### Pennsylvania Assistance Programs

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| **PCAP**      | • Customers can receive lower monthly bills and/or debt forgiveness.  
• Lower bills through energy education and/or home improvements are available through the WARM program.  
• The Customer must have a gross (before tax) household income at or below 150% of the Federal Poverty Guidelines listed below.  
• The person whose name is on the account must live in the home.                                                                 | Call the Dollar Energy Fund at 1-888-282-6816  
Apply online at www.DollarEnergy.org/MyApp.                                                                                                 | Names of people in your household  
Dates of birth for all household members  
Social Security Numbers for all household members  
Proof of income for all adult household members  
Electric account number |
| **WARM**      | Lower your bill and keep your home more comfortable in the winter and summer months. No payment is required for these services:  
• In-home energy usage evaluation  
• An energy-savings plan  
• Energy-saving home improvements installed by a WARM contractor in your area.                                                                 | Call the Dollar Energy Fund at 1-888-282-6816  
Complete the online form or paper applications at www.EnergySavePA.com.                                                                 | The total number of people in the household  
Proof of annual income for the household  
Heat type  
Water heater type  
If renting – your landlord name, phone number and address |
| **LIHEAP**    | • Customers can receive cash grants for home heating bills and emergencies.  
• Cash Grants of $200 to $1,000* are available.  
• Crisis Grants of $25 to $600* are available.                                                                                     | The customer must have a gross (before tax) household income at or below 150% of the Federal Poverty Guidelines 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.                                                                                     | Names of people 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 |
| **DOLLAR ENERGY FUND** | • This program provides cash assistance to maintain or restore utility service.  
• DEF also helps previous PCAP participants re-enroll in the program.  
• The maximum grant is $500.                                                                                                           | The customer must have a gross (before tax) household income at or below 250% of the Federal Poverty Guidelines listed below. | Names of people 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 |
| **211**       | This nationwide resource and information helpline will identify programs in your area that may assist you or someone you know with utility bills. | The customer must have a gross (before tax) household income at or below 150% of the Federal Poverty Guidelines listed below. | For more information: call 211; visit www.211.org; or text your ZIP code to 898211. Available 24 hours a day, 365 days a year. |                                                                                                               |

### 2020 Eligibility Guidelines – Percent Poverty Level per Family/Household

<table>
<thead>
<tr>
<th>Household Size</th>
<th>150%</th>
<th>200%</th>
<th>250%</th>
<th>Household Size</th>
<th>150%</th>
<th>200%</th>
<th>250%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>19,140</td>
<td>25,520</td>
<td>31,900</td>
<td>5</td>
<td>46,020</td>
<td>61,360</td>
<td>76,700</td>
</tr>
<tr>
<td>2</td>
<td>25,860</td>
<td>34,480</td>
<td>43,100</td>
<td>6</td>
<td>52,740</td>
<td>70,320</td>
<td>87,900</td>
</tr>
<tr>
<td>3</td>
<td>32,580</td>
<td>43,440</td>
<td>54,300</td>
<td>7</td>
<td>59,460</td>
<td>79,280</td>
<td>99,100</td>
</tr>
<tr>
<td>4</td>
<td>39,300</td>
<td>52,400</td>
<td>65,500</td>
<td>8</td>
<td>66,180</td>
<td>88,240</td>
<td>110,300</td>
</tr>
</tbody>
</table>

For families/households with more than 8 persons, add $6,720 (150%); $8,960 (200%); and/or $11,200 (250%) for each additional person.

*To be effective November 2020 for PA LIHEAP.

**For more information** about any of these programs or to find out if you qualify, visit [FirstEnergyCorp.com/BillAssist](https://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.