

West Virginia Assistance Programs



Mon Power • Potomac Edison

We understand some of our customers may need assistance with their bills due to challenges caused by the coronavirus pandemic. Although we are not disconnecting service, customers will still receive notices, both to keep them informed of their account status and to provide documentation so they may seek assistance.

Program	Benefits	Eligibility Requirements	How to Apply	What You Need to Apply
20% Discount	<ul style="list-style-type: none"> Reduces income-eligible customers' utility bills by 20 percent. 	<ul style="list-style-type: none"> Administered by the DHHR offices. Eligible customers will receive applications from DHHR. 	<p>This program is available November 1 through March 31.</p> <ul style="list-style-type: none"> Obtain an application from local DHHR offices, Community Action agencies, or senior centers after the program opens. Call the DHHR at 1-877-716-1212, M-F from 8 a.m. – 5 p.m. Apply online at www.wvpath.org. 	<ul style="list-style-type: none"> Names of everyone in your household Dates of birth for all household members Social Security Numbers for all household members Proof of income for all household members Electric account number
EAP	<ul style="list-style-type: none"> Helps eligible customers avoid termination of service. The Emergency Assistance Program (EAP) is a one-time payment that is applied to the customer's account. 	<ul style="list-style-type: none"> The customer must have a gross (before tax) household income at or below 35% of the Federal Poverty Guidelines listed below. Customers must present a disconnect notice at the county DHHR office. 	<ul style="list-style-type: none"> Obtain an application from local DHHR offices, Community Action agencies, or senior centers. Call the DHHR at 1-877-716-1212, M-F from 8 a.m. – 5 p.m. 	<ul style="list-style-type: none"> The total number of people in the household Proof of annual income for all household members
LIEAP	<ul style="list-style-type: none"> Customers can receive cash grants for home heating bills and emergencies, such as past due bills or termination notices. 	<ul style="list-style-type: none"> The customer must have a gross (before tax) household income at or below 150% of the Federal Poverty Guidelines listed below.* The customer does not have to be on public assistance or have an unpaid heating bill to apply. The customer can either rent or own the home. 	<p>This program is generally open in Jan or Feb. A press release will announce the start of the application period for each program.</p> <ul style="list-style-type: none"> Obtain an application from local DHHR offices, Community Action agencies, or senior centers after the program opens. Call the DHHR at 1-877-716-1212, M-F from 8 a.m. – 5 p.m. Apply online at www.wvpath.org. 	<ul style="list-style-type: none"> Names of everyone in your household Dates of birth for all household members Social Security Numbers for all household members Proof of income for all household members A recent heating bill
Dollar Energy Fund	<ul style="list-style-type: none"> This program provides cash assistance to maintain or restore utility service. The maximum grant is \$500. 	<p>The customer must have a gross (before tax) household income at or below 150% of the Federal Poverty Guidelines listed below.</p>	<p>This program opens in October and remains open while funds are available.</p> <ul style="list-style-type: none"> Locate an agency online at www.hardshiptools.org/AgencyFinder.aspx. 	<ul style="list-style-type: none"> Names of everyone in your household Dates of birth for all household members Proof of income for all household members A copy of your most recent utility bill Your utility account number
211	<p>This nationwide resource and information helpline will identify programs in your area that may assist you or someone you know with utility bills.</p>	<p>Requirements may vary based on program referrals.</p>	<ul style="list-style-type: none"> For more information: call 211; visit www.WV211.org or text your ZIP code to 898211. Available 24 hours a day, 365 days a year. 	

2020 Annual Eligibility Guidelines – Percent Poverty Level per Family/Household							
Household Size	EAP	LIEAP	DEF	Household Size	EAP	LIEAP	DEF
1	4,260	22,608	19,140	5	9,828	50,436	46,020
2	6,396	29,568	25,860	6	11,268	57,384	52,740
3	6,792	36,516	32,580	7	12,552	64,332	59,460
4	8,532	43,476	39,300	8	13,980	71,280	66,180

For families/households with more than 8 persons, add \$1,728 (EAP); \$6,948 (LIEAP); \$6,720 (DEF) for each additional person.

**To be effective November 2020 for LIEAP.*

For more information about any of these programs or to find out if you qualify, visit www.firstenergycorp.com/billassist and click on "Search Assistance Programs." You can also call us Monday through Friday from 8 a.m. to 6 p.m. at the number listed below.

Mon Power: 1-800-686-0022 • Potomac Edison: 1-800-686-0011