

Customers eligible for LIHEAP may be eligible for the Pennsylvania Customer Assistance Program (PCAP).

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

- A monthly credit toward the electric bill
- A monthly credit toward the account balance that is set aside for forgiveness at the initial enrollment
- An opportunity to reduce electricity consumption through our WARM program, which provides energy education and conservation improvements at no cost to you

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. Beginning November 1, 2023, customers in low-income households can apply for the following:

LIHEAP Cash Program Provides a payment that is applied directly to a customer's electric account. A past-due notice is not required.

LIHEAP Crisis Program Offers grants to help customers avoid having their electric service shut off when overdue bills aren't paid. Electric service can be restored in cases when power is already shut off.

Estamos para Ayudarle

Se viene el frío, así como las elevadas cuentas de calefacción durante el invierno.

Tenemos disponible ayuda para familias de bajos recursos con sus cuentas de calefacción.

- El Programa de Asistencia de Energía para Hogares de Bajos Ingresos (Low-Income Home Energy Assistance Program o LIHEAP) ayuda a las familias de bajos recursos a pagar sus cuentas de calefacción. Para más información, llame al 1-866-857-7095.
- Los clientes elegibles para el LIHEAP pueden ser elegibles para el Programa de Asistencia al Cliente de Pensilvania (Pennsylvania Customer Assistance Program o PCAP). Para más información sobre el PCAP, comuníquese con Dollar Energy Fund llamando al 1-888-282-6816.

Para solicitar PCAP, llame a Dollar Energy Fund al 1-888-282-6816 Lunes a Viernes de 8 a.m. a 5 p.m.

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	\$21,870
2 persons	\$29,580
3 persons	\$37,290
4 persons	\$45,000
5 persons	\$52,710
6 persons	\$60,420
7 persons	\$68,130
8 persons	\$75,840

For households with more than eight people, add \$7,710 for each additional member.

Funds available through the program are limited.

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

- Name
- Birthdate
- Social Security Number
- Proof of Income

Eligible customers may contact the local County Assistance Office or request an application by calling the LIHEAP hotline at **866-857-7095**. Customers with hearing or speech impairments please dial 711.

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

Save time – Apply online

By using COMPASS, you can apply for LIHEAP at any time from any location with internet access. Apply at **compass.state.pa.us**.

For more information about bill assistance programs or to find out if you may qualify, visit **firstenergycorp.com/billassist** and click on **“Search Assistance Programs.”**

