

March 20, 2013

Media Advisory

www.firstenergycorp.com

For Release: Immediately

Met-Ed reminds its customers to beware of telemarketers or door-to-door salesmen who may be claiming to be our employees.

Met-Ed would like to reinforce some key points about our business and our employees and contractors:

- Met-Ed does not engage in telemarketing or door-to-door sales for the purpose of encouraging residential customers to switch energy suppliers.
- We may contact customers by phone about your account or service in the event there's a problem with your service. In addition, virtually all visits to customer homes by Met-Ed or our contractors are prearranged by the customer or through a call to the customer.
- All of our employees and contractors must carry company issued photo identification. If someone claiming to be from Penelec, Penn Power, West Penn Power, or Met-Ed comes to your door, ask to see this identification. Keep in mind nearly all service employees also wear company uniforms and drive marked company vehicles.
- If you ever have any doubts about a caller or visitor claiming to represent Met-Ed, or about the information you are being asked to provide, please call 1-800-545-7738 for verification and remember to call your local police department if things don't check out.
- Suppliers licensed by the state may use agents to conduct door-to-door or telephone marketing or sales activities. Their activities must comply with federal, state and municipal laws and regulations.

With the above advice, please remember that we encourage all customers to shop for their electricity supplier. Please visit the Pennsylvania Public Utility Commission's shopping website at: www.papowerswitch.com for information on switching electricity suppliers. As always, evaluate all offers carefully and be sure to fully understand all the terms of any supplier's offer. --
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