

More About PCAP

- To enroll, contact Dollar Energy Fund at 1-888-282-6816. We will notify you by mail when you have successfully enrolled. Previous PCAP participants will need to contact Credit and Collections to get the payment amount needed to re-enroll. A pending PCAP application does not stop the termination of service process.
- After enrollment, contact a Customer Service Representative at the number shown on the back of this brochure with any questions about your bill.
- Participants in PCAP must be enrolled in the Equal Payment Plan (EPP). For more information about the EPP, visit www.firstenergycorp.com/paymentoptions.
- 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. Usage also is reviewed quarterly and can impact the credit amount.
- Customers who move from one location to another will have their PCAP credit adjusted based on their new location.
- We will remind you by letter when your annual recertification is due. If customers do not recertify, they will be removed from the program and the full account balance will become due.
- PCAP participants may also save money by choosing an alternate electric generation supplier. For more information, please contact the Retail Choice Center at 1-888-478-2300 or visit www.PAPowerSwitch.com.

For more information about PCAP and other programs for low-income residential customers, visit www.firstenergycorp.com/billassist and click on your Operating Company.

To speak with a Customer Service Representative, 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 in Credit/Collections, 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 with TTY equipment should call:

1-800-522-2376 and ask the operator to dial our toll-free Customer Service number.



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

PCAP

Pennsylvania Customer Assistance Program

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



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

PCAP

Pennsylvania Customer Assistance Program

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

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

- Automatic enrollment in the Equal Payment Plan, which helps you avoid seasonal high and low bills.
- A monthly credit toward the electric bill
- A one-time opportunity to have the current account balance set aside for forgiveness
- An opportunity to reduce electricity consumption through our WARM program – FirstEnergy’s limited-income energy education and conservation program

Reduce Your Monthly Electric Bill

Customers may be eligible for a monthly credit based on income and usage information. This may provide a more affordable bill that is easier to manage.

Reduce Your Past-Due Balance

Upon initial enrollment into PCAP, a customer’s account balance is set aside for forgiveness. Forgiveness credits will reduce this balance by 1/36 each month the customer pays the bill in full.

Reduce Your Electricity Usage

To participate in PCAP, you must also participate in our WARM program, if eligible. This program provides home energy conservation improvements and education to help low-income customers save money by reducing their electricity usage and, consequently, their bills.

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 below.
- Must provide annual verification of income and identification of all household members.
- Must participate in LIHEAP and WARM, if eligible.
- The person whose name is on the account must live in the home.

** Household income before any taxes or other deductions*

2018-2019 Income Guidelines

150% of the Federal Poverty Income Guideline

Household Size	Weekly Gross Income	Monthly Gross Income	Yearly Gross Income
1	\$ 350	\$ 1,518	\$ 18,210
2	\$ 475	\$ 2,058	\$24,690
3	\$ 599	\$ 2,598	\$ 31,170
4	\$ 724	\$ 3,138	\$ 37,650
5	\$ 849	\$ 3,678	\$ 44,130
6	\$ 973	\$ 4,218	\$ 50,610
7	\$1,098	\$ 4,758	\$ 57,090
8	\$ 1,223	\$ 5,298	\$ 63,570
Each Additional	\$ 125	\$ 540	\$ 6,480