



Messages (Continued)

Explanation of Terms

**Base Charge** - Charge for services necessary for the delivery of electric service, including generation, transmission and distribution.

**Customer Distribution Charge** - Fixed charge for meter reading, billing, service line maintenance and equipment.

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

**Generation Charge** - Charge for the production of electricity.

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

**Distribution Charge** - Variable charge for the cost of using local wires, transformers, substations and other equipment needed to deliver electricity to a premise.

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

**Non-Basic Charges** - Charges for services not required for the delivery of electric 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.

**Transmission Charge** - Charges for moving high voltage electricity from a generation facility to our distribution lines.

Important Information

If you have questions about your Potomac Edison account:

**Call Customer Service** at 1-800-686-0011 Monday - Friday, from 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-736-3401 Monday - Friday, from 8 a.m. - 6 p.m.

**Visit our website** at: [www.firstenergycorp.com](http://www.firstenergycorp.com)

**Write to us** at: Potomac Edison, 341 White Pond Dr., Akron, OH 44320-1119

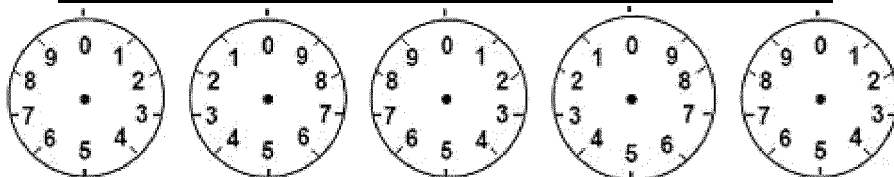
**Customers with hearing or speech impairments** can contact the Telecommunications Relay Service (TRS) at 711.

**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 1-866-283-8081.

**To provide a customer meter reading**, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-686-0011. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available. If this is to avoid a scheduled estimate, please check the front of the bill for entry dates.

**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: