

FirstEnergy's Pennsylvania utilities – Met-Ed, Penelec, Penn Power and West Penn Power – are starting to install smart meters on our customers' homes and businesses throughout our service areas. This effort is in response to Pennsylvania Act 129, which requires all large electric utilities in Pennsylvania to install smart meters.

This step toward a more modernized electric system will enable automated meter readings and may enhance our ability to respond to outages faster and more efficiently.

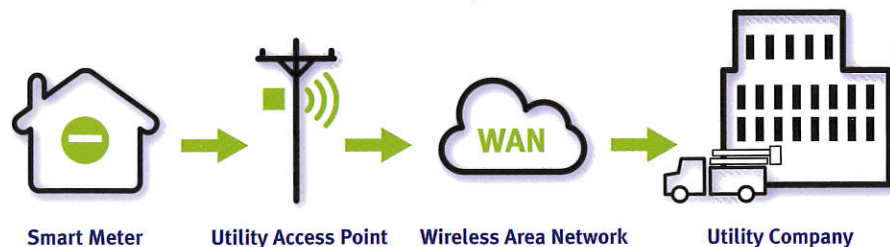
Plus, in the future, you will have access to more detailed energy information through our online Home Energy Analyzer tool that will help you better understand your electricity use – which means you can then make informed decisions on how to manage and control your electricity consumption.

Please take a look at some of these Frequently Asked Questions for more information about our Smart Meter Program:

Q. What is a smart meter?

A. A smart meter is a digital electric meter that collects electricity usage information and sends that data to the local utility through a secure telecommunications connection.

SMART METER NETWORK COMPONENTS



Be assured that the smart meter technology being implemented has been rigorously tested and proven by manufacturers to be accurate, safe and secure in systems throughout the country.

Q. What if I don't want a smart meter?

A. The company is required by Pennsylvania law to install a smart meter for all of our Pennsylvania customers.

Q. When will a smart meter be installed on my home/business?

A. In the next few weeks, you will receive a letter that will give you the time period when we will be in your area to exchange your meter.

Q. I'm concerned about privacy. Are you able to track when my family is home or my business is occupied?

A. No. The meter does not provide us with information regarding the occupancy of your home or business – or the activities of those in your home or business. In addition, the meter is able to track your hourly usage but cannot measure the usage of individual appliances or other electrical devices within your home or business.

Q. Will you limit the amount of electricity I am allowed to use?

A. No. The utility will not limit the amount of power you can use.

Q. Will this smart meter affect my health?

A. No, numerous studies have shown that smart meters using radio frequency (RF) technologies pose no health risk. While smart meters emit a low level of RF, RF exposure from smart meters is a fraction of the level that comes from other commonly used household devices, including cell phones, garage door openers, televisions, microwaves, wireless internet and baby monitors.

For more information, please visit our website at firstenergycorp.com/PAsmartmeter or call us at 1-855-344-3400.

