

# FOR MORE INFORMATION

about any of these programs or to find out if you qualify, visit [firstenergycorp.com/billassist](https://www.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 and Met-Ed: **800-545-7741**

Penn Power: **800-720-3600**

West Penn Power: **800-686-0021**



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

# IMPACTED BY THE CRISIS? HELP IS AVAILABLE!



During these difficult times, we understand you may need assistance to pay your utility bills. We have suspended non-payment terminations of service, but you may still receive a notice if your account is past-due. These notices both keep you informed of your account's status and may be required as documentation if you apply for certain types of assistance.



## THE PENNSYLVANIA CUSTOMER ASSISTANCE PROGRAM (PCAP)

The Pennsylvania Customer Assistance Program (PCAP) is designed to help income-qualified residential customers maintain electric service by reducing monthly bills and/or eliminating past-due balances.

Participants may also be eligible for WARM, which provides home energy conservation improvements or education. No payment is required for the energy saving measures received.

To apply, call the Dollar Energy Fund at **888-282-6816** Monday – Friday 8 a.m. – 5 p.m. or apply online at [DollarEnergy.org/MyApp](http://DollarEnergy.org/MyApp).

## LIHEAP Crisis Recovery

The PA Department of Human Services (DHS) has opened a second Low-Income Home Energy Assistance Program (LIHEAP) to assist with past-due bills. Applications for the Crisis Recovery program will be accepted through August 31, 2020, or until funds are exhausted.

- Customers can receive emergency assistance with Crisis grants up to \$800\* to assist with past due bills.
- Customers may direct Crisis grants to the electric company.
- To Apply, visit [compass.state.pa.us](http://compass.state.pa.us), call your local agency or call the statewide LIHEAP hotline at **800-692-7462 / PA Relay at 711** for the hearing impaired.
- Previous Cash recipients do not need to fill out a new application but must call to request Crisis.

\*If you previously received a Crisis grant for less than the \$800 maximum, you may be eligible for additional assistance.

## DOLLAR ENERGY FUND (DEF)

- This program provides cash assistance to maintain or restore utility service.
- The maximum grant is \$500.
- This program is open while funds are available.
- Locate an agency online at [HardshipTools.org/AgencyFinder.aspx](http://HardshipTools.org/AgencyFinder.aspx) or call **888-282-6816**.

## 211

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.

- Call **211**
- Visit **211.org**
- Text your ZIP code to **898211**
- Available 24 hours a day, 365 days a year.

### 2020 Eligibility Guidelines – Annual Household Income

Household Size	PCAP	WARM	DEF	LIHEAP
1	\$19,140	\$25,520	\$31,900	\$18,735
2	\$25,860	\$34,480	\$43,100	\$25,365
3	\$32,580	\$43,440	\$54,300	\$31,995
4	\$39,300	\$52,400	\$65,500	\$38,625

For families/households with more than 4 persons, add \$6,720 (PCAP); \$8,960 (WARM); and/or \$11,200 (DEF); add \$6,630 (LIHEAP) for each additional person.