

**PUBLIC SERVICE COMMISSION
OF MARYLAND**

**ELECTRIC UNIVERSAL SERVICE PROGRAM
2019 ANNUAL REPORT**

Pursuant to
§ 7-512.1(c) of the Public Utilities Article
Annotated Code of Maryland

Prepared for the General Assembly of Maryland

6 St. Paul Street
Baltimore, Maryland 21202
www.psc.state.md.us

Table of Contents

I. OVERVIEW	1
II. LEGISLATIVE REQUIREMENTS	1
III. BASIS FOR FINDINGS AND RECOMMENDATIONS	2
A. OHEP FY 2019 ANNUAL REPORT	3
B. How Benefits Were Calculated for FY 2019 and Will Be Calculated for FY 2020	5
C. OHEP Projections for Funds to Be Expended in FY 2020	6
IV. FINDINGS AND RECOMMENDATIONS.....	7
A. Total Amount of Funding Recommended for FY 2020	7
B. Total Amount of Need for Bill Assistance.....	8
C. Arrearage Retirement Assistance Funding	9
D. Income Limitation Waivers	9
E. Impact on Customers' Rates Including the Allocation among Customer Classes..	9
F. The Impact of Using Other Federal Poverty Program Benchmarks	10
V. CONCLUSION	10
APPENDIX A	11

ELECTRIC UNIVERSAL SERVICE PROGRAM 2019 ANNUAL REPORT

I. OVERVIEW

The Electric Universal Service Program (“EUSP”), enacted in the Electric Customer Choice Act of 1999 (“the Act”), was designed by the Maryland General Assembly to assist low-income electric customers to retire utility bill arrearages, make current bill payments, and access home weatherization following the restructuring of Maryland’s electric companies and electricity supply market. The Act, codified as Public Utilities Article, *Annotated Code of Maryland*, §7-512.1 (“PUA §7-512.1” or “EUSP Legislation”), required the Public Service Commission of Maryland (“Commission”) to establish the program, make it available to low-income electric customers statewide, and provide oversight to the Office of Home Energy Programs (“OHEP”), within the Department of Human Services, Family Investment Administration (“DHS”), which is responsible for administering the EUSP.

II. LEGISLATIVE REQUIREMENTS

Under the Act, the Commission is required to oversee the EUSP as it is administered by DHS, through OHEP. PUA § 7-512.1(c)(1) requires the Commission to report annually to the General Assembly regarding the following:

- (i)¹ A recommendation on the total amount of funds for the program for the following fiscal year, subject to the amounts that are to be collected under PUA §7-512.1(e) and based on:
 - 1. the level of participation in and the amounts expended on bill assistance and arrearage retirement during the preceding fiscal year;
 - 2. how bill assistance and arrearage retirement payments were calculated during the preceding fiscal year;
 - 3. the projected needs for the bill assistance and the arrearage retirement components for the next fiscal year; and
 - 4. the amount of any bill assistance or arrearage retirement surplus carried over in the electric universal service program fund under PUA §7-512.1(f)(6)(i).
- (ii) For bill assistance, the total amount of need, as determined by the Commission, for electric customers with annual incomes at or below 175% of the federal poverty level and the basis for this determination;

¹ Numbering is as it appears in the Act.

- (iii) The amount of funds needed, as determined by the Commission, to retire arrearages for electric customers who have not received assistance in retiring arrearages under the electric universal service program within the preceding seven fiscal years, and the basis for this determination;
- (iv) The amount of funds needed, as determined by the Commission, for bill assistance and arrearage retirement, respectively, for customers for whom income limitations may be waived under §7-512.1(a)(7) of the PUA, and the basis for each determination;
- (v) The impact on customers' rates, including the allocation among customer classes, from collecting the total amount recommended by the Commission under item (i) above; and
- (vi) The impact of using other federal poverty level benchmarks on costs and the effectiveness of the electric universal service program.

To assist the Commission in preparing its recommendations, OHEP is required under PUA §7-512.1(c)(2) to report the following information to the Commission each year:

- (1) the number of customers and the amount of distributions made to fuel customers under the Maryland Energy Assistance Program ("MEAP") identified by funding source and fuel source;
- (2) the cost of outreach and educational materials provided by OHEP for the EUSP; and
- (3) the amount of money that DHS receives, and is expected to receive for low-income energy assistance from the Maryland Strategic Energy Investment Fund/Regional Greenhouse Gas Initiative ("SEIF/RGGI"), the MEAP (for electric customers only), and any other federal, State, local, or private source.

III. BASIS FOR FINDINGS AND RECOMMENDATIONS

The Commission's consideration and review of EUSP operational plans and proposals, workgroup reports, program reports, and filings is docketed in Case No. 8903, *In the Matter of the Electric Universal Service Program*. On May 31, 2019, OHEP filed its EUSP Proposed Operations Plan for Fiscal Year ("FY") 2020. Following receipt of comments from interested parties and a hearing to consider the Proposed Operations Plan, on June 27, 2019, the Commission approved OHEP's Operations Plan for FY 2020 and authorized the allocations for FY 2020 proposed by OHEP from ratepayer funding, as provided under PUA §7-512.1(e)² in the following amounts:

² See Order No. 89215, issued July 31, 2019.

Table 1 FY 2020 Allocations Approved by Order No 89215, Issued July 31, 2019

Allocation	Amount
Bill Payment Assistance	\$32,281,915
Administration	\$4,208,302
Outreach	\$80,000
EUSP Data System	\$429,783
Total	\$37,000,000

In Order No. 89215, the Commission noted that OHEP anticipates total funding for the EUSP in FY 2020 to be \$128,444,145 after an addition of \$19,942,924 from the SEIF/RGGI, \$71,101,221 in federal funding from the Low Income Home Energy Assistance Program (“LIHEAP”), and \$400,000 from Dominion Cove Point.

By Order No. 89215, the Commission also affirmed two of its directives from Order No. 88850. The Commission directed OHEP, Baltimore Gas and Electric Company (“BGE”) and the PHI Companies³ to continue to provide information to the Maryland Office of People’s Counsel (“OPC”) and Commission Technical Staff (“Staff”) on the number of EUSP and MEAP customers that receive service from an electricity or gas supplier. Finally, the Commission directed Staff to continue to provide periodic progress reports on this issue based on discussions at the Advisory Board.

On November 19, 2019, OHEP filed its *FY 2019 Electric Universal Service Program Annual Report* (“Annual Report”) in compliance with PUA §7-512.1(c)(2).

A. OHEP FY 2019 ANNUAL REPORT

In its Annual Report, OHEP provided highlights pertaining to the operation of the EUSP for the July 1, 2018–June 30, 2019 program year. Table 2 shows the total households served, the total benefits expended, and the average benefit awarded per household for both bill assistance and arrearage retirement.⁴ Fewer households were served by the program for FY 2019 in comparison with FY 2018. While the average bill assistance benefit was slightly higher for FY 2019 than for FY 2018, the average arrearage retirement benefit declined between the two fiscal years.

³ Potomac Electric Power Company (“Pepco”) and Delmarva Power & Light Company (“Delmarva”).

⁴ *FY 2019 Electric Universal Service Program Annual Report to the Maryland Public Service Commission* (“Annual Report”) at p. 6.

Table 2 Comparison of EUSP Data for FY 2018 and 2019⁵

	Households Served	Total Benefit Expenditures	Average Grant
Bill Assistance			
FY 2018	94,655	\$47,100,000	\$498
FY 2019	93,523	\$47,300,000	\$506
Difference	-1.2%	0.4%	1.6%
Arrearage Retirement			
FY 2018	16,862	\$14,600,000	\$871
FY 2019	16,115	\$13,500,000	\$835
Difference	-4.4%	-7.5%	-4.1%
EUSP Total			
FY 2018	94,655	\$61,700,000	\$652
FY 2019	93,523	\$60,800,000	\$650
Difference	-1.2%	-1.5%	-0.3%

OHEP did not project an enrollment figure for FY 2020 or the amount of its bill payment assistance for that same period. However, OHEP noted that it projected that \$70 million would be adequate to meet the EUSP needs for FY 2020.⁶ In FY 2019, \$32.4 million in ratepayer funds went to fund bill payment assistance.⁷ MEAP and SEIF/RGGI also provided assistance for the EUSP's bill payment assistance component of approximately \$14.9 million. Arrearage retirement was funded by SEIF/RGGI monies. OHEP allocates arrearage funding according to historic data that reflect the number of households receiving EUSP assistance in each jurisdiction.⁸

OHEP also administers MEAP, which is federally funded through the Low-Income Home Energy Assistance Program ("LIHEAP").⁹ Because MEAP pays for heating assistance, its grants are not limited to public service companies providing electricity and gas heating service,¹⁰ but also go to vendors of non-regulated fuels such as oil and propane. For customers who heat with electricity, EUSP and MEAP work in tandem, resulting in increased EUSP benefits for electric heating customers because MEAP funds are used to cover heating costs. Benefit expenditures for MEAP in FY 2019 totaled \$56.9 million, of which approximately 46 percent went to electricity.¹¹ OHEP anticipates that approximately \$78 million will be appropriated to Maryland for the MEAP for FY 2020.¹²

⁵ Annual Report at p. 5.

⁶ Annual Report at p. 18.

⁷ *Id.* at p. 5.

⁸ *Id.* at p. 12.

⁹ *Id.* at p. 19.

¹⁰ OHEP discusses a gas arrearage program in its Annual Report, and this program is funded by MEAP using LIHEAP funding.

¹¹ *Id.* at p. 21.

¹² *Id.* at p. 22.

OHEP states that it has reserved \$200,000 for FY 2020 outreach activities conducted by its local administering agencies.¹³ Staffing and overtime for extended outreach events was paid for through OHEP's Administrative budget. OHEP's outreach is often done in partnership with utilities and organizations performing low-income energy-related work, including those which focus on children, the elderly, and the ill and disabled.¹⁴

OHEP's Annual Report is attached as Appendix A.

B. How Benefits Were Calculated for FY 2019 and Will Be Calculated for FY 2020

For bill assistance under the EUSP, OHEP uses a formula to customize the benefit amount to be paid to each participant. The following factors contribute to the size of a participant's EUSP benefit: (1) gross household income, (2) household size, (3) electricity usage, and (4) price of electricity for a given customer. In administering the EUSP, OHEP divides participants into groups based on gross household income using the federal poverty levels ("FPL"), as suggested at PUA §7-512.1(a)(1). The EUSP groups are as follows: (1) Poverty Level 1 (0 to 75 percent FPL), (2) Poverty Level 2 (75 percent to 110 percent FPL), (3) Poverty Level 3 (110 percent to 150 percent FPL), (4) Poverty Level 4 (150 percent to 175 percent FPL), and (5) Poverty Level 5, which is composed of subsidized housing occupants, whose incomes vary and who receive rental subsidies including varying utility service subsidies. The lower an EUSP participant's poverty level, the higher is the benefit received by that participant. The FPL income limit varies with household size. OHEP awards participants in Poverty Level 5 a relatively small benefit in recognition of the fact that these participants already receive some energy assistance through a housing subsidy.

The electricity usage of each EUSP participant as certified by the participant's electric company is taken into account up to a set limit, with additional bill assistance provided from MEAP to participants who heat with electricity. A final adjustment is made for the relative cost of electricity for each EUSP participant such that EUSP participants served by an electric company with rates either higher or lower than the average receive a slightly higher or lower benefit. OHEP's formula results in an equitable distribution of benefit grants to EUSP participants with the most pressing needs, based on income and usage.¹⁵

¹³ *Id.* at p. 20.

¹⁴ OHEP's outreach activities and customer services are described on pages 15-16 of its Annual Report.

¹⁵ Annual Report at p. 18.

Table 3 Distribution of Bill Assistance by Poverty Level for FY 2019¹⁶

Poverty Level	Income Level	Participants	% of Distribution
1	0-75%	33,163	35.5%
2	75%-110%	26,664	28.5%
3	110%-150%	23,771	25.4%
4	150%-175%	9,925	10.6%

OHEP uses the poverty levels described above to assess a household's eligibility for arrearage assistance. For FY 2019, OHEP set a minimum arrearage amount of \$300 for a household to qualify for arrearage assistance from the EUSP; the maximum arrearage benefit allocated from the EUSP for one household is \$2,000.¹⁷ Applicants requiring arrearage assistance beyond the OHEP maximum of \$2,000 or below the \$300 minimum are referred to community-based programs.

In FY 2014, OHEP instituted a new arrearage waiver policy allowing households having a household member over the age of 65 or under the age of 2 or a household member who is considered to be disabled, including but not limited to, medically fragile persons to apply for additional funds not to exceed the \$2,000 cap if these households had received \$800 or less in arrearage retirement assistance during the past seven years. In FY 2019, 430 households considered vulnerable received benefits totaling \$398,752.¹⁸

It should be noted that medically fragile individuals are persons considered to have a severe health condition that would be aggravated by the termination of utility service. Although OHEP's provision of waivers to medically fragile persons began in 2014, effective April 30, 2019, the Critical Medical Needs Program ("CMNP") was enacted into law. Under the CMNP, OHEP trains "Navigators", who work in hospitals and cancer centers, to help patients gain access to energy assistance benefits. The income requirements are unchanged for the medically fragile; however, the CMNP Navigators help these persons complete their EUSP applications.¹⁹ In addition to the waivers discussed above, bill assistance and full arrearage assistance benefits may be obtained within 24 hours for the medically fragile who qualify. *See* 2019 Statutes Ch. 282

C. OHEP Projections for Funds to Be Expended in FY 2020

OHEP makes no projections regarding participation in FY 2020. However, OHEP provided a list of factors that might trigger a need to reexamine EUSP funding levels including enrollment trends. Based on current conditions, OHEP predicts that a minimum of \$70 million for bill assistance and arrearage benefit assistance is adequate to serve all households that apply at the previous year's benefit levels.²⁰ OHEP states that it

¹⁶ *Id.*, Table 5 at p. 12.

¹⁷ Annual Report at p.13.

¹⁸ *Id.*

¹⁹ *Id.* at pp. 16-17.

²⁰ *Id.* at p.18.

will continue to monitor the funding level for FY 2020 and beyond to identify potential funding shortfalls.

During the 2018 Session of the General Assembly, HB1528/SB1117 passed into law, effective July 1, 2018, and was codified at Pub. Utils. §7-512.1(h). The bill requires the Maryland Department of Human Services ("DHS") to establish an arrearage prevention program to prevent or reduce arrearages for low-income customers who have participated in a low-income residential weatherization program. Under Acts 2018, Chapter 697, DHS was required to dedicate \$750,000 of certain unexpended EUSP funds for this purpose.

DHS, in consultation with the Commission, is required to select up to two public or private entities as program recipients to administer the program. At least one program recipient must primarily serve customers in a major urban area of the State. A program recipient must demonstrate significant efforts to (1) secure additional private investment in rooftop solar installation, including the use of program money for credit enhancement, direct project support, or support for program recipients and customers and (2) provide employment in solar installation to unemployed and underemployed individuals, with preference for those who reside in the local jurisdictions where the installations will occur. The program may include the installation of rooftop solar electricity generation equipment after energy efficiency measures at the residential property have been completed.

It is the Commission's understanding that the requisite funds have been appropriately encumbered for these purposes and that a Request for Grant Proposals will be released shortly to enable the procurement and selection of the appropriate grant recipient(s). OHEP will consult with the Commission regarding the final selection of a grant recipient(s) to operate the resulting Arrearage Prevention Program.

IV. FINDINGS AND RECOMMENDATIONS

A. Total Amount of Funding Recommended for FY 2020

Under the current funding structures and eligibility criteria, the Commission recommends the FY 2020 EUSP funding levels outlined in Table 4 below. This recommendation is based on current participation levels as detailed in Table 2. Methods for calculating bill payment assistance and awarding arrearage retirement assistance are discussed in Section III B above and will remain unchanged.

Table 4 Projected Funds Available for FY 2020 from All Sources

Funding Source	Amount
Ratepayer Statutory Collection	\$37,000,000
Allocation from RGGI Auctions (SEIF/RGGI)	\$22,400,000 ²¹
MEAP Funding for EUSP Participants	\$35,880,000 ²²
Dominion Cove Point Settlement	\$400,000
Total	\$95,680,000

The Commission supports OHEP's practice of using SEIF/RGGI funds for arrearage retirement because this allocation allows more ratepayer funding to be used for bill assistance while simultaneously covering more EUSP participants in need of arrearage retirement assistance. While the Commission notes that OHEP did not offer a specific projection regarding the size of its bill assistance benefit in FY 2020, the Commission supports the continuation of an average OHEP bill assistance grant of at least \$500. The Commission recommends that 12 percent of ratepayer money be set aside for administration and supports the continuation of outreach at its traditional level of \$200,000. To further support the success of the EUSP, the Commission recommends that OHEP use the portion of SEIF/RGGI funds for bill assistance that OHEP does not allocate to arrearage assistance or EUSP direct program costs.

B. Total Amount of Need for Bill Assistance (Electric Customers with Annual Incomes at or below 175% of the Federal Poverty Level and the Basis for this Determination)

Under PUA §7-512.1(a)(1), EUSP eligibility extends to 175 percent of the federal poverty level. OHEP estimates that 26 percent of the income-eligible population received assistance in FY 2019.²³ As noted above, OHEP makes no projection as to the number of participants or the size of its average benefit during FY 2020. Although the numbers of actual participants have decreased in recent years, the Commission determines the total amount of need for bill assistance based on approximately the same number of participants as FY 2019. To the extent that participation does decrease, OHEP is able to increase the benefit per participant. Therefore, the EUSP would require at least the same amount of funding in FY 2020 as it expended in FY 2019.

The EUSP statutory mandate is to assist qualifying electric customers through bill assistance, arrearage retirement, and weatherization. OHEP's Annual Report projects that a minimum of \$70 million will be adequate to meet the EUSP needs for FY 2020.²⁴ OHEP's Annual Report indicates, as reflected in Table 4 above, the approximate funds that will be available in FY 2020 from the ratepayers' statutory collection, SEIF/RGGI, and MEAP.

²¹ Of this amount, OHEP projects that it will spend \$14 million on arrearage assistance. *See* Annual Report at p. 19.

²² (\$78,000,000 * 0.46) (Total projected MEAP funds multiplied by the percent of electricity fuel type compared to all fuel types). *See* Annual Report at pp. 21-22.

²³ Annual Report at p. 17.

²⁴ *Id.* at p. 18.

In light of the EUSP's statutory mandate and OHEP's historic participation levels, the Commission recommends a minimum EUSP budget of \$70 million, inclusive of SEIF/RGGI funds. The Commission notes that the average benefit should continue to be weighted to FPL 1 and FPL 2, where the need is greatest.

C. Arrearage Retirement Assistance Funding

The Electric Customer Choice Act limits arrearage retirement assistance for EUSP participants to once every seven years. The total amount of ratepayer funds that may be spent on arrearage assistance is limited by statute to \$1.5 million. OHEP intends to allocate \$14 million of non-ratepayer funds for EUSP arrearage retirement.²⁵ It is the Commission's long-standing position that the EUSP should fund current bills over past arrearages. Due to funding provided by SEIF/RGGI, OHEP expends non-ratepayer funds for this purpose, and the Commission supports this expenditure.

D. Income Limitation Waivers

Under PUA §7-512.1(a)(7), OHEP may waive the income limitations for customers who could qualify for a similar waiver under MEAP. In light of the funding available to OHEP and the use of consistent income limitation structures for both the EUSP and the MEAP, the Commission supports OHEP's ongoing practice of offering no waivers to households above the EUSP statutory limit.

E. Impact on Customers' Rates Including the Allocation among Customer Classes

By Order No. 89105, issued April 24, 2019, the Commission lowered the residential rate for EUSP from \$0.36 to \$0.32 and also reduced rates for nonresidential customers by 30.64 percent for each of the 24 tariff tiers.²⁶ All Maryland electric utilities were directed to file revised tariffs. The tariffs were filed and approved by the Commission with effective dates of May 2019 or June 2019. Staff was directed to conduct an annual review in April of each year, and, should an over-collection exist for the previous fiscal year, file a recommendation with the Commission on how to change the rates to refund the over-collection to customers. The first review will take place in April 2020. In its 2019 Annual Report, OHEP noted that approximately \$6.8 million in funds in excess of the statutory limit had been collected during FY 2019; however, this is expected to return to \$0 by July 2020 due to the revised tariffs.²⁷

²⁵ *Id.* at p. 19.

²⁶ Non-residential customers, from C&I classes, are allocated charges based on annual utility billings according to a 24-tier matrix. During the first quarter of each year, the electric companies are required to review the revenue received during the previous year and to reallocate EUSP charges to non-residential customers as necessary. Growth in the number of residential customers and changes in the amount of revenues from non-residential customers cause fluctuation in the amounts collected.

²⁷ Annual Report at p. 18.

F. The Impact of Using Other Federal Poverty Program Benchmarks

OHEP uses the federal poverty level to determine eligibility for EUSP assistance. Under the EUSP legislation, eligibility is capped at 175 percent FPL. The FPLs are based on gross household income and family size and are updated periodically based on various cost of living indices. The FPLs are publicly available and widely used. OHEP uses a consistent eligibility system for the EUSP and the federally-funded MEAP. This similarity facilitates administration of the two programs and, by creating certain synergies, enables OHEP to make more efficient use of its combined federal, State, and ratepayer funding.

The benchmark for determining eligibility for participation in the EUSP is crucial to determining the aggregate funding needed by the EUSP. To the extent that aggregate funding interacts with benefit size, these benchmarks and the manner in which they are applied greatly affect the success and effectiveness of the EUSP. The Commission does not recommend changing the existing OHEP benchmarks.

V. CONCLUSION

Based on the OHEP FY 2019 Annual Report, the Commission recommends that the total amount of funds for the EUSP for FY 2020 be at least \$70 million and be increased if additional funding becomes available.²⁸ For the reasons stated herein, the Commission believes that this amount of funding is necessary to protect low-income electric customers in Maryland.

²⁸ This recommendation is exclusive of any MEAP funds.

APPENDIX A

Via Electronic Filing and Next Day Delivery

November 18, 2018

Andrew Johnston, Executive Secretary
Maryland Public Service Commission
6 St. Paul Street, 16th Floor
Baltimore, MD 21202-6806

Re: PSC Case No. 8903, in the Matter of the Electric Universal Service Program – FY2019 Annual Report

Dear Mr. Johnston:

Enclosed for Commission review is the FY 2019 Electric Universal Service Program Annual Report. The original and 17 copies are being filed. An electronic copy has also been filed and forwarded by email to the Case 8903 Service List.

Please feel free to contact me if you have any questions.

Sincerely,



Bill Freeman
Director, Office of Home Energy Programs

Encls.

c: Service List Case No. 8903



**FISCAL YEAR 2019
ELECTRIC UNIVERSAL SERVICE PROGRAM
ANNUAL REPORT
TO THE
MARYLAND PUBLIC SERVICE COMMISSION**

**MARYLAND DEPARTMENT OF HUMAN SERVICES
FAMILY INVESTMENT ADMINISTRATION
OFFICE OF HOME ENERGY PROGRAMS**

Table of Contents

TABLE OF CONTENTS	2
INTRODUCTION.....	3
PROGRAM HIGHLIGHTS	3
PROGRAM DATA	4
ADMINISTRATIVE OPERATIONS.....	7
Local OHEP Office Operations	7
OHEP Data System.....	10
myDHR	10
PROGRAM SUMMARY	12
Bill Payment Assistance	12
Arrearage.....	13
Outreach, Education and Customer Services	16
STATUTORY QUESTIONS AND RESPONSES.....	16
POLICY RECOMMENDATIONS.....	22
ATTACHMENTS	
Attachment A – Annual Intake and Approved Applications by County	
Attachment B – Distribution of Annual Kilowatt Usage by EUSP Recipients	
Attachment C – EUSP Monthly Income Eligibility Table	
Attachment D – Living Arrangements by Poverty Level	
Attachment E – OHEP Administrative Costs	
Attachment F– LIHEAP Household Report	
Attachment G - Households and Benefit Level Report	
Attachment H - Distribution of Household Income	
Attachment I - Service Status of Recipients at Time of Application	

Introduction

The Deregulation Act of 1999, codified in Md. Code Ann., Public Utilities §7-512.1 established the Electric Universal Service Program (EUSP) for the purpose of assisting electric customers with annual incomes at or below 175% of the federal poverty level. The Department of Human Services (DHS) Family Investment Administration (FIA) Office of Home Energy Programs (OHEP) administers EUSP, and oversees the 20 local administering agencies (LAAs) located throughout Maryland, where applications for assistance are accepted and processed.

EUSP also features Arrearage Retirement Assistance funded through the Maryland Strategic Energy Investment Fund/Regional Greenhouse Gas Initiative (SEIF/RGGI). EUSP, along with the Federal Low Income Home Energy Assistance Program (LIHEAP) operated as the Maryland Energy Assistance Program (MEAP), provide benefits to low-income Marylanders that make electricity and heating for their homes more affordable. The programs administered by OHEP are integrated and share a common application to streamline the energy assistance application process for Maryland families.

Md. Code Ann., Public Utilities § 7-512.1(c) requires that OHEP file an Annual Report with the Public Service Commission. This report provides a summary of the 2019 program year and responds to legislatively mandated questions outlined in the statute. This report also contains estimates of future trends and planning recommendations for the next program year.

Program Highlights

- In FY 2019 OHEP received a total of 142,501 applications from customers seeking heating and electric assistance from OHEP administered programs.
- In FY 2019 \$47.3 million in EUSP Bill Payment Assistance benefits was issued to 93,523 households.
 - In FY 2019 the average Bill Payment Assistance benefit was \$506.
- In FY 2019 \$13.5 million in Electric Arrearage Retirement Assistance benefits was issued to 16,115 households.
 - The average Arrearage Retirement Assistance benefit was \$835.

Program Data

- Table 1 provides information on the number of households receiving EUSP Bill Payment Assistance and Arrearage Retirement Assistance benefits. It includes data since FY 2007, showing trends over time in the number of households served and expenditures.
- Table 2 displays summary data on the MEAP program, which is federally funded by LIHEAP funds.
- Table 3 provides information regarding the FY 2019 EUSP supplemental benefit.
- Table 4 provides information for EUSP administrative expenditures.
- Table 5 provides distribution of EUSP recipients' by poverty level.

Table 1. EUSP Summary Data FY 2007-2019

Program and Year	Applicants Served	Average Grant	Ratepayer Funds (millions)	Other Funds (millions)	Total Benefit Expenditures (millions)
Bill Assistance					
2019	93,523	\$506	\$32.4	\$14.9	\$47.3
2018	94,655	\$498	\$32.2	\$14.9	\$47.1
2017	96,434	\$506	\$30.9	\$17.8	\$48.7
2016	102,947	\$394	\$30.7	\$9.8	\$40.5
2015	109,095	\$351	\$33.9	\$4.4	\$38.3
2014	115,664	\$357	\$35.4	\$5.8	\$41.2
2013	111,288	\$325	\$34.5	\$1.6	\$36.1
2012	120,739	\$334	\$38.8	\$5.5	\$44.3
2011	132,504	\$446	\$38.5	\$20.7	\$59.2
2010	129,670	\$612	\$37.0	\$42.5	\$79.5
2009	116,136	\$688	\$30.8	\$49.3	\$80.1
2008	100,670	\$601	\$30.8	\$27.8	\$58.6
2007	93,323	\$510	\$30.5	\$16.1	\$46.6
Arrearage					
2019	16,115	\$835	-	\$13.5	\$13.5
2018	16,862	\$871	-	\$14.6	\$14.6
2017	14,681	\$925	-	\$13.6	\$13.6
2016	16,321	\$1,002	-	\$16.3	\$16.3
2015	17,815	\$954	-	\$17.0	\$17.0
2014	22,384	\$944	-	\$21.1	\$21.1
2013	16,423	\$969	-	\$15.9	\$15.9
2012	14,011	\$929	-	\$13.0	\$13.0
2011	19,243	\$931	-	\$17.9	\$17.9
2010	30,078	\$1,025	-	\$30.8	\$30.8
2009	22,295	\$936	\$1.5	\$19.4	\$20.9
2008	7,957	\$801	\$1.5	\$4.9	\$6.4
2007	10,486	\$486	\$1.5	\$3.6	\$5.1

Source: Maryland Department of Human Services, Family Investment Administration, Office of Home Energy Programs

Note 1: The benefit expenditures for FY2019 are net expenditures and exclude any adjustments made thereafter in the State Financial Management Information System (FMIS). The households served data are from the OHEP Data System. The data may not be final and are for information purposes only.

Note 2: Benefit expenditures for the years prior to FY 2014 include supplemental benefit payments. Average benefit calculation does not include the supplemental amount.

Table 2. MEAP Summary Data FY 2003-2019

Program and Year	Applicants Served	Average Grant	Benefit Expenditures
2019	96,298	\$590	\$56.8 million
2018	97,477	\$565	\$55.1 million
2017	98,938	\$541	\$53.5 million
2016	104,491	\$566	\$59.1 million
2015	111,365	\$518	\$57.7 million
2014	118,107	\$511	\$60.3 million
2013	113,787	\$512	\$58.2 million
2012	123,868	\$474	\$57.6 million
2011	132,789	\$451	\$60.3 million
2010	134,691	\$309	\$44.6 million
2009	122,254	\$553	\$67.2 million
2008	93,147	\$450	\$41.9 million
2007	99,982	\$422	\$42.1 million
2006	89,108	\$366	\$32.6 million
2005	82,688	\$329	\$27.2 million
2004	80,509	\$269	\$21.6 million
2003	77,828	\$406	\$31.6 million

Source: Maryland Department of Human Services, Family Investment Administration, Office of Home Energy Programs

Note: 1: In FY2012, a MEAP supplemental benefit of \$18.9 million was issued to 93,265 households.

Note: 2: In FY2013, a MEAP supplemental benefit of \$13.8 million was issued to 81,761 households.

Note 3: In FY2014, a MEAP supplemental benefit of \$8.3 million was issued to 87,125 households.

Note 4: In FY2017, a MEAP supplemental benefit of \$18 million was issued to 88,752 households.

EUSP FY 2010-FY 2017 over-collected ratepayer funds authorized for use by Chapter 777 of 2017 and Chapter 696 and 697 of 2018 were spent as follows:

EUSP Bill Payment	\$ 5,866,775.21
EUSP Bill Payment Supplemental	\$ 8,683,224.79
Arrearage Prevention Program (encumbrance in anticipation of Request for Grant Proposal issuance)	\$ 750,000.00
TOTAL	\$ 15,300,000.00

The \$750,000 for the Arrearage Prevention Program is encumbered. OHEP is working with Department of Human Services' Procurement Division and Office of the Attorney General to finalize the Request for Grant Proposals for the Arrearage Prevention Program. It was determined that a formal process must be followed to satisfy Departmental standards for issuance of grant funding. OHEP will consult with PSC staff regarding the process for consulting with the Commission on the selection of the grant recipient(s) once the Request for Grant Proposal is finalized.

A supplemental EUSP benefit was provided to 60,666 FY 2019 EUSP recipients with accounts confirmed active as of June 15th by each utility. The benefit was determined using the energy burden reduction targeting index by benefit level. EUSP over-collections funded \$8,683,224.79 of the supplemental with \$485,175 coming from the Maryland Strategic Energy Investment Fund.

Table 3. EUSP Supplemental Benefit Data FY 2019

	Benefit Level	Supplemental Benefit Amount	Households Receiving Benefit	Total
	1	\$ 200.00	18,165	\$3,633,000.00
	2	\$ 150.00	16,746	\$2,511,900.00
	3	\$ 125.00	17,851	\$2,231,375.00
	4	\$ 100.00	7,904	\$790,400.00

Administrative Operations

OHEP & Local Administering Agency Office Operations

Twenty local administering agencies (LAAs) throughout Maryland receive and process EUSP applications. Applications are received by the LAAs through the mail, e-mail or fax, drop-offs, in-person face-to-face interviews, outreach events, and online through the myDHR website.

LAAs perform all of the necessary functions to provide EUSP benefits. These functions include:

- Conducting outreach to the target population to increase awareness of the program
- Receiving applications, which includes reviewing, processing, and verifying the supporting documentation provided, and in some cases, includes conducting in-person interviews
- Responding to crisis situations (termination notice or off-service) by initiating contact with a utility company to prevent or restore terminated service
- Determining eligibility for OHEP and designating benefit amounts
- Generating the required Energy Delivery Statement (EDS) for payment
- Processing bulk fuel payments
- Facilitating requests for additional assistance when required by referring applicants to other agencies or organizations which provide energy assistance

The state OHEP office performs the following functions:

- Program planning and budgeting
- Policy and procedure development
- Outreach support
- Training
- Procurement
- Monitoring and quality control
- Processing utility payments
- Development and implementation of technology systems

The state OHEP office processes payments to utilities for the applications approved by the LAAs. OHEP generates payment transmittal documents that serve as requests for payment. The payment transmittals are sent to the DHS Fiscal Office (Accounts Payable) which then enters the requests into the State's Financial Management Information System (FMIS). The Office of the Comptroller processes the requests for the issuance of payments, either by check or electronic transfer of funds.

The state OHEP office processes payment requests for each utility on a weekly basis beginning in August. For the major utilities, benefit data is transferred electronically through the use of a Secure File Transfer Protocol (SFTP). DHS and its contractor use FTP as a secure method for transferring confidential data, providing each utility with a username and password to log in weekly to retrieve their data.

Outreach is a key area of focus for both OHEP and the LAAs. A wide range of activities took place during FY 2018 designed to increase public awareness of energy programs and encourage eligible citizens to apply. The Outreach section of this report presents additional information on outreach activities.

Frequent communication between OHEP, the LAAs, utilities, and stakeholders is essential to support the effort to provide timely and accurate dissemination of policy updates and facilitate prompt resolution of policy concerns and operational issues. Communication is conducted through the following means:

- OHEP Data System screen messages to announce changes to the system and provide important alerts
- Regular LAA conference calls run by OHEP to keep LAAs informed of new program developments and to identify policy and operational concerns
- Annual Meeting and Training held each May with LAAs to communicate important program information and provide opportunities for networking and sharing of best practices
- OHEP Regional Meetings with utilities and LAAs to review regional approaches and issues

- Attendance at BGE quarterly partnership meetings with OHEP, LAAs, fuel funds, and other stakeholders
- Attendance by OHEP and/or LAAs at annual meetings with Delmarva Power, Potomac Edison, PEPCO and Southern Maryland Electric Cooperative

Table 4 displays the history of administrative expenditures for EUSP. OHEP Administrative expenses are funded through both EUSP ratepayer funds and LIHEAP funds. Certain restrictions apply to both sources. LIHEAP funds restrict administrative expenditures to a maximum of 10 percent of the final LIHEAP allocation. EUSP ratepayer funds are limited to 12 percent of the allocation by Commission Order. Detailed administrative allocations by county are provided in **Attachment F**.

Table 4. EUSP Administrative Expenditures FY 2007-2019

Fiscal Year	EUSP Administrative Expenditures
2019	\$4,562,663
2018	\$4,893,703
2017	\$4,382,692
2016	\$4,428,502
2015	\$4,440,000
2014	\$4,284,029
2013	\$3,990,577
2012	\$4,769,195
2011	\$4,625,792
2010	\$4,423,559
2009	\$3,606,818
2008	\$3,355,617
2007	\$3,282,598

Source: Maryland Department of Human Services, Family Investment Administration, Office of Home Energy Programs

OHEP Data System

All OHEP applications are processed through the centralized OHEP Data System. The Data System is a statewide database and incorporates all the functions necessary for processing applications. DHS maintains a contract for system hosting in order to assure continuous access and functionality. A software maintenance and enhancement contract ensures that the system software is updated and enhanced to accommodate new policy requirements and changing user needs. Constant monitoring and maintenance of the system ensures system availability around the clock.

Access to the OHEP Data System is secure through either the DHS network, or through DHS's Virtual Private Network (VPN). The VPN system allows application intake to be done at off-site locations.

OHEP maintains a web link to give the general public the ability to check their application status on-line at <https://myohepstatus.org/>.

myDHR

myDHR is DHS's on-line application system (<https://mydhrbenefits.dhr.state.md.us/>) and allows the public to apply for the following programs:

- Food Supplement Program (FSP, formerly known as Food Stamps)
- Office of Home Energy Programs (OHEP)
- Temporary Cash Assistance (TCA)
- Temporary Disability Assistance Program (TDAP)
- Medical Assistance Long Term Care (LTC)
- Child Care Subsidy Program (CCSP)

Applications received through myDHR for energy assistance are imported directly into the OHEP Data System by staff on a daily basis. In FY 2019, OHEP received 36,416 applications through myDHR.

Program Summary

Bill Payment Assistance

Table 5 shows the distribution by poverty level for Bill Payment Assistance recipients. The data demonstrates that EUSP is successfully serving the neediest applicants by providing the largest percentage of benefits to households in the two lowest poverty levels.

Table 5. Distribution of EUSP Recipients by Poverty Level

% of Federal Poverty Level Recipients	Poverty Levels				Total
	0-75%	Over 75%-110%	Over 110%-150%	Over 150%-175%	
	1	2	3	4	
FY2019	33,163	26,664	23,771	9,925	93,523
FY2018	34,991	26,175	23,784	9,705	94,655
FY2017	35,540	26,755	24,142	9,997	96,434
FY 2016	40,498	27,156	25,114	10,179	102,947
FY 2015	42,138	29,652	26,481	10,824	109,095
FY 2014	44,398	32,028	28,149	11,089	115,664
FY 2013	42,664	30,688	27,237	10,699	111,288
FY 2012	46,102	32,888	29,586	12,163	120,739
FY 2011	50,751	34,667	32,514	14,105	132,037
FY 2010	48,242	34,091	32,678	14,480	129,671
FY 2009	42,328	31,898	28,878	13,038	116,142
FY 2008	37,709	27,765	24,746	10,222	100,442
% of Distribution					
FY2019	35.5%	28.5%	25.4%	10.6%	100.0%
FY2018	37.0%	27.6%	25.1%	10.3%	100.0%
FY 2017	36.9%	27.7%	25.0%	10.4%	100.0%
FY 2016	39.3%	26.4%	24.4%	9.9%	100.0%
FY 2015	38.6%	27.2%	24.3%	9.9%	100.0%
FY 2014	38.4%	27.7%	24.3%	9.6%	100.0%
FY 2013	38.4%	27.5%	24.4%	9.7%	100.0%
FY 2012	38.2%	27.2%	24.5%	10.1%	100.0%
FY 2011	38.4%	26.3%	24.6%	10.7%	100.0%
FY 2010	37.3%	26.3%	25.2%	11.2%	100.0%
FY 2009	36.4%	27.5%	24.9%	10.2%	100.0%
FY 2008	37.5%	27.6%	24.6%	11.2%	100.0%

Source: Maryland Department of Human Services, Family Investment Administration, Office of Home Energy Programs

Note 1: Attachment A displays application data and recipient data for each jurisdiction.

Arrearages

In recent years, OHEP has not used EUSP Ratepayer funds to provide the Electric Arrearage Retirement Assistance. All electric arrearage requests are satisfied with SEIF funding.

Historically, arrearage benefits were allowed only once in a lifetime. This restriction was modified in FY 2010 to allow for additional benefits after a period of seven years following the receipt of Arrearage Retirement Assistance, pursuant to Md. Code Ann., Public Utilities § 7-512.1(a)(2). To be eligible for an Electric Arrearage Retirement Assistance benefit, a household must have a past due electric account balance of \$300. The maximum benefit over a seven-year period is capped at \$2,000. Applicants requiring additional assistance over the \$2,000 EUSP cap are referred to community-based programs for assistance.

In FY 2014, OHEP instituted a new arrearage waiver policy allowing 'vulnerable households' who received \$800 or less in Electric Arrearage Retirement Assistance during the past seven years to apply for additional funds, not to exceed the \$2,000 cap. Vulnerable households are those with a member over the age of 65, under the age of 2, or medically fragile. In FY 2019 a total of 430 waivers were granted providing benefits totaling \$398,752.

In FY 2019, OHEP instituted the Gas Arrearage Retirement Program using MEAP funding to address past due amounts for natural gas service. The Gas Arrearage Retirement Program operates within the same parameters as the electric program (between \$300 and \$2,000; once every 7 years, with certain waivers available). The benefits distributed through this program are provided in the attached Household and Benefit Level Report.

It should be noted that the arrearage amounts reported represent only the past due amounts addressed with the specific electric and gas arrearage benefit programs. EUSP Bill Payment and MEAP funds can also be applied to past due amounts in certain circumstances. The total amount of OHEP benefits applied to past due amounts is not known.

Applications Denied Due to 7-Year Rule

<u>Agency Name</u>	<u>Total Denied Applications</u>
ALLEGANY COUNTY HUMAN RESOURCES DEVELOPMENT COMMISSION, INC.	556
ANNE ARUNDEL COUNTY COMMUNITY ACTION AGENCY INC	278
BALTIMORE CITY MOHS	258
BALTIMORE COUNTY DEPT OF SOCIAL SERVICES	2,830
CAROLINE COUNTY DEPT OF SOCIAL SERVICES	427
CECIL COUNTY DEPT OF SOCIAL SERVICES	58
COMMUNITY ACTION COUNCIL OF HOWARD COUNTY, MD, INC.	16
DORCHESTER COUNTY DEPT OF SOCIAL SERVICES	23
FREDERICK COMMUNITY ACTION AGENCY	67
GARRETT COUNTY, MARYLAND, COMMUNITY ACTION COMMITTEE, INC.	16

HARFORD COMMUNITY ACTION AGENCY, INC.	58
HUMAN SERVICE PROGRAMS OF CARROLL COUNTY INC	1
KENT COUNTY DEPT OF SOCIAL SERVICES	242
MONTGOMERY COUNTY DEPT OF HEALTH AND HUMAN SERVICES	9
NEIGHBORHOOD SERVICE CENTER, INC.	7
PRINCE GEORGES COUNTY DEPT OF SOCIAL SERVICES	128
QUEEN ANNES CO DEPT OF SOCIAL SERVICES	23
SHORE UP! INC	41
SOUTHERN MARYLAND TRI-COUNTY COMMUNITY ACTION COMMITTEE INC	106
WASHINGTON COUNTY CAC	40
Total :	5,184

Outreach, Education and Customer Service

In FY 2019 outreach activities conducted by the LAAs reached customers using a variety of methods which included: mass mailing of applications and brochures to customers who applied the previous year, presentation of the program at various events and organizations, table displays of program information at fairs, community events, businesses, schools, faith-based organizations, disability agencies, senior centers/housing, and visits to homebound or disabled applicants.

Partnerships

In FY 2019 OHEP continued to collaborate with utility companies. OHEP attended the Delmarva Energy Summit, multiple BGE Partnership meetings, and the Potomac Edison Annual Energy Assistance Meeting, where information about program funding and customer participation issues was shared among partners, including the Fuel Fund of Central Maryland. OHEP continues to work closely with the Maryland Public Service Commission (PSC), Office of External Relations to help customers negotiate payments and work towards service restoration and to handle rule violations. In addition, OHEP partners with the Office of People's Council, United Way of Central Maryland, The Fuel Fund of Maryland, the Maryland Department of Housing and Community Development Weatherization Program, and the Maryland Department of Aging/Disabilities.

In FY 2016 OHEP formed a new partnership with Benefits Data Trust (BDT). BDT assists OHEP customers by completing an online application for energy assistance through myDHR. BDT completes the myDHR application over the phone with each applicant and collects all supporting documentation needed for each application before forwarding it on to the LAA. In FY 2019, BDT submitted 2,635 applications for EUSP on behalf of OHEP customers.

Outreach Activities

OHEP continues to refine the Local Administering Agency annual outreach plan process in order to enhance the focus of outreach efforts on specific populations. These plans serve as the framework for the deployment of previously budgeted outreach funds and the request for EUSP supplemental outreach funds. The coupling of the overall outreach strategy with a request for additional funds provides a clear incentive for Local Administering Agencies to develop plans responsive to focus areas.

One of the focus areas has been households with children under age 6. Outreach plans without clear strategies for improving service to this population through collaborations with local school systems, Head Start, Judy Centers, and child care operations are returned for revision and resubmission for approval. This process resulted in clear strategies built on strong partnerships.

The OHEP redetermination process launched in fiscal year 2019 will continue to improve participation rates among households with an individual with disabilities and households with an individual over age 60 as Local Administering Agencies become more comfortable with the process. The redetermination process allows seniors and disabled applicants that applied the previous year receive a pre-filled simplified OHEP application. These households simply need to sign and return the application to OHEP for eligibility verification. By simplifying the process for up to 20,000 households with seniors and disabled applicants, more resources can be dedicated to further improving outreach to those that have not applied for benefits.

The Critical Medical Needs Program (CMNP), officially launched October 1, 2019, is an important element of outreach to households with individuals categorized as disabled. OHEP has held three CMNP Navigator

trainings since September, expanding the Navigator base to more than 230 individuals working in hospitals and cancer centers to help patients gain access to benefits. The further expansion of the base of Navigators in the coming years will increase access among this population.

Additionally, households with individuals categorized as disabled are utilizing the redetermination process at a lower rate than households with an individual over age 60. OHEP will study the reasons for this lower rate of utilization and make adjustments based on the findings.

Customer Service

The vast majority of customer calls in FY 2019 were received directly by local OHEP agencies. In FY 2016, DHS implemented a new revamped central Call Center as the point of entry for customers inquiring about energy assistance services. The Call Center has a sophisticated IVR (Interactive Voice Response System) that provides application status information similar to that available on MyOHEPStatus.org. Customer service representatives are trained and given access to the OHEP database to relay information to customers and connect them to their local office as needed. The Call Center continues to improve customer service, provide better oversight and tracking of responses, and allows local agencies to focus time on processing applications.

Education

In FY 2019 OHEP continued to encourage customers to conserve energy to reduce their energy costs. OHEP Local Administering Agencies are contractually obligated to distribute information regarding bill savings opportunities. Local Administering Agencies inform all customers about energy efficiency services and OHEP makes referrals to the Maryland Department of Housing and Community Development for weatherization and furnace repair and replacement.

Responses to Statutory Questions

Md. Code Ann., Public Utilities § 7-512.1(c) (1) requires that the Commission shall report to the General Assembly on the Electric Universal Service Program. Below are the statutory requests (*in bold italics*) and OHEP's responses and recommendations.

(i) subject to subsection (d) of this section, a recommendation on the total amount of funds for the program for the following fiscal year based on:

1. the level of participation in and the amounts expended from the universal service program during the preceding fiscal year;

RESPONSE:

In FY 2019, applications for EUSP Bill Payment Assistance increased by 0.6% from the previous year. FY 2019 EUSP Bill payment benefit expenditures totaled \$47.3 million.

OHEP RECOMMENDATION:

Projections indicate that sufficient funding is available for benefit requests anticipated in FY 2020. OHEP will work with its Advisory Board and other stakeholders to closely monitor funding availability. Additionally, OHEP will submit a Joint Chairmen's Report on December 15, 2019 detailing the amount of funding necessary to serve 50%, 75%, or 100% of the income-eligible population. Approximately 26% of the income-eligible population applied for and received assistance in FY 2019.

2. How bill assistance and arrearage retirement payment to customers were calculated during the preceding fiscal year;

RESPONSE:

The formula for calculating the EUSP benefit amount is:

$$\text{Annual kWh usage} \times \text{Average Cost per kWh} \times \text{Utility Index} \times \text{poverty level percentage} = \text{Benefit}$$

Benefits are calculated based on a formula developed by OHEP to equitably distribute benefits. The formula uses a customer's total household income and electric usage to calculate the benefit level, ensuring that households with the lowest income and highest usage receive the greatest benefit. Benefit levels vary according to the poverty level of the recipient. There are four benefit levels based on four levels of poverty: 0-75 percent, 76-110 percent, 111-150 percent, and 151-175 percent. A fifth benefit level was established for those living in subsidized housing. Subsidized housing households receive the lowest benefit, based on the assumption that the housing subsidy provides some degree of assistance with energy costs.

Electric usage data is collected from the utility for each customer upon application. The electric usage data for the applicant and the cost of electricity per kilowatt-hour are used to calculate an estimated annual cost of electricity for the applicant. Recognizing that there are cost variations for electricity among utilities, the cost calculation is adjusted based on the customer's electric supplier. The annual cost of electricity and the household's poverty level or subsidized housing status if applicable, are the factors used to calculate the benefit.

This methodology of calculating benefits ensures that program funding is distributed equitably to those with the most pressing needs, based on income and usage.

OHEP RECOMMENDATION:

OHEP recommends continuing to use the current methodology for calculating benefits. The current methodology customizes the benefit to the needs of the individual recipient, allows for equitable distribution of funds, and allows for the integration of a MEAP benefit without duplication.

OHEP began compiling new LIHEAP performance measures in FY2016 focused on household energy burden. Through FY 2018, the LIHEAP performance measures indicate that the current methodology for calculating energy assistance benefits in Maryland is effective at reducing energy burdens and targeting benefits to those households with the highest energy burdens.

3. The projected needs for the bill assistance and the arrearage retirement components of the universal service program for the next fiscal year; and

RESPONSE:

OHEP will closely monitor the following factors that could trigger the need to reexamine EUSP funding levels:

- Enrollment trends;
- Changes in the number of families experiencing poverty;
- Market-based electric rates;
- Higher demand for electricity resulting from an increasing number of products that require electricity;
- Potential higher demand based on the possibility of a colder than normal winter;
- Capacity of administrative units to handle the flow of growing numbers of applications;
- Fluctuating fuel costs; and
- Economic factors such as the loss of employment and reduction in income.

OHEP RECOMMENDATION:

OHEP projects that \$70 million for bill assistance and arrearage benefit assistance is adequate to meet the demand for assistance FY 2020. Based on current projections, it is likely that OHEP will maintain the current service level to serve all households at the previous year's benefits levels. OHEP will continue to monitor the funding outlook for FY2021 and beyond to identify potential funding shortfalls and benefit level adjustments.

4. The amount of any bill assistance or arrearage retirement surplus carried over in the electric universal service program fund under subsection (f) (6) (i) of this section;

RESPONSE:

During the fiscal year 2019, the collection of ratepayer funds for EUSP has exceeded the appropriated amount by \$6.8 million. The recent tariff revisions are expected to return the EUSP fund balance to \$0 by July 2020.

	<u>Total Collection</u>	<u>Statutory Limit</u>	<u>Excess Collection</u>
FY2019	\$43,848,021	\$37,000,000	\$6,848,021

OHEP RECOMMENDATION:

The authorization to expend funds over-collected between FY 2010 and FY 2017 combined with the current reduced monthly EUSP surcharge will eliminate the surplus collections in the EUSP ratepayer fund. The rate of collection will have to be examined in the second half of FY 2020 to ensure adequate funding is collected in FY 2021.

(ii) for bill assistance, the total amount of need, as determined by the Commission, for electric customers with annual incomes at or below 175% of the federal poverty level and the basis for this determination;

RESPONSE:

Demand for energy assistance in Maryland has been steady since the end of the recession. The target population at or below 175% of the federal poverty level in Maryland is approximately 382,993 households. Approximately 26% of all eligible households receive EUSP benefits. The participation rate varies significantly between counties with 14% participating in EUSP in Montgomery County and almost 50% of eligible households participating in Allegany and Garrett. The U.S. Census Bureau American Community Survey (2014-2016) is the source for estimates on the target population.

Per the LIHEAP Data Warehouse, the average participation rate in energy assistance benefit programs involving LIHEAP assistance is 17% and the median is 16%. The highest participation rate recorded for federal fiscal year 2017, the most recent year for which information is available, is New York State's 43.8%.

OHEP RECOMMENDATION:

OHEP is focused on streamlining the process for those that choose to apply for energy assistance. OHEP implemented a number of new initiatives to improve access, including year-round processing of applications and a streamlined application process for fixed income households. OHEP is working to integrate energy assistance eligibility determination and enrollment with other benefit programs beginning in FY 2022. The plans will be further detailed in the FY 2021 EUSP Operations Plan and other subsequent documents.

(iii) the amount of funds needed, as determined by the Commission, to retire arrearages for electric customers who have not received assistance in retiring arrearages under the electric universal service program within the preceding 7 fiscal years and the basis for this determination;

RESPONSE:

Demand for Electric Arrearage Retirement Assistance remains constant.

OHEP RECOMMENDATION

OHEP recommends that \$14 million of MSEIF (RGGI) funding be made available to support the EUSP Arrearage Retirement Assistance program in FY 2020.

(iv) the amount of funds needed, as determined by the commission, for bill assistance and arrearage

retirement, respectively, for customers for whom income limitations may be waived under subsection (a) (7) of this section, and the basis for each determination;

RESPONSE

Waivers are subject to specific guidelines developed by the Office of Home Energy Programs and apply to determinations made for the Maryland Energy Assistance Program with the continuation of income guidelines at the 175% level.

OHEP RECOMMENDATION:

OHEP recommends maintaining the current policy. No funds are required for this purpose.

(v) the impact on customers' rates, including the allocation among customer classes, from collecting the total amount recommended by the Commission under item (i) of this paragraph;

RESPONSE:

The ratepayer funds collected for EUSP, combined with SEIF/RGGI funding and supplemented with LIHEAP "cooling" assistance, have been sufficient to cover the annual demand for electric bill payment assistance.

OHEP RECOMMENDATION:

OHEP will continue to monitor the funding outlook to identify any potential funding shortfalls.

(vi) the impact of using other federal poverty level benchmarks on costs and the effectiveness of the Electric Universal Service Program.

RESPONSE:

The Low-Income Home Energy Assistance Program (LIHEAP) Block Grant legislation sets income eligibility at a maximum of 150% of federal poverty level or 60% of state median income, whichever is higher. Maryland sets maximum income eligibility at 175% of federal poverty level for MEAP, which is lower than the state's 60% state median income level. The income eligibility maximum was set at 175% of poverty level for MEAP to match the EUSP guidelines and to streamline the application process for the programs. A change in the funding and/or income eligibility guidelines for MEAP would impact EUSP since the application is combined and the benefits are integrated with one another. However, no significant changes are expected to guidelines or funding levels for MEAP, and the programs have worked well together to date, allowing Maryland to serve more customers and provide more assistance.

OHEP RECOMMENDATION:

OHEP does not recommend an increase in the income eligibility criteria at this time.

Md. Code Ann., Public Utilities § 7-512.1(c)(2) requires that the Office of Home Energy Program shall annually report to the Commission the following information.

1. the number of customers and the amount of distributions made to fuel customers under the Maryland

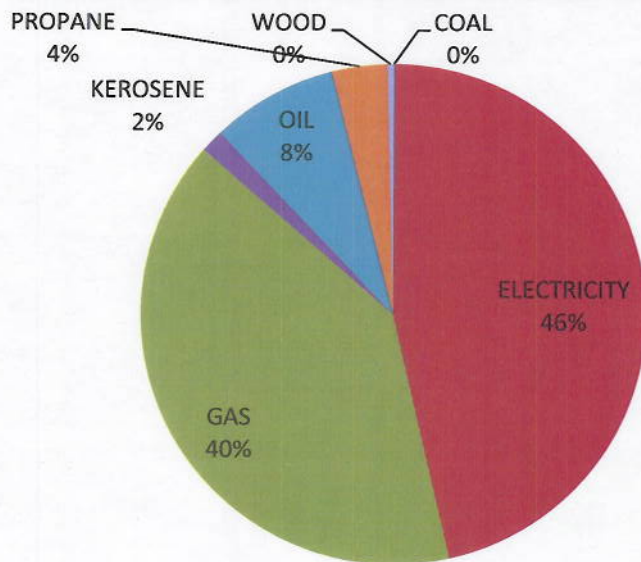
Energy Assistance Program established under Title 5, Subtitle 5A of the Human Services Article, identified by funding source and fuel source;

RESPONSE:

The source of MEAP funding is the federal Low-Income Home Energy Assistance Program (LIHEAP) Block Grant. 96,298 customers received assistance through MEAP in FY 2019. State fiscal year 2019 benefit expenditures for MEAP totaled to \$56,861,131 million. The following table and chart provides the number of recipients by fuel type:

MEAP by Fuel Type

COAL	54
ELECTRICITY	44,633
GAS	38,544
KEROSENE	1,425
OIL	7,829
PROPANE	3,449
WOOD	364



OHEP RECOMMENDATION:

None required.

2. the cost of outreach and education materials provided by the Office of Home Energy Programs for the electric universal service program;

RESPONSE:

The OHEP State Office partners with the Local Administering Agencies (LAAs) and with other various organizations, to conduct a broad range of outreach activities.

OHEP has reserved \$80,000 in FY 2020 budget to conduct various supplemental outreach activities. It should be noted that most LAAs build outreach and education activities into their annual operating budgets. As such, most outreach costs are absorbed within other administrative expenditures.

OHEP RECOMMENDATION:

Outreach efforts will continue to ensure that all eligible households are aware of the availability of energy assistance. Strategies such as the redetermination process for fixed-income households and year-round processing of applications reduce burdens on applicants and local agencies to ensure improved access for the most vulnerable populations.

3. the amount of money that the Department of Human Services receives, and is projected to receive, for low-income energy assistance from:

- A. the Maryland Strategic Energy Investment Fund under §9-20B-05 of the State Government Article;**
- B. with respect to electric customers only, the Maryland Energy Assistance Program; and**
- C. any other federal, state, local or private source.**

RESPONSE:

For FY 2020 OHEP expects to receive the following amounts of funding:

- Maryland Strategic Energy Investment Fund – OHEP anticipated having \$22,400,000 available through the SEIF.
- Low Income Home Energy Program/Maryland Energy Assistance Program – For Federal Fiscal Year 2020, the LIHEAP allocation to Maryland is approximately \$78 million.
- Other Federal, State, Local or Private Source – in 2019, OHEP began receiving \$400,000 annually from the Dominion Cove Point settlement. These funds will be received for twenty years.

(ii) The Office of Home Energy Programs may satisfy the reporting requirement of subparagraph (i)1 of this paragraph by providing the commission with a copy of material that contains the required information and that the Office of Home Energy Programs submits to a unit of the federal government.

RESPONSE:

Attachment F is the LIHEAP Households Report for FY2019 that will be submitted to the federal government. Please note that the majority of the households included in the counts under LIHEAP also received benefits under EUSP.

Attachment A: Annual Intake and Approved Applications by County
FY2019 (7/1/2018-6/30/2019)

COUNTY	Total Applications	MEAP				Bill Assistance			
		Applied	Approved	Total Benefits	Average	Applied	Approved	Total Benefits	Average
Allegany	5,462	5,166	3,723	\$ 2,777,275.53	\$ 745.98	5,206	3,799	\$ 1,615,728.00	\$ 425.30
Anne Arundel	7,953	7,883	4,594	\$ 2,507,788.95	\$ 545.88	7,058	4,309	\$ 2,259,338.00	\$ 524.33
Baltimore City	28,629	28,435	20,372	\$ 11,663,425.21	\$ 572.52	26,188	19,089	\$ 9,026,083.00	\$ 472.84
Baltimore County	22,544	21,930	11,782	\$ 6,302,699.76	\$ 534.94	20,205	11,335	\$ 5,605,458.00	\$ 494.53
Calvert	1,289	1,286	867	\$ 603,984.22	\$ 696.64	1,248	857	\$ 587,589.66	\$ 685.64
Caroline	1,946	1,925	1,392	\$ 1,061,113.96	\$ 762.29	1,847	1,357	\$ 785,061.46	\$ 578.53
Carroll	2,548	2,520	1,792	\$ 1,103,088.60	\$ 615.56	2,377	1,722	\$ 881,784.00	\$ 512.07
Cecil	3,703	3,662	2,839	\$ 2,122,463.48	\$ 747.61	3,487	2,718	\$ 1,614,576.00	\$ 594.03
Charles	3,121	3,114	2,230	\$ 1,472,756.68	\$ 660.43	3,002	2,182	\$ 1,369,863.00	\$ 627.80
Dorchester	2,926	2,840	2,349	\$ 1,581,896.32	\$ 673.43	2,825	2,356	\$ 1,333,140.23	\$ 565.85
Frederick	3,774	3,747	2,707	\$ 1,361,783.64	\$ 503.06	3,665	2,677	\$ 1,147,992.00	\$ 428.84
Garrett	2,439	2,431	2,175	\$ 2,074,543.37	\$ 953.81	2,322	2,087	\$ 877,788.00	\$ 420.60
Harford	6,167	5,864	4,084	\$ 2,430,851.68	\$ 595.21	5,630	4,041	\$ 2,152,716.00	\$ 532.72
Howard	4,751	4,696	3,006	\$ 1,307,936.10	\$ 435.11	4,439	2,934	\$ 1,436,800.00	\$ 489.71
Kent	1,033	1,033	897	\$ 700,062.13	\$ 780.45	982	857	\$ 456,396.00	\$ 532.55
Montgomery	10,567	10,311	7,046	\$ 2,722,103.84	\$ 386.33	9,827	6,710	\$ 2,888,472.00	\$ 430.47
Prince George's	15,626	15,035	9,514	\$ 5,581,492.74	\$ 586.66	15,119	9,710	\$ 5,217,411.15	\$ 537.32
Queen Anne's	1,117	1,112	810	\$ 666,198.62	\$ 822.47	1,060	777	\$ 444,396.00	\$ 571.94
St. Mary's	2,778	2,772	2,112	\$ 1,421,860.37	\$ 673.23	2,664	2,049	\$ 1,232,578.00	\$ 601.55
Somerset	1,578	1,572	1,474	\$ 942,132.61	\$ 639.17	1,532	1,441	\$ 847,983.66	\$ 588.47
Talbot	1,233	1,231	1,149	\$ 707,706.83	\$ 615.93	1,216	1,138	\$ 610,410.00	\$ 536.39
Washington	4,573	4,420	3,390	\$ 2,048,452.33	\$ 604.26	4,373	3,412	\$ 1,367,185.00	\$ 400.70
Wicomico	4,906	4,791	4,338	\$ 2,589,635.12	\$ 596.97	4,759	4,358	\$ 2,569,621.00	\$ 589.63
Worcester	1,838	1,831	1,656	\$ 1,109,879.23	\$ 670.22	1,764	1,608	\$ 990,367.82	\$ 615.90
TOTAL	142,501	139,607	96,298	\$ 56,861,131.32	\$ 568.06	132,795	93,523	\$ 47,318,737.98	\$ 498.15

Source: Maryland Department of Human Services, Office of Home Energy Programs
Application Report Run Date, 10/1/2019

COUNTY	Electric Arrearage Retirement Assistance					Gas Arrearage Retirement Assistance				
	Applied	Approved	Total Benefits	Average		Applied	Approved	Total Benefits	Average	
Anne Arundel	2,074	398	\$ 309,175.07	\$ 776.82		741	181	\$ 115,571.81	\$ 638.52	
Baltimore City	2,415	950	\$ 780,083.57	\$ 821.14		873	397	\$ 223,257.00	\$ 562.36	
Baltimore County	8,145	3,733	\$ 3,024,749.16	\$ 810.27		5,727	3,579	\$ 2,452,757.12	\$ 685.32	
Calvert	11,985	2,181	\$ 1,842,441.04	\$ 844.77		6,921	1,718	\$ 971,222.02	\$ 565.32	
Caroline	222	131	\$ 108,597.52	\$ 828.99		13	2	\$ 1,265.04	\$ 632.52	
Carroll	1,005	243	\$ 158,733.67	\$ 653.22		6	0	\$ -	\$ -	
Cecil	255	157	\$ 147,384.60	\$ 938.76		42	24	\$ 16,122.89	\$ 671.79	
Charles	864	645	\$ 683,824.00	\$ 1,060.19		89	49	\$ 25,809.85	\$ 526.73	
Dorchester	538	353	\$ 298,564.11	\$ 845.79		81	29	\$ 13,142.22	\$ 453.18	
Frederick	284	249	\$ 305,892.87	\$ 1,228.49		24	18	\$ 10,109.78	\$ 561.65	
Garrett	592	390	\$ 243,874.81	\$ 625.32		118	58	\$ 32,761.51	\$ 564.85	
Harford	87	58	\$ 43,501.30	\$ 750.02		6	2	\$ 1,139.92	\$ 569.96	
Howard	1,378	834	\$ 615,751.38	\$ 738.31		346	177	\$ 96,171.32	\$ 543.34	
Kent	899	512	\$ 466,385.52	\$ 910.91		412	199	\$ 109,569.62	\$ 550.60	
Montgomery	442	135	\$ 117,494.51	\$ 870.33		0	0	\$ -	\$ -	
Prince George's	2,416	964	\$ 988,136.76	\$ 1,025.04		891	282	\$ 199,533.67	\$ 707.57	
Queen Anne's	4,471	2,267	\$ 1,650,541.90	\$ 728.07		1,507	594	\$ 465,203.67	\$ 783.17	
St. Mary's	243	145	\$ 112,262.37	\$ 774.22		0	0	\$ -	\$ -	
Somerset	399	297	\$ 258,963.54	\$ 871.93		20	4	\$ 2,143.69	\$ 535.92	
Talbot	177	154	\$ 138,963.35	\$ 902.36		6	0	\$ -	\$ -	
Washington	63	47	\$ 37,085.43	\$ 789.05		4	1	\$ 660.33	\$ 660.33	
Wicomico	544	319	\$ 213,186.27	\$ 668.30		141	64	\$ 37,629.69	\$ 587.96	
Worcester	971	842	\$ 802,569.44	\$ 953.17		89	46	\$ 23,901.01	\$ 519.59	
TOTAL	155	111	\$ 108,976.36	\$ 981.77		17	4	\$ 2,802.39	\$ 700.60	
	40,624	16,115	\$ 13,457,138.55	\$ 870.94		18,074	7,428	\$ 4,800,774.55	\$ 870.94	

Source: Maryland Department of Human Services, Office of Home Energy Programs
Application Report Run Date, 10/1/2019

Attachment B

Distribution of EUSP Grants by KWH Usage Within Benefit Levels

Program: BILL PAYMENT

County: ALL

Vendor: ALL

Year: 2019

KWH Range	Level 1	Level 2	Level 3	Level 4	Level 5	Total
0 - 6000	3,962	3,988	4,081	1,661	8,398	22,090
6001 - 7000	1,352	1,294	1,317	557	2,326	6,846
7001 - 8000	1,467	1,317	1,429	615	2,189	7,017
8001 - 9000	1,309	1,181	1,248	521	1,813	6,072
9001 - 10000	1,255	1,084	1,172	544	1,624	5,679
10001 - 11000	1,123	1,051	1,061	519	1,473	5,227
11001 - 12000	1,102	919	999	463	1,224	4,707
12001 - 13000	1,052	817	933	433	1,051	4,286
13001 - 14000	1,027	812	893	407	939	4,078
14001 - Above	7,364	5,811	6,196	2,892	5,271	27,534
Total	21,013	18,274	19,329	8,612	26,308	93,536

Attachment C- EUSP Monthly Income Eligibility Table

2018-2019 Income Eligibility Guidelines for OHEP

(Based on 175% of the Federal Poverty Level)

HOUSEHOLD SIZE	MAXIMUM MONTHLY	MAXIMUM YEARLY INCOME STANDARDS
1	\$ 1,770	\$ 21,245
2	\$ 2,400	\$ 28,805
3	\$ 3,030	\$ 36,365
4	\$ 3,660	\$ 43,925
5	\$ 4,290	\$ 51,485
6	\$ 4,920	\$ 59,045
7	\$ 5,550	\$ 66,605
8	\$ 6,180	\$ 74,165
ADDITIONAL PERSON, ADD	\$ 630	\$ 7,560

Attachment D**Living Arrangements by Poverty Level****Program:** BILL PAYMENT**Agency:** ALL**County:** ALL**Year:** 2019

Type of Income	<u>Poverty</u> <u>Level 1</u>	<u>Poverty</u> <u>Level 2</u>	<u>Poverty</u> <u>Level 3</u>	<u>Poverty</u> <u>Level 4</u>	<u>Total</u>
HOMEOWNER	6,755	7,508	8,887	3,731	26,881
PUBLIC / SUBSIDIZED	12,114	8,363	4,437	1,308	26,222
RENTER	14,153	10,686	10,373	4,846	40,058
ROOMER/BOARDER	0	0	1	0	1
SUBMETERED	50	39	42	23	154
SUBSIDIZED SUBMETERED	91	68	44	17	220
County Totals for: ALL	33,163	26,664	23,784	9,925	93,536

LIHEAP Household Report

Date Printed: 10/1/2019 3:51:44 PM

		Assisted Households						At Least One Member				
Assistance Type	Total Assisted Households	Under 75% Poverty	75%-100% Poverty	101%-125% Poverty	126%-150% Poverty	Over 150% Poverty	60 and Older	Disabled	Age 5 and Under	Age 2 and Under	Age 3 Through 5	60 and Older/ Disabled/Age 5 and Under
Heating	96,322	34,037	20,461	16,972	14,551	10,301	34,451	33,398	19,563	10,618	12,679	67,901
Crisis	5,706	2,262	1,005	886	831	722	1,221	1,727	1,468	791	948	3538
Total:	102,028						35,672	35,125	21,031	11,409	13,627	71,439

		Applicant Households							
Assistance Type	Application Total	Under 75% Poverty	75%-100% Poverty	101%-125% Poverty	126%-150% Poverty	Over 150% Poverty	No Income		
Heating	127,040	53,341	21,738	18,152	15,746	18,063	13,194		
Crisis	6,119	2,463	1,014	897	841	904	147		

MARYLAND DEPARTMENT OF HUMAN RESOURCES
FAMILY INVESTMENT ADMINISTRATION
OFFICE OF HOME ENRGY PROGRAMS

ATTACHMENT E

OHEP Administrative Expenditures Report - FY 2019

Headquarters Administrative Expenditures	\$	336,638
Local Administrative Agency Expenditures	\$	11,107,493
Total	\$	11,444,131

EUSP Share of Admin. Expend. (40%)	\$	4,562,663
MEAP Share of Admin. Expend. (60%)	\$	6,881,468

Local Administrative Agency (LAA) Expenditures

LAA	Expenditures	% of State
Allegany	\$ 488,973.51	4.4%
Anne Arundel	\$ 480,480.00	4.3%
Baltimore City	\$ 1,481,014.00	13.3%
Baltimore County*	\$ 1,291,389.00	11.6%
Caroline*	\$ 307,295.00	2.8%
Carroll	\$ 305,066.16	2.7%
Cecil*	\$ 259,488.00	2.3%
Dorchester*	\$ 253,387.00	2.3%
Frederick*	\$ 400,845.63	3.6%
Garrett	\$ 378,816.56	3.4%
Harford	\$ 487,549.00	4.4%
Howard	\$ 427,979.96	3.9%
Kent*	\$ 149,861.00	1.3%
Montgomery*	\$ 1,037,680.00	9.3%
Prince George's*	\$ 1,103,000.00	9.9%
Queen Anne's*	\$ 201,172.00	1.8%
Shore Up!		
Somerset	\$ 180,399.13	1.6%
Wicomico	\$ 279,635.04	2.5%
Worcester	\$ 175,417.60	1.6%
So. Md.		
Calvert	\$ 156,120.48	1.4%
Charles	\$ 281,538.93	2.5%
St. Mary's	\$ 281,538.93	2.5%
Talbot -NSC	\$ 214,449.74	1.9%
Washington	\$ 484,396.09	4.4%
TOTAL	\$11,107,493	

* Denotes Local Department of Social Service offices.

MARYLAND DEPARTMENT OF HUMAN SERVICES
FAMILY INVESTMENT ADMINISTRATION
OFFICE OF HOME ENERGY PROGRAMS

Attachment G

BENEFITS PAID BY BENEFIT LEVEL - FY 2019 YTD 06/30/2019
Program : MD ENERGY ASSISTANCE PROGRAM

Benefit Level	Category	Households	Benefits	Avg. Benefit
1	0-75%	21,774	\$15,709,001.30	\$721
2	>75-110%	18,860	\$13,526,808.58	\$717
3	>110-150%	19,863	\$13,711,708.98	\$690
4	>150-175%	8,854	\$5,602,496.58	\$633
5	Subsidized	25,505	\$7,565,069.97	\$297
6	Rent/wheat	846	\$586,878.03	\$694
7	Roomer/Boarder	96	\$25,519.00	\$266
8	Submetered	201	\$57,325.00	\$285
9	Subsidized Submetered	298	\$76,326.00	\$256
Total		96,298	\$56,861,131.44	\$590

Benefit Level	Category	Households	Benefits	Avg. Benefit
1	0-75%	22,655	\$15,634,755.00	\$690
2	>75-110%	18,879	\$12,942,268.27	\$683
3	>110-150%	19,938	\$13,212,888.31	\$663
4	>150-175%	8,623	\$5,181,727.45	\$601
5	Subsidized	26,061	\$7,363,070.59	\$283
6	Rent/wheat	834	\$587,760.00	\$705
7	Roomer/Boarder	118	\$29,583.00	\$251
8	Submetered	403	\$102,374.40	\$254
9	Subsidized Submetered	166	\$41,941.00	\$253
Total		97,477	\$55,096,368.02	\$565

BENEFITS PAID BY BENEFIT LEVEL - FY 2019 YTD 06/30/2019
Program : BILL PAYMENT

Benefit Level	Category	Households	Benefits	Avg. Benefit
1	0-75%	21,010	\$14,414,447.00	\$686
2	>75-110%	18,271	\$10,920,129.15	\$598
3	>110-150%	19,326	\$10,435,257.46	\$540
4	>150-175%	8,610	\$3,187,773.00	\$370
5	Subsidized	26,306	\$8,361,131.00	\$318
6	Rent/wheat	0	\$0.00	\$0
Total		93,523	\$47,318,737.61	\$506

BENEFITS PAID BY BENEFIT LEVEL - FY 2018 YTD 06/30/2018
Program : BILL PAYMENT

Benefit Level	Category	Households	Benefits	Avg. Benefit
1	0-75%	21,892	\$14,684,177.00	\$671
2	>75-110%	18,153	\$10,724,730.00	\$591
3	>110-150%	19,344	\$10,306,769.00	\$533
4	>150-175%	8,406	\$3,070,547.00	\$365
5	Subsidized	26,860	\$8,370,805.00	\$312
6	Rent/wheat	0	\$0.00	\$0
Total		94,655	\$47,157,028.00	\$498

BENEFITS PAID BY BENEFIT LEVEL - FY 2019 YTD 06/30/2019
Program : ARREARAGE ASSISTANCE PROGRAM

Benefit Level	Category	Households	Benefits	Avg. Benefit
1	0-75%	4,872	\$4,152,560.44	\$852
2	>75-110%	2,932	\$2,494,214.33	\$851
3	>110-150%	3,072	\$2,602,444.24	\$847
4	>150-175%	1,837	\$1,607,608.28	\$875
5	Subsidized	3,402	\$2,600,311.71	\$764
6	Rent/wheat	0	\$0.00	\$0
Total		16,115	\$13,457,139.00	\$835

BENEFITS PAID BY BENEFIT LEVEL - FY 2018 YTD 06/30/2018
Program : ARREARAGE ASSISTANCE PROGRAM

Benefit Level	Category	Households	Benefits	Avg. Benefit
1	0-75%	5,157	\$4,561,170.51	\$884
2	>75-110%	2,933	\$2,581,624.01	\$880
3	>110-150%	3,227	\$2,831,563.87	\$877
4	>150-175%	1,760	\$1,607,606.36	\$913
5	Subsidized	3,785	\$3,103,794.31	\$820
6	Rent/wheat	0	\$0.00	\$0
Total		16,862	\$14,685,759.06	\$871

BENEFITS PAID BY BENEFIT LEVEL - FY 2019 YTD 06/30/19
Program : GAS ARREARAGE ASSISTANCE PROGRAM

Benefit Level	Category	Households	Benefits	Avg. Benefit
1	0-75%	2,004	\$1,318,277.41	\$658
2	>75-110%	1,263	\$821,249.15	\$650
3	>110-150%	1,337	\$857,104.07	\$641
4	>150-175%	669	\$447,848.20	\$670
5	Subsidized	2,152	\$1,353,715.96	\$629
6	Rent/wheat	2	\$1,380.40	\$690
7	Roomer/Boarder	0	\$0.00	\$0
8	Submetered	0	\$0.00	\$0
9	Subsidized Submetered	0	\$0.00	\$0
Total		7,428	\$4,900,774.60	\$646

BENEFITS PAID BY BENEFIT LEVEL - FY 2018 YTD 06/30/2018
Program : GAS ARREARAGE ASSISTANCE PROGRAM

Benefit Level	Category	Households	Benefits	Avg. Benefit
1	0-75%	NA	NA	NA
2	>75-110%	NA	NA	NA
3	>110-150%	NA	NA	NA
4	>150-175%	NA	NA	NA
5	Subsidized	NA	NA	NA
6	Rent/wheat	NA	NA	NA
7	Roomer/Boarder	NA	NA	NA
8	Submetered	NA	NA	NA
9	Subsidized Submetered	NA	NA	NA
Total		NA	NA	NA

Note: Gas Arrearage is new in FY 19

NOTES:
1. Data reflect Energy Delivery Statements created, but not necessarily paid at the time of report generation.

Source:
Department of Human Services
Office of Home Energy Programs
Report - Dollars and Households Served by Benefit Level

Attachment H

Distribution Of Household Income

Program: BILL PAYMENT

Agency: ALL

County: ALL

Year: 2019

Type Of Income	Benefit Level 1	Benefit Level 2	Benefit Level 3	Benefit Level 4	Benefit Level 5
EMPLOYMENT	5016	5491	7686	4720	6131
UNEMPLOYMENT	482	488	501	391	340
TCA	1207	43	5	0	1169
TDAP	370	1	3	1	308
SOCIAL SECURITY	3696	9335	9556	2849	9949
SSI	2651	1487	366	50	4692
VA/PENSION	197	277	439	273	262
ZERO INCOME	3009	24	16	8	1067
OTHER	1673	529	369	173	692
SELF-EMPLOYED	876	432	298	112	172
CHILD - NO INCOME	1067	46	60	35	759
CHILD SUPPORT	759	126	41	13	763
Total :	21,003	18,279	19,340	8,625	26,304

ATTACHMENT I- Service Status of Recipients at Time of Application

Supplier	On	Off	Total
Totals For All Electric*	55,102	40,055	95,157
Totals For All Gas	20,280	17,711	37,991

*Includes EUSP and MEAP-only electric