Pennsylvania Customer Assistance Program (PCAP) may provide one or all of the following benefits for eligible low-income households:

- A monthly credit toward the electric bill
- A monthly credit toward the account balance that is set aside for forgiveness at the initial enrollment
- An opportunity to reduce electricity consumption through our WARM program, which provides energy education and conservation improvements

**Application/Recertification Process – Effective Sept. 1, 2016**

To apply, customers must call 888-282-6816 with the following information:

- Account number for the current electric account
- Name of every person living in the home
- Income information for all household members

To complete the application, the following information is needed:

- The birthdates of all household members
- Social Security numbers of all household members (Alternative forms of ID will be considered if no Social Security number is available.)

Dollar Energy Fund (DEF) will initiate the application with the customer and advise the caller to fax any required documentation to 412-431-2084. The customer may choose to mail the information instead.

At that time, the customer will be advised to call DEF in three to five business days after faxing/mailing the information if DEF has not successfully contacted the customer by then.

Once the faxed or mailed documentation is received, DEF will review the information and attempt to contact the customer to advise if the customer is eligible.
Once completed, the enrollment/recertification is automatically submitted to the electric company.

Once the enrollment is processed by the company, a letter is mailed to the customer to explain the status of enrollment. If enrolled, the next bill invoice will reflect the PCAP program indicator at the top of the invoice.

**Dollar Energy Fund Contact Center Information**

Phone: 888-282-6816  
Fax: 412-431-2084  

*Hours:*  
Monday–Thursday 8 a.m.–8 p.m.  
Friday 8 a.m.–6 p.m.

A Spanish-speaking representative is available upon request.

*To avoid long wait times, DEF offers a call-back option, which holds the customer’s place in line when all representatives are busy. The customer will receive a call back in the order their call was received.*