

Pennsylvania Assistance Programs

Help is Available

Meeting
9/14/2022





Pennsylvania Customer Assistance Program

PCAP

- **PCAP helps residential customers maintain electric service and eliminate their past-due balance. The goal of this program is an affordable bill. In PCAP, the customer will:**
 - Be billed approximately the same amount each month on the budget plan, Equal Payment Plan (EPP). Enrollment in EPP is required for PCAP participants. A credit is given at the annual EPP true-up to maintain levelized billing.
 - Receive credits on the bill to either reduce the monthly budget bill or help pay a past due balance, or both.
 - Have the security deposit released and applied to the account if it was held on the account.
 - Be considered for the [WARM program](#) to improve the safety and comfort of the customer's home at no cost.
- **Program availability: Open year-round**

PCAP

- **Applicants will be asked to provide household size and income information. Supporting documentation is required.**
- **Customers are notified when it is time to recertify by mail, phone calls or text messages.**
- **Contact Dollar Energy Fund (DEF) for more information and to apply for PCAP.**
 - Online: [Dollarenergy.org/myapp](https://dollarenergy.org/myapp)
 - Phone: 888-282-6816
- **Customers can submit income documentation via fax, email or through the online application with myapp.**
 - Fax: 412-515-1661
 - Email: firstenergy@DEFDocs.org
 - Online: [Dollarenergy.org/myapp](https://dollarenergy.org/myapp)

PCAP

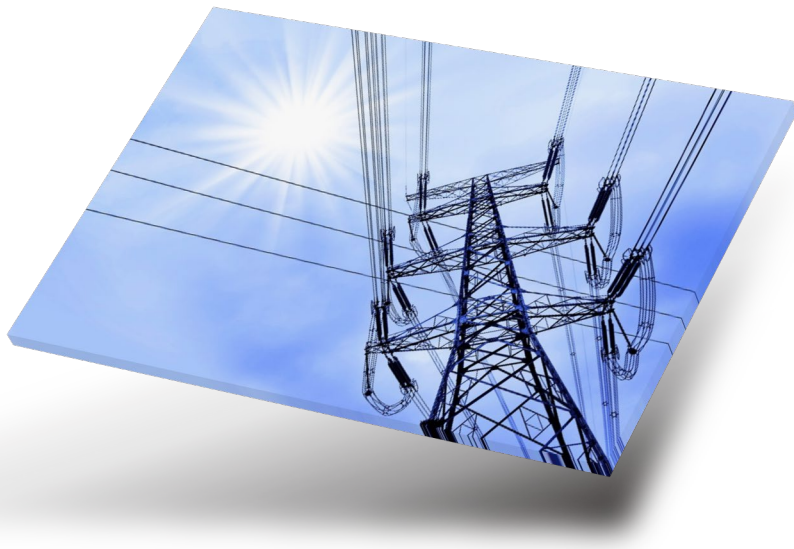
- **Recertification periods are based on the primary income type for the household:**
 - No Income = 6 months
 - Employment, public assistance, other = 12 months (1 year)
 - SSI/Disability, Pension = 24 months (2 years)
 - An additional 12 months with the receipt of LIHEAP
 - Once per program year up to 2 times
 - If a customer reaches their benefit end date and has not completed the recertify process, benefit end date will be extended 3 months

- **Enhanced Outreach**
 - Participants receive a series of letters and outbound calls to encourage recertification
 - Dollar Energy Fund attempts to recertify customers via text

PCAP

■ Re-Enrollment

- Retroactive Credits
 - If a customer re-enrolls within 12 months of being removed for Failure to Reverify, the customer will receive any missed subsidy and/or forgiveness credits. Not to exceed the account balance.
- Amount to Re-enroll
 - Customers are no longer required to pay to re-enroll. The balance will still be due by the customer but not required to be paid. Customers are made aware of the balance prior to re-enrollment.



Cash Grant Programs



Low-Income Home Energy Assistance Program (LIHEAP)

- **LIHEAP is a federally funded grant program administered by the Commonwealth of Pennsylvania through its network of local county assistance offices. LIHEAP provides customers help with paying winter heating bills, and occasionally summer cooling bills. LIHEAP funds may be used to pay an electric bill even if electricity is not the main source of heat. There are household income requirements for this program.**
- **LIHEAP has two components:**
 - CASH provides a cash payment directly to the utility, to be applied toward bill reduction if certain guidelines are met. A cash grant can be \$300-\$1000.
 - CRISIS provides a grant to help avoid shut off of electric service, which resulted from over-due bills. This grant also can be used to restore service shut off during the winter months. The max crisis grant is \$1000.
 - This program will provide assistance with over-due bills. Term notice is required.

Low-Income Home Energy Assistance Program (LIHEAP)

- **The program will open November 1 and remain open through April 28th or until funds are exhausted.**
- **To apply:**
 - Contact the Department of Human Services LIHEAP Hotline 866-857-7095
 - <http://www.compass.state.pa.us/>
 - Local Assistance Offices
 - <https://www-qa-c.firstenergycorp.com/content/dam/customer/get-help/files/asst-programs/LIHEAP-Mailing-Insert-Addresses.pdf>

Dollar Energy Fund

- **The Dollar Energy Fund is an emergency hardship fund designed to help residential customers who have suffered a recent financial hardship and need temporary help in paying their electric bill. Income guidelines apply.**
- **Program availability: Opens October 1 and remains open until funds are exhausted**
- **To apply:**
 - Contact Dollar Energy
 - <https://www.dollarenergy.org/need-help/application-process/>
 - Dollar Energy Assistance Agency Finder
 - <http://www.hardshiptools.org/AgencyFinder.aspx>

WARM Program - Low Income Usage Reduction Program (LIURP)

- **The WARM Program can help low-income customers lower electric bills and keep their homes more comfortable in the winter and summer months. It is available to homeowners and renters with landlord approval.**
- **Customers participating in WARM:**
 - 1) Receive an in-home energy evaluation
 - 2) Work with a trained energy educator to create an energy-savings plan
 - 3) Have the opportunity to receive the following energy-saving items installed in the home:
 - Caulking and weather-stripping
 - Refrigerator/freezer testing and possible replacement
 - Electric water heater inspection
 - Energy-saving light bulbs

WARM Program - Low Income Usage Reduction Program (LIURP)

- **The specific improvements eligible to be received will be determined during the home energy evaluation. No payment is required for these installations/services. There are household income requirements and electricity use requirements.**
- **Program availability: Open year-round**
- **To apply:**
 - Contact: FirstEnergy Human Service Department 1-888-282-6816
 - https://www-qa-c.firstenergycorp.com/save_energy/save_energy_pennsylvania/met_ed/for_your_home/warm-info.html



Additional Information



PA Emergency Rental Assistance Programs (ERAP)

ERAP helps tenant households with paying rent, past-due rent balances (also known as arrears), utility and home energy costs, utility and home energy cost arrears, and other expenses related to housing detailed below.

- Rent expenses include rent, rent arrears, rental costs for trailers and trailer lots, and may include long-term housing hotels, motels, and boarding homes.
- Utilities include separately stated electricity, gas, water, sewer, trash removal and energy costs, such as fuel oil.
- Other expenses related to housing include but are not limited to relocation expenses, rental fees, reasonable late fees, internet services for work, home schooling, telemedicine, etc.

PA Emergency Rental Assistance Programs (ERAP)

Pennsylvanians can apply for themselves as tenants, or a landlord can apply on behalf of current tenant(s).

- A household must be responsible to pay rent on a residential property, and:
- One or more people within the household have qualified for unemployment benefits, had a decrease in income, had increased household costs, or experienced other financial hardship due directly or indirectly to the COVID-19 pandemic.
- One or more individuals in the household can show a risk of experiencing homelessness or housing instability; AND
- The household has an income at or below 80 percent of Area Median Income (AMI).

Applications for most counties can be submitted online at www.COMPASS.state.pa.us OR get an application from your County ERAP office. County ERAP office information can be found by visiting the <https://www.dhs.pa.gov/coronavirus/Pages/Emergency-Rental-Assistance-Program.aspx>.

PA Homeowner Assistance Fund (PAHAF)

Pennsylvanians can apply for themselves if they meet the following criteria:

- Homeowner owns and occupies the property as their primary residence
- Property is located in Pennsylvania
- Experienced a financial hardship as a result of the COVID-19 pandemic after January 21, 2020
- The household has an income that is equal to or less than 150% AMI.

Applications can be submitted online at [Pennsylvania Homeowner Assistance Fund Registration \(iem-preregistration.com\)](https://www.iem-preregistration.com)

2-1-1 Helpline

- **This nationwide resource and information helpline will identify programs in your area that may assist you or someone you know with utility bills.**
- **Program availability: Open year-round**
- **To apply:**
 - Call 211 or text your ZIP Code to 898211
 - <https://www.uwp.org/programs/2-1-1/>

Customer Assistance & Referral Evaluation Services Program (CARES)

- **CARES provides assistance on a short-term basis to payment-troubled residential customers who are experiencing a temporary hardship. Based upon the circumstances, company CARES representatives make referrals to social agencies and provide information on appropriate company and/or external programs.**

For customers to apply:

- Met-Ed/Penelec – Call 800-545-7741 or contact us via the corporate website
- Penn Power - Call 800-720-3600 or contact us via the corporate website
- West Penn Power - Call 800-686-0021 or contact us via the corporate website

Thank You



QA