

Pennsylvania Assistance Programs

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"> 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. 	<ul style="list-style-type: none"> Call the Dollar Energy Fund at 1-888-282-6816 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 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: <ul style="list-style-type: none"> In-home energy usage evaluation An energy-savings plan Energy-saving home improvements installed by a WARM contractor in your area. 	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Call the Dollar Energy Fund at 1-888-282-6816 Complete the online form or paper applications at www.EnergySavePA.com. 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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. <p>*Amounts are subject to change annually</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 or have an unpaid heating bill to apply. The customer can either rent or own the home. 	This program available through April 10. <ul style="list-style-type: none"> 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. 	<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 heating bill
DOLLAR ENERGY FUND	<ul style="list-style-type: none"> 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 .	<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 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.	

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 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