

Pennsylvania Assistance Programs



Met-Ed • Penelec • Penn Power • West Penn Power

| Program | Benefits | Eligibility Requirements | How to Apply | What You Need to Apply |
|---------------------------|--|---|---|--|
| PCAP | <p>You may receive one or more of the following:</p> <ul style="list-style-type: none"> • Bill credits to reduce the monthly bill and debt forgiveness to reduce a pre-program balance. • No late payment fees or security deposits while enrolled. • Lower bills through energy education and/or home improvements are available through the WARM program. | <ul style="list-style-type: none"> • For PCAP, the customer must have a gross (before tax) household income at or below 150% of the federal poverty guidelines listed below and 200% for WARM. • The person whose name is on the account must live in the home. | <ul style="list-style-type: none"> • Call the Dollar Energy Fund at 888-282-6816 and press option 3. Available M-F 8 a.m.- 5 p.m. • Apply online at www.dollarenergy.org/myapp. | <ul style="list-style-type: none"> • Names of people in your household • Dates of birth for all household members • Social Security Number or alternate ID for the ratepayer will be requested • Income information for all adult household members • Electric account number • Payment is not required to re-enroll |
| LIHEAP* | <ul style="list-style-type: none"> • Customers can receive cash grants for home heating bills and emergencies. | <ul style="list-style-type: none"> • The customer must have a gross (before tax) household income at or below 150% of the federal poverty guidelines listed below. • The customer does not have to be on public assistance. • For cash grants, customers do not need to have an unpaid heating bill to apply. • The customer can either rent or own the home. | <p>This program is generally available between November through March.</p> <ul style="list-style-type: none"> • Apply online at www.compass.state.pa.us. • Request an application by calling the Statewide LIHEAP Hotline at 1-866-857-7095/PA Relay at 711 for the hearing impaired. • Applications are available at your local county assistance office for emergency assistance. | <ul style="list-style-type: none"> • Names of people in your household • Dates of birth for all household members • Social Security Numbers for all household members • Proof of income for all household members • A recent electric bill • When you complete a LIHEAP application, you may choose to allow Department of Human Services to share your application information with the utility that will receive the LIHEAP grant for the exclusive purpose of enrolling or recertifying applicants into their available energy assistance programs. |
| Dollar Energy Fund | <ul style="list-style-type: none"> • This program provides cash assistance to maintain or restore utility service. • The maximum grant is \$600. | <p>The customer must have a gross (before tax) household income at or below 250% of the federal poverty guidelines listed below.</p> | <ul style="list-style-type: none"> • This program is open while funds are available. • Locate an agency online at www.hardshiptools.org/agencyfinder.aspx. | <ul style="list-style-type: none"> • Names of everyone in your household • Birthdates of everyone in your household • Proof of income of everyone in your household • A copy of your most recent utility bill • Your utility account number |
| 211 | <p>This nationwide resource and information helpline will identify programs in your area that may assist you or someone you know with utility bills or other needs.</p> | <p>Requirements may vary based on program referrals.</p> | <p>For more information:</p> <ul style="list-style-type: none"> • Call 211 • Visit www.211.org • Text your ZIP code to 898211 <p>Available 24 hours a day, 365 days a year</p> | |

2025 Eligibility Guidelines – Percent Poverty Level per Family/Household

| Household Size | LIHEAP* 150% | PCAP 150% | WARM 200% | Dollar Energy 250% | Household Size | LIHEAP* 150% | PCAP 150% | WARM 200% | Dollar Energy 250% |
|----------------|--------------|-----------|-----------|--------------------|----------------|--------------|-----------|-----------|--------------------|
| 1 | 22,590 | 23,475 | 31,300 | 39,125 | 5 | 54,870 | 56,475 | 75,300 | 94,125 |
| 2 | 30,660 | 31,725 | 42,300 | 52,875 | 6 | 62,940 | 64,725 | 86,300 | 107,875 |
| 3 | 38,730 | 39,975 | 53,300 | 66,625 | 7 | 71,010 | 72,975 | 97,300 | 121,625 |
| 4 | 46,800 | 48,225 | 64,300 | 80,375 | 8 | 79,080 | 81,225 | 108,300 | 135,375 |

For families/households with more than 8 persons, add \$8,250 (150%), \$11,000 (200%), or \$13,750 (250%) for each additional person.

*In November 2025, LIHEAP will adopt the same income-level guidelines as shown for PCAP.

For more information about any of these programs or to find out if you qualify, visit firstenergycorp.com/billassist and click on “**Search Assistance Programs**.” You can also call us Monday through Friday from 8 a.m. to 6 p.m. at the number listed below.

Penelec & Met-Ed: 800-545-7741 • Penn Power: 800-720-3600 • West Penn Power: 800-686-0021