

# Maryland People's Counsel Resource Guide

## Utility Bill Assistance in Baltimore City

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**Maryland People's Counsel**  
6 St. Paul Street, Suite 2102  
Baltimore, MD 21202  
410-767-8150  
1-800-207-4055  
MD Relay Services: 711  
Web Site:  
[www.opc.state.md.us](http://www.opc.state.md.us)

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# 1-2-3

## Utility Bill Assistance at a Glance

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### 1. Apply for MEAP and EUSP energy assistance

Limited income customers may be eligible for two state programs that can help pay off utility bills. You can apply for these programs on the same application.

**Maryland Energy Assistance Program (MEAP)** distributes funds for gas, oil, electricity and other home heating and cooling bills to limited income individuals and families.

**Electric Universal Service Program (EUSP)** is a new program that helps low-income electricity customers pay their current and past due electricity bills. Some customers who are not eligible for MEAP are eligible for EUSP.

Enrollment in these programs is not automatic. You must meet eligibility requirements and apply in person at a local assistance agency. Local assistance offices are listed in this guide. For locations in other counties, contact the Maryland Office of Home Energy Programs (1-800-352-1446).

**Important!** If you have received a shut-off notice and someone in the home is seriously ill or needs life support equipment, contact the utility immediately. You must send a physician's certification about the condition to the utility. A copy of the physician's certification is included in this packet.

The Office of People's Counsel is here to help you. Contact our office if you are having problems resolving a dispute with your utility, need help getting energy assistance or if you have questions about the law, regulations or process for filing consumer complaints.

### 2. Ask about other energy assistance funds

You may be able to get additional assistance from a local Fuel Fund, or other state or local programs. Information about some of these funds is included in this packet. Ask for a phone number or referral when you apply for energy assistance.

### 3. Try to work out a payment arrangement

You may still owe money to the utility even if you received energy assistance. Also, if your income is higher than the guidelines, you will not be eligible to receive EUSP or MEAP funds.

You should contact the utility to work out a reasonable payment plan for the past-due amount. If you try to work out a payment arrangement and are not successful, contact the Public Service Commission at 410-767-8028 to make a complaint. The PSC complaint form is enclosed in this packet.

You may be able to get help from local agencies that work with senior citizens, persons with disabilities or faith-based organizations, particularly if you have had a household emergency such as a job loss, job injury or high medical bills. Ask your local assistance agency about these programs.

# BALTIMORE CITY RESOURCE GUIDE

## Electric and Gas Utilities

### Electric

BALTIMORE GAS AND ELECTRIC COMPANY  
P.O. BOX 1475  
BALTIMORE, MD 21203-1475  
410-685-0123  
1-800-685-0123  
www.bge.com

### Natural Gas

BALTIMORE GAS AND ELECTRIC COMPANY  
P.O. BOX 1475  
BALTIMORE, MARYLAND 21203-1475  
410-685-0123  
1-800-685-0123  
www.bge.com

## Electric and Gas Utility Programs

**BUDGET BILLING (EVEN MONTHLY PAYMENT PLAN).** The utilities offer an even monthly payment plan, which allows the customer to pay the same amount every month. The monthly payments are based on expected annual usage. This amount is changed periodically if the customer uses more or less gas or electricity than anticipated. The program does not eliminate monthly changes in the bill, but it does smooth them out. This program is especially helpful if a customer wants to maintain a fixed amount of expenses throughout the year.

**BILL EXTENDER PLAN.** The utility is required to adjust a customer's bill due date if he or she receives monthly income through Social Security or through a government-sponsored assistance program. This can help avoid late payment fees, since a customer can pay the bill after receipt of his or her monthly income.

### **PAYMENT ARRANGEMENTS WITH THE UTILITY.**

A customer who is having difficulty paying gas or electric bills should ask the utility about a payment plan to pay past-due bills over time. A deferred payment plan should take a customer's individual circumstances into account, including other available assistance, income and the amount owed. If the utility will not work with the customer to establish reasonable payment arrangements, the customer may contact the Public Service Commission's Office of External Relations to request help mediating acceptable payment arrangement terms:

PUBLIC SERVICE COMMISSION OF MARYLAND  
6 ST. PAUL STREET, 12th FLOOR  
BALTIMORE, MARYLAND 21202  
410-767-8028  
1-800-492-0474  
www.psc.state.md.us/psc

### **UTILITY SERVICE PROTECTION PROGRAM**

**(USPP).** USPP is a program designed to protect households from utility service terminations during the winter. The program, established by the Public Service Commission, is available to MEAP recipients, and provides assistance, such as reconnection fee and security deposit waivers, to eligible off-service customers. A customer must enroll in the company's even monthly payment plan and apply the MEAP grant to the heating company bill.

### **BGE CUSTOMER ASSISTANCE MAINTENANCE PROGRAM (CAMP).**

BGE customers who are eligible for MEAP and who participate in USPP may qualify for up to \$144 a year in credits on their BGE bills. A customer may be able to get \$12, \$9 or \$7 per month in bill credits for each month a bill is paid in full by the due date.

**DISPUTES WITH THE UTILITY.** A customer should contact the utility first to request information or resolve a dispute. If it is not resolved, a customer may file a complaint:

PUBLIC SERVICE COMMISSION OF MARYLAND  
6 ST. PAUL STREET, 12th FLOOR  
BALTIMORE, MARYLAND 21202  
410-767-8028  
1-800-492-0474  
www.psc.state.md.us/psc

# BALTIMORE CITY RESOURCE GUIDE

## Energy Assistance Programs - OHEP

### MARYLAND ENERGY ASSISTANCE PROGRAM (MEAP)

MEAP is an energy assistance program that helps low-income households with their heating bills. The program, administered by the Office of Home Energy Programs (OHEP), is available to homeowners and renters who meet the income requirements and heat with electricity, gas, oil, propane, wood or other fuels. The program provides an annual grant that varies depending on household size, household income and type of home heating source.

BALTIMORE CITY DHCD  
HUMAN SERVICES DIVISION  
2700 N. CHARLES STREET, SUITE 202  
BALTIMORE, MD 21218  
Charles Fowlkes  
410-396-5555  
  
See following page for city human services centers.

If a customer has questions or concerns about MEAP/EUSP or the status of an application, the customer may call:  
  
DHR CONSTITUENCY SERVICES  
410-767-7140  
1-800-332-6347  
  
OR  
DHR ENERGY ASSISTANCE HOTLINE  
1-800-352-1446

### ELECTRIC UNIVERSAL SERVICE PROGRAM (EUSP)

EUSP is a new program which helps low-income electricity customers pay their electricity bills. The program is available to homeowners and renters who meet the income requirements, which are the same as the guidelines for MEAP. Some customers, who are not eligible for MEAP because they are in subsidized housing, may be eligible for EUSP. The program includes bill assistance, retirement of certain old bills, and weatherization services. The program provides an annual grant which is applied through an even monthly payment plan with the electric company. Therefore, EUSP recipients are currently required to enroll in budget billing.

#### EUSP - WEATHERIZATION

The EUSP program includes weatherization services for a limited number of EUSP customers. The services are intended to reduce electricity use and electricity bills for a household. The services are available for homeowners and in certain instances, to renters. A person applies for this with EUSP and MEAP.

#### APPLIANCE REPAIR AND REPLACEMENT

##### FURNACES

This program is delivered through DHCD's Weatherization Assistance Program (WAP) delivery service network (see page 9). Limited funds are available for homeowners who meet the MEAP income guidelines. The program helps to replace inoperable boilers and furnaces or ones that operate at an efficiency level below 70%. Eligible renters having problems with their furnaces may contact the local housing inspection office, if available.

An applicant should contact the local energy office for all OHEP appliance programs. If the person has an emergency (i.e., defective or inoperable furnace), he or she should inform the agency staff person.

# BALTIMORE CITY RESOURCE GUIDE

## Baltimore City Energy Assistance Centers

In Baltimore City, a utility customer may go to any of the centers listed below for assistance completing MEAP/EUSP/WAP applications.

Baltimore City DHCD  
Human Services Division  
2700 N. Charles Street, Suite 202  
Baltimore, Maryland 21218  
410-396-5555

Human Service Center  
First District  
3411 Bank Street  
Baltimore, Maryland 21224  
410-545-6512

Human Service Center  
Second District  
1400 Orleans Street  
Baltimore, Maryland 21231  
410-396-9468

Human Service Center  
Third District  
5225 York Road  
Baltimore, Maryland 21225  
410-396-6084

Human Service Center  
Fourth District  
1133 Pennsylvania Avenue  
Baltimore, Maryland 21201  
410-396-0893

Human Service Center  
Fifth District  
3314 Ayrdale Avenue  
Baltimore, Maryland 21216  
443-984-1384

Human Service Center  
Sixth District  
606 Cherry Hill Road  
Cherry Hill Shopping Center  
Baltimore, Maryland 21225  
410-545-0900

Human Service Center  
904 Washington Blvd.  
Baltimore, Maryland 21230  
410-385-8494

# BALTIMORE CITY RESOURCE GUIDE

## Documents Needed and Income Guidelines

A person may apply for both MEAP and EUSP (including weatherization) and DHCD's weatherization program (see page 9) with one application.

### DOCUMENTS NEEDED WHEN APPLYING FOR ASSISTANCE

A customer should plan to bring the following information when applying for grants or other assistance:

1. **Identification.** Driver's license or Maryland ID or employment ID or DSS ID or Green Card.
2. **Proof of Residence.** Property tax bill or lease or rent book or current bills mailed to the billpayer's address.
3. **Proof of Income.** Examples: Pay stubs (last 4-7 weeks), unemployment insurance check stubs, benefit letter (TCA, SSI, SSDI, VA, Social Security), pension benefits, disability check, worker's compensation, any other receipt of income.
4. **Social Security Cards.** All members of the household over age 2.
5. **Energy Usage.** Electric bill, gas and other fuel bills, turn-off notice.
6. **Landlord Information.** Name, address and telephone number.

### MEAP GUIDELINES FOR 2003-2004

These guidelines are used for many energy programs, including MEAP, EUSP, Weatherization and Fuel Funds. Gross income refers to income before taxes.

<b>Number of Household Members</b>	<b>Gross Monthly Income</b>
1	\$1,123
2	\$1,515
3	\$1,908
4	\$2,300
5	\$2,693
6	\$3,085
Each additional person add:	\$393

# BALTIMORE CITY RESOURCE GUIDE

## Energy Assistance Programs - DSS

### DEPARTMENT OF SOCIAL SERVICES (DSS)

Each local DSS agency has discretion to allocate the funds described below in different ways. All of these funds may be available to assist households with children. Flex Funds and Local Funds may be available to single adult households and particularly older adults (possibly through Adult Protective Services). If a customer currently is not receiving services through DSS (e.g., TCA, TEMHA), he or she can still contact the local DSS agency for possible assistance with housing and energy emergencies. **Please note that all of these grants are highly discretionary.**

### EMERGENCY ASSISTANCE TO FAMILIES WITH CHILDREN (EAFC)

EAFC is an emergency grant program that provides funds for household emergencies, including utility bills. The program is available to families with one or more children under the age of 21, who are related to and reside with the applicant, and can only be used once every 12 months. A person does not have to be receiving any state assistance to apply for an emergency grant. However, he or she must document individual circumstances. Baltimore City DSS offers up to \$500.00 to individuals eligible for an EAFC grant.

### FLEX FUNDS

Flex Funds are monies provided to all local departments of social services to maintain or reunify children with their families. These monies are available for a variety of needs, but the goods and services purchased must be related to the child's or family's plan for service. Flex Funds are often issued for utility bills.

### WELFARE AVOIDANCE GRANT (WAG)

These grants may be available to a person who has applied and is eligible for Temporary Cash Assistance (TCA). The grant is intended to address household emergencies or other needs, if circumstances would prevent a household member from gaining or continuing employment. A grant usually is awarded in an amount equal to 3 months or less of assistance benefits. Any person who receives the grant must forego TCA for the number of months covered by the grant.

### SPECIAL FUNDS OR LOCAL FUNDS

Special Funds, or "Local Funds" are charitable or local funds administered by local DSS offices. These funds are available for household emergencies and are usually allocated based upon a household's income and level of need. These funds are not part of any federal or state-mandated program and thus may not always be available.

BALTIMORE CITY DSS  
 1510 GUILFORD AVENUE  
 BALTIMORE, MD 21202  
 FLOYD R. BLAIR, ESQ., INTERIM DIRECTOR  
 410-361-2202

You may access the above programs by contacting the local Department of Social Services in your area. See the list on the next page.

If a customer has questions or concerns about these funds or the status of an application, the customer may call:

DHR CONSTITUENCY SERVICES  
 410-767-7140  
 1-800-332-6347

## Offices on Aging

BALTIMORE CITY COMMISSION ON AGING  
 AND RETIREMENT EDUCATION  
 10 NORTH CALVERT STREET  
 BALTIMORE, MD 21202  
 410-396-4932

WAXTER CENTER FOR SENIOR CITIZENS  
 1000 CATHEDRAL STREET, 1ST FLOOR  
 BALTIMORE, MD 21201  
 410-396-1337

If the Waxter Center does not have funds for seniors experiencing utility problems, the Center may offer referrals for assistance.

# BALTIMORE CITY RESOURCE GUIDE

## Department of Social Services (DSS) Centers

Baltimore City Department of Social Services  
 1510 Guilford Avenue  
 Baltimore, Maryland 21202  
 Flyod R. Blair., Interim Director  
 410-361-2002

Liberty-Garrison/Park Circle Family  
 Investment Centers  
 5818 Reisterstown Road  
 Baltimore, Maryland 21215  
 Joyce Gordon, Manager  
 410-361-5952

Clifton Family Investment Center  
 1920 North Broadway  
 Baltimore, Maryland 21213  
 Pat Hannum, Manager  
 410-361-4806

Mount Clare/Steuart Hill Family  
 Investment Centers  
 1223 West Pratt Street  
 Baltimore, Maryland 21223  
 Ann Mitchell, Manager  
 410-361-3306

Dunbar Family Investment Center  
 313 N. Gay Street  
 Baltimore, Maryland 21205  
 Jessie Hall, Manager  
 410-361-5534

Orangeville Family Investment Center  
 2919 East Biddle Street  
 Baltimore, Maryland 21213  
 Julie Hardy, Manager  
 410-361-4457

Harbor View Family Investment Center  
 18 Reedbird Avenue  
 Baltimore, MD 21202  
 Pat Rinehart, Manager  
 410-361-5459

Upton/Westwood Family  
 Investment Ceneters  
 2500 Pennsylvania Ave  
 Baltimore, Maryland 21217  
 Linda Young, Manager  
 410-361-5101 ext. 365

Harford Heights /Northwood Family  
 Investment Centers  
 2000 North Broadway  
 Baltimore, Maryland 21213  
 Rachel McFadden, Manager  
 410-361-3724

Hilton Heights Family Investment Center  
 500 North Hilton Street  
 Baltimore, Maryland 21229  
 Clyde Johnson, Manager  
 410-361-5325

Johnson Square Family Investment Center  
 2000 North Broadway  
 Baltimore, Maryland 21213  
 Jessie Hall, Manager  
 410-361-4898



# BALTIMORE CITY RESOURCE GUIDE

## Energy Assistance - Other Funds

### FUEL FUNDS

Local Fuel Funds offer financial assistance to limited income individuals with energy-related emergencies. Fuel Funds generally use EUSP/MEAP income guidelines for eligibility. Certain Fuel Funds may permit a one-time waiver of the income eligibility requirement, based on individual circumstances. Most Fuel Funds combine a grant from private funds with (1) a customer contribution, and (2) a matching credit from a utility or its ratepayers. Fuel Funds provide limited grants after a customer has contacted or obtained help from other programs.

The Victorine Q. Adams Fuel Fund, (VQAFF, formerly the Baltimore City Fuel Fund) serves only Baltimore City residents. Grants from this fund are given only once a year and can be in the form of cash awards, credits, and combined cash and credit awards. Baltimore City applicants can receive cash awards of up to \$120. Credit awards are used to match 50 cents on each dollar paid on a BGE client's account, with no limit on matching monies provided. However, BGE credits cannot be used to match federal or state dollars, such as an EAFC grant, paid on a client's account.

The VQAFF provides assistance with BGE utility bills and emergency fuel oil. For assistance with utility bills eligible applicants must: (1) be income eligible under MEAP guidelines, (2) have a termination notice, (3) exhaust MEAP, EAFC, and FEMA funds, (4) have a BGE bill in the applicant's name. Most importantly, Fuel Fund grants will not be approved unless all monies paid on an applicant's account (fuel fund grant, applicant's money, and private donations, etc.) are sufficient to prevent termination or restore service.

To apply to the Fuel Fund, call (410) 361-5731.

### FEDERAL EMERGENCY MANAGEMENT AGENCY FUNDS (FEMA)

FEMA is the federal agency responsible for disaster relief and distributing certain emergency funds to the state on an annual basis. These funds are available in certain local jurisdictions in Maryland, and may be available for a utility emergency. In Baltimore City, FEMA funds are generally available to pay the highest one month bill for a winter season.

For information on yearly FEMA availability, contact the Salvation Army (410-783-2420).

### PRIVATE RESOURCES

AGAPE FAMILY OUTREACH  
125 North Hilton Street  
Baltimore, Maryland 21229  
410-362-9206

BETHEL AME OUTREACH  
1429 McCulloch Street  
Baltimore, Maryland 21217  
410-728-2557

FRANCISCAN CENTER  
101 West 23rd Street  
Baltimore, Maryland 21218  
410-467-5340

SALVATION ARMY  
814 Light Street  
Baltimore, Maryland 21218  
410-783-2420

SAMARITAN CENTER  
19 West Franklin Street  
Baltimore, Maryland 21201  
410-659-4020 or 4030

SHILOH CHRISTIAN COMMUNITY  
2500 West Lombard Street  
Baltimore, Maryland 21223  
410-945-8330

# BALTIMORE CITY RESOURCE GUIDE

## Conservation and Housing Programs

### DHCD WEATHERIZATION ASSISTANCE PROGRAM (WAP)

WAP is designed to assist limited income families with reducing their energy usage by providing installation of energy conserving measures, as well as offering furnace cleaning and tuning. WAP eligibility is based on MEAP guidelines. WAP is funded by the United States Department of Energy and is administered through the state by the Department of Housing and Community Development (DHCD). DHCD also administers BGE's low-income conservation program (CHIP). BGE's program includes significant funding for gas boiler and gas furnace repairs and replacement.

BALTIMORE CITY DHCD  
 HUMAN SERVICES DIVISION  
 2700 N. CHARLES STREET, SUITE 202  
 BALTIMORE, MD 21218  
 410-396-6407

### DHCD SPECIAL LOANS PROGRAM

The Special Loans Program administers the Maryland Housing Rehabilitation Program. This program provides funds to limited income homeowners to improve the basic livability of a home. The program may provide for structural repairs and installation of energy efficiency measures. The funds are available for single family owner-occupied properties and rental properties of one to four units.

DHCD REHABILITATION SERVICES  
 417 EAST FAYETTE STREET, SUITE 1125  
 BALTIMORE, MD 21202  
 410-396-3124

### RENTAL ALLOWANCE PROGRAM (RAP)

This program provides a monthly rental allowance towards a person's rent for up to 12 months. It is available to homeless individuals or limited-income households with critical housing needs.

HOUSING AUTHORITY OF BALTIMORE  
 300 CATHEDRAL STREET  
 BALTIMORE, MD 21202  
 ZACHERY PARKER  
 410-361-9425

# BALTIMORE CITY RESOURCE GUIDE

## Tax Credits

### EARNED INCOME TAX CREDIT

The Earned Income Tax Credit (EITC) is a special tax credit for limited income workers. A person may be eligible for a tax credit even if he or she does not owe any taxes. However, a tax return must be filed.

### CHILD TAX CREDIT

The Child Tax Credit is a special tax credit for limited income families. A person may be eligible for this tax credit of at least \$600 per child even if he or she does not owe any taxes. However, a tax return must be filed.

INTERNAL REVENUE SERVICE  
1-800-829-1040

STATE OF MARYLAND  
1-800-638-2937

### FREE TAX SERVICES

To take advantage of various tax credits, there are free tax services for elderly, disabled, non-English speaking, and limited income households.

AARP TAX-AIDE  
1-888-227-7669

FIRST CALL FOR HELP  
1-800-492-6618

### RENTER'S TAX CREDIT

The Renter's Tax Credit (RTC) is a tax credit offered to limited income renters. Eligible renters include limited income persons who are (1) under age 60, or (2) 100% disabled. All renters aged 60 and over are eligible. **The application and documents must be received by September 1 of each year**

STATE DEPARTMENT OF ASSESSMENTS AND TAXATION  
301 WEST PRESTON STREET, ROOM 900  
BALTIMORE, MARYLAND 21201  
1-800-944-7403  
[www.dat.state.md.us](http://www.dat.state.md.us)

### HOMEOWNER'S PROPERTY TAX CREDIT

This credit is available to Maryland homeowners whose property taxes exceed a fixed percentage of their incomes. The program is available to qualified homeowners regardless of age. **The application and the documents must be received by September 1 of each year.**

STATE DEPARTMENT OF ASSESSMENTS AND TAXATION  
301 WEST PRESTON STREET, ROOM 900  
BALTIMORE, MARYLAND 21201  
1-800-944-7403  
[www.dat.state.md.us](http://www.dat.state.md.us)

# BALTIMORE CITY RESOURCE GUIDE

## Telephone Bill Assistance

### TEL-LIFE

This is a low-cost discount telephone service provided by Verizon. This service is limited to customers who receive TCA, TEMHA, SSI or PAA benefits.

Verizon charges \$0.66 for the first 30 local phone calls on a private phone line. After 30 calls, the customer is billed at \$0.08 per call. The \$5.00 Federal Subscriber Line Charge also is waived, although special fees for 911 and Universal Service must be paid. Customers who do not have phone service with Verizon pay half of the line connection charge of \$48. Customers who have trouble reading, seeing or hearing may be eligible for other discounts.

Customers who owe Verizon \$100 or more must make arrangements to pay their bill before Tel-Life will be established on their line.

### Link Up America

This is a Federal plan that may pay half the cost of getting new Tel-Life or other phone service hooked up.

Tel-Life is helpful for a household that makes few phone calls. See the examples in the chart:

You'll pay this much for your phone line and calls:	If you make this many local calls per month:
\$0.66	30 or less
\$3.06	60 (2 calls per day)
\$5.46	90 (3 calls per day)
\$7.86	120 (4 calls per day)
\$12.66	180 (6 calls per day)
\$15.06	210 (7 calls per day)

To get an application or to get more information, call

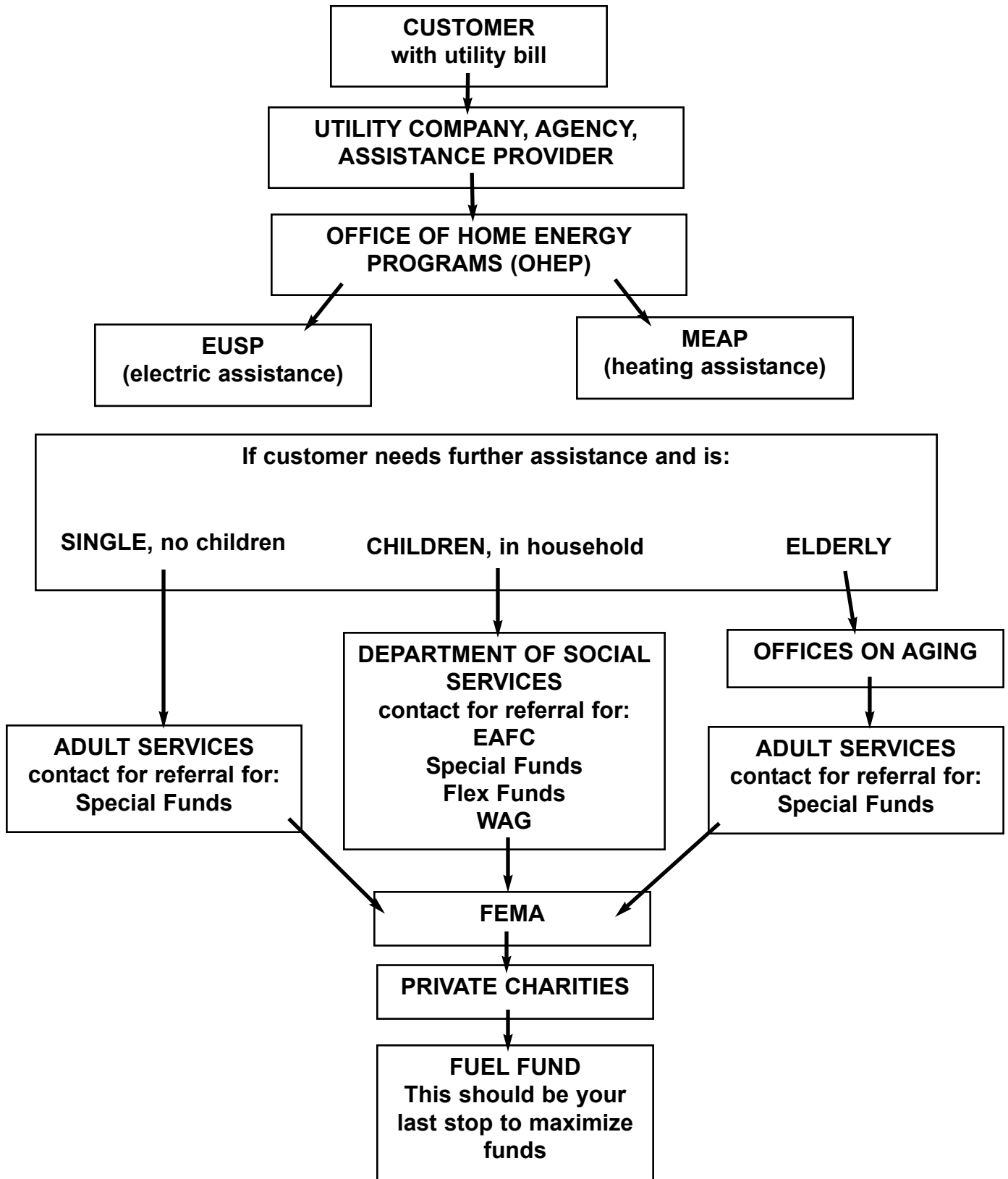
1-800-525-0145

To apply for Tel-Life/Link Up America, fill out the application and **MAIL** it (don't take it) to:

DEPARTMENT OF HUMAN RESOURCES  
 TEL-LIFE UNIT  
 311 W. SARATOGA STREET  
 BALTIMORE, MD 21201

DHR will determine eligibility. If the customer is eligible, DHR will send the application to Verizon. Once the approval is received, Verizon will contact the customer to arrange for connection of the service. The process takes approximately 30 days.

# UTILITY BILL ASSISTANCE FLOWCHART



OFFICE OF EXTERNAL RELATIONS  
MARYLAND PUBLIC SERVICE COMMISSION  
WILLIAM DONALD SCHAEFER TOWER  
6 ST. PAUL STREET  
BALTIMORE, MD 21202-6806  
TELEPHONE: 410-767-8028 OR 1-800-492-0474  
FAX: 410-333-6844  
INTERNET: <http://www.psc.state.md.us/psc/>

## **INQUIRY/DISPUTE FORM**

### **Everyone must complete this section:**

Have you contacted the company regarding your inquiry/dispute?  YES  NO Date: \_\_\_\_\_

Have you received a response from the company?  YES  NO Date Received: \_\_\_\_\_

*(If you received a written response, please provide a copy with this form.)*

**If you have not contacted the company, you must do so prior to filing a complaint with the Commission. If you contacted the company, you must wait for the company to have time to investigate the matter and respond to your complaint before pursuing the matter with the Commission. If after a reasonable period (2-6 weeks) you have not received a response from the company, you may file your complaint with the Commission. You may also file your complaint if you are dissatisfied with the company's response.**

### **TO BE COMPLETED BY EVERYONE [Please print and fill out neatly and completely]**

Name as it appears on bill: \_\_\_\_\_

Address as it appears on bill: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Mailing address, if different from service address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Numbers (please include area code): (home) \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ (work) \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

(pager) \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ (Fax) \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ ("Can be reached") \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Account Number or Order Number: \_\_\_\_\_

### **Complaint concerns: (Check all that applies)**

- Gas Company  Electric Company  Gas Supplier  Electric Supplier  
 Local Telephone Co.  Long Distance Co.  Water Co.

PLEASE NOTE: The Maryland PSC does not regulate the following companies: wireless, paging, oil, propane, Washington Suburban Sanitary Commission, and cable television providers. If your dispute concerns a wireless or paging co. you should file your dispute with the Federal Communications Commission at 1-888-225-5322 or you can contact the Attorney General's Office, Consumer Protection Division at 1-888-743-0023. If your dispute concerns cable television service please check the back of your cable bill for the local franchise office in your area. You should file your complaint with the franchise office listed on the bill or call the company and obtain that information. If your dispute concerned oil or propane companies, call the AGO at 888-743-0023. Finally, if your dispute concerned WSSC, you should file the dispute with the Manager of Customer Service for WSSC.

**Name of Company(ies) Against Whom You Are Complaining:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**If you are not the customer of record, please complete this section.**

Name: \_\_\_\_\_ Relationship to the customer: \_\_\_\_\_

Address: \_\_\_\_\_

Daytime Phone No.: \_\_\_\_\_ Explain why customer cannot complete form: \_\_\_\_\_

**Note: you must have the customer's permission to file a complaint on their behalf. The PSC Investigator has the right to refuse to respond to a complaint if it cannot be verified that the customer of record gave you permission to file the dispute or his/her behalf.**

**PLEASE COMPLETE IF YOUR COMPLAINT CONCERNS A TERMINATION NOTICE:**

Is your service currently on?  YES  NO

If your service is off, when was it turned off? \_\_\_\_\_

How much money is the utility requiring to restore service? \_\_\_\_\_

If your service is on, do you have a turn-off notice?  YES  NO Notice Amount? \_\_\_\_\_

If you are requesting an extension on a turn-off notice, and/or Alternative Payment Arrangements, you MUST indicate how much you are able to pay as a downpayment, and list the amount and date(s) when you can make additional payments to reduce the past due amount. Any amount you list must be paid, in addition to your current bill.

My total past due bill is: \$ \_\_\_\_\_

My downpayment is \$ \_\_\_\_\_ to be paid by \_\_\_\_\_

I would like to pay the remaining bill as follows:

\$ \_\_\_\_\_ to be paid by \_\_\_\_\_

\$ \_\_\_\_\_ to be paid by \_\_\_\_\_

\$ \_\_\_\_\_ to be paid by \_\_\_\_\_

\$ \_\_\_\_\_ to be paid by \_\_\_\_\_

Do you agree to participate in Budget Billing?  YES  NO

Have you paid a security deposit?  YES  NO Indicate Amount paid \$ \_\_\_\_\_

Is anyone in your household seriously ill or on life-support?  YES  NO

Name: \_\_\_\_\_ Description of illness: \_\_\_\_\_

**(Please have your doctor submit a letter on your behalf.)**

If applicable, how many children are in the household? \_\_\_\_\_ Ages: \_\_\_\_\_

Have you applied for the Maryland Energy Assistance Program?  YES  NO

If yes, specify amount of grant expected/received: \$ \_\_\_\_\_

Have you applied for the Electric Universal Service Program?  YES  NO

If yes, amount of grant expected/received \$ \_\_\_\_\_. Are you now or have you ever

participated in the Utility Service Protection Program (USPP)?

YES

NO





**PHYSICIAN CERTIFICATION OF SERIOUS ILLNESS OR LIFE SUPPORT**

This is to certify that \_\_\_\_\_ is a resident of:

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Relationship to Customer \_\_\_\_\_

Account Number: \_\_\_\_\_

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**THIS SECTION IS TO BE COMPLETED BY A LICENSED PHYSICIAN ONLY**

I hereby certify that termination of electric and/or gas service will either (check applicable box or boxes):

aggravate an existing serious illness\* or

prevent the use of life support equipment by the person named above.\*\*

(Please print)

Physician's Name \_\_\_\_\_

License No. \_\_\_\_\_

Title \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Office Number \_\_\_\_\_ Fax Number \_\_\_\_\_

E-Mail Address (optional) \_\_\_\_\_

Physician's signature \_\_\_\_\_ Date \_\_\_\_\_

**This medical certificate is only valid for a period not to exceed 30 days.**

\* "Serious illness" means an illness certifiable by a licensed physician to be such that termination of service during the period of time covered by the certificate would be especially dangerous to the health of the person certified to be seriously ill.

\*\*"Life-support equipment" means any electric or gas energy-using device certified by a licensed physician as being essential to prevent, or to provide relief from, a serious illness or to sustain the life of the customer or an occupant of the premises.