

GENERAL OVERVIEW



FirstEnergy's Ohio utilities - Ohio Edison, Toledo Edison and The Illuminating Company – are starting to install smart meters on customers' homes and businesses in several locations throughout our service area. This effort is part of a three year investment approved by the Public Utilities Commission of Ohio to modernize the electric distribution system in Ohio with advanced automation equipment, real-time voltage controls and the installation of 700,000 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.

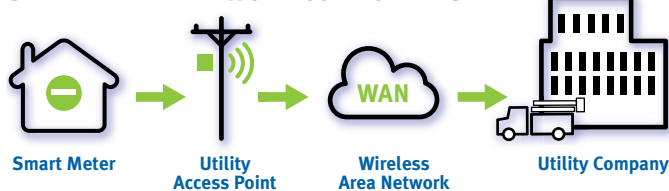
For more information, please visit our website at firstenergycorp.com/Ohiosmartmeter or call us at 855-344-3400.

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

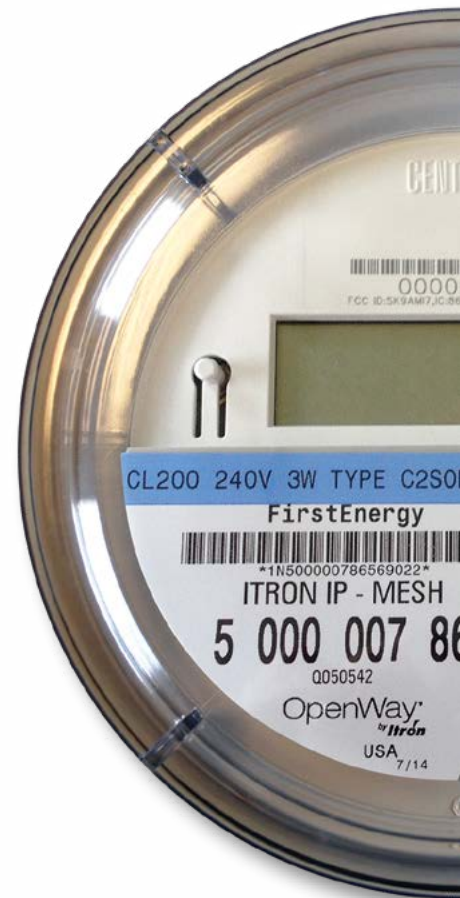
Q. What is a smart meter?

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. How does a smart meter work?

A. Our smart meters send readings electronically to a network of receivers that are installed on poles. Energy consumption data for utility billing purposes is collected and transmitted a few times a day using short, extremely low-power radio transmissions through a wireless network system. These electronic transmissions nearly eliminate the need for meter readers to record your meter's usage because the readings are automated.

Q. How will a smart meter benefit me?

A. Since the company can read the meters remotely, meter readings will be automated. 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.

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

A. Beginning in 2020, the companies will start installing smart meters to Ohio Edison, Toledo Edison and The Illuminating Company customers who are included in our Grid Modernization efforts

Q. Will I be notified when I am receiving the smart meter?

A. Approximately one month before your meter is exchanged, you will receive a brochure in the mail to provide you with information about the meter and the installation process. A few weeks prior to the actual installation date, you will receive a letter that will give you the time period when we will be in your area to exchange your meter. On the day of the installation, an installer will come to your door to let you know they are installing your meter. If no one is home, we will leave a door hanger either indicating that the meter has been changed or asking you to contact us to schedule an appointment to change your meter.

Q. How can I tell if my meter is a smart meter?

A. Smart meters are digital, so they will display numbers instead of dials. In addition, our smart meters have a blue stripe across the face.

Q. What is the cost of the smart meter technology?

A. This effort is part of a three year investment approved by the Public Utilities Commission of Ohio to modernize the electric distribution system in Ohio. The bill impact of these efforts is estimated to average less than \$3 per month over the three year implementation schedule for a typical residential customer. These costs are part of the Customer Charge, which includes a number of the company's costs to do business, such as billing, equipment and maintenance.

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

A. No. The company will not limit the amount of power you can use. As a benefit to you, in the future the smart meter will allow you to monitor your own electric use using our online Home Energy Analyzer tool.

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

A. Please call us at 855-344-3400 (Monday through Friday, 8:00 a.m. to 6:00 p.m.) to discuss your options. We would like to answer questions that you have regarding our smart meter program and address any concerns about the installation of the new meter.

Q. If the power goes out, do I still have to call the company?

A. Yes, for the time being. If your power goes out, please call 888-LIGHTSS (888-544-4877) to report it so we can identify the problem and respond promptly. However, in the future, we expect that the smart meter technology will help us detect power outages and restore power more efficiently.

Q. Where can I find more information on smart meters?

A. More information about our smart meter program is available on our website at firstenergycorp.com/Ohiosmartmeter.

Q. I cannot access the FirstEnergy website. How else can I get more information on this smart meters program?

A. No problem – we can send you some information in the mail. Just give us a call at 855-344-3400.



Ohio Edison • The Illuminating Company • Toledo Edison