

# Having Trouble Paying Your Electric Bill? HELP IS AVAILABLE

(Tiene problemas para pagar su facture de electricidad?  
La ayuda esta disponible.)

Depending on the amount of your household income, you could be eligible for our Universal Service (Energy Assistance) Programs. Check the chart below – your GROSS (before taxes) annual household income must be at or below the annual dollar amount for the number of people in your home to qualify:

Number of Household Members	PCAP (150% of Poverty Level) Annual Income	LIHEAP* (150% of Poverty Level) Annual Income	Dollar Energy (250% of Poverty Level) Annual Income
1	\$22,590	\$22,590	\$37,650
2	\$30,660	\$30,660	\$51,100
3	\$38,730	\$38,730	\$64,550
4	\$46,800	\$46,800	\$78,000
5	\$54,870	\$54,870	\$91,450
6	\$62,940	\$62,940	\$104,900
7	\$71,010	\$71,010	\$118,350
8	\$79,080	\$79,080	\$131,800
Each Additional Person Add	\$8,070	\$8,070	\$13,450

\*LIHEAP effective Nov. 1, 2024

To apply for the Pennsylvania Customer Assistance Program (PCAP) and/or the Dollar Energy Fund, call **1-888-282-6816, Monday-Friday 8:00 am to 5:00 pm. To apply for PCAP online visit [dollarenergy.org/myapp](https://dollarenergy.org/myapp).**

You may also apply for the PA LIHEAP Cash and Crisis program which opens in November. To apply, please contact your [local county assistance office](#) or apply online at [compass.state.pa.us](https://compass.state.pa.us).

**For additional information on possible assistance or payment arrangements, please contact your electric company at the number below or visit us at [firstenergycorp.com/billassist](https://firstenergycorp.com/billassist).**

**Para obtener información adicional sobre posibles acuerdos de asistencia o de pago, por favor póngase en contacto con su compañía eléctrica en el número abajo.**

**Met-Ed: 1-800-962-4848**  
**Penelec: 1-800-962-4848**  
**Penn Power: 1-800-774-1674**  
**West Penn Power: 1-800- 736-3404**