FirstEnergy continues to provide opportunities for our customers who are low to moderate income.  As such, I wanted to provide you with information on our WARM Program that provides eligible customers with FREE, energy-saving home improvements that could help save money, lower electricity usage, and increase the comfort of your home.

**What are the benefits of the WARM Program?**  
Customers participating in WARM:  
            • Receive an in-home energy usage evaluation  
            • Work with a trained energy educator to create an energy-savings plan  
            • Have the opportunity to receive energy-saving home improvements installed in the home (see below for details)  
  
**What are the energy-saving home improvements?**  
Depending on how much electricity you use each month, the WARM Program could provide you with energy-saving home improvements such as:  
  
            • Attic and/or wall insulation  
            • Caulking and weather-stripping  
            • Refrigerator/freezer testing and possible replacement  
            • Electric water heater inspection  
            • Energy-saving light bulbs  
            • Replacement of inefficient window/wall air conditioners  
            • The specific improvements that you are eligible to receive will be determined during your home energy evaluation. No payment is required for these installations/services.  
  
**How do I apply for WARM?**  
  
Calling the Dollar Energy Fund at 1-888-406-8074 or completing the online form at FirstEnergycorp.com/WARM or paper applications.

For your benefit, I have attached a fillable application that can be either emailed or faxed to the WARM program.

As always, if you have any questions, please do not hesitate to reach out to me.