

More About PCAP

- We will notify you by mail when you have successfully enrolled. *Note that a pending PCAP application does not stop the termination of service process.*
- While enrolled in PCAP, electric service still can be terminated if the bill is not paid.
- PCAP monthly credits may be adjusted based on reported changes in the household income, household size or heat source.
- We will remind you when your recertification is due. If you do not recertify, you will be removed from the program and the full account balance will become due.
- If you re-enroll within 12 months of being removed for failure to recertify, you may qualify for additional credits. Dollar Energy Fund can estimate the amount that would remain due at re-enrollment.
- PCAP participants must receive the default service for electric supply. If you receive electric supply from a third-party supplier at enrollment, your account will be returned to the default service and you will be charged the current Price to Compare (PTC) rate. The supplier cannot charge fees or penalties for early termination or cancellation.
- Any previous PCAP participant returning to the program after Dec. 14, 2024, will be considered a new enrollment to the updated program.

To enroll, contact Dollar Energy Fund at 1-888-282-6816 or apply online at **pabillassist.com**.

To speak with a Customer Care Representative about your PCAP bill, call:

Penelec and Met-Ed: 1-800-545-7741

Penn Power: 1-800-720-3600

West Penn Power: 1-800-686-0021

Hearing impaired customers should call 711.

For more information about PCAP and other programs for income-eligible residential customers, visit **firstenergycorp.com/billassist** and click on your electric company.



Met-Ed • Penelec • Penn Power • West Penn Power



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Pennsylvania Customer Assistance Program

For FirstEnergy
Pennsylvania
residential customers.

PCAP is designed to help income-eligible residential customers maintain electric service and eliminate their past-due balance.

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

- A credit towards your monthly bill based on a percentage of your income and heat source.
- A one-time opportunity to have your current account balance set aside for forgiveness.
- An opportunity to receive energy-saving home improvements to reduce electricity usage through our WARM program.
- No security deposits or late payment fees assessed.

Reduce Your Monthly Electric Bill

The Federal Poverty Level (FPL) percentage and heat type determine the percentage of income used to calculate your bill. However, there is a minimum monthly bill amount requirement of \$12 (non-electric heating) and \$45 (electric heating).

Federal Poverty Level	Non-electric Heat	Electric Heat
< 50%	2%	6%
51-150%	4%	10%

The PCAP bill amount is calculated as:

Monthly income * % (by FPL and Heat Type).

If the actual charges are less than the calculated amount, you will be asked to pay the lower actual charges instead.

Each participant has an annual maximum credit limit. The credit pays the difference between the actual charges and the PCAP bill amount.

If you use all of your annual credit before it resets with the first bill in the new year, your bill will be for the actual monthly charges and you will not get a credit on the bill. Exceptions may be granted, if eligible.

Reduce Your Past-Due Balance

Upon initial enrollment into PCAP, the account balance is set aside for forgiveness. Forgiveness credits will reduce this balance by 1/12 each month the bill is paid in full.

Reduce Your Electricity Usage

To participate in PCAP, you must also participate in our WARM program, if eligible. This no-cost program provides energy-saving home upgrades and education to help you use less energy and lower your bill.

Learn more about WARM at firstenergycorp.com/WARM.

Are You Eligible?

- Must have an active residential electric account.
- Must have a gross household income* at or below 150% of the Federal Poverty Income Guidelines listed on the chart.
- Must provide verification of income for all adult household members.
- Must agree to participate in LIHEAP and WARM, if eligible.
- The home must be the primary residence of the account holder.

** Household income before any taxes or other deductions for the last 30 days or 12 months, whichever is more beneficial and representative of your true annual income.*

2025 Income Guidelines

150% of the Federal Poverty Income Guideline

Household Size	Monthly Gross Income	Yearly Gross Income
1	\$ 1,956	\$ 23,475
2	\$ 2,644	\$ 31,725
3	\$ 3,331	\$ 39,975
4	\$ 4,019	\$ 48,225
5	\$ 4,706	\$ 56,475
6	\$ 5,394	\$ 64,725
7	\$ 6,081	\$ 72,975
8	\$ 6,769	\$ 81,225
Each Additional	\$ 688	\$ 8,250