



We offer a number of customer service programs that can make paying your bill quick and convenient, as well as payment assistance programs to provide help during times of need. For more information about any of the programs in this brochure – or to find out if you qualify for assistance – call the Customer Care number listed on the back page, or visit [firstenergycorp.com/billassist](http://firstenergycorp.com/billassist).

## CUSTOMER ASSISTANCE PROGRAMS

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

This program helps income-eligible residential customers lower their monthly electric bills and/or reduce an existing account balance. The program is administered by the Dollar Energy Fund. To apply, visit [pabillassist.com](http://pabillassist.com) or call 1-888-282-6816.

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

This program provides short-term assistance to customers with special needs. Company CARES representatives refer eligible customers to social agencies and provide information on applicable company assistance programs.

### **WARM Program**

The WARM Program provides home energy conservation improvements and education to help limited-income customers save money by reducing their electric bills. No payment is required from participants for energy-saving measures they receive. Qualified participants must meet income guidelines and a minimum monthly usage requirement. For more information, call 1-888-406-8074 or visit:

- [firstenergycorp.com/warmmet-ed](http://firstenergycorp.com/warmmet-ed)
- [firstenergycorp.com/warmpenelec](http://firstenergycorp.com/warmpenelec)
- [firstenergycorp.com/warmwestpennpower](http://firstenergycorp.com/warmwestpennpower)
- [firstenergycorp.com/warpennpower](http://firstenergycorp.com/warpennpower)

For a complete list of energy-saving programs, visit [energysavepa.com](http://energysavepa.com) and click on your electric company.

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

Beginning in November, LIHEAP helps income-eligible customers pay winter heating bills. It is not necessary to be on public assistance or to have an unpaid bill, and customers can rent or own the home. In most cases, payment is sent directly to the utility and credited to a customer's bill. Grants range from \$200 - \$1,000. Funds are also available to customers who are in jeopardy of losing their heat or need their service restored. These grants range from \$25 - \$600. Apply online at [compass.state.pa.us](http://compass.state.pa.us) or call the LIHEAP Hotline at 1-866-857-7095 (PA Relay 711 for the hearing impaired).

### **The Dollar Energy Fund**

The Dollar Energy Fund offers financial assistance to help qualified customers in hardship situations maintain utility service after all other assistance has been exhausted. Income guidelines apply. Community-based organizations in our service areas administer the program, and funding is provided by contributions from company stockholders, employees and customers. Visit [dollarenergy.org](http://dollarenergy.org) and click on "Agency Finder" to find a location near you.

## CUSTOMER CARE PROGRAMS

### Equal Payment Plan

Our Equal Payment Plan (EPP) offers you the convenience of making consistent monthly electric bill payments, avoiding the seasonal highs and lows when usage fluctuates. The monthly amount is based on your history of electric use. 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 anytime online – day or night – using this free and secure online billing option. To sign up, or for more information, visit [firstenergycorp.com/ebill](http://firstenergycorp.com/ebill).

### Checkless Payment Plan

This plan is an ideal way to ensure your bill is paid on time without the hassle and expense of checks, stamps or trips to the bank. Each month when your bill is due, your payment is automatically deducted from your checking or savings account.

### Extended Due Date Plan

This plan postpones the due date of an electric bill by ten days for customers who are at least 60 years old or receive a monthly check for Social Security, pension or disability. PCAP participants are not eligible for this plan.

### 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 Agreement helps customers catch up on overdue electric bills. You pay each month the Equal Payment Plan amount plus a portion of the overdue balance, which is based on household income level. The PCAP program is an alternative payment plan for low-income residential customers, therefore participants may not be eligible for an additional Payment Agreement.

### Critical Customer Care Program

This program identifies customers who use certain electrically operated life sustaining medical equipment in their home and helps these customers prepare for planned and unplanned power outages.

To speak with a Customer Care Representative, 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.

Our crews respond as quickly as possible using the phone number and address we have on record. If your information has changed recently, please contact us so we may update our records.

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

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



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