

Messages (Continued)

Explanation of Terms

<p>Basic Charges - Charges for services necessary for the delivery of electric service, including generation, transmission and distribution.</p> <p>Consumer Education Charge - Charge for the costs of state-mandated energy education programs.</p> <p>Customer Distribution Charge - Fixed charge for meter reading, billing, service line maintenance and equipment.</p> <p>Default Service Support Charge - Charge to recover new and deferred costs associated with serving customers in a competitive market.</p> <p>Distribution Charge - Variable charge for the cost of using local wires, transformers, substations and other equipment needed to deliver electricity to a premise.</p>	<p>Estimated Reading - On the months we do not read a meter, we calculate the bill based on past electrical usage.</p> <p>KWH (Kilowatt Hour) - A unit of measure for electricity usage equal to 1,000 watts used for one hour.</p> <p>Late Payment Charge - A charge added to the bill on balances owed after the Due Date.</p> <p>Non-Basic Charges - Charges for services not required for the delivery of electric service.</p> <p>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.</p>
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General Information

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

Call Customer Service at 1-800-686-0021 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Call Payment Options at 1-800-736-3404 from Monday - Friday, 8:00 a.m. - 6:00 p.m.

Visit our web site at www.firstenergycorp.com

Write to us at West Penn Power, 76 S. Main St., A-RPC. Akron, OH 44308-1890.

For customers who have a hearing or speech impairment and use a text telephone, call the TTY (Teletype) at 1-800-955-9445.

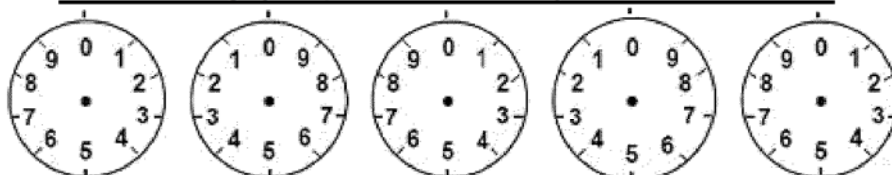
Information about Ambit Energy: Po Box 660462, Plano, TX 75266-0462, 1-877-282-6248

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, or do not wish to participate, 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 or by calling 1-800-686-0021. 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:

Dylan [REDACTED]
Lemont PA 16851

Account Number: [REDACTED]
Meter Number: [REDACTED]

Dear Dylan [REDACTED]

Congratulations, you have earned your Free Energy credit for your Ambit Energy electric account! We've attached your check below.

Each month's check amount will be different since it is calculated using the current average daily energy cost from all qualified Customers that you've referred to Ambit. Don't forget, you can refer as many new Customers as you like.

We thank you for participating in the Free Energy program. We look forward to rewarding you each month for recommending Ambit Energy to your friends.

Sincerely,

Your Ambit Energy Customer Care Team

AMBIT ENERGY 
Post Office Box 864589, Plano, Texas 75086-4589
(877) 282-6248

BANK OF TEXAS
DALLAS, TEXAS
86-105/1031

773311

1/29/2014

PAY TO THE
ORDER OF

Dylan [REDACTED]

PAY One Hundred and Six and 2/100-----

\$106.02 DOLLARS

Dylan [REDACTED]
Lemont PA 16851

Laurie Rodriguez

⑈ 773311 ⑈ [REDACTED] ⑈