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Potomac Edison Reminds Maryland Customers of Available Assistance Programs to Help with Winter Bills

Williamsport, Md. – With cold weather now affecting the region, financial assistance programs are available for eligible Potomac Edison customers who need help with winter heating bills.

Assistance to qualifying customers is available through the Community Energy Fund, the Maryland Energy Assistance Program, the Electric Universal Service Program, and the Utility Service Protection Program.

• **The Community Energy Fund** is a needs-based program providing assistance to qualifying residential customers who need emergency help paying their electric bill. The company matches donations from customers 50 cents on each dollar. The distribution of funds is administered by local administering agencies in Potomac Edison's service territory, including:

- o Allegany County Department of Social Services at 301-784-7000
- o Religious Coalition (Frederick area) at 301-631-2670
- o Human Service Program of Carroll County at 410-857-2999
- o Garrett County Community Action Committee at 301-334-9431

• **The Maryland Energy Assistance Program** is a federally funded program administered by the Department of Human Services and the Office of Home Energy Programs that helps low-income electric customers pay their electric bills. The program promotes energy conservation, customer financial responsibility and energy independence. To apply for benefits and services customers should apply online at

<https://mydhrbenefits.dhr.state.md.us>, or call the Maryland Department of Human Services at 800-332-6347.

• **The Electric Universal Service Program** is a state-funded program administered by the Department of Human Services and the Office of Home Energy Programs

that helps low-income electric customers pay their electric bills. The program also can help electric customers with arrearage retirement, bill assistance or weatherization. To apply for benefits and services customers should apply online at <https://mydhrbenefits.dhr.state.md.us>, or call the Maryland Department of Human Services at 800-332-6347.

- **The Utility Service Protection Program** is a federally sponsored program administered by the Department of Human Services and the Office of Home Energy Programs. This program provides customers certain protections during the heating season. To apply for benefits and services, customers should apply online at <https://mydhrbenefits.dhr.state.md.us>, or call the Maryland Department of Human Services at 800-332-6347.

Potomac Edison residential customers also can manage their electric bills through the Average Payment Plan (APP). With APP, customers can make consistent monthly payments to avoid seasonal highs and lows in their electric bills. To apply or learn more about other company programs, visit www.firstenergycorp.com/billassist or call [800-686-0011](tel:800-686-0011).

In addition to the payment options, Potomac Edison 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 and sign a Medical Certification Form for the eligible customer.

Potomac Edison 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.

Potomac Edison, a subsidiary of FirstEnergy Corp. (NYSE: FE), serves about 257,000 customers in seven Maryland counties. Follow Potomac Edison at www.potomacedison.com, on Twitter [@PotomacEdison](https://twitter.com/PotomacEdison), and on Facebook at www.facebook.com/PotomacEdison.

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. Follow FirstEnergy online at www.firstenergycorp.com. Follow FirstEnergy on Twitter: [@FirstEnergyCorp](https://twitter.com/FirstEnergyCorp).
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