

West Virginia Assistance Programs

Program	Benefits	Eligibility Requirements	How to Apply	What You Need to Apply
20% Discount	Reduces income-eligible customers' utility bills by 20%.	- Administered by the DoHS offices. - Eligible customers will receive applications from Department of Humans Services (DoHS). - Must receive SNAP and be over the age of 60.	This program is available Nov. 1 through Mar. 31. Applications are automatically mailed to eligible customers.	Return the application from the DoHS with the following information: - Electric account number. - Application must be signed. - Mon Power and Potomac Edison attempt to automatically enroll your account in October. If you do not receive a letter in October confirming the enrollment, you must mail the application you received from the DoHS to your electric provider to receive the program benefit.
Emergency Assistance Program (EAP)	- Helps eligible customers avoid termination of service. - EAP is a one-time payment that is applied to the customer's account.	- Must have a gross (before tax) household income at or below the guidelines listed below. - Must present a disconnect notice at the county DoHS office.	- Obtain an application from local DoHS offices, Community Action agencies, or senior centers after the program opens. - To find an EAP location near you, call 800-642-8589 or visit wvpath.wv.gov.	- The total number of people in the household. - Proof of annual income for all household members.
LIEAP	Provides customer help with paying winter heating bills and occasionally summer cooling bills.	- The customer must have a gross (before tax) household income at or below 60% of the State Median Income listed below. - The customer does not have to be on public assistance or have an unpaid heating bill to apply. - The customer can either rent or own the home.	A press release will announce the start of the application period for each program. - Obtain an application from local DoHS offices, Community Action agencies, or senior centers after the program opens. - Call the DoHS at 866-857-7095 - Apply online at wvpath.wv.gov.	- Names of everyone in your household. - Dates of birth for all household members. - Social Security Numbers for all household members. - Proof of income for all household members. - A recent heating bill; if heating with gas, customers must provide the electric bill also.
Dollar Energy Fund	- This program provides cash assistance to maintain or restore utility service. - The maximum grant is \$500.	The customer must have a gross (before tax) household income at or below 150% of the Federal Poverty Guidelines listed below.	This program opens in Oct. and remains open while funds are available. Locate an agency online at hardshiptools.org/AgencyFinder.aspx.	- Names of everyone in your household. - Dates of birth for all household members. - Proof of income for all household members. - A copy of your most recent utility bill. - Your utility account number.
211	This nationwide resource and information helpline will identify programs in your area that may assist you or someone you know with utility bills.	Requirements may vary based on program referrals.	- For more information: call 211; visit WV211.org or text your ZIP code to 898211. - Available 24 hours a day, 365 days a year.	
Medical Certification	Postponement of termination of service for 30 days for customers with severe health problems for whom a service interruption could be life threatening or would make operation of necessary medical or would make operating life supporting equipment impossible or impractical.	A written certification from a licensed physician stating a termination of service could be life threatening.	Call our Customer Care Center at 800-545-7741 to discuss options and to receive information for how a licensed physician can submit medical certificates.	

2026 Annual Eligibility Guidelines – Percent Poverty Level per Family/Household

Household Size	EAP*	LIEAP*	DEF	Household Size	EAP*	LIEAP*	DEF
1	\$10,332	\$29,448	\$23,940	5	\$16,992	\$65,700	\$58,020
2	\$15,372	\$38,508	\$32,460	6	\$17,592	\$74,760	\$66,540
3	\$15,792	\$47,580	\$40,980	7	\$18,192	\$76,464	\$75,060
4	\$16,392	\$56,640	\$49,500	8	\$18,792	\$81,228	\$83,580

For households with more than 8 persons, add \$600 (EAP); \$8,256 (LIEAP); \$8,520 (DEF) for each additional person.

*Income requirements for EAP and LIEAP will be updated on October 1, 2026.

For more information about any of these programs or to find out if you qualify, visit www.firstenergycorp.com/billassist and click on "Search Assistance Programs." You can also call us Monday through Friday from 8 a.m. to 6 p.m. at the number listed below.

Mon Power: 1-800-686-0022 • Potomac Edison: 1-800-686-0011