

FirstEnergy Corp.

800 Cabin Hill Drive
Greensburg, PA 15601
www.firstenergycorp.com

For Release: January 14, 2020

News Media Contact

Todd Meyers – West Penn/Penelec/
Met-Ed
(724) 838-6650

Lauren Siburkis – Penn Power
(330) 384-7998

FirstEnergy's Pennsylvania Utilities Remind Customers of Available Assistance Programs to Help with Winter Bills

Greensburg, Pa. – With cold weather now affecting the region, financial assistance programs are available for FirstEnergy Corp. (NYSE: FE) customers in Pennsylvania who need help with winter heating bills. FirstEnergy's Pennsylvania utilities include Metropolitan Edison (Met-Ed), Pennsylvania Electric Company (Penelec), West Penn Power and Pennsylvania Power (Penn Power).

Assistance to qualifying customers is available through the Dollar Energy Fund, the Low-Income Home Energy Assistance Program (LIHEAP), and the Pennsylvania Customer Assistance Program (PCAP).

- **Dollar Energy Fund** is an emergency hardship fund designed to help residential customers restore or maintain electric service. Eligible customers may receive up to \$500, while funds are available. Program funding is provided by FirstEnergy customers, company employees, and FirstEnergy shareholders. The distribution of funds is administered by the Dollar Energy Fund. For information call 888-282-6816 or visit www.dollarenergy.org.
- **LIHEAP** is a federally funded grant program administered by the Commonwealth of Pennsylvania through its network of local county assistance offices. Eligible customers may receive up to \$1,000 to help with heating bills. Funds are available through the Cash and Crisis programs. LIHEAP funds may be used to pay an electric

bill even if electricity is not the main source of heat. For information about LIHEAP call 866-857-7095 or visit www.compass.state.pa.us.

- **The Pennsylvania Customer Assistance Program (PCAP)** helps residential customers maintain electric service and/or eliminate their past-due balance. At initial enrollment the past due balance is set aside for forgiveness. Debt forgiveness credits are applied directly to participants' electric service accounts in recognition of payments that are made in-full. Customers may also qualify for a monthly credit based on income and usage information. PCAP participants also are automatically enrolled in the Equal Payment Plan (EPP) – a budget plan that provides the ability to make consistent monthly payments. For enrollment information call 888-282-6816, or to apply online, visit dollarenergy.org/myapp.

Income eligible customers also can reduce their electric bills by making their homes more energy efficient by participating in the WARM Program. This program is available to homeowners and renters with landlord approval. WARM Program participants:

- Receive an in-home energy evaluation
- Work with a trained energy educator to create an energy-savings plan
- Have the opportunity to receive energy-saving light bulbs; caulking and weather-stripping installed in their home; electric water heater inspections; and refrigerator/freezer testing and possible replacement.

The specific improvements that a customer is eligible to receive will be determined during the home energy evaluation. While no payment is required for these installations or services, there are household income requirements and electricity use requirements. For more information, customers can call Dollar Energy Fund at 888-282-6816, or apply online at www.energysavepa.com.

To apply or learn more about other company programs, visit www.firstenergycorp.com/billassist or call 800-545-7741.

FirstEnergy's Pennsylvania residential customers also can manage their electric bills through the Equal Payment Plan (EPP). With EPP, customers can make consistent monthly payments to avoid seasonal highs and lows in their electric bills.

In addition to the payment options, FirstEnergy offers a Medical Certification program. Disconnection of electric service resulting from overdue bills can be delayed up to 30 days if it is determined that the loss of electric service would be especially dangerous to the health of a permanent member of a customer's household. An appropriate health care professional must complete a Medical Certification Form describing the resident's medical condition. The Medical Certification process also can be used to restore electric service after a customer has been disconnected.

FirstEnergy also offers a program called Third Party Notification where a relative, friend, clergy, or social service agency can be notified along with the customer if electric service is about to be disconnected. The third party is not obligated to pay the overdue bills but can help make payment arrangements for the customer who might have difficulty paying their bill.

Met-Ed serves about 560,000 customers within 3,300 square miles of eastern and southeastern Pennsylvania. Follow Met-Ed on Twitter [@Met Ed](#) and on Facebook at www.facebook.com/MetEdElectric.

Penelec serves nearly 600,000 customers within 17,600 square miles of northern and central Pennsylvania. Follow Penelec on Twitter [@Penelec](#) and on Facebook at www.facebook.com/PenelecElectric.

Penn Power serves approximately 163,000 customers within 1,100 square miles of western Pennsylvania. Follow Penn Power on Twitter [@Penn Power](#), and on Facebook at www.facebook.com/PennPower.

West Penn Power serves approximately 720,000 customers within 10,400 square miles of central and southwestern Pennsylvania. Follow West Penn Power on Twitter

[@W Penn Power](#) and on Facebook at www.facebook.com/WestPennPower.

FirstEnergy is dedicated to safety, reliability and operational excellence. Its 10 electric distribution companies form one of the nation's largest investor-owned electric systems, serving customers in Ohio, Pennsylvania, New Jersey, West Virginia, Maryland and New York. The company's transmission subsidiaries operate more than 24,500 miles of transmission lines that connect the Midwest and Mid-Atlantic regions. Visit FirstEnergy online at www.firstenergycorp.com and follow FirstEnergy on Twitter [@FirstEnergyCorp](#).

(011420)

On April 2, 2020 FirstEnergy put into place a new process to help Pennsylvania residential customers who may be finding themselves in need of assistance they may not have needed in the past. If a customer contacts Dollar Energy and alerts them that their household income has been affected by COVID 19, the following guidelines will be followed:

Situation	How PCAP Application will be processed
Household has experienced a complete loss of income	Household will be enrolled in PCAP at zero-income, requiring recertification in 6 months.
Household has experienced a partial loss of income	Household will be enrolled in PCAP based on the remaining income that is being received.
Household has experienced a loss of income and remaining income is for individual(s) under 18	Household will be enrolled in PCAP at zero-income, requiring recertification in 6 months.

The first step is to contact the West Penn Power credit and collection department at **1-800-736-3404** and they will guide them towards Dollar Energy. Also, attached is a breakdown of our PA assistance programs document. This document is extremely helpful because it outlines all programs and includes contact phone numbers for each program.