



Very Important  
Programs

**FirstEnergy**<sup>®</sup>

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

### **Do you need help making your electric bill more affordable?**

We offer assistance programs that help you manage energy costs, as well as convenient payment options. For more information or to find out if you qualify for assistance, visit [firstenergycorp.com/billassist](http://firstenergycorp.com/billassist) or call the Customer Care Center number on listed on the back page.

## **Customer Assistance Programs**

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### **Pennsylvania Customer Assistance Program (PCAP)**

PCAP helps income-eligible customers maintain their electric service by lowering their monthly electric bills. Customers may also be eligible for a one-time debt forgiveness on past-due balances. As a recipient, no security deposits or late payment charges are assessed. To apply, visit [pabillassist.com](http://pabillassist.com) or call the Dollar Energy Fund at 888-282-6816.

### **Customer Assistance & Referral Evaluation Services (CARES)**

CARES provides short-term assistance to customers experiencing a hardship. Eligible customers will be referred to social agencies and receive information on available assistance programs.

### **WARM Program**

WARM provides no-cost home energy upgrades and education to help eligible customers save energy and money. Qualified participants must meet income and electricity usage requirements. For more information, visit [firstenergycorp.com/warm](http://firstenergycorp.com/warm) or call 1-888-406-8074.

### **Low-Income Home Energy Assistance Program (LIHEAP)**

LIHEAP provides income-eligible customers with a cash grant to pay heating bills. Households in jeopardy of being without heat or that need to restore service can also qualify for crisis grants. Awarded grant amounts are based on household size, income and fuel type. The program typically opens November 1 and remains open through early April, or until funds run out. As a recipient, no security deposits or late payment charges are assessed. Apply online at [compass.dhs.pa.gov](http://compass.dhs.pa.gov) or call the LIHEAP Hotline at 866-857-7095 (PA Relay 711 for the hearing impaired).

### **The Dollar Energy Fund**

The Dollar Energy Fund offers assistance to help eligible customers facing emergency hardships maintain or restore electric service after all other assistance has been exhausted. Income guidelines apply. The program typically opens October 1 and remains open until funds run out. To apply, call 888-282-6816 or visit [dollarenergy.org](http://dollarenergy.org) and click on "Agency Finder" to find a location near you.

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## Customer Service Programs

### Equal Payment Plan

Our Equal Payment Plan (EPP) can help you make more consistent monthly payments. EPP spreads out annual costs across all 12 months to even out highs and lows during colder or hotter months when you may use more energy. Each quarter, your payment amount is reviewed and, if necessary, adjusted to reflect your usage.

### eBill Electronic Billing

Receive your bills electronically and access them online anytime. It's free and secure. For more information and to sign up, visit [firstenergycorp.com/eBill](https://firstenergycorp.com/eBill).

### AutoPay Payment Programs

AutoPay can help you stay current on your monthly energy bill by automatically deducting payment from your bank account or debit/credit card on the due date. Enroll in AutoPay by logging into My Account at [firstenergycorp.com/login](https://firstenergycorp.com/login).

### Extended Due Date Plan

If you are at least 60 years old or receive a monthly check for Social Security, pension or disability, this plan postpones your bill due by 10 days. PCAP participants are not eligible.

### Third-Party Notification

Third-party notification enables you to designate someone we can contact – a relative, friend, clergy member, etc. – if a final disconnection notice goes unanswered. If they agree, we will check with them before service is terminated. The person you designate does not have to pay your bill.

### Payment Agreement

A payment arrangement can help you catch up on overdue electric bills. Each month, you pay the Equal Payment Plan amount plus a portion of the overdue balance based on household income level. PCAP participants may not be eligible for an additional payment arrangement.

### Critical Customer Care Program

The Critical Customer Care program helps customers who use certain electric life-sustaining medical equipment prepare for planned and certain unplanned power outages. To participate, a doctor must provide documentation to verify your equipment.

### Medical Certification

If a household member has a severe medical condition, you may have a licensed physician, nurse practitioner or physician assistant certify that electric service is needed to treat the illness. The certification is designed to provide you with additional time to pay past-due balances, and will postpone a service termination for 30 days. The current electric bill must be paid while the medical certificate is in effect.

To speak with a Customer Care team member, call:

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

**Penn Power: 1-800-720-3600**

**West Penn Power: 1-800-686-0021**

For electrical emergencies and outages, call **1-888-LIGHTSS (1-888-544-4877)** 24 hours a day.

Customers with hearing or speech impairments can call the Pennsylvania Relay Service at **711**.

For more information about these programs, visit [firstenergycorp.com/billassist](https://firstenergycorp.com/billassist)



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