

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 reverify, you may qualify for additional credits. Dollar Energy Fund can estimate the amount that would remain due at re-enrollment.
- PCAP participants are unable to participate in the Pennsylvania Electric Choice program. If you are participating in the program when you enroll in PCAP, you will be returned to your electric company's default service upon enrollment. The supplier cannot charge fees or penalties for this 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

To speak with a representative about payment options, call:

Penelec and Met-Ed: 1-800-962-4848

Penn Power: 1-800-774-1674

West Penn Power: 1-800-736-3404

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



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



Pennsylvania Customer Assistance Program

For residential
customers of
Met-Ed, Penelec,
Penn Power and
West Penn Power

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, not to exceed the annual credit limit.
- A one-time opportunity to have your current account balance set aside for forgiveness.
- An opportunity to reduce electricity consumption 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 what percentage of income is 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.

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 home energy conservation improvements and education to help lower your bill by reducing your electricity usage.

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