

Names and addresses of local administrative agencies

Allegany County Human Resources Development Commissions Office of Home Energy Programs*

125 Virginia Avenue
Cumberland, MD 21502
(301) 777-8550

Human Services Programs of Carroll County, Inc.*

10 Distillery Drive, Suite G1
Westminster, MD 21157
(410) 857-2999

Frederick Community Action Agency

420 East Patrick Street
Frederick, MD 21701
(301) 600-2410

Garrett County Community Action Committee, Inc.*

104 E. Center Street
Oakland, MD 21550
(301) 334-9431

Community Action Council of Howard County

9820 Patuxent Woods Drive
Columbia, MD 21046
(410) 313-6440

Montgomery County Department of Health & Human Services, Office of Home and Energy Programs

1301 Piccard Drive
Rockville, MD 20850
(240) 777-4450

Washington County Community Action Council

117 Summit Avenue
Hagerstown, MD 21740
(301) 797-4161

Religious Coalition of Emergency Human Need*

(CEF only: Frederick or Montgomery counties)
27 Degrange Street,
Frederick MD 21701
301-631-2670

*These are the only agencies that can process CEF grants while funds are available.

Assistance is Available



to Help Fill in the Gaps

Potomac Edison is proud to partner with state, local and social service agencies in Maryland to provide assistance to eligible low-income customers who need help paying past-due bills or reducing the amount of future bills. Home weatherization programs also may be available through the state to reduce electric consumption.

There are many programs that eligible customers can apply for in Maryland. Which program is right for you? Please review the following information to find out.

PotomacEdison®
A FirstEnergy Company

Maryland Energy Assistance Program (MEAP)

MEAP provides financial assistance with home heating bills. Payments are made to the utility on the customer's behalf to help pay a portion of the monthly bill.

Electric Universal Service Program (EUSP)

EUSP provides financial assistance with electric bills. Eligible customers receive help that pays a portion of their current electric bills. Customers who receive EUSP are placed on the Average Payment Plan, or budget billing, which helps level out bill payments and gives more control of the monthly household budget. Under the Average Payment Plan, the annual electric bill will be divided into 12 monthly payments that will round off those peaks and make it easier to pay. Potomac Edison may also establish a payment plan that allows paying the account balance over an extended period.

EUSP Arrearage Retirement Assistance helps customers with large, past-due electric bills. If eligible, customers may receive forgiveness of up to \$2,000 towards their past-due bill. Customers must have a past-due bill of \$300 or greater to be considered eligible. Customers may only receive an arrearage grant once every seven years, with certain exceptions.

Utility Service Protection Program (USPP)

USPP is designed to protect eligible low-income families from utility turn-offs during the heating season. All MEAP eligible customers may participate in USPP. USPP also requires participation in the Average Payment Plan. Failure to make consecutive payments may result in removal from the program.

Weatherization and Energy Efficiency Services can help lower utility bills and make the home more comfortable. Customer information is referred to the Maryland Department of Housing and Community Development (DHCD) for programs that can provide improvements and repairs to homes at no cost. For more information, call **855-583-8976** or visit dhcd.maryland.gov/Pages/EnergyEfficiency.

How do I apply for these programs?

- Visit mydhrbenefits.dhr.state.md.us to apply for benefits and services, monitor the status of an application, update important account information and more.
- Call the Maryland Department of Human Services (DHS) at **800-332-6347** to obtain an application or to request information.
- Obtain and complete an application from the Local Administering Agency. Call the agency for an appointment or to request an application be mailed. (Participating agencies are listed on the back of this pamphlet.)
- Be sure to have the most recent Potomac Edison electric bill when applying.

Community Energy Fund (CEF)

While funds are available, CEF is a needs-based program that provides assistance to qualifying residential customers who need emergency help paying their electric bill. The company's shareholders match donations from customers 50 cents on each dollar, up to the program limits. The distribution of funds is administered by local administering agencies in Potomac Edison's service territory. (Participating agencies are listed on the back of this pamphlet.)

211 Helpline

For more information about finding assistance programs, call **211** or visit 211md.org. This nationwide resource and information helpline will identify programs that may assist with utility bills or other health and human services information. Available 24 hours a day, every day of the year.

For more information about any of these programs, including how to qualify, visit firstenergycorp.com/billassist and click on "**Search Assistance Programs.**" Our Customer Service Center is also available at **800-686-0011**, Monday through Friday from 8 a.m. to 6 p.m.