Convenient, Green Ways to View and Pay Your Bill

For helpful reminders regarding your electric account, sign up for text alerts to receive notifications when your bill is available and your payment is due. You also can use our interactive text messaging to check your balance and to report and check the status of an outage.

For more information on payment options, visit www.firstenergycorp.com/paymentoptions. To enroll in eBill, go to www.firstenergycorp.com/ebill.

* A fee is applied to one-time credit or debit card payments.

Riding Out the Storm

We make every effort to deliver safe, reliable electric service, but sometimes weather-related outages occur. Be prepared for an unexpected outage by assembling an emergency safety kit. The following items can help you ride out the storm:

- Bottled water
- Flashlights
- Battery-powered radios
- Extra batteries
- Corded telephone
- Charged cell phone and charger for your vehicle

And don’t forget to call 1-888-LIGHTSS (1-888-544-4877) if your power does go out. The sooner you report the outage, the faster we can respond, repair the damage and restore your service. For more information on outage preparedness, visit www.firstenergycorp.com/storminfo.

Get By With a Little Help

If you or someone you know is having trouble paying an electric bill, relief may be a phone call away. There are programs available to help lower your bill through the efficient use of energy or financial assistance. For more information regarding eligibility for LIHEAP, Comfort Partners Program, NJ SHARES and other Energy Assistance Programs in your area, call 1-800-962-0383.

Call Before You Dig

The federally mandated, national phone number, 811, helps prevent you from unintentionally hitting underground utility lines. Before you begin projects that involve digging, dial 811 to locate underground electric, gas or other utility lines. Digging without this information can cause power outages, and it’s extremely dangerous.

Simply tell the 811 operator where you’re planning to dig and what type of work you will be doing, and your local utility companies will be notified. Within a few days, they will mark the location of underground lines. Please call at least three days in advance to avoid unnecessary delays to your project. Know what’s below – Call before you dig! For more information, visit www.call811.com.

Keep in Touch

We’ve made it easy to stay connected with us. Get the most up-to-date information regarding your electric service by using any of the following tools:

- Receive alerts and notifications via email or text message – Power outage updates, severe weather alerts, billing reminders and more.
- Contact us via text messaging – Interactive text messaging to report an outage, check an outage status or make billing inquiries.
- Visit us when you’re on the go with our smartphone app and mobile website – View and pay your bills, review electric usage and payment history and check our mobile-optimized 24/7 Power Center outage maps.
- Follow us on Twitter and Like us on Facebook – Get updates on outages along with relevant information about using electricity safely and efficiently.

For more information about ways to stay connected, visit www.firstenergycorp.com/connect.