

**FirstEnergy Corp. For Release:** October 26, 2017

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## **FirstEnergy's West Virginia Utilities Remind Customers Assistance and Service Programs are Available to Help Pay Utility Bills**

Fairmont, W. Va. – Mon Power and Potomac Edison, FirstEnergy Corp.'s (NYSE: FE) West Virginia utilities, remind customers having difficulty paying their utility bills that they may be eligible for special financial assistance or other programs that could help reduce the amount of electricity they use.

Assistance programs available to FirstEnergy's West Virginia customers include:

- **Low Income Energy Assistance Program (LIEAP)** Administered by the West Virginia Department of Health and Human Resources (DHHR), this program assists low-income customers whose primary heating source is electric or gas. The program includes LIEAP and Emergency-LIEAP (E-LIEAP) payments. The DHHR accepts applications and awards E-LIEAP to customers who have received a termination notice after applying and qualifying for LIEAP. The application form also will be available on the DHHR website at <https://www.wvinroads.org>. For additional information or to obtain an application, contact a local DHHR office, community action agency or senior citizen center, or call (800) 642-8589.

- **Emergency Assistance Program (EAP)** This program is administered by the DHHR and designed to help eligible customers avoid service disconnection. To qualify, customers are required to present a disconnection notice to their county DHHR office. Emergency

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assistance is available only once every 12 months. For more information, please contact your county DHHR office.

- **Dollar Energy Fund (DEF)** This 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. This program is funded, in part, by FirstEnergy employees and customers. The distribution of funds is administered by community-based organizations throughout FirstEnergy utilities' West Virginia service territories. For information go to [www.dollarenergy.org](http://www.dollarenergy.org). Customers also can call 211 for information about applying for this program, or call Mon Power at (800) 686-0022 or Potomac Edison at (800) 686-0011.

- **20 Percent Energy Credit Program** Administered by the DHHR, this program reduces low-income customers' utility bills by 20 percent during the heating season. DHHR mails applications to known eligible program participants in October, but customers may request an application by calling (800) 642-8589 or contacting their county DHHR office. Completed applications should be sent to: FirstEnergy, 20 Percent Discount Program, 5001 NASA Blvd., Fairmont, W. Va., 26554.

- **West Virginia Low Income Home Check-Up Program**

The West Virginia Low Income Home Check-Up Program can help low-income customers reduce their electric bills. Customers' income must be at or below 200 percent of the federal poverty guidelines to qualify. This program is available to homeowners and renters with landlord approval. Customers participating in the program:

- Receive an in-home energy evaluation
- Work with a trained energy educator to create an energy-savings plan
- May be eligible to receive energy-saving services and items installed in the home

Eligibility for specific improvements will be determined during the home energy evaluation. No additional payment is required for this equipment or installation. For more information call (888) 406-8074.

Mon Power and Potomac Edison residential customers interested in a convenient way to manage their electricity bills also may qualify for an extended due date program or an extended payment plan. For more information, call Mon Power at (800) 686-0022 or Potomac Edison at (800) 686-0011.

Mon Power serves about 385,000 customers in 34 West Virginia counties. Follow Mon Power at [www.mon-power.com](http://www.mon-power.com), on Twitter @MonPowerWV, and on Facebook at [www.facebook.com/MonPowerWV](http://www.facebook.com/MonPowerWV).

Potomac Edison serves about 257,000 customers in seven Maryland counties and 137,000 customers in the Eastern Panhandle of West Virginia. Follow Potomac Edison on Twitter @PotomacEdison, on Facebook at [www.facebook.com/PotomacEdison](http://www.facebook.com/PotomacEdison), and online at [www.potomacedison.com](http://www.potomacedison.com).

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 24,000 miles of transmission lines that connect the Midwest and Mid-Atlantic regions. Visit FirstEnergy online at [www.firstenergycorp.com](http://www.firstenergycorp.com). Follow FirstEnergy on Twitter @FirstEnergyCorp.