

West Virginia Assistance Programs



Mon Power • Potomac Edison

| Program | Benefits | Eligibility Requirements | How to Apply | What You Need to Apply |
|----------------------------------|---|---|--|---|
| 20% Discount | Reduces income-eligible customers' utility bills by 20 percent. | <ul style="list-style-type: none"> Administered by the DHHR offices. Eligible customers will receive applications from Department of Health & Human Resources (DHHR). Must receive SNAP and be over the age of 60. | <p>This program is available Nov. 1 through Mar. 31.</p> <ul style="list-style-type: none"> Applications are automatically mailed to eligible customers | <ul style="list-style-type: none"> Return the application from the DHHR with the following information: <ul style="list-style-type: none"> Electric account number Application must be signed Mon Power and Potomac Edison attempt to automatically enroll your account in October. If you do not receive a letter in October confirming the enrollment, you must mail the application you received from the DHHR to your electric provider to receive the program benefit." |
| Emergency Assistance (EA) | <ul style="list-style-type: none"> Helps eligible customers avoid termination of service. EA is a one-time payment that is applied to the customer's account. | <ul style="list-style-type: none"> Must have a gross (before tax) household income at or below the guidelines listed below. Must present a disconnect notice at the county DHHR office. | <ul style="list-style-type: none"> Apply at your local DHHR offices. To find an EA location near you, call 1-877-716-1212, M-F from 8 a.m. – 5 p.m. or visit https://dhhr.wv.gov/pages/field-offices.aspx. Agencies may have adjusted hours. Contact the agency for available hours | <ul style="list-style-type: none"> The total number of people in the household Proof of annual income for all household members |
| LIEAP | Customers can receive cash grants for home heating bills and emergencies, such as past due bills or termination notices. | <ul style="list-style-type: none"> The customer must have a gross (before tax) household income at or below 60% of the State Median Income listed below.* The customer does not have to be on public assistance or have an unpaid heating bill to apply. The customer can either rent or own the home. | <p>A press release will announce the start of the application period for each program.</p> <ul style="list-style-type: none"> Obtain an application from local DHHR offices, Community Action agencies, or senior centers after the program opens. Call the DHHR at 1-877-716-1212, M-F from 8 a.m. – 5 p.m. Apply online at www.wvpath.org. | <ul style="list-style-type: none"> Names of everyone 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 heating bill; if heating with gas, customers must provide the electric bill also. |
| 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 150% of the Federal Poverty Guidelines listed below. | <p>This program opens in Oct. and remains open while funds are available.</p> <ul style="list-style-type: none"> Locate an agency online at www.hardshiptools.org/AgencyFinder.aspx. | <ul style="list-style-type: none"> Names of everyone in your household Dates of birth for all household members Proof of income for all household members 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. | Requirements may vary based on program referrals. | <ul style="list-style-type: none"> For more information: call 211; visit www.WV211.org or text your ZIP code to 898211. Available 24 hours a day, 365 days a year. | |

2022 Annual Eligibility Guidelines – Percent Poverty Level per Family/Household

| Household Size | EAP | LIEAP | DEF | Household Size | EAP | LIEAP | DEF |
|----------------|--------|--------|--------|----------------|--------|--------|--------|
| 1 | 9,768 | 24,060 | 20,385 | 5 | 16,152 | 53,664 | 48,705 |
| 2 | 14,532 | 31,452 | 27,465 | 6 | 16,752 | 61,056 | 55,785 |
| 3 | 14,952 | 38,856 | 34,545 | 7 | 17,352 | 62,448 | 62,865 |
| 4 | 15,552 | 46,260 | 41,625 | 8 | 17,952 | 66,996 | 69,945 |

For families/households with more than 8 persons, add \$600 (EAP); \$7,128 (LIEAP); \$7,080 (DEF) for each additional person.

*To be effective October 2022 for LIEAP.

For more information about any of these programs or to find out if you qualify, visit 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.

Mon Power: 1-800-686-0022 • Potomac Edison: 1-800-686-0011