



# How to Help People with Utility Bills

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MAHC

Office of People's Counsel  
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Director of Consumer Assistance



## Who is the Office of People's Counsel (OPC)?

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- Independent State Agency
- Represents Maryland's residential consumers of electric, natural gas, private water and certain telecommunications and transportation
- Consumer Assistance Unit

## COVID-19 Update

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1) The utility must send a turn-off notice 45 days in advance of the turn-off date.

2) For those that have been certified as eligible for Office of Home Energy Programs the utility company offer a minimum repayment plan of 24 months. For those who are not income eligible for OHEP, the utility must offer a minimum repayment plan of 12 months.

3) The utility can not require a down payment or security deposit for any residential customer as a condition of entering a payment plan.

### **MORATORIUM until June 30<sup>th</sup> 2021:**

- 1) Those with a medical certification on file
- 2) Those who have participated in OHEP since 2/15/2017.

Office of the Attorney General: 410-528-8662



## **Medical Certification form:**

<https://www.psc.state.md.us/new-medical-certification-form-available-2/>



Household Size	Energy Assistance Max Monthly Income
1	\$1,861
2	\$2,515
3	\$3,168
4	\$3,821
5	\$4,475
6	\$5,128
7	\$5,781
8	\$6,435
For each additional	Add \$654

**Office of  
Home  
Energy  
Programs**

**OHEP:  
800-332-6347**

**BDT:  
855-444-4998**



County Areas	OHEP Income-Eligible Households	MEAP Recipients	EUSP Recipients	MEAP Participation	EUSP Participation
<b>Allegany &amp; Garrett</b>	13,050	5,943	5,970	46%	46%
<b>Anne Arundel</b>	24,279	4,679	4,354	19%	18%
<b>Baltimore City</b>	82,337	22,893	21,497	28%	26%
<b>Baltimore County</b>	53,113	12,103	11,812	23%	22%
<b>Carroll</b>	7,509	2,148	2,098	29%	28%
<b>Cecil</b>	7,096	2,768	2,692	39%	38%
<b>Charles</b>	7,095	2,298	2,248	32%	32%
<b>Frederick</b>	11,176	2,907	2,877	26%	26%
<b>Harford</b>	15,449	4,247	4,134	27%	27%
<b>Howard</b>	10,159	3,283	3,203	32%	32%
<b>Montgomery</b>	50,132	7,303	6,955	15%	14%
<b>Prince George's</b>	46,142	8,389	8,823	18%	19%
<b>Queen Anne's, Talbot, Caroline, Dorchester, &amp; Kent</b>	15,057	6,628	6,504	44%	43%
<b>St. Mary's &amp; Calvert</b>	9,425	3,092	3,002	33%	32%



# Energy Assistance Toolkit

<http://www.opc.maryland.gov/Home/Energy-Assistance-Tool-Kit>



## Fuel Fund of Maryland

Financial assistance for BGE area (bulk fuel for the rest of the state)

<https://fuelfundmaryland.org/>

## 211MD

Information on other resources

<https://211md.org/>

Dial: 2-1-1

## Public Service Commission

To file a complaint against utility

<https://www.psc.state.md.us/>

## Call your utility

Get on a payment plan and let them know you are struggling to keep up with payments.





## The RELIEF ACT

Will provide up to \$83 million to help pay utility customer arrearages, in this order:

- 1) eliminate all arrearages for households who have qualified for Office of Home Energy Program Energy Assistance benefits in the past 4 years.
- 2) eliminate all arrearages for residential special needs customers; and
- 3) eliminate the oldest arrearages.

**NO GARUNTEES-NO DECISIONS YET-NO GARUNTEES**



## How you can help people struggling with their utility bills

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- 1) Get people to apply to OHEP-use the energy assistance toolkit
- 2) Get people to use the medical certification
- 3) Tell people about payment plans and other financial assistance programs



## Contact Us

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Monday-Friday, 8AM-5PM

**Call:** 410-767-8150

**Email:** [DLInfo\\_OPC@maryland.gov](mailto:DLInfo_OPC@maryland.gov)

**Check out the website:** [www.opc.maryland.gov](http://www.opc.maryland.gov)