

How can I re-enroll if I am removed from PCAP?

If you are removed from PCAP for any reason, contact us to determine the amount you will need to pay to re-enroll. Only the remaining balance from the original amount set aside for forgiveness can be deferred again. All other billed charges must be paid, including installment plan balances, to re-enroll. Once you have paid, you can then recertify your income with an agency to complete re-enrollment.

Who should I call?

For questions about your PCAP bill, the amount you need to pay to re-enroll if you were removed, or energy assistance information, visit www.firstenergycorp.com/contactus,* or call us Monday through Friday from 8 a.m. to 6 p.m. at the number listed below. For additional information about available assistance resources, please call 2-1-1.

Penelec and Met-Ed:	1-800-962-4848
Penn Power:	1-800-774-1674
West Penn Power:	1-800-736-3404

*Questions submitted via our website will be responded to within two business days.

To complete your application for enrollment or perform your annual recertification, please call Dollar Energy Fund at 1-888-282-6816.

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Need Help?



GET TO KNOW THE
PENNSYLVANIA CUSTOMER
ASSISTANCE PROGRAM

PCAP

The Pennsylvania Customer Assistance Program (PCAP) is designed to help eligible residential customers keep electric service and remove their past-due balance.

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

- A monthly credit toward the electric bill
- A **one-time opportunity** to have the current account balance set aside for forgiveness
- An opportunity to reduce the amount of electricity you use. We offer an energy education and conservation program (WARM) for customers on a limited income.

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PCAP and the Equal Payment Plan

All PCAP participants must be enrolled in the Equal Payment Plan (EPP). The EPP is a budget plan, which helps level out your monthly payments. This allows you to avoid seasonal high and low bills. Each month, you will be billed one-twelfth of your annual estimated usage. If eligible for a monthly credit, that amount can be reduced. By conserving energy you may be able to lower your EPP amount. Please visit www.energysavepa.com for information on ways to save, including our Home Energy Analyzer.

Here is an example of how the EPP might work with a monthly PCAP credit, if eligible.

If your annual estimated usage is \$1,200, we divide that by 12 months to calculate your monthly EPP amount: \$100

If you are eligible for a monthly PCAP credit, we would subtract that credit from your EPP to figure the amount of your payment due.

\$100	EPP amount
– \$76	PCAP credit
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\$24	Amount due

Over the course of one year, this is what happens:

- Monthly, you can monitor the difference between your actual charges and the billed EPP amount. See EPP Summary on the bill.
- Every three months from the date you enrolled in the EPP, we recalculate the monthly amount based on the most recent 12 months of electricity usage.
- Every three months from PCAP enrollment or recertification, the monthly PCAP credit is recalculated using the most recent 12 months of electric usage history. This may increase or decrease the monthly credit.
- After 12 months on the EPP (EPP anniversary), your account will be adjusted. If you used more energy than what was billed on the EPP plan, the difference becomes due. If you used less, the difference is credited to your account. This process will also occur if you move.
- Annually, you must complete recertification of income eligibility to avoid removal from the PCAP program.
 - A letter is mailed to participants approximately two months prior to the recertification date. The letter will include agency contact information. You must complete the recertification promptly to avoid removal from the program.

- A reminder message is printed on the bill prior to removal.
- Accounts must be current to complete the recertification process.

- Annually, you can apply for Low Income Home Energy Assistance Program (LIHEAP) Cash and/or Crisis assistance through PA Department of Human Services. LIHEAP is generally open November through March. A termination notice is not required to apply for LIHEAP Cash benefits. LIHEAP Cash benefits will be applied to your payment due, and any excess will carry over to the following month's bill.

What if I have chosen an alternate generation supplier?

If you are using an alternate generation supplier, those charges may not be included in your EPP amount.

Can I be removed from PCAP?

You can request to be removed from the program at any time. You also can be removed for any of the following reasons:

- Failure to recertify your income annually
- Fraud or theft of service
- Failure to meet program requirements
- Failure to apply for energy assistance or weatherization, if eligible

What if I am removed from PCAP?

If you are removed from PCAP, any remaining deferred arrears balance that was set aside upon your initial PCAP enrollment will be due on your next bill. You will remain on the EPP unless you request to be removed.