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Electric Safety Hazards - If you see a fallen power line or safety hazard involving utility equipment, call the utility company's emergency number and contact your local emergency services. Questions About Your Utility Bill If you have questions about your utility bill or if you suspect someone is trying to scam you, call the utility's customer service number located on your utility bill. To locate your local utility's customer service and emergency number, check your bill or simply use the list below. Electric Customer Service Phone Numbers AEP Columbus Southern Power (800) 277-2177 AEP Ohio Power (800) 672-2231 Duke Energy Ohio (800) 544-6900 Dayton Power & Light (800) 433-8500 Cleveland Illuminating Company (800) 589-3101 (CEI Division) Ohio Edison (800) 633-4766 (OE Division) Toledo Edison (800) 447-3333 (TE Division) Natural Gas Customer Service Phone Numbers Columbia Gas (800) 344-4077 Dominion East Ohio (800) 362-7557 Duke Energy Ohio (800) 544-6900 Vectren (800) 227-1376 Emergency Phone Numbers Dayton Power & Light 1-800-433-8500 AEP Columbus Southern Power 1-800-277-2177 AEP Ohio Power 1-800-672-2231 Ohio Edison, Toledo Edison, Cleveland Illuminating Company 1-888-544-4877 Duke Electric 1-800-543-5599 Columbia Gas of Ohio 1-800-344-4077 Dominion East Ohio 1-877-542-2630 Vectren 1-800-227-1376 Duke Gas 1-800-634-4300 Calling Toledo Edison headquarters enables you to reach out to the management team and the head office departments including: \* Chief Executive Officer (CEO) Office \* Executive Team & Board of Directors \* Administration Office \* Finance, Accounting & Billing Department \* Marketing & Communications Department \* Sales Department \* Customer Service & Support \* Research & Development Department \* Operations & Logistics \* Human Resources Department \* Legal Department Toledo Edison Headquarters Address What is Toledo Edison headquarters address? Below is Toledo Edison headquarters address where you can visit the headquarters & corporate office or use as mailing address: Toledo Edison Street, P.O. Box 3687 City: Akron State: Ohio ZIP Code: 44309-3687 Headquarters Country: United States Toledo Edison Website Top Coolest Headquarters & Corporate Offices in the World Discover the Top Coolest Headquarters & Corporate Offices in the World that will inspire any company for its corporate office management team offices that you wished you would work at. If you want to reach out Toledo Edison headquarters, you can dial 1-800-447-3333 and then be directed to the different Toledo Edison departments including the CEO office, Toledo Edison Human Resources, Finance, Accounting & Billing, Legal Department, Toledo Edison, Customer Service & Support, Logistics, Marketing & Sales, and all other headquarters dept. This company-headquarters.com website, is fully independent, providing information for Toledo Edison Headquarters and other leading companies information, for free. This website is not affiliated with any state or federal agency, office, department, board or commission. As a leading website, we are proud to deliver the most updated information for Toledo Edison Headquarters, including address, locations, phone numbers and more. Got new information for Toledo Edison, please help us by sending us a message with the new details. Upon confirming the information, we will update the website to the benefit of all users More Companies Headquarters Texas Gas Headquarters Entergy Arkansas Headquarters West Penn Power Headquarters Bulb Energy Headquarters Monongahela Power Company Headquarters Potomac Edison Headquarters M. J. Sofie Headquarters MK Battery Headquarters MKB Construction Headquarters MKS Instruments Headquarters AKRON, Ohio, March 2, 2022 /PRNewswire/ -- FirstEnergy Corp.'s (NYSE: FE) electric companies in Ohio - The Illuminating Company, Ohio Edison and Toledo Edison - are urging residential customers experiencing financial hardship to contact their utility as soon as possible to establish an affordable payment arrangement or obtain assistance before shut-offs for nonpayment resume without winter season restrictions beginning April 15. In a heartfelt message to customers, FirstEnergy employees are speaking out about personal experiences that fuel their passion to help customers who may find themselves seeking financial assistance for the first time. The video, "We're Customers Just Like You," features four FirstEnergy Customer Service and Human Services employees who want customers to know they are dedicated to helping them get through challenging times. "Many of our customers are unaware of the various utility bill assistance programs available to them, which often prevents them from taking advantage of income-based financial assistance for which they are eligible," said Michelle Henry, senior vice president of Customer Experience at FirstEnergy. "Our dedicated Customer Service team is eager to walk customers through this process, and our hope is that customers will hear our employees' stories and feel more comfortable reaching out to us for assistance." Programs in which FirstEnergy's Ohio customers may be eligible to participate include: The Percentage of Income Payment Plan (PIPP): Allows customers to pay a set percentage of their income toward their electric bill, regardless of the balance. Customers who pay on time and in full each month can have their outstanding balance eliminated in 24 months. To be eligible, customers must have a household gross yearly income at or below 150% of federal poverty guidelines and must meet other criteria. To apply, call 1-800-282-0880 or visit www.energypay.ohio.gov. Home Energy Assistance Program (HEAP): Provides eligible customers with cash grants for home heating bills and emergencies through HEAP, which is available year-round, and Emergency HEAP Winter Crisis Program, which is available through March 31, 2022. Customers must have gross income below 175% of federal poverty guidelines. Call the Ohio Development Service Agency at 1-800-282-0880 or visit www.energypay.ohio.gov for more information. 2-1-1 Helpline: This nationwide resource and information helpline identifies locally available programs that may assist customers with utility bills or other needs. For more information, dial 211, text your ZIP code to 898211 or visit the 211 website. Specific customer assistance programs are also available for each utility: The Illuminating Company The Ohio Fuel Fund grant is a company-funded program that provides a one-time annual benefit to an eligible customer's electric account. The grant can only be used for electric usage, security deposits and reconnection charges. Customers can apply at CHN Housing Partners at 2999 Payne Ave., Suite 134, or Step Forward in Greater Cleveland at 1801 Superior Ave., both in Cleveland, or call 216-350-8008 to learn more. The CEI Co-Op Fuel Fund is an emergency hardship fund designed to help residential customers restore or maintain electric service. The program funding is provided by The Illuminating Company customers and employees. Customers can apply at the Cleveland Salvation Army, located at 2507 E. 22nd St. in Cleveland, or call (216) 861-8185 to speak with a representative. Ohio Edison Ohio Edison Project Reach is an emergency hardship fund designed to help residential customers restore or maintain electric service. The program funding is provided by Ohio Edison customers and employees, and the distribution of funds is administered by Salvation Army offices located throughout Ohio Edison's service area. To find an agency, please visit www.firstenergycorp.com/ReachAgencies. Toledo Edison Toledo Edison Neighbors Helping Neighbors is an emergency hardship fund designed to help residential customers restore or maintain electric service. The program funding is provided by Toledo Edison customers and employees. Customers can apply at the Salvation Army office in Toledo, located at 620 N. Erie St. in Toledo, or call (419) 241-1138 to speak with a representative. To apply or learn more about other utility bill assistance programs, visit www.firstenergycorp.com/billassist and click on "Search Assistance Programs." Residents are also encouraged to contact their utility's customer service team at 1-800-589-3101 (Illuminating Company), 1-800-633-4766 (Ohio Edison) or 1-800-447-3333 (Toledo Edison), Monday through Friday, from 8 a.m. to 6 p.m. FirstEnergy Ohio utility residential customers also can manage their electric bills through the Equal Payment Plan (EPP). With EPP, customers can make consistent monthly payments to avoid seasonal highs and lows in their electric bills. In addition to payment options, FirstEnergy offers a Medical Certification program. Customers with severe health problems may have a licensed physician certify in writing that a termination of electric service would be especially dangerous. The medical certification will postpone the termination of electric service for 30 days. The certification is designed to provide the customer with additional time to pay their past-due balance. The customer is still responsible for the past-due amount and will be given the opportunity to pay the balance in monthly installments. FirstEnergy also offers a program called Third Party Notification where a relative, friend, clergy or social service agency can be notified along with the customer if electric service is about to be disconnected. The third party is not obligated to pay the overdue bills but can help make payment arrangements for the customer who might have difficulty paying. The Illuminating Company serves 750,000 customers across Ashtabula, Cuyahoga, Geauga, Lake and Lorain counties. Connect with The Illuminating Company at www.illuminatingcompany.com, on Twitter @IlluminatingCo and on Facebook at www.facebook.com/IlluminatingCo. Ohio Edison serves more than one million customers across 34 Ohio counties. Follow Ohio Edison on Twitter @OhioEdison, on Facebook at www.facebook.com/OhioEdison, and online at www.ohioedison.com. Toledo Edison serves nearly 315,000 customers in northwest Ohio. Follow Toledo Edison on Twitter @ToledoEdison or on Facebook at www.facebook.com/ToledoEdison. FirstEnergy is dedicated to integrity, 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. The company's transmission subsidiaries operate approximately 24,000 miles of transmission lines that connect the Midwest and Mid-Atlantic regions. Follow FirstEnergy online at www.firstenergycorp.com. Follow FirstEnergy on Twitter: @FirstEnergyCorp. SOURCE FirstEnergy Corp. Toledo Edison is a power distribution company in USA. The registered office is located in : 1111 Schrock Rd #100 43229 Columbus Opening hours: 8:30 am to 17:00 pm (Mon - Fri) Activate your account with Toledo Edison You are moving and wish to activate your account with Toledo Edison? It's simple. Call Toledo Edison by dialing and give : Your exact address (apt. no., street no., street name, city/town, zipcode). Your name. Date of required activation. Speak with a customer service agent Do you have a question related to a commercial issue? Call the Toledo Edison customer service by dialing . They can help you with questions such as you bill, rates, or the terms of your contract. Phone number: 614-540-1111 / 888-544-4877 Pay your bill When you activate your line and create an account in your name, Toledo Edison may ask you to pay your bills by several options: By automatic account transfer. Check sent by mail. Credit or debit card by telephone. Cash or card at an authorized payment office. Please Note Due to an unexpected high volume of inquiries response times may be delayed. We appreciate your patience during this time. If you have a more specific question or require additional assistance, please complete the form below. We will make every attempt to respond to your email within two business days. Do not use this form to report a power outage. Call 1-888-LIGHTSS (1-888-544-4877) or report your outage online. Please notify us of power outages by calling the following toll-free number: 1-888-LIGHTSS (1-888-544-4877) or by reporting your outage online. This automated system captures and records your information and helps our dispatchers pinpoint the power outage. The faster our dispatchers can identify the outage, the quicker your power can be restored. Email For general inquiries, please use our online Contact Us form. Phone To reach a Customer Service Representative who can help answer your questions, call one of our Contact Centers during office hours: Monday - Friday, 8:00 a.m. - 6:00 p.m. Our Interactive Voice Response System (IVR) is available 24 hours, seven days a week. Customers with hearing or speech impairments can contact the Telecommunications Relay Service (TRS) at 711. Operating Company Contact Number Ohio Edison 1-800-633-4766 The Illuminating Company 1-800-589-3101 Toledo Edison 1-800-447-3333 Met-Ed 1-800-545-7741 Penn Power 1-800-720-3600 West Penn Power 1-800-686-0021 Jersey Central Power & Light 1-800-662-3115 Mon Power 1-800-686-0022 Potomac Edison 1-800-686-0011 Interactive Voice Response System Customers are able to complete the following tasks automatically through our Interactive Voice Response System using keywords. Keywords Action Power Outage Report an outage Make a Payment Pay your bill Billing Information Obtain billing and account information Meter Reading Supply or obtain a meter reading For a full listing of options, please call the Contact Center and listen to the entire menu before making your selection.