



## Messages (Continued)

## Explanation of Terms

**Basic Generation Service (BGS)** - Generation charges for any consumer who has not chosen an electric generation supplier.

**Billed Load** - Recovers the bulk of distribution facility costs and a portion of power plant investment costs.

**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

**Delivery Service Charges** - Charges for the use of local wires, transformers, substations, metering, billing, other equipment, and other activities used to deliver electricity to consumers from high-voltage power lines.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**Generation Charge** - Charge for the production of electricity.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Multiplier** - A number used in the calculation of kilowatt hours. The difference between meter readings is multiplied by this number to determine kilowatt hour usage or KW/KVA.

**Non-Utility Generation Charge** - Charge (previously called the Market Transition Charge) that primarily recovers costs of BPU-approved power supply contracts. This charge includes Transition Bond Charges of \$0.001198 per KWH and \$0.000744 per KWH, which JCP&L is collecting as services on behalf of JCP&L Transition Funding LLC and JCP&L Transition Funding II LLC, respectively, which own the respective Transition Bond Charges.

**Price to Compare** - Price per kilowatt hour to be used when comparing to the price of a generation supplier.

**Prorated Bill** - If this is on your bill, the current billing period is for less than 26 days or more than 35 days or a rate change occurred during the current billing period.

**Service Charge** - Charge for opening an account.

**Societal Benefits Charge (SBC)** - Charge to recover costs of low-income assistance and weatherization, energy conservation programs, nuclear decommissioning, manufactured gas plant remediation, and consumer education on competition.

## Important Information

If you have questions about your JCP&L account:

**Call Customer Service** at 1-800-662-3115 from Monday - Friday, 8 a.m. - 6 p.m.

**Call Payment Options** at 1-800-962-0383 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** at: [www.firstenergycorp.com](http://www.firstenergycorp.com)

**Write to us** at: JCP&L, 76 S.Main St., A-RPC.Akron, OH 44308-1890.

**Customers with hearing or speech impairments** can contact the Telecommunications Relay Service (TRS) at 711.

**For your protection**, all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-8081.

**Under applicable tax law**, the State Sales and use tax, corporate business tax, and Transitional Energy Facility Assessment are imposed upon the energy you have used.

**For information regarding requested rate increases** including petitions, testimony and notices of public hearings, please visit [www.jcp-l.com/regulatory](http://www.jcp-l.com/regulatory).



**DISBURSEMENT VOUCHER**

WARRANT	VOUCHER
No. _____	No. _____
To _____	_____
_____	_____
Amount \$ _____	_____
Date _____	_____
Department _____	_____
Purpose _____	_____
_____	_____
_____	_____
Approved by _____	_____
Title _____	_____
Remarks _____	_____
_____	_____
_____	_____
_____	_____
Approved \$ _____	_____
By _____	_____
Title _____	_____