

West Virginia Assistance Programs



Mon Power • Potomac Edison

Program	Benefits	Eligibility Requirements	How to Apply	What You Need to Apply
20% Discount	<ul style="list-style-type: none"> Reduces income-eligible customers' utility bills by 20 percent. 	<ul style="list-style-type: none"> Administered by the DHHR offices. Eligible customers will receive applications from Department of Health & Human Resources (DHHR). Must receive SNAP and be over the age of 60. 	<p>This program is available Nov. 1 through Mar. 31.</p> <ul style="list-style-type: none"> Applications are automatically mailed to eligible customers 	<ul style="list-style-type: none"> Return the application from the DHHR with the following information: <ul style="list-style-type: none"> Electric account number Application must be signed
Emergency Assistance (EA)	<ul style="list-style-type: none"> Helps eligible customers avoid termination of service. EA is a one-time payment that is applied to the customer's account. 	<ul style="list-style-type: none"> Must have a gross (before tax) household income at or below the guidelines listed below. Must present a disconnect notice at the county DHHR office. 	<ul style="list-style-type: none"> Apply at your local DHHR offices. To find an EA location near you, call 1-877-716-1212, M-F from 8 a.m. – 5 p.m. or visit https://dhhr.wv.gov/pages/field-offices.aspx. Agencies may have adjusted hours. Contact the agency for available hours 	<ul style="list-style-type: none"> The total number of people in the household Proof of annual income for all household members
LIEAP	<ul style="list-style-type: none"> Customers can receive cash grants for home heating bills and emergencies, such as past due bills or termination notices. 	<ul style="list-style-type: none"> 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. 	<p>This program is generally open in Jan. or Feb. A press release will announce the start of the application period for each program.</p> <ul style="list-style-type: none"> Obtain an application from local DHHR offices, Community Action agencies, or senior centers after the program opens. Call the DHHR at 1-877-716-1212, M-F from 8 a.m. – 5 p.m. Apply online at www.wvpath.org. 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> This program provides cash assistance to maintain or restore utility service. The maximum grant is \$500. 	<p>The customer must have a gross (before tax) household income at or below 150% of the Federal Poverty Guidelines listed below.</p>	<p>This program opens in Oct. and remains open while funds are available.</p> <ul style="list-style-type: none"> Locate an agency online at www.hardshiptools.org/AgencyFinder.aspx. 	<ul style="list-style-type: none"> 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	<p>This nationwide resource and information helpline will identify programs in your area that may assist you or someone you know with utility bills.</p>	<p>Requirements may vary based on program referrals.</p>	<ul style="list-style-type: none"> For more information: call 211; visit www.WV211.org or text your ZIP code to 898211. Available 24 hours a day, 365 days a year. 	

2021 Annual Eligibility Guidelines – Percent Poverty Level per Family/Household

Household Size	EAP	LIEAP	DEF	Household Size	EAP	LIEAP	DEF
1	9,792	24,060	19,320	5	16,752	53,664	46,560
2	14,532	31,452	26,130	6	17,352	61,056	53,370
3	14,952	38,856	32,940	7	17,952	62,448	60,180
4	16,152	46,260	39,750	8	18,852	66,996	66,990

For families/households with more than 8 persons, add \$600 (EAP); \$7,128 (LIEAP); \$6,810 (DEF) for each additional person.

*To be effective October 2021 for LIEAP.

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