

# FirstEnergy Solutions' Electric Savings Discount Program



## University of Pittsburgh

Through this exclusive offer for University of Pittsburgh employees, parents, friends and family, you can enroll now and get the lowest\* price available on electric generation!

### Here's how it works:

Whether you live in Pennsylvania or Ohio, you can choose the company that supplies your electricity. While your utility company continues to *deliver* your electricity, you choose the supplier that can offer you the best price on your electric supply.

Through this special offer for University of Pittsburgh employees, you are now eligible to enroll in the lowest\* fixed price offer on electric generation available today to residents served by Ohio Power, Duquesne Light, West Penn Power, Penelec and Penn Power. To find out how much you could save, check out this savings chart:

If your electric company is:	Your Utility's Rate is (per kWh)	Your Price with FirstEnergy Solutions is (per kWh)
Ohio Power	6.89¢	6.19¢
Duquesne Light	9.33¢	6.99¢
West Penn Power	7.30¢	6.55¢
Penn Power	7.92¢	6.27¢
Penelec	7.62¢	6.80¢ until Nov. 2011, then 7.25¢ until Aug. 2013

### How to enroll:

Grab a copy of your electric bill and go to [www.fes.com/upitt](http://www.fes.com/upitt). Enrolling is quick and easy!

### Share the Savings:

Have any friends or family members who would want to get this great low price too? Simply spread the word!

## Frequently Asked Questions:

### Q. Who is FirstEnergy Solutions?

A. FirstEnergy Solutions is one of the nation's leading energy suppliers with more than 1.5 million customers in Pennsylvania, Ohio, Illinois, New Jersey, Maryland and Michigan.

### Q. What discounts and incentives are being offered by FirstEnergy Solutions?

A. Through this special program, we're offering the lowest price on electric generation available today to University of Pittsburgh employees, friends and family who are served by Ohio Power, Duquesne Light, West Penn Power, Penelec and Penn Power.

### Q. Who can I contact for more information?

A. If you have any questions, feel free to call 1-888-254-6526 or write to FirstEnergy Solutions, 76 S. Main St., A-SPSQ-3, Akron, OH 44308.

### Q. What's the catch?

A. There is no catch. You can actually shop and pick your electricity supplier. Shopping for a generation supplier may seem new because, until recently, there haven't been a lot of generation suppliers actively signing up individual residential customers.

### Q. What do I need to do in order to enroll?

A. To enroll, get a copy of your electric bill and go to [www.fes.com/upitt](http://www.fes.com/upitt) for quick and easy enrollment. You can also call 1-888-254-6526.

### Q. Does FirstEnergy Solutions charge any fees for enrolling?

A. No, FirstEnergy Solutions does not charge any enrollment fees.

### Q. When will my savings begin?

A. Typically, savings will begin approximately 45 days after you submit your enrollment to FirstEnergy Solutions.

### Q. How long is the contract?

A. End dates vary by utility company. Please refer to the enrollment site for your offer end date.

### Q. After I sign up, who will deliver my power, read my meter and respond to power outages?

A. Your electric utility company will still be responsible for delivering power to your home, reading your meter and restoring service if you have an outage.

### Q. Will I receive a separate bill from FirstEnergy Solutions?

A. No, you will continue to receive only one bill from your electric utility company.

### Q. What happens at the end of the contract with FirstEnergy Solutions?

A. You will receive notification from FirstEnergy Solutions prior to your contract expiring. If market conditions allow, FirstEnergy Solutions will include a new offer that you may accept and continue your service.

### Q. Are there any cancellation fees with FirstEnergy Solutions?

A. There are no fees if you move. However, if you choose to leave the program early for any other reason, you will be charged a \$25 cancellation fee. You'll find that many suppliers charge cancellation fees. FirstEnergy Solutions' fee helps cover our costs for any power we have secured in anticipation of serving you. The average residential customer's savings under this program should total more than \$25 in less than one year.

### Q. Are there restrictions on how much electricity I use and when I use it?

A. No, there are no restrictions on how much or when a customer uses electricity.

### Q. How will I know that I was successfully enrolled?

A. After you enroll in the program, you will receive a letter from your electric utility confirming that you selected FirstEnergy Solutions as your generation supplier.

### Q. How will my savings be shown on my bill?

A. You will continue to receive only one bill from the electric utility. After you have been enrolled in the program, you will see FirstEnergy Solutions listed as your generation supplier on your monthly electric bill.

### Q. Can I have my payment automatically deducted from my checking account as I do now?

A. Yes. Signing up with FirstEnergy Solutions will not change your automatic payment option.

### Q. Can I remain on budget billing?

A. If you are a customer of West Penn Power, Penelec or Duquesne Light, you will continue to be on your budget billing without any changes. Ohio Power customers will remain on budget billing for charges from the utility; however, the budget billing program does not apply to your charges from FirstEnergy Solutions, and your total charges from FirstEnergy Solutions will fluctuate from month to month according to your usage.

\* Lowest price available in the Penn Power, Ohio Power, West Penn Power, Penelec and Duquesne Light service areas as of September 7, 2011. The utility's rate is calculated based on an average of the profile codes with an average customer's usage. FirstEnergy Solutions has the right to modify or end this offer at any time. FirstEnergy Solutions Corp. is an unregulated subsidiary of FirstEnergy Corp. The prices of FirstEnergy Solutions Corp. are not regulated by the Pennsylvania Public Utility Commission and a customer is not required to buy electricity or other products or services from FirstEnergy Solutions Corp. in order to receive the same quality service from the electric utility.