



**Messages (Continued)**

Field personnel in the community performing collection activities will be following proper safety measures and take necessary precautions against the spread of COVID-19.

**Explanation of Terms**

**Basic Generation Service (BGS)** - Generation charges for any consumer who has not chosen an electric generation supplier.  
**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.  
**Delivery Service Charges** - Charges for the use of local wires, transformers, substations, metering, billing, other equipment, and other activities used to deliver electricity to consumers from high-voltage power lines.  
**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.  
**Generation Charge** - Charge for the production of electricity.  
**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.  
**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.  
**Multiplier** - A number used in the calculation of kilowatt hours. The difference between meter readings is multiplied by this number to determine kilowatt hour usage or KW/KVA.

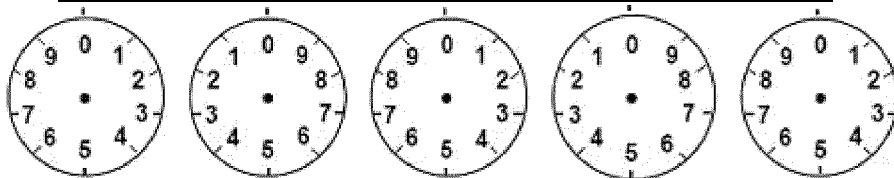
**Non-Utility Generation Charge** - Charge (previously called the Market Transition Charge) that primarily recovers costs of BPU-approved power supply contracts. This charge includes the Transition Bond Charge, which JCP&L is collecting as servicer on behalf of JCP&L Transition Funding II LLC, which owns the Transition Bond Charge.  
**Payment Plan (Budget)** - The Equal Payment Plan distributes costs more evenly over the year by billing an average amount each month.  
**Price to Compare** - Price per kilowatt hour to be used when comparing to the price of a generation supplier.  
**Prorated Bill** - If this is on your bill, the current billing period is for less than 26 days or more than 35 days or a rate change occurred during the current billing period.  
**Service Charge** - Charge for opening an account.  
**Societal Benefits Charge (SBC)** - Charge to recover costs of low-income assistance and weatherization, energy conservation programs, nuclear decommissioning, manufactured gas plant remediation, and consumer education on competition.

**Important Information**

If you have questions about your JCP&L account:  
**Call Customer Service** at 1-800-662-3115 Monday - Friday, from 8 a.m. - 6 p.m.  
**Call Payment Options** at 1-800-962-0383 Monday - Friday, from 8 a.m. - 6 p.m.  
**Visit our website** at [www.firstenergycorp.com](http://www.firstenergycorp.com)  
**Write to us** at JCP&L, 76 S. Main St., A-RPC, Akron, OH 44308-1890.  
**Customers with hearing or speech impairments** can contact the Telecommunications Relay Service (TRS) at 711.

**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, call 1-866-283-8081.  
**Under applicable tax law**, the State Sales and use tax, corporate business tax, and Transitional Energy Facility Assessment are imposed upon the energy you have used.  
**For information regarding requested rate increases** including petitions, testimony and notices of public hearings, please visit [www.jcp-l.com/regulatory](http://www.jcp-l.com/regulatory).  
**To provide a customer meter reading**, use the dials provided and enter the reading on-line at [www.firstenergycorp.com/aboutyourbill](http://www.firstenergycorp.com/aboutyourbill) or by calling 1-800-662-3115. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

**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: