


## Safety Outlet



### Work Safe – Play Safe

Summer is a great time for relaxing, leisurely activities and completing work on outdoor projects. Whether you're working or playing, it's important to be aware of power lines and stay safe. Following these guidelines can help:

- Be careful to avoid touching overhead electrical wires if you are carrying a long object, such as a ladder or pool skimmer.
- If you're planning on building or adding an addition to your home, be sure to contact us at the number listed on the back of this newsletter to ensure that you are following the National Electric Safety Code (NESC) clearance requirements. 
- Do not allow children to climb trees that are near power lines or have power lines running through them.
- Never fly kites around power lines. If you notice kites, balloons or other objects tangled in a power line, call us.

If you see a fallen electrical wire, stay away from it, and never go near anything touching a downed wire. Call 1-888-LIGHTSS (1-888-544-4877) to report it as soon as possible, or call 911 if there is an emergency.



## Contact us

For electrical emergencies and outages, call  
**1-888-LIGHTSS**  
(1-888-544-4877) 24 hours a day

For other business and account inquiries, call our Customer Contact Center Monday through Friday from 8 a.m. to 6 p.m. at:  
**1-800-662-3115**

Visit us online at:  
**www.jcp-l.com**

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Customer June Issue  
**Connection**

### Summertime – and Paying Bills is Easy

There are many things we enjoy during the summer months, but paying bills is probably not on the list. We've made it easy by providing many payment options.



• **Payments from your PC or Smartphone** – Make a one-time payment, or set up automatic payments from your checking, savings, or credit/debit card.



• **Automated Phone Payments** – Call 1-866-569-4770 to pay your bill quickly and easily over the phone using a credit or debit card.



• **Authorized Payment Locations** – Make your payment at a convenient location near you. Please note that we can verify payments made at authorized locations only. A list of these locations can be found at [www.firstenergycorp.com/forms/paymentagencies](http://www.firstenergycorp.com/forms/paymentagencies).



• **Mail** – Send your payment to the address printed on your bill stub.

Payments should only be made using one of our established payment options. For a full list, visit [www.firstenergycorp.com/paymentoptions](http://www.firstenergycorp.com/paymentoptions).

Receive your monthly electric bill electronically by signing up for our eBill program. For more info, visit [www.firstenergycorp.com/ebill](http://www.firstenergycorp.com/ebill).

## Dog Days of Summer



Dogs can be great pets. They provide unconditional love and help protect us from intruders. Unfortunately, they don't always know who is friend or foe. Dog bites are the primary cause of work-related injuries to our meter readers. Following these simple tips can help minimize the risk to our employees when they read your meter:

Some of our meter readers use their personal vehicles to travel their routes, but the Operating Company name will be displayed on the vehicle. All employees are required to carry a company ID and will provide it if asked.

- On the days your meter is scheduled to be read, keep your dog inside or restrained away from the meter. You can find your next meter reading date under the "Messages" section of your bill. You also can request to receive a reminder call before your next scheduled reading.
- Keep your dog away from the meter and post a "Beware of Dog" sign to alert the meter reader that there is a dog present.
- If you install an invisible fence, please let us know and we'll update your account. Without a visible fence or a sign to alert them of the dog's presence, meter readers can be caught off guard.

For more pet owner tips and helpful hints, visit [www.avma.org/public/Pages/Dog-Bite-Prevention.aspx](http://www.avma.org/public/Pages/Dog-Bite-Prevention.aspx). To be added to our meter reading reminder call list, call us using the number on the back of this newsletter.

## Utility Scams are No Picnic

There has been an increase in the number of scams being attempted on utility customers. Scam artists use the fear of losing power during hot summer months as leverage to obtain personal information and money from unsuspecting customers. Here are two of the biggest scams and how they work:

**Pre-paid Debit Card Scam** – A caller claiming to work for the utility scams customers into believing that their accounts are delinquent and services will be disconnected unless they pay immediately. They demand that the customers make a payment by purchasing a pre-paid debit card at a local convenience store and calling back to give them a receipt and PIN.

**Federal Assistance Scam** – This scam involves a phony program that offers assistance with utility bills in exchange for personal information like Social Security numbers. Perpetrators of these scams can contact customers by text messages, email and even social media.



### Follow these tips to avoid being scammed:

- Never provide personal information over the phone unless you initiated the call
- Only send your payments to JCP&L
- Beware of calls that require immediate action

Keep in mind that scammers use technology that reflects the name and number of your local utility on the caller ID to make their scam more believable. If you are in doubt, call us using the number on your bill or the back of this newsletter. We'll be happy to discuss your account with you.

