

Zimbra

callen@cityofmorgantown.org

Mon Power Meter Reading & Billing

From : astagge@firstenergycorp.com

Thu, Apr 25, 2013 11:04 AM

Subject : Mon Power Meter Reading & Billing**To :** callen@cityofmorgantown.org

Carol,

I am sending this to you to pass on to Jeff and to council. This is something that they may hear about from constituents.

Beginning this month, Mon Power is revising the schedule of our meter reading routes in Monongalia County. Changing the meter reading date also changes the customer's billing date.

As a result, approximately 51,000 customers in Morgantown and Monongalia County will be affected and their normal billing date may change. Approximately 27,000 customers will receive a bill for a period longer than the normal billing period.

This is a one time event. After the initial change, customers will receive their next bill approximately 30 days later, which will establish their new monthly billing cycle.

If this change poses a hardship and customers need to make payment arrangements, they can contact Mon Power at 1-800-686-0022 when they receive their bill.

All affected customers should receive a phone call from Mon Power notifying them of this change and advising them to contact us if there is a problem with payment.

The changing of our meter reading routes will enable our meter reading process to work more efficiently and safely. Thank you for your understanding as we work to serve you better.

Sincerely,

Allen Staggers
Manager, External Affairs
FirstEnergy Corp.
304-534-7356

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