Pennsylvania Assistance Programs

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<th>Eligibility Requirements</th>
<th>How to Apply</th>
<th>What You Need to Apply</th>
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| PCAP      | • 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.                                       | • The Customer must have a gross (before tax) household income at or below 150% of the Federal Poverty Guidelines listed below. • The person whose name is on the account must live in the home. | • Call the Dollar Energy Fund at 1-888-282-6816  
• Apply online at www.DollarEnergy.org/MyApp.                                          | • 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 adult household members  
• Electric account number |
| WARM      | Lower your bill and keep your home more comfortable in the winter and summer months. No payment is required for these services: • In-home energy usage evaluation  
• An energy-savings plan  
• Energy-saving home improvements installed by a WARM contractor in your area.                              | • The customer must have a gross (before tax) household income at or below 200% of the Federal Poverty Guidelines listed below.  
• The average electric usage must be at least 375 kWh per month. | • Call the Dollar Energy Fund at 1-888-282-6816  
• Complete the online form or paper applications at www.EnergySavePA.com. | • The total number of people in the household  
• Proof of annual income for the household  
• Heat type  
• Water heater type  
• If renting – your landlord name, phone number and address |
| LIHEAP    | • Customers can receive cash grants for home heating bills and emergencies. • Cash Grants of $200 to $1,000* are available. • Crisis Grants of $25 to $600* are available.                  | • 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 or have an unpaid heating bill to apply.  
• The customer can either rent or own the home. | This program available through April 10.  
• Apply online at www.compass.state.pa.us.  
• Request an application by calling the Statewide LIHEAP Hotline at 1-866-857-7095/PA Relay at 711 for the hearing impaired.  
• Applications are available at your local county assistance office for emergency assistance. | • 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 heating bill |
| DOLLAR ENERGY FUND | • This program provides cash assistance to maintain or restore utility service. • DEF also helps previous PCAP participants re-enroll in the program.  
• 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. | This program opens in October and remains open while funds are available.  
Locate an agency online at www.HardshipTools.org/AgencyFinder.aspx. | • Names of people 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  
• Proof of all payments made in the last 90 days |
| 211       | 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 211; visit www.211.org; or text your ZIP code to 898211.  
Available 24 hours a day, 365 days a year. |                                                                                                                                                   |

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Available 24 hours a day, 365 days a year. |                                                                                                                                                   |

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<th>Household Size</th>
<th>2020 Eligibility Guidelines – Percent Poverty Level per Family/Household</th>
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<tbody>
<tr>
<td></td>
<td>150%</td>
</tr>
<tr>
<td>1</td>
<td>19,140</td>
</tr>
<tr>
<td>2</td>
<td>25,860</td>
</tr>
<tr>
<td>3</td>
<td>32,580</td>
</tr>
<tr>
<td>4</td>
<td>39,300</td>
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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 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

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