

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.wv.gov. 	<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. 	

2023 Annual Eligibility Guidelines – Percent Poverty Level per Family/Household

Household Size	EAP	LIEAP	DEF	Household Size	EAP	LIEAP	DEF
1	10,332	24,588	21,870	5	16,992	54,852	52,710
2	15,372	32,184	29,580	6	17,592	62,412	60,420
3	15,792	39,720	37,290	7	18,192	69,948	68,130
4	16,392	47,292	45,000	8	18,792	77,028	75,840

For families/households with more than 8 persons, add \$600 (EAP); \$7,080 (LIEAP); \$7,710 (DEF) for each additional person.

*To be effective October 2023 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