

PCAP

Pennsylvania Customer Assistance Program

IMPORTANT NOTICE

UPCOMING CHANGES TO PCAP

You are currently enrolled in the Pennsylvania Customer Assistance Program (PCAP). PCAP is designed to help income-eligible residential customers maintain their electric service by providing bill assistance and one-time debt forgiveness on past-due balances. Effective December 13, 2024, the PCAP program will be modified. These modifications were approved by the Public Utility Commission. The program changes are detailed in this brochure.

What to Expect on Your PCAP Bill

- "PA Customer Assistance Program – PCAP" will be printed at the top of the bill.
- Bill credits appear in the Charges section of the bill. A bill message will show your annual credit limit and what you have used year-to-date.
- Debt forgiveness credits and actual account balance (including debt that was set aside when you entered the program) appear in the Messages section of the bill.
- Security deposits are not held or required while enrolled on PCAP. If a security deposit is being held on your account, it will be refunded to you.
- Late payment fees will not be charged while enrolled.
- Important program information will be provided in the Messages section of your bill or materials inserted with the bill.

Bill credits

Each participant has an annual maximum credit limit. The credit pays the difference between the actual charges and the PCAP bill amount. Maximum PCAP credit limits vary based on heating type and household income level.

VERY IMPORTANT: It is important to conserve energy and be aware of the remaining credits for the year. If you use all your credits before the first bill in the new year, the actual monthly charges will be due in full.

You will receive notifications to alert you when you have used 50% and 80% of your maximum credits for the year. This notification will explain how you may

qualify for exemption and how to notify us so you can continue to receive credits on your bill. If you qualify for an exemption, you will receive credits as needed through December 31 of the following calendar year. For example, you request an exemption in October 2024. You will be exempt from the credit limit until December 31, 2025. In January 2026, your annual credit limit is reset for the new year. If you use 50% or 80% of your maximum credits throughout 2026, you will receive notifications again to explain the exemption process.

Monthly bill

When completing the application, you provided income information that was used to determine the federal poverty level (FPL) percentage for your household.

The 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).

Percentage of Income Payment

FPL	Non-electric Heat	Electric Heat
< 50%	2%	6%
51 - 100%	4%	10%
101 - 150%	4%	10%

Each month, the PCAP bill is calculated as:

$$\text{Monthly income} \times \% \text{ (by Heat Type and FPL)} = \text{PCAP Bill amount}$$

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

Example without minimum bill	Example with minimum bill
<p>Monthly income = \$1200 FPL% = 51-100% Heat type = Non-electric Percentage of income = 4%</p> <p>$\\$1200 \times 4\% = \\48</p> <p>The asked-to-pay is \$48. <i>In the event, the actual charges would be less than \$48, you would pay the actual monthly charges instead.</i></p>	<p>Monthly income = \$500 FPL% = < 50% Heat type = Non-electric Percentage of income = 2%</p> <p>$\\$500 \times 2\% = \\10</p> <p>The asked-to-pay is \$10; however, the minimum bill is \$12. The asked-to-pay will be \$12.</p>

If you had an **unpaid balance** at enrollment

The account balance for PCAP participants will be set aside when you enter the new program for the first time. This is known as your initial pre-program balance. Each time you pay your PCAP bill, your pre-program balance will be reduced with a forgiveness credit. A message will show on your bill if you are eligible for the forgiveness credit.

- This pre-program account balance is not part of the payment due while enrolled on the PCAP program.
- A forgiveness credit is applied to reduce this pre-program balance each time the monthly bill is paid in full, including when the monthly bill is paid late. The credit equals initial balance divided by 12.
- If you are removed from the program for any reason before the initial balance is forgiven, the remainder of the pre-program balance becomes due on the next bill.

If you had an **unpaid balance** at re-enrollment

If your initial program balance was more than \$300, you will only be eligible for forgiveness credits for the portion of the balance that was originally set aside and has not been paid. The remainder of your balance will be due immediately. You must decide whether to re-enroll after being notified of the estimated amount due on your next PCAP bill.

If you enroll again within 12 months of being removed for failure to reverify or for not participating in WARM:

- Missed credits will be applied to the account but cannot exceed the eligible account balance.
- Missed forgiveness credits are only issued if bills were paid and cannot exceed the remainder of the initial balance.

If your initial program balance was \$300 or less, your account balance will be set aside for a second time as if you were a new participant.

PCAP participants ...

- Agree to recertify household income eligibility as scheduled or when there is a change in household size, income, or heat source. Notifications to complete the recertification begin approximately 60 days before the scheduled end date of the program. You may apply online at **pabillassist.com**, call Dollar Energy Fund or complete the paper application that will be mailed.
- Agree to apply for the Low Income Home Energy Assistance Program (LIHEAP), if eligible.
 - When you complete a LIHEAP application, you may choose to allow the Department of Human Services to share your application information with the utility that will receive the LIHEAP grant. If your grant is directed to your electric account, your account can be recertified automatically for PCAP.
- Agree to participate in the WARM program, if eligible.
 - WARM is a free program that provides energy efficiency and conservation services to income eligible households with high electric usage to help reduce energy bills.
- Cannot be on an installment plan while enrolled in PCAP. Being removed from an installment plan may cause a larger balance to be due on the first PCAP bill.
- Cannot participate in Equal Payment Plan billing.
- Cannot receive service from an electric generation supplier. If you were receiving service from an electric generation supplier upon PCAP enrollment, your account has been returned to default service. You will be charged at the price-to-compare (PTC) rate effective at that time. The supplier cannot charge fees or penalties for this early termination or cancellation.
- Must pay PCAP bills in full to receive program benefits and avoid service termination.
- Cannot be billed on a PCAP account for products and services.
- May be billed on a separate account for outdoor lighting.

Reasons for PCAP Dismissal

- Refusing to participate in WARM if eligible.
- Not completing the recertification of household income eligibility as scheduled or requested.
- Intentional and fraudulent actions, (such as theft of service, false application information, etc.).
- Failure to permit scheduled meter readings.
- A demonstrated pattern of returned checks.

Recertification

You will be notified by mail, phone, and bill messages when it is time to complete the recertification process. Dollar Energy Fund may send a text message to recertify if you choose. Text data rates may apply. You may opt out of the text message process by replying STOP.

To recertify income, household information or heat source after enrollment:

Online: www.pabillassist.com

Phone: Dollar Energy Fund. Monday - Friday, 8 AM - 5 PM. 888-282-6816 option 3

Mail: The Dollar Energy Fund, Inc. PO Box 42329 Pittsburgh, PA 15203-0329

To discuss your PCAP bill or your electric service:

Contact the Customer Care Center Monday - Friday, 8 AM - 6 PM:

- West Penn Power at 1-800-686-0021
- Met-Ed or Penelec at 1-800-545-7741
- Penn Power at 1-800-720-3600

Customers with hearing or speech impairments can contact the Telecommunications Relay Service (TRS) at 711 or visit us at https://www.firstenergycorp.com/corporate/contact_us.html

