

Pennsylvania Assistance Programs



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We understand some of our customers may need assistance with their bills due to challenges caused by the coronavirus pandemic. Although we are not disconnecting service, customers will still receive notices, both to keep them informed of their account status and to provide documentation so they may seek assistance.

Program	Benefits	Eligibility Requirements	How to Apply	What You Need to Apply
PCAP	<ul style="list-style-type: none"> Customers can receive lower monthly bills and/or debt forgiveness. 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 M-F 8am-5pm 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 for the ratepayer will be requested Income information for all adult household members Electric account number Payment is not required to re-enroll
LIHEAP Recovery Crisis	<ul style="list-style-type: none"> 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. <p><i>*If you previously received a Crisis grant for less than the \$800 maximum, you may be eligible for additional assistance.</i></p>	<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. The customer can either rent or own the home. 	<p>Applications will be accepted through August 31 or until funds are exhausted.</p> <p>To Apply:</p> <ul style="list-style-type: none"> www.compass.state.pa.us Call your local agency Call the Statewide LIHEAP Hotline at 877-395-8930/PA Relay at 711 for the hearing impaired. 	<p>Previous Cash recipients do not need to fill out a new application but must call to request Crisis. New applicants will need:</p> <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.
Dollar Energy Fund	<ul style="list-style-type: none"> This program provides cash assistance to maintain or restore utility service. The maximum grant is \$500. 	The customer must have a gross (before tax) household income at or below 250% of the Federal Poverty Guidelines listed below.	<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	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.	Requirements may vary based on program referrals.	<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>	

2020 Eligibility Guidelines – Percent Poverty Level per Family/Household							
Household Size	150%	200%	250%	Household Size	150%	200%	250%
1	19,140	25,520	31,900	5	46,020	61,360	76,700
2	25,860	34,480	43,100	6	52,740	70,320	87,900
3	32,580	43,440	54,300	7	59,460	79,280	99,100
4	39,300	52,400	65,500	8	66,180	88,240	110,300

For families/households with more than 8 persons, add \$6,720 (150%); \$8,960 (200%); and/or \$11,200 (250%) for each additional person.

[†] PA LIHEAP follows 2019 Guidelines which are as follows: 1-\$18,735; 2-\$25,365; 3-\$31,995; 4-\$38,625. For each additional person, add \$6,630.

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