

If you're eligible for the Low Income Home Energy Assistance Program (LIHEAP), you may also qualify for the Pennsylvania Customer Assistance Program (PCAP).

The program may provide one or all of the following benefits:

- A credit towards your monthly bill based on a percentage of your income and heat source, not to exceed the annual credit limit (not to exceed the annual credit limit).
- A one-time opportunity to have your current account balance set aside for forgiveness.
- An opportunity to participate in FirstEnergy Pennsylvania's WARM program, which provides education and energy-saving home improvements at no cost to help customers potentially save energy and money.
- No security deposits or late payment fees assessed.

If you received LIHEAP in the last 12 months, you will not be required to submit proof of income for PCAP when you apply.

To apply for PCAP online, visit
pabillassist.com

To apply by phone, please call
888-282-6816

Monday – Friday 8 a.m. – 5 p.m.

FirstEnergy

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**DON'T GET
LEFT IN THE
COLD**

Help is available now.

Cold weather is on its way – and so are winter heating bills.

The Low-Income Home Energy Assistance Program (LIHEAP) helps low-income families pay their heating bills. Eligible customers can apply for the following programs from November 1, 2026 through April 9, 2027:

LIHEAP Cash Program – Makes a payment directly to your electric account. A past-due notice is not required.

LIHEAP Crisis Program – Provides emergency grants to prevent electric service shutoffs or to restore power if it has already been disconnected.

Hay ayuda disponible

Se acerca el frío y, con él, el aumento de las facturas de calefacción en invierno. Estos programas pueden ayudarle a reducir su factura mensual de electricidad:

- El Programa de asistencia energética para hogares de bajos ingresos (LIHEAP) ayuda a familias de bajos ingresos a pagar hasta \$1,000 por sus facturas de calefacción o a evitar interrupciones del servicio. Presente su solicitud en **compass.state.pa.us** o llame al **866-857-7095** para obtener más información.
- Los clientes elegibles para LIHEAP también podrían ser elegibles para el Programa de asistencia al cliente de Pennsylvania (PCAP). Si recibió LIHEAP en los últimos 12 meses, no tendrá que presentar comprobante de ingresos para PCAP al solicitarlo. Los participantes de PCAP no pagan cargos por pagos atrasados ni depósitos de seguridad. PCAP puede otorgar crédito en la factura mensual o condonar saldos vencidos. Solicite en **pabillassist.com** o llame al **888-282-6816**.
- Si tiene facturas vencidas, podría ser elegible para recibir una ayuda de hasta \$600 a través de una subvención del **Dollar Energy Fund**. Para solicitar o encontrar una agencia cerca de usted, visite **dollarenergy.org/myapp**.

To qualify, your annual gross household income must be less than the following amount for the number of people in your home:

Size of Household	Annual Household Income
1 person	\$23,940
2 persons	\$32,460
3 persons	\$40,980
4 persons	\$49,500
5 persons	\$58,020
6 persons	\$66,540
7 persons	\$75,060
8 persons	\$83,580

For households with more than eight people, add \$8,520 for each additional member.

Program funds are limited.

To apply, you will need to provide a recent electric bill and the following information for every person living in the home:

- Name
- Birthdate
- Social security number
- Proof of income

You can request an application by contacting the local LIHEAP County Assistance Office or calling the LIHEAP helpline at **866-857-7095**. If you have a hearing or speech impairment, please dial **711**.

You can also apply for LIHEAP online at **compass.state.pa.us**.

LIHEAP benefits are limited to a maximum of \$1,000 for the CASH program and \$1,000 for LIHEAP's CRISIS program.

Please contact your local LIHEAP county assistance office to learn more about your eligibility for a CRISIS grant.

For more information about available bill assistance programs, visit **firstenergycorp.com/billassist**.

