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| **To Our Customers:**The coronavirus health emergency is likely to disrupt our daily lives for some time to come. FirstEnergy is prepared to face this crisis, and keep power flowing to you around the clock.Our first priority, as always, is the safety of our workers and customers. We are closely monitoring developments related to this pandemic through our internal medical consultants as well as the Centers for Disease Control and Prevention, the National Institutes of Health and the World Health Organization.We know our customers' normal routines may be disrupted during this time, from altered work and school arrangements to cancelled events and travel plans. **To help customers facing financial difficulties, we have suspended all service shutoffs for past-due accounts until further notice.**If you have trouble paying your bill, we are willing to work with you. Various payment options are available, including: |

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| ●  | Budget billing, a program that averages usage over 12 months to offer the same bill amount each month. |
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| ●  | Energy assistance programs or other payment arrangements for eligible customers, based on their situation and state of residence. |

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| Unfortunately, this crisis also provides an opportunity for scammers, who prey on fears to achieve their illegal gains. Please remain alert to interactions that seem improper, including calls demanding payment to avoid immediate shutoff. If you sense something isn't right, please call your utility customer service number: |

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