

To speak with a Customer Care Representative, call:

Penelec and Met-Ed:  
**800-545-7741**

Penn Power:  
**800-720-3600**

West Penn Power:  
**800-686-0021**

For electrical emergencies and outages, call

**888-LIGHTSS**  
**(888-544-4877)**

24 hours a day.

Our crews respond as quickly as possible using the phone number and address we have on record. If your information has changed recently, please contact us so we may update our records.

Customers with hearing or speech impairments can call the Pennsylvania Relay Service at 711.

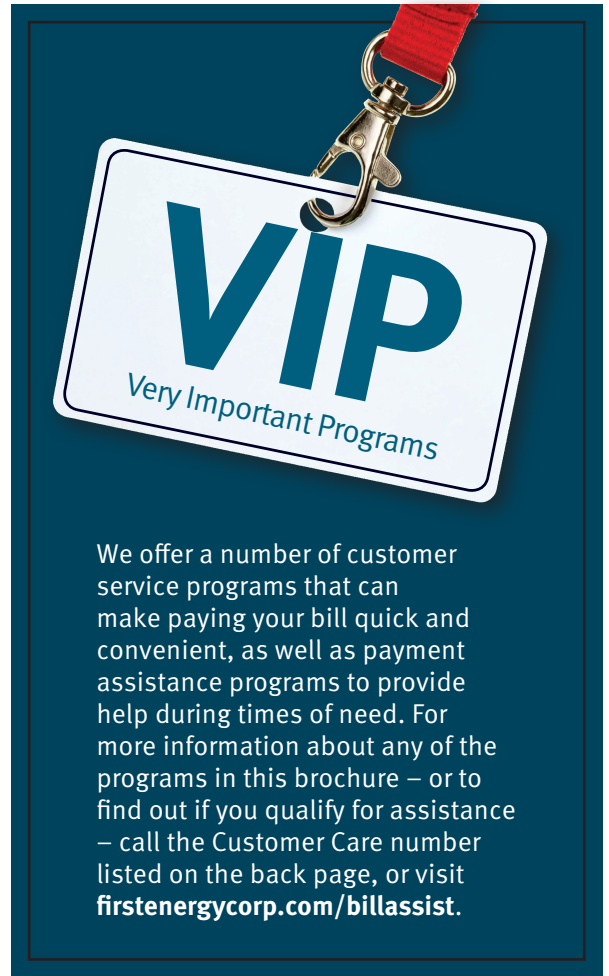
For more information about energy assistance, visit  
**[firstenergycorp.com/billassist](http://firstenergycorp.com/billassist)**



Follow us on X:  
[@Met-Ed](#)  
[@Penn\\_Power](#)  
[@Penelec](#)  
[@W\\_Penn\\_Power](#)



Like us on Facebook:  
[facebook.com/MetEdElectric](https://facebook.com/MetEdElectric)  
[facebook.com/PenelecElectric](https://facebook.com/PenelecElectric)  
[facebook.com/PennPower](https://facebook.com/PennPower)  
[facebook.com/WestPennPower](https://facebook.com/WestPennPower)



We offer a number of customer service programs that can make paying your bill quick and convenient, as well as payment assistance programs to provide help during times of need. For more information about any of the programs in this brochure – or to find out if you qualify for assistance – call the Customer Care number listed on the back page, or visit **[firstenergycorp.com/billassist](http://firstenergycorp.com/billassist)**.

**FirstEnergy**<sup>®</sup>

Met-Ed • Penelec • Penn Power • West Penn Power

**FirstEnergy**<sup>®</sup>

Met-Ed • Penelec • Penn Power • West Penn Power

## CUSTOMER ASSISTANCE PROGRAMS

### **Pennsylvania Customer Assistance Program (PCAP)**

This program helps income-eligible residential customers lower their monthly electric bills and/or reduce an existing account balance. The program is administered by the Dollar Energy Fund. To apply, visit [pabillassist.com](http://pabillassist.com) or call **888-282-6816**, Monday to Friday, 8 a.m. to 5 p.m.

### **Customer Assistance & Referral Evaluation Services (CARES)**

This program provides short-term assistance to customers with special needs. Company CARES representatives refer eligible customers to social agencies and provide information on applicable company assistance programs.

### **WARM Program**

The WARM Program provides home energy conservation improvements and education to help income-eligible customers save money by reducing their electric bills. No payment is required from participants for energy-saving measures they receive. Qualified participants must meet income guidelines and a minimum monthly usage requirement. For more information, call **888-406-8074** or visit:

- [firstenergycorp.com/warm](http://firstenergycorp.com/warm)

For a complete list of energy-saving programs, visit [www.energysavepa.com](http://www.energysavepa.com) and click on your electric company.

### **Low-Income Home Energy Assistance Program (LIHEAP)**

The Low Income Home Energy Assistance Program (LIHEAP) helps families living on low incomes pay their heating bills in the form of a cash grant. Households in jeopardy of being without heat or needing to restore service can also qualify for crisis grants. These grants may be up to \$1,000 based on household size, income, and fuel type and do not have to be repaid. Beginning in November, apply online at [compass.state.pa.us](http://compass.state.pa.us) or call the LIHEAP Hotline at **866-857-7095** (PA Relay 711 for the hearing impaired). On your LIHEAP application, you may also choose to share your application data with your utilities to apply for customer assistance programs offered by your utility.

### **The Dollar Energy Fund**

The Dollar Energy Fund offers financial assistance to help qualified customers in hardship situations maintain utility service after all other assistance has been exhausted. Income guidelines apply. Community-based organizations in our service areas administer the program, and funding is provided by contributions from company stockholders, employees and customers. Visit [dollarenergy.org](http://dollarenergy.org) and click on “Agency Finder” to find a location near you.

## CUSTOMER SERVICE PROGRAMS

### **Equal Payment Plan**

Our Equal Payment Plan (EPP) offers you the convenience of making consistent monthly electric bill payments, avoiding the seasonal highs and lows when usage fluctuates. The monthly amount is based on your history of electric use. Each quarter, your payment amount is reviewed and, if necessary, adjusted to reflect your usage.

### **eBill Electronic Billing**

Receive your bills electronically and access them anytime online – day or night – using this free and secure online billing option. To sign up, or for more information, visit [firstenergycorp.com/eBill](http://firstenergycorp.com/eBill).

### **Direct Debit/Checkless Payment Plan**

This plan is an ideal way to ensure your bill is paid on time without the hassle and expense of checks, stamps or trips to the bank. Each month when your bill is due, your payment is automatically deducted from your checking or savings account.

### **Extended Due Date Plan**

This plan postpones the due date of an electric bill by ten days for customers who are at least 60 years old or receive a monthly check for Social Security, pension or disability. PCAP participants are not eligible for this plan.

### **Third-Party Notification**

Third-Party Notification enables you to designate someone we can contact – a relative, friend, clergy member, etc. – if a final disconnection notice goes unanswered. If they agree, we will check with them before service is terminated. The person you designate does not have to pay your bill.

### **Payment Arrangement**

A Payment Arrangement helps customers catch up on overdue electric bills. You pay each month the Equal Payment Plan amount plus a portion of the overdue balance, which is based on household income level. The PCAP program is an alternative payment plan for low-income residential customers, therefore participants may not be eligible for an additional Payment Arrangement.

### **Critical Customer Care Program**

This program identifies customers who use certain electrically operated life sustaining medical equipment in their home and helps these customers prepare for planned and unplanned power outages.