

**FirstEnergy Corp.**  
76 South Main Street  
Akron, Ohio 44308  
[www.firstenergycorp.com](http://www.firstenergycorp.com)

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**News Media Contact:**  
Mark Durbin  
(330) 761-4365

## **FirstEnergy Warns Customers about Green Dot Card Payment Scam**

Akron, Ohio – FirstEnergy Corp.’s (NYSE: FE) utilities are warning customers about a scam involving a telephone caller posing as a utility company employee threatening to shut off power unless an immediate payment is made using a pre-paid debit card such as a Green Dot card.

Scams involving callers asking for utility bill payment via Green Dot cards have been reported by customers in all of FirstEnergy’s service areas from Ohio to New Jersey, which include: Ohio Edison, The Illuminating Company and Toledo Edison in Ohio; West Penn Power, Penn Power, Met-Ed and Penelec in Pennsylvania; Jersey Central Power & Light in New Jersey; Mon Power in West Virginia; and Potomac Edison in West Virginia and Maryland.

FirstEnergy and its utilities do not require payment over the phone via specific means, including Green Dot cards. Moreover, FirstEnergy’s utilities do not demand payment over the phone to avoid an impending termination of service.

“If you receive a call demanding payment via a specific option, including a Green Dot card, it’s a scam, and you should report this crime to your local authorities,” said Ronald I. Green, vice president, Customer Service, FirstEnergy. “While we may phone a customer whose bill is in arrears to remind them a payment is due, we would explain how a payment can be made using established payment options.”

FirstEnergy has numerous bill payment options, including:

- **Pay via smartphone by app or on mobile website.**

- **Pay over the phone with a credit card or checking account using FirstEnergy's automated phone system.**
- **Pay at [www.firstenergycorp.com](http://www.firstenergycorp.com) with a credit card or checking account.**
- **Pay in person** – customers may make payments, for a nominal fee per transaction, at any authorized payment agent location. Fees may vary by individual location.
- **Pay by mail** – customers may choose to receive their bill in the mail and make a payment the same way.

FirstEnergy is a diversified energy company 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. Follow FirstEnergy on Twitter [@FirstEnergyCorp](https://twitter.com/FirstEnergyCorp).

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