

The FirstEnergy logo is positioned in the upper left corner of the image. It features the word "FirstEnergy" in a white, sans-serif font, with a registered trademark symbol (®) to the right. A white swoosh underline is positioned beneath the letters "Energy".

FirstEnergy®

The background of the entire slide is a photograph of high-voltage power lines and transmission towers. The image is overlaid with a color gradient that transitions from a dark blue on the left to a bright green on the right. The towers are silhouetted against the sky, and the lines stretch across the frame.

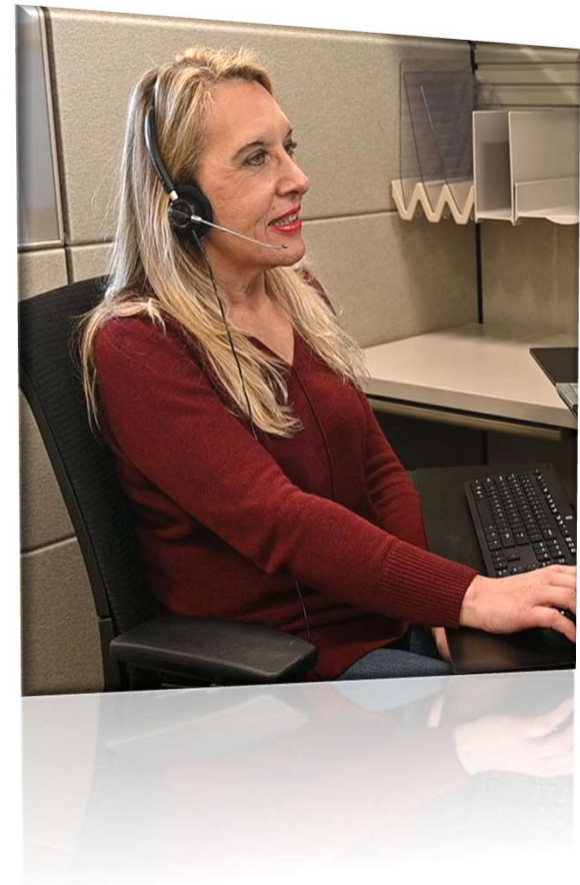
Focused on Our Future

Connecting eligible FirstEnergy utility
customers with bill assistance

Winter restrictions expire April 15 in Ohio

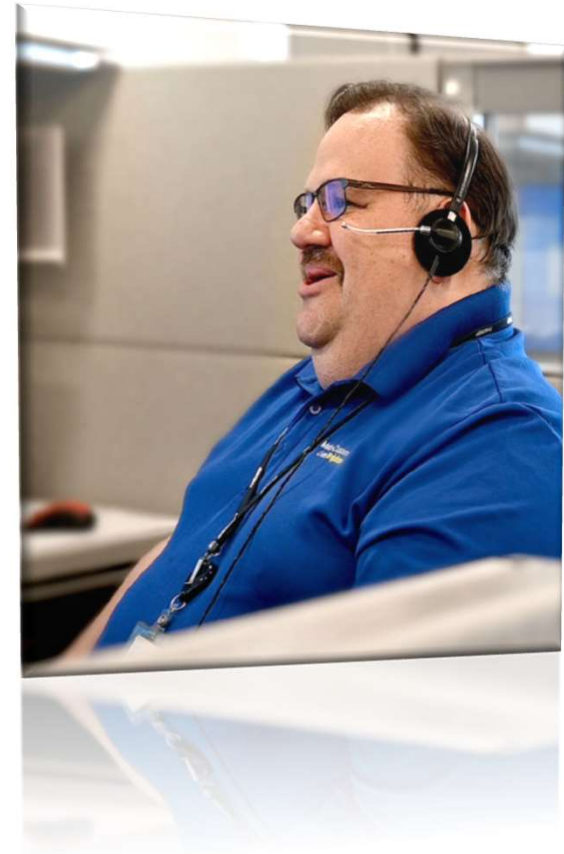
Take control of your electric bill

- **FirstEnergy's Ohio electric companies – including Ohio Edison – are encouraging customers experiencing financial hardship to contact their utility as soon as possible to establish affordable payment arrangements or obtain assistance.**
 - Shut-offs for nonpayment resume without winter season restrictions beginning April 15.
 - Many of our customers have difficulty paying their full electric bill due to unforeseen circumstances, like the ongoing coronavirus pandemic.
 - The last thing we want to do is apply a late fee or issue a service disconnection notice to a customer when it can be avoided by contacting our customer service team to see what help is available.



Help is **available**

- **Individuals interested in learning more about utility assistance programs can do so in several ways:**
 - Visit our newly-designed Bill Assistance web page at www.firstenergycorp.com/billassist and click “**Search Assistance Programs**” to see available programs based on income and household size.
 - Fill out a form on the website to contact a customer service representative with any questions or concerns.
 - Contact our dedicated customer service team Monday through Friday, from 8 a.m. to 6 p.m., at 1-800-633-4766.



Programs available in Ohio

■ **The Percentage of Income Payment Plan (PIPP):**

- Allows customers to pay a set percentage of their income toward their electric bill, regardless of the balance.
- Customers who pay on time and in full each month can have their outstanding balance eliminated in 24 months.
- To be eligible, customers must have a household gross yearly income at or below 150% of federal poverty guidelines and must meet other criteria.
- To apply, call 1-800-282-0880 or visit www.energyhelp.ohio.gov.

■ **Home Energy Assistance Program (HEAP):**

- Provides eligible customers with cash grants for home heating bills and emergencies through HEAP, which is available year-round, and Emergency HEAP Winter Crisis Program, which is available through March 31, 2022.
- Customers must have gross income below 175% of federal poverty guidelines. Call the Ohio Development Service Agency at 1-800-282-0880 or visit www.energyhelp.ohio.gov for more information.

Programs available in Ohio

■ 2-1-1 Helpline

- This nationwide resource and information helpline identifies locally available programs that may assist customers with utility bills or other needs.
- For more information, dial 211, text your ZIP code to 898211 or visit the [211 website](#).

■ Ohio Edison Project Reach

- An emergency hardship fund designed to help residential customers restore or maintain electric service.
- The program funding is provided by Ohio Edison customers and employees, and the distribution of funds is administered by Salvation Army offices located throughout Ohio Edison's service area.
- To find an agency, please visit www.firstenergycorp.com/ReachAgencies.

Spread the word in your community

- **Post our video on your website or social media pages**
 - Link: <https://bit.ly/FEBillAssistVideo>
- **Share our news release about the various bill assistance programs on your website, newsletters and social media pages.**
 - Link: <https://bit.ly/FEBillAssistanceOhio>
- **Encourage residents to visit our website, [firstenergycorp.com/billassist](https://www.firstenergycorp.com/billassist), and use our “Search Assistance Program” tool to get started.**

