

On April 2, 2020 FirstEnergy put into place a new process to help Pennsylvania residential customers who may be finding themselves in need of assistance they may not have needed in the past. If a customer contacts Dollar Energy and alerts them that their household income has been affected by COVID 19, the following guidelines will be followed:

Situation	How PCAP Application will be processed
Household has experienced a complete loss of income	Household will be enrolled in PCAP at zero-income, requiring recertification in 6 months.
Household has experienced a partial loss of income	Household will be enrolled in PCAP based on the remaining income that is being received.
Household has experienced a loss of income and remaining income is for individual(s) under 18	Household will be enrolled in PCAP at zero-income, requiring recertification in 6 months.

The first step is to contact our credit and collection department at 1-800-545-7741 and they will guide you toward contacting Dollar Energy. Attached is FirstEnergy’s one-page PA assistance programs document. This document is extremely helpful because it outlines all programs and includes contact phone numbers for each program.

At this time, FirstEnergy is not pursuing termination of any services, however, 10-day notices are being mailed out to all customers. These notices are important because customers may need proof of delinquency to qualify for some assistance programs. This notice serves as their proof document.

# Pennsylvania Assistance Programs

Program	Benefits	Eligibility Requirements	How to Apply	What You Need to Apply
<b>PCAP</b>	<ul style="list-style-type: none"> <li>Customers can receive lower monthly bills and/or debt forgiveness.</li> <li>Lower bills through energy education and/or home improvements are available through the WARM program.</li> </ul>	<ul style="list-style-type: none"> <li>The Customer must have a gross (before tax) household income at or below 150% of the Federal Poverty Guidelines listed below.</li> <li>The person whose name is on the account must live in the home.</li> </ul>	<ul style="list-style-type: none"> <li>Call the Dollar Energy Fund at 1-888-282-6816</li> <li>Apply online at <a href="http://www.DollarEnergy.org/MyApp">www.DollarEnergy.org/MyApp</a>.</li> </ul>	<ul style="list-style-type: none"> <li>Names of people in your household</li> <li>Dates of birth for all household members</li> <li>Social Security Numbers for all household members</li> <li>Proof of income for all adult household members</li> <li>Electric account number</li> </ul>
<b>WARM</b>	Lower your bill and keep your home more comfortable in the winter and summer months. No payment is required for these services: <ul style="list-style-type: none"> <li>In-home energy usage evaluation</li> <li>An energy-savings plan</li> <li>Energy-saving home improvements installed by a WARM contractor in your area.</li> </ul>	<ul style="list-style-type: none"> <li>The customer must have a gross (before tax) household income at or below 200% of the Federal Poverty Guidelines listed below.</li> <li>The average electric usage must be at least 375 kWh per month.</li> </ul>	<ul style="list-style-type: none"> <li>Call the Dollar Energy Fund at <b>1-888-282-6816</b></li> <li>Complete the online form or paper applications at <a href="http://www.EnergySavePA.com">www.EnergySavePA.com</a>.</li> </ul>	<ul style="list-style-type: none"> <li>The total number of people in the household</li> <li>Proof of annual income for the household.</li> <li>Heat type</li> <li>Water heater type</li> <li>If renting – your landlord name, phone number and address</li> </ul>
<b>LIHEAP</b>	<ul style="list-style-type: none"> <li>Customers can receive cash grants for home heating bills and emergencies.</li> <li>Cash Grants of \$200 to \$1,000* are available.</li> <li>Crisis Grants of \$25 to \$600* are available.</li> </ul> <p>*Amounts are subject to change annually</p>	<ul style="list-style-type: none"> <li>The customer must have a gross (before tax) household income at or below 150% of the Federal Poverty Guidelines listed below.*</li> <li>The customer does not have to be on public assistance or have an unpaid heating bill to apply.</li> <li>The customer can either rent or own the home.</li> </ul>	This program available through April 10. <ul style="list-style-type: none"> <li>Apply online at <a href="http://www.compass.state.pa.us">www.compass.state.pa.us</a>.</li> <li>Request an application by calling the Statewide LIHEAP Hotline at <b>1-866-857-7095</b>/PA Relay at 711 for the hearing impaired.</li> <li>Applications are available at your local county assistance office for emergency assistance.</li> </ul>	<ul style="list-style-type: none"> <li>Names of people in your household</li> <li>Dates of birth for all household members</li> <li>Social Security Numbers for all household members</li> <li>Proof of income for all household members</li> <li>A recent heating bill</li> </ul>
<b>DOLLAR ENERGY FUND</b>	<ul style="list-style-type: none"> <li>This program provides cash assistance to maintain or restore utility service.</li> <li>DEF also helps previous PCAP participants re-enroll in the program.</li> <li>The maximum grant is \$500.</li> </ul>	The customer must have a gross (before tax) household income at or below 250% of the Federal Poverty Guidelines listed below.	This program opens in October and remains open while funds are available.  Locate an agency online at <a href="http://www.HardshipTools.org/AgencyFinder.aspx">www.HardshipTools.org/AgencyFinder.aspx</a> .	<ul style="list-style-type: none"> <li>Names of everyone in your household</li> <li>Birthdates of everyone in your household</li> <li>Proof of income of everyone in your household</li> <li>A copy of your most recent utility bill</li> <li>Your utility account number</li> <li>Proof of all payments made in the last 90 days</li> </ul>
<b>211</b>	This nationwide resource and information helpline will identify programs in your area that may assist you or someone you know with utility bills.		For more information: call <b>211</b> ; visit <a href="http://www.211.org">www.211.org</a> ; or text your ZIP code to 898211.  Available 24 hours a day, 365 days a year.	

### 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.

\*To be effective November 2020 for PA LIHEAP.

**For more information** about any of these programs or to find out if you qualify, visit [FirstEnergyCorp.com/BillAssist](http://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: 1-800-545-7741**

**Penn Power: 1-800-720-3600**

**West Penn Power: 1-800-686-0021**