

**Customers eligible for LIHEAP may be eligible for the Pennsylvania Customer Assistance Program (PCAP).**

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

- A monthly credit toward the electric bill
- A monthly credit toward the account balance that is set aside for forgiveness at the initial enrollment
- An opportunity to reduce electricity consumption through our WARM program, which provides energy education and conservation improvements at no cost to you

To apply for PCAP,  
call Dollar Energy Fund at

**1-888-282-6816**



**FirstEnergy**

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**DON'T GET  
LEFT IN THE  
COLD**

Help is available now.

**Cold weather is on its way – and so are winter heating bills.**

The Low-Income Home Energy Assistance Program (LIHEAP) helps low-income families pay their heating bills. Beginning November 1, 2018, customers in low-income households can apply for the following:

**LIHEAP Cash Program** Provides a payment that is applied directly to a customer's electric account. A past-due notice is not required.

**LIHEAP Crisis Program** Offers grants to help customers avoid having their electric service shut off when overdue bills aren't paid. Electric service can be restored in cases when power is already shut off.

## Estamos para Ayudarle

Se viene el frío, así como las elevadas cuentas de calefacción durante el invierno.

Tenemos disponible ayuda para familias de bajos recursos con sus cuentas de calefacción.

- El Programa de Asistencia de Energía para Hogares de Bajos Ingresos (Low-Income Home Energy Assistance Program o LIHEAP) ayuda a las familias de bajos recursos a pagar sus cuentas de calefacción. Para más información, llame al 1-866-857-7095.
- Los clientes elegibles para el LIHEAP pueden ser elegibles para el Programa de Asistencia al Cliente de Pensilvania (Pennsylvania Customer Assistance Program o PCAP). Para más información sobre el PCAP, comuníquese con Dollar Energy Fund llamando al 1-888-282-6816.

**To qualify, your annual gross household income must be less than the following amount for the number of people in your home:**

Size of Household	Annual Household Income
1 person	\$18,210
2 persons	\$24,690
3 persons	\$31,170
4 persons	\$37,650
5 persons	\$44,130
6 persons	\$50,610
7 persons	\$57,090
8 persons	\$63,570

For households with more than eight people, add \$6,480 for each additional member.

## Funds available through the program are limited.

To apply, you will need a recent electric bill and the following information for **every person living in the home:**

- Name
- Birthdate
- Social Security Number
- Proof of Income

Eligible customers may contact the local County Assistance Office or request an application by calling the LIHEAP hotline at 1-866-857-7095. Customers with hearing or speech impairments can call 1-800-451-5886.

LIHEAP benefits are limited to a maximum of \$1,000 for the CASH program and \$600 for CRISIS. If you received LIHEAP during the 2017-2018 program year, you also may be eligible to receive additional assistance of up to \$500 to help keep your service on or restore it if it has been shut off.

## Save time – Apply online

By using COMPASS, you can apply for LIHEAP at any time from any location with Internet access. Apply at [www.compass.state.pa.us](http://www.compass.state.pa.us).

