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FirstEnergy's Ohio Utilities Remind Customers Assistance Programs are Available to Help With Utility Bills

Akron, Ohio – Ohio Edison, The Illuminating Company and Toledo Edison, FirstEnergy's (NYSE: FE) Ohio utilities, remind customers having difficulty paying their utility bills that they may be eligible for special financial assistance programs.

In Ohio, customer assistance programs include:

- **Percentage of Income Payment Plan Plus (PIPP Plus)**
  The Percentage of Income Payment Plan Plus (PIPP Plus) is an extended payment arrangement that allows Ohio customers meeting program guidelines to pay a percentage of their income or $10.00 per month, whichever is greater, instead of their usual electricity bill. Eligible customers must have a household income at or below 150 percent of the federal poverty level. For more information, call (800) 282-0880.

- **Home Energy Assistance Program (HEAP)**
  HEAP is a federally funded grant program administered by the State of Ohio Department of Development through a network of local community action agencies. HEAP provides customers help with paying winter heating bills, and occasionally summer cooling bills. For more information, call (800) 633-4766 (Ohio Edison and Toledo Edison customers); or (800) 589-3101 (Illuminating Company customers).

- **Salvation Army Emergency Hardship Programs**
  The Salvation Army organizations across the Ohio utility territories offer emergency assistance programs for those who have suffered a recent financial hardship and need temporary help to pay their electricity bill. Program funding is provided by FirstEnergy's Ohio employees and customers. The distribution of funds is administered by Salvation Army agencies located throughout Ohio. Contact your local Salvation Army agency to learn more.

- **Emergency Assistance**
  Additional help in paying utility bills may also be available to low-income residents through local county departments of human services, community action agencies, soldier's relief commissions or veteran's services offices. Listings for these resources can be found in the blue pages at the front of your local telephone directory, or you can call your county government or visit them online to learn more.

Ohio residential customers of FirstEnergy's utilities looking for a convenient way to manage their electric bills also can sign up for the FirstEnergy Installment Plan, which allows customers to make consistent monthly payments to avoid the impact of seasonal highs and lows in their electricity bills. To apply or learn more about programs to help keep electricity bills affordable, visit www.firstenergycorp.com or call Ohio Edison customer service at (800) 633-4766; The Illuminating Company customer service at (800) 589-3101; and Toledo Edison customer service at (800) 447-3333.

Ohio Edison, a subsidiary of FirstEnergy Corp., serves more than 1 million customers across 32 Ohio counties. Connect with Ohio Edison at www.ohioedison.com, on Twitter @OhioEdison and on Facebook at www.facebook.com/OhioEdison.

The Illuminating Company serves more than 750,000 customers across Ashtabula, Cuyahoga, Geauga, Lake and Lorain counties. Follow The Illuminating

Company on Twitter @IlluminatingCo and on Facebook at www.facebook.com/IlluminatingCo.

Toledo Edison serves more than 300,000 customers in northwest Ohio. Follow Toledo Edison on Twitter @ToledoEdison or on Facebook at www.facebook.com/ToledoEdison.

FirstEnergy is dedicated to safety, reliability and operational excellence. Its 10 electric distribution companies form one of the nation's largest investor-owned electric systems, serving customers in Ohio, Pennsylvania, New Jersey, West Virginia, Maryland and New York. The company's transmission subsidiaries operate more than 24,000 miles of transmission lines that connect the Midwest and Mid-Atlantic regions. Visit FirstEnergy online at www.firstenergycorp.com and follow on Twitter at @FirstEnergyCorp.

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