

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



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Do you need help making your electric bill more affordable? We offer assistance programs that help you manage energy costs, as well as convenient payment options. For more information or to find out if you qualify for assistance, visit **firstenergycorp.com/billassist** or call the Customer Care Center number on listed on the last page.

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CUSTOMER ASSISTANCE PROGRAMS

Pennsylvania Customer Assistance Program (PCAP)

PCAP helps income-eligible customers maintain their electric service by lowering their monthly electric bills. Customers may also be eligible for a one-time debt forgiveness on past-due balances. To apply, visit pabillassist.com or call the Dollar Energy Fund at **888-282-6816**, Monday to Friday, 8 a.m. to 5 p.m.

Customer Assistance & Referral Evaluation Services (CARES)

CARES provides assistance on a short-term basis to customers who are experiencing a temporary hardship. Eligible customers will be referred to social agencies and receive information on applicable assistance programs.

WARM Program

WARM provides no-cost home energy upgrades and education to help income-eligible customers save money by reducing their electric bills. Qualified participants must meet household income and electricity usage requirements. For more information, call **888-406-8074** or visit firstenergycorp.com/warm.

For a complete list of energy-saving programs, visit energysavepa.com and click on your electric company.

Low-Income Home Energy Assistance Program (LIHEAP)

LIHEAP provides grants to income-eligible households to help pay home heating costs. Crisis assistance may also be available if you are at risk of losing heat or need service restored. Apply November through early April at dhs.pa.gov/COMPASS or call **866-857-7095** (PA Relay **711**).

The Dollar Energy Fund

Eligible customers facing financial hardship may qualify for assistance through the **Dollar Energy Fund**. The program typically opens October 1 and remains available until funds are exhausted. Visit dollarenergy.org/myapp to apply online. To locate an agency near you, visit dollarenergy.org and click on "Agency Finder" or call **888-282-6816**.

Equal Payment Plan

Our Equal Payment Plan (**EPP**) can help you make more consistent monthly payments. **EPP** spreads out annual costs across all 12 months to even out highs and lows during colder or hotter months when you may use more energy. 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.

CUSTOMER SERVICE PROGRAMS

eBill Electronic Billing

Receive your bills electronically and access them anytime using this free and secure online billing option. For more information and to sign up, visit firstenergycorp.com/eBill.

AutoPay Payment Programs

AutoPay is a service that helps you stay current on your energy bill by automatically deducting your monthly electric bill payment from your bank account or debit/credit card on the due date. Enroll in the AutoPay by logging into My Account at firstenergycorp.com/login.

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. Each month, you pay the Equal Payment Plan amount plus a portion of the overdue balance based on household income level. Customers enrolled in **PCAP** may not be eligible for an additional payment arrangement.

Critical Customer Care Program

This program helps customers who use certain electrically operated life sustaining medical equipment in their home prepare for planned and certain unplanned power outages. Contact your electric company for more information.

Medical Certification

Customers with severe health problems may have a licensed physician, nurse practitioner or physician assist certify that a household member is seriously ill or requires the continuation of service to treat the medical condition.

The certification is designed to provide customers with additional time to pay past-due balances, and will postpone a service termination for 30 days. The current electric bill must be paid while the medical certificate is in effect.