

## More About PCAP

- We will notify you by mail when you have successfully enrolled. A pending PCAP application does not stop the termination of service process.
- Participants in PCAP must be enrolled in the Equal Payment Plan (EPP). After 12 months on the EPP (EPP anniversary), your account will be adjusted. If you used more energy than what was billed on the EPP plan, an EPP True-up credit will be issued for that amount. For more information about the EPP, visit [firstenergycorp.com/paymentoptions](https://www.firstenergycorp.com/paymentoptions).
- While enrolled in PCAP, electric service still can be terminated if the bill is not paid.
- PCAP monthly credits may be adjusted based on reported changes in the household income, household size or heat source. Usage also is reviewed monthly and can impact the credit amount.
- Customers who move from one location to another will have their PCAP credit adjusted based on their new location.
- We will remind you when your recertification is due. If customers do not recertify, they will be removed from the program and the full account balance will become due.
- When re-enrolling within 12 months of being removed for failure to reverify, you may qualify for additional credits. Dollar Energy Fund can estimate the amount that would remain due at re-enrollment.
- PCAP participants are unable to participate in the Pennsylvania Electric Choice program. If you are participating in the program when you enroll in PCAP, you will be returned to your utility company's default service upon enrollment.

For more information about shopping, please contact the Retail Choice Center at 1-888-478-2300 or visit [papowerswitch.com](https://www.papowerswitch.com).

For more information about PCAP and other programs for income-eligible residential customers, visit [firstenergycorp.com/billassist](https://www.firstenergycorp.com/billassist) and click on your Operating Company.

To **enroll**, contact Dollar Energy Fund: 1-888-282-6816 or apply online at [pabillassist.com](https://www.pabillassist.com).

To **speak with a Customer Care Representative about your PCAP bill**, call:

Penelec and Met-Ed: 1-800-545-7741

Penn Power: 1-800-720-3600

West Penn Power: 1-800-686-0021

To **speak with a representative about Payment Options**, call:

Penelec and Met-Ed: 1-800-962-4848

Penn Power: 1-800-774-1674

West Penn Power: 1-800-736-3404

Hearing impaired customers should call 711.

The logo for FirstEnergy, featuring the word "FirstEnergy" in a bold, sans-serif font with a blue underline that swooshes under the "y".

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# PCAP

## Pennsylvania Customer Assistance Program

For residential  
customers of  
Met-Ed, Penelec,  
Penn Power and  
West Penn Power

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# PCAP

## Pennsylvania Customer Assistance Program

PCAP is designed to help income-eligible residential customers maintain electric service and eliminate their past-due balance.

The program may provide one or all of the following benefits:

- Automatic enrollment in the Equal Payment Plan, which helps you avoid seasonal high and low bills
- A monthly credit toward the electric bill
- A one-time opportunity to have the current account balance set aside for forgiveness
- An opportunity to reduce electricity consumption through our WARM program

### Reduce Your Monthly Electric Bill

Customers may be eligible for a monthly credit based on income and usage information. This may provide a more affordable bill that is easier to manage.

### Reduce Your Past-Due Balance

Upon initial enrollment into PCAP, a customer's account balance is set aside for forgiveness. Forgiveness credits will reduce this balance by 1/36 each month the customer pays the bill in full.

### Reduce Your Electricity Usage

To participate in PCAP, you must also participate in our WARM program, if eligible. This no-cost program provides home energy conservation improvements and education to help income-eligible customers save money by reducing their electricity usage and, consequently, their bills.

### Are You Eligible?

- Must have an active residential electric account.
- Must have a gross household income\* at or below 150% of the Federal Poverty Income Guidelines listed on the chart below.
- Must provide verification of income for all adult household members.
- Must provide Social Security number or alternate identification.
- Must participate in LIHEAP and WARM, if eligible.
- The person whose name is on the account must live in the home.

*\* Household income before any taxes or other deductions for the last 30 days or 12 months, whichever is most beneficial.*

## 2024 Income Guidelines

### 150% of the Federal Poverty Income Guideline

Household Size	Weekly Gross Income	Monthly Gross Income	Yearly Gross Income
1	\$ 434	\$ 1,883	\$ 22,590
2	\$ 590	\$ 2,555	\$ 30,660
3	\$ 745	\$ 3,228	\$ 38,730
4	\$ 900	\$ 3,900	\$ 46,800
5	\$ 1,055	\$ 4,573	\$ 54,870
6	\$ 1,210	\$ 5,245	\$ 62,940
7	\$ 1,366	\$ 5,918	\$ 71,010
8	\$ 1,521	\$ 6,590	\$ 79,080
<i>Each Additional</i>	<i>\$ 155</i>	<i>\$ 673</i>	<i>\$ 8,070</i>