/Comply Date Advised: Y</p> <p>User ID: 60214 Username: Thomas Manney</p> <p>Mailing Address:</p> <p>323 E WALLACE AVE</p> <p>NEW CASTLE PA 16101</p> <p>Contact Phone:</p> <p>Customer was satisfied.</p> <p>Mailing Address 323 E WALLACE AVE FL 1,NEW CASTLE PA 16101</p> <p>ph#: 7244213475 Primary Residence NO s/w JEREMY HAR6ROVE</p> <p>move in date: 7/21/2025 Power OFF PFA: NO Denial Reasor</p> <p>L/D/M could not tie in CRM or Accurint Requirements Advised</p> <p>BP to send copy of l/d/m and provided fax/email. Once sent</p> <p>call back in 30 minutes. Level D Pending Acct # [REDACTED]</p> <p>SD \$730.00 Comply by Date 8/4/2025 *****</p> <p>Created By: Manney,Thomas P</p>
07/21/2025 17:41:42	07/21/2025	[REDACTED] Thomas Manney	Financial Summary Review
LEVEL D, RESI ACCT GOING INTO LLC NAME			



Customer Verification Screen

323 E Wallace Ave LLC
323 E Wallace Ave Fl 1
New Castle PA 16101

Account No. [REDACTED]

<p>Customer/Verification</p> <p>Partner: 323 E WALLACE AVE LLC / [REDACTED] 807054517</p> <p>Cust Contact: Travis Jeremy owners</p> <p>Password:</p> <p>Prem Phone: (724)421-3475 BP Phone: (724)421-3475</p> <p>Acct Nbr: [REDACTED] Nbr Accts: 1</p> <p>Acct Name:</p> <p>Email Addr: 30-niche.midterm@icloud.com</p> <p>Web User: 323EWALLACEAVE</p> <table border="1"><thead><tr><th>Service Address</th><th>Mailing Address</th></tr></thead><tbody><tr><td>323 E WALLACE AVE FL 1 NEW CASTLE PA 16101</td><td>323 E WALLACE AVE NEW CASTLE PA 16101</td></tr></tbody></table>	Service Address	Mailing Address	323 E WALLACE AVE FL 1 NEW CASTLE PA 16101	323 E WALLACE AVE NEW CASTLE PA 16101	<p>Account Details</p> <p>Acct Class: Residential Acct Status: ACTV</p> <p>Rate: PP-RSF Pay Terms: 20DY</p> <p>Risk: Dun Lock:</p> <p>Inv Prt Out: Avg Mo Bill: Calculate</p> <p>Sched MR Date: 08/25/2025 Sched Bill Date: 08/26/2025</p> <p>Service Details</p> <p>Dist Contract: 167467488 FE PTC: 0.11858100</p> <p>Move-In Dt: 04/01/2025 Move-Out Dt:</p> <p>Disc Status:</p> <p>Disc Doc Dt: Type: Rsn:</p> <p>Supplier: PP-ENERGY SUPPLIER 167467489</p>	<p>Alerts</p> <p>PENDING PUC DECISION</p> <p>Payment and Reg Pgms</p> <p>Technical Data</p> <p>Premise(s):</p> <p>[REDACTED] APARTMNT</p> <p>5000091979 KWH</p> <p>Bill Certified/RCD</p>
Service Address	Mailing Address					
323 E WALLACE AVE FL 1 NEW CASTLE PA 16101	323 E WALLACE AVE NEW CASTLE PA 16101					

Created from Business records by Laurie Parker, July 25, 2025



Reconnection/Disconnection Order Data
Hargrove, Jeremy

Object Key	Object Type	Additional Obj Key	Object Description	AMI Action	Proc. Status Descr.	Adv. Metering System	Creation Date (Out)	Creation Time Out	Creation Date (In)	Creation Time (In)
00000673910	Reconnection order	00000000004664619	Device	Creation Request	Action Completed Successfully	I210	07/21/2025	7:13:35 PM	07/21/2025	7:18:41 PM
00000673277	Disconnection order	00000000004664619	Device	Creation Request	Action Completed Successfully	I210	07/21/2025	10:18:56 AM	07/21/2025	10:24:03 AM



Bill Based On: Initial Bill, Actual Meter Reading,
Multi Month Bill

Page 1 of 2
A01

July 22, 2025

Account Number: [REDACTED]

Amount Due: \$1,563.80

Due Date: August 1, 2025



Billing Period: Apr 01 to Jun 23, 2025 for 84 days
Bill For: 323 E WALLACE AVE LLC
323 E WALLACE AVE FL 1
NEW CASTLE PA 16101

To report an emergency or an outage, call 24 hours a day 1-888-544-4877.
Bill issued by: Penn Power, 341 White Pond Dr., Akron, OH 44320-1119
To enroll in eBill or pay your bill online, scan the QR code on the right of this bill from your mobile device or go to www.firstenergycorp.com.
For Customer Service, call 1-800-720-3600. For Payment Options, call 1-800-774-1674.



Shopping Information		Account Summary		Amount Due											
Customer Number	Rate Category	Balance at Billing on Jul 22, 2025		0.00											
[REDACTED]	Standard Residential PP-RSF	Penn Power - Consumption		833.80											
Messages		Penn Power - Misc. Charges		730.00											
A security deposit has been billed to your account. If you are unable to pay the deposit in full, you have the option of paying the deposit in three installments: a 50 percent initial payment will be due with your first bill, another payment of 25 percent will be due with your second bill and a final payment of 25 percent will be due with your third bill. Please note that the deposit installments will be in addition to your monthly bill amount. Please contact us at 1-800-774-1674 if you would like to pay the deposit in installments.		Total Current Charges		1,563.80											
Your security deposit will be waived if you are confirmed eligible for a customer assistance program. Apply online at pabillassist.com or contact Dollar Energy at 888-282-6816 to provide your income information and discuss eligibility.		Amount Due by Aug 11, 2025		\$1,563.80											
To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.		Usage Information for Meter Number 5000091979													
Your current PRICE TO COMPARE for generation and transmission from Penn Power is listed below. For you to save, a supplier's price must be lower.		Apr 23, 2025 KWH Reading (Actual)		159,473											
Standard Residential - 0000074087 - 11.66 cents per KWH		Apr 01, 2025 KWH Reading (Actual)		158,537											
Customer reserves the right to shop for an electric supplier.		KWH used		936											
Your next meter reading is scheduled to occur on or about Jul 24, 2025.		May 22, 2025 KWH Reading (Actual)		160,892											
Your bill includes \$58.95 in PA taxes, of which \$49.19 is PA gross receipts tax.		Apr 24, 2025 KWH Reading (Actual)		159,473											
This bill exceeds a normal monthly billing period. Do you need time to pay? If you do call 1-800-720-3600.		KWH used		1,419											
Generation prices and charges are set by the electric generation supplier you have chosen. The Public Utilities Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.		Jun 23, 2025 KWH Reading (Actual)		163,003											
Now you can get the information you need even faster! Use the automated request option on our website to have a copy of your bill, your usage history and more sent to you in minutes. You can even make quick updates to some of your account details. Get started: firstenergycorp.com/contact		May 23, 2025 KWH Reading (Actual)		160,892											
Welcome to Penn Power. As a new customer, it is important to understand your rights and responsibilities. Visit www.PennPower.com/help/brochure to download the Pa. Public Utility		KWH used		2,111											
Additional messages, if any, can be found on back.		Charges From Penn Power													
Usage History		Billing Period: Apr 01, 2025 to Apr 23, 2025													
		Customer Number	[REDACTED]												
<table border="1"> <thead> <tr> <th>This Year</th> </tr> </thead> <tbody> <tr> <td>Average Daily Use (KWH)</td> <td>53</td> </tr> <tr> <td>Average Daily Temperature</td> <td>62</td> </tr> <tr> <td>Days in Billing Period</td> <td>84</td> </tr> <tr> <td>Last 3 Months Use (KWH)</td> <td>4,466</td> </tr> <tr> <td>Average Monthly Use (KWH)</td> <td>1,489</td> </tr> </tbody> </table>		This Year	Average Daily Use (KWH)	53	Average Daily Temperature	62	Days in Billing Period	84	Last 3 Months Use (KWH)	4,466	Average Monthly Use (KWH)	1,489	Rate Category: Standard Residential PP-RSF		
This Year															
Average Daily Use (KWH)	53														
Average Daily Temperature	62														
Days in Billing Period	84														
Last 3 Months Use (KWH)	4,466														
Average Monthly Use (KWH)	1,489														
		Price to Compare Default Service	936 KWH x 0.111680	104.53											
		Customer Charge		8.42											
		Distribution Charge	936 KWH x 0.063408	59.35											
		Default Service Support Charge	936 KWH x 0.002210	2.07											
		LED Conversion Charge	936 KWH x 0.000040	0.04											
		State Tax Surcharge		0.02											
		Current Consumption Bill Charges		174.43											
		Billing Period: Apr 24, 2025 to May 22, 2025													
		Customer Number	[REDACTED]												
		Rate Category: Standard Residential PP-RSF													
		Price to Compare Default Service	1,419 KWH x 0.111680	158.47											
		Customer Charge		10.99											
		Distribution Charge	1,419 KWH x 0.063411	89.98											
		Default Service Support Charge	1,419 KWH x 0.002210	3.14											
		LED Conversion Charge	1,419 KWH x 0.000040	0.06											
		State Tax Surcharge		0.03											
		Current Consumption Bill Charges		262.67											
		Billing Period: May 23, 2025 to Jun 23, 2025													
		Customer Number	[REDACTED]												
		Rate Category: Standard Residential PP-RSF													
		Price to Compare Default Service	593 KWH x 0.111680	66.23											
			1,518 KWH x 0.118570	179.99											
		Customer Charge		10.99											
		Distribution Charge	2,111 KWH x 0.063501	134.05											
		Default Service Support Charge	593 KWH x 0.002210	1.31											
		LED Conversion Charge	1,518 KWH x 0.002640	4.01											
		State Tax Surcharge		0.08											
		Current Consumption Bill Charges		396.70											
		Security Deposit Request		730.00											
		Total Charges - All Billing Periods		\$ 1,563.80											

Return this part with a check or money order payable to Penn Power



323 E WALLACE AVE LLC
323 E WALLACE AVE
NEW CASTLE PA 16101-2596

Account Number [REDACTED]

Amount	Paid	[REDACTED]
Amount	Due	\$1,563.80
Due Date	Aug 11, 2025	

PENN POWER
PO BOX 37422
PITTSBURGH PA 15250-7422

Messages (Continued)

Commission's "Your Rights and Responsibilities as a Utility Customer" booklet. Or call 1-800-720-3600 to have a copy mailed to you.

With the Pennsylvania Public Utility Commission's approval, we are notifying all customers of a change in the procedure for disconnection for nonpayment. The company representative will now attempt to complete a remote disconnection and may no longer need access to the meter. All other regulatory noticing leading up to disconnect will continue with no change, and a post-termination notice will be left at the service address.

Summer's hot temperatures can cause health problems, especially for older adults, children and people with chronic illnesses. To reduce the chance of suffering from a heat-related illness: wear light, loose-fitting clothes; stay out of direct sunlight and avoid strenuous activity; drink plenty of water; and stay in an area with air conditioning or fans if possible. If you don't have an air conditioner, contact the health department to find a heat-relief shelter in your area.

During extended heat waves, you might use more electricity to cool your home. If you're having trouble paying your electric bill, please call our toll-free customer service number immediately so one of our representatives can discuss payment plans that might be available to you.

For your safety and the safety of our crews, when using a generator follow the manufacturer's installation and operation instructions. Never connect a generator directly to your electrical system without an isolation device installed by an electrician. Otherwise, a fire could start or an employee restoring your power could be seriously injured. We suggest plugging lights/appliances in the outlets on the generator unit.

Tree branches and shrubs -- and insects that nest in vegetation -- can make it difficult and, at times, unsafe for our employees to read your

meter. Please be sure your meter is easily accessible by clearing the path to it and the area around it.

Explanation of Terms

Customer Charge - Monthly charge that offsets costs for billing, meter reading, equipment, service line maintenance, and assessing and deploying Smart Meter Technology.

Default Service Support Charge - Charge to recover new and deferred costs associated with serving customers in a competitive market.

Distribution Charge - Charge for Universal Service Program and Energy Efficiency Program costs, and for the use of local wires, transformers, substations and other equipment used to deliver electricity to consumers from high-voltage transmission lines.

Distribution System Improvement Charge - This charge recovers costs incurred to repair, improve or replace infrastructure that the Company uses to deliver electricity to its customers.

Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.

KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

Late Payment Charge - A charge added to the bill on balances owed after the Due Date.

Price to Compare (PTC) - Price per kilowatt hour to be used when comparing to the price of a generation supplier.

Price to Compare Default Service - Charges for costs to provide energy, capacity, compliance with Alternative Energy Portfolio Standards, transmission and ancillary services for customers receiving Default Service.

Prorated Reading - Reading calculated by multiplying the daily average electric usage between two recent readings by the number of days in the billing period.

Service Charge - Charge for opening an account.

Solar Requirements Charge - Charge to acquire Solar Photovoltaic Alternative Energy Credits to comply with the Alternative Energy Portfolio Standards Act.

State Tax Surcharge - An adjustment to the state taxes recovered through Penn Power's basic charges.

TCJA Voluntary Surcharge - This surcharge adjusts customer rates for the reduction to corporate federal income tax under the Tax Cuts and Jobs Act.

General Information

If you have billing questions or complaints about your Penn Power account, please contact us before the due date.

Call Customer Service at 1-800-720-3600 Monday - Friday, from 8 a.m. - 6 p.m. Our representatives can answer your questions, describe the charges on your bill, explain how to make sure your bill is correct, and provide information on rate schedules and energy efficiency.

Call Payment Options at 1-800-774-1674 Monday - Friday, from 8 a.m. - 6 p.m.

Visit our website at www.firstenergycorp.com

Write to us at Penn Power, 341 White Pond Dr., Akron, OH 44320-1119

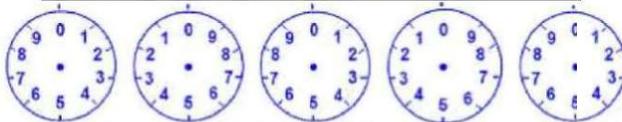
Customers with hearing or speech impairments can contact the Telecommunications Relay Service (TRS) at 711.

For your protection, all of our employees wear Photo I.D. badges.

Electronic Check Conversion - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-263-8081.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-720-3600. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

Provide reading by telephone or on-line only: DO NOT MAIL



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a DIGITAL METER write the numbers here: