New York Assistance Programs

Penelec®
A FirstEnergy Company

Program	Benefits	Eligibility Requirements	How to Apply	What You Need to Apply
HEAP	• Helps customers who have a gross (before tax) household income at or below 60% of the State Median Income pay for their energy bills. • If you qualify for HEAP, you may be eligible for Supplemental Nutrition Assistance Program (SNAP) benefits.	• You and your household members are United States Citizens or qualified aliens **- AND -** • Your household's gross monthly income is at or below the current income guides for your household size listed below **- OR -** • You receive Supplemental Nutrition Assistance Program (SNAP) benefits **- OR -** • You receive Temporary Assistance **- OR -** • You receive Code A Supplemental Security Income (SSI Living Alone) • The customer can either rent or own the home	• This program is generally available Nov. through mid-Mar. • To apply call **607-687-8300** or visit mybenefits.ny.gov.	New applicants will need to include the following documentation along with their application: • Proof of each household member's identity • A valid Social Security Number for each household member • Proof of residence • A fuel and/or utility bill if you pay for heat or proof that you pay rent which includes heat • Documentation of income for all household members
Emergency HEAP	• Helps customers who have a gross (before tax) household income at or below 60% of the State Median Income with energy-related emergencies, such as utility termination. • A HEAP emergency benefit may be issued in addition to your regular HEAP benefit, if the regular benefit has been exhausted.	• Your income is at or below the current income guidelines listed below, or you receive Family Assistance, Safety Net Assistance, SNAP or Code A Supplemental Security Income, and you do not have available liquid resources to meet the emergency **- AND -** • Your electric heat is off or scheduled to be terminated **- OR -** • Your electricity is necessary for your heating system to work and it is either terminated or scheduled to be terminated	• This program is generally available between Jan. through early April. • To apply call **607-687-8300** or visit mybenefits.ny.gov/.	New applicants will need to include the following documentation along with your application: • Proof of each household member's identity • A valid Social Security Number for each household member • Proof of residence • A fuel and/or utility bill if you pay for heat or proof that you pay rent which includes heat • Documentation of income for all household members
Weatherization Assistance Program	• Assists homeowners and renters in our state with a gross (before tax) household income at or below 60% of the State Median Income with reducing heating and cooling costs through energy-conservation measures, while also addressing health and safety issues in their homes. • In home energy audit is conducted • Energy-saving home improvements are installed by a contractor	• Your household's gross monthly income is at or below the current income guides for your household size listed below • Program is available to both renters and homeowners • Both privately owned single-family and multi-family buildings are assisted	• This program is available year round • To apply call **607-687-0944**, ext. **310**	• Documentation of income for all household members • A fuel and/or utility bill if you pay for heat • Proof of ownership • Social Security Number
211	This nationwide resource and information helpline will identify programs in your area that may assist you or someone you know with utility bills.	Requirements may vary based on program referrals.	• For more information: call **211**; visit helpme211.org, or text your ZIP code to **898211**. • Available 24 hours a day, 365 days a year.	

2026 Annual Eligibility Guidelines – Percent Poverty Level per Family/Household								
Household Size	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**
	$41,685	$54,512	$67,338	$80,165	$92,991	$105,817	$108,222	$110, 627

For households with more than 8 persons, add $8,250.

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.

Penelec: 1-800-545-7741

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