

**PUBLIC SERVICE COMMISSION
OF MARYLAND**

**ELECTRIC UNIVERSAL SERVICE PROGRAM
2020 ANNUAL REPORT**

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

Prepared for the General Assembly of Maryland

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Baltimore, Maryland 21202
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Table of Contents

I. OVERVIEW	1
II. LEGISLATIVE REQUIREMENTS	1
III. BASIS FOR FINDINGS AND RECOMMENDATIONS	2
A.OHEP FY 2020 ANNUAL REPORT.....	3
B.How Benefits Were Calculated for FY 2020 and Will Be Calculated for FY 2021	5
C.OHEP Projections for Funds to Be Expended in FY 2021.	6
IV. FINDINGS AND RECOMMENDATIONS.....	6
A.Total Amount of Funding Recommended for FY 2021	6
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).....	7
C.Arrearage Retirement Assistance Funding	8
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 2020 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 (“Commission”) to establish the program, make it available to low-income electric customers statewide, and provide oversight of the EUSP, as administered by the Office of Home Energy Programs (“OHEP”), within the Department of Human Services (“DHS”).

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:¹

- (i) 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;
- (iii) The amount of funds needed, as determined by the Commission, to retire arrearages for electric customers who have not received assistance in retiring

¹ Numbering is as it appears in the PUA.

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 ("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 20, 2020, OHEP filed its EUSP Proposed Operations Plan for Fiscal Year ("FY") 2021. Following receipt of comments from interested parties and a hearing to consider the Proposed Operations Plan, on July 24, 2020, the Commission approved OHEP's Operations Plan for FY 2021 and authorized the allocations for FY 2021 proposed by OHEP from ratepayer funding, as provided under PUA §7-512.1(e).²

² See Order No. 89637, issued September 22, 2020.

Table 1 FY 2021 Allocations Approved by Order No. 89637

Allocation	Amount
Bill Payment Assistance	\$30,781,027
Administration	\$4,459,819
Outreach	\$71,882
EUSP Data System	\$389,542
Total	\$35,702,270

In Order No. 89637, the Commission noted that OHEP anticipates total funding for the EUSP in FY 2021 to be \$151,718,800 which includes \$19,851,556 from the SEIF/RGGI, \$76,358,572 in federal funding from the Low Income Home Energy Assistance Program (“LIHEAP”), and \$400,000 from Dominion Cove Point.^{3,4}

By Order No. 89637, the Commission also affirmed two earlier directives, including: (1) requiring OHEP, Baltimore Gas and Electric Company (“BGE”), Potomac Electric Power Company (“Pepco”), and Delmarva Power & Light Company (“DPL”) 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 a retail supplier of electricity or natural gas; and (2) requiring Staff to continue to provide periodic progress reports based on discussions at the OHEP Advisory Board. The Commission also directed Staff to provide a summary of stakeholder efforts and findings regarding the manner in which MEAP funds are proposed to be treated for participants in the Universal Service Protection Program (“USPP”).⁵ The Commission again this year directs the utilities to provide the number of EUSP and MEAP customers that receive electric or gas service from a retail supplier. The Commission also directs that Staff provide periodic 51 Order No. 89215 at 7. 52 Id.

On November 23, 2020, OHEP filed its *FY 2020 Electric Universal Service Program Annual Report* (“Annual Report”) in compliance with PUA §7-512.1(c)(2).

A. OHEP FY 2020 ANNUAL REPORT

In its Annual Report, OHEP provided highlights pertaining to the operation of the EUSP for the July 1, 2019–June 30, 2020 program year.⁶ 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.⁷ OHEP’s Annual Report

³ *Id.* at p. 2.

⁴ An additional \$19,406,402 in funding is from the CARES Act. ML# 230502, *OHEP Proposed Operations Plan for Fiscal Year 2021* (May, 2020).

⁵ This matter is currently being discussed in a working group and a report and revised regulations will be filed on December 31, 2020.

⁶ OHEP’s Annual Report is attached in Appendix A.

⁷ *FY 2019 Electric Universal Service Program Annual Report to the Maryland Public Service Commission* (“Annual Report”) at p. 5.

indicates that fewer households were served by the program for FY 2020 compared to FY 2019. In addition, both the average bill assistance benefit and the average arrearage retirement benefit declined between the two fiscal years and the average MEAP payment amounts were lower.⁸

Table 2 Comparison of EUSP Data for FY 2019 and 2020⁹

	Households Served	Total Benefit Expenditures	Average Grant
Bill Assistance			
FY 2019	93,523	\$47,300,000	\$506
FY 2020	84,079	\$41,300,000	\$492
Difference	-10%	-12.7%	-2.7%
Arrearage Retirement			
FY 2019	16,115	\$13,500,000	\$835
FY 2020	12,218	\$9,500,000	\$779
Difference	-24.2%	-29.6%	-6.7%
EUSP Total			
FY 2019	93,523	\$60,800,000	\$650
FY 2020	84,079	\$50,800,000	\$604
Difference	-10%	-16.4%	-7.1%

OHEP did not project an enrollment figure for FY 2021 or the amount of its bill payment assistance for that same period. However, OHEP noted that it expected that current funding levels would be adequate to meet the EUSP needs for FY 2021 due to additional funding from the CARES Act.¹⁰ In FY 2020, \$30.9 million in ratepayer funds went to fund bill payment assistance.¹¹ MEAP and SEIF/RGGI also provided assistance for the EUSP's bill payment assistance component of approximately \$10.4 million.¹² Arrearage retirement was funded by SEIF/RGGI monies.¹³

OHEP also administers MEAP, which is federally funded through the Low Income Home Energy Assistance Program ("LIHEAP"). Because MEAP pays for heating assistance, its grants are not limited to public service companies providing electricity and gas heating service,¹⁴ 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

⁸ Annual Report at pp 5-6.

⁹ *FY 2019 Electric Universal Service Program Annual Report to the Maryland Public Service Commission* ("Annual Report") at p. 5.

¹⁰ Annual Report at p. 18.

¹¹ *Id.* at p. 5.

¹² *Id.*

¹³ *Id.* at p. 13.

¹⁴ OHEP discusses a gas arrearage program in its Annual Report, and this program is funded by MEAP using LIHEAP funding.

are used to cover heating costs. Benefit expenditures for MEAP in FY 2020 totaled \$56.86 million, of which approximately 46 percent went to electricity.¹⁵

OHEP states that it has reserved \$80,000 for FY 2021 outreach activities conducted by its local administering agencies.¹⁶ 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.¹⁷

B. How Benefits Were Calculated for FY 2020 and Will Be Calculated for FY 2021

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 (over 75 percent to 110 percent FPL), (3) Poverty Level 3 (over 110 percent to 150 percent FPL), (4) Poverty Level 4 (over 150 percent to 176 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 a 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.¹⁸

¹⁵ *Id.* at p. 21.

¹⁶ *Id.* at p. 22.

¹⁷ OHEP's outreach activities and customer services are described on pages 14-16 of its Annual Report. ¹⁵

¹⁸ *Id.*, Table 4 at p. 12.

Table 3 Distribution of Bill Assistance by Poverty Level for FY 2020

Poverty Level	Income Level	Participants	% of Distribution
1	0-75%	28,797	34.2%
2	Over 75%-110%	24,808	29.6%
3	Over 110%-150%	22,206	26.4%
4	Over 150%-175%	8,268	9.8%

OHEP uses the federal poverty levels described above to assess a household's eligibility for arrearage assistance as well as bill payment assistance. For FY 2020, 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 was \$2,000.¹⁹ 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 2020, 430 households considered vulnerable received benefits totaling \$398,752.²⁰

C. OHEP Projections for Funds to Be Expended in FY 2021.

OHEP anticipates that its enrollment will continue to increase, but maintains that it has sufficient funds for FY 2021. This is discussed in more detail below.

IV. FINDINGS AND RECOMMENDATIONS

A. Total Amount of Funding Recommended for FY 2021

Under the current funding structures and eligibility criteria, the Commission recommends the FY 2021 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.

¹⁹ Annual Report at p.13.

²⁰ *Id.*

Table 4 Projected EUSP Funds Available for FY 2021 from All Sources

Funding Source	Amount
Ratepayer Statutory Collection	\$37,000,000
Allocation from RGGI Auctions (SEIF/RGGI)	\$19,851,556 ²¹
MEAP Funding for EUSP Participants	\$39,000,000 ²²
Dominion Cove Point Settlement	\$400,000
Total	\$96,251,556

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 the proposed level of \$80,000. 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. Finally, the Commission notes that the coming fiscal year may present challenges in dealing with COVID19-related arrearages that have accumulated during 2020 and which may continue for an uncertain period of time due to the circumstances caused by the conditions relating to the current public health emergency and its aftermath.

The Commission recognizes that OHEP may face as yet unknown challenges. OHEP consults with its stakeholders through its Advisory Group, and Staff will continue to participate.

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 states that applications for EUSP Bill Payment Assistance decreased, and bill assistance benefit expenditures totaled \$41.35 million.²³ OHEP projects that applications for 2021 will increase significantly. The CARES Act has made additional funding available, and OHEP states that this federal funding will be sufficient to handle additional funding requests in the coming year. In addition, OHEP will

²¹ Of this amount, OHEP projects that it will spend \$12 million on arrearage assistance. *See* Annual Report at p. 22.

²² This is an estimate. OHEP states that it has been allocated approximately \$78 million, of which approximately 50 percent is usually allocated to low income winter heating needs. OHEP also has some LIHEAP funds from the previous year. *See* Annual Report at pp. 22-23.

²³ Annual Report at p. 17.

continue to work with its Advisory Board, on which Commission Staff is a participant, to monitor funding availability.

The Commission notes that the number of actual participants in EUSP has decreased in recent years. However, the manner in which participants are enrolled is now tied to eligibility in other low income programs, known as categorical eligibility, which should increase participation over time. In addition, it is OHEP's position that the moratorium on utility terminations, which was in place for much of FY 2021 contributed to the decline in EUSP applications. With the resumption of termination activity beginning October 1, 2020, OHEP stated that applications have increased. Termination notices typically are associated with approximately 50 percent of bill assistance applications. Because the ongoing pandemic has impacted both the need for energy assistance and the behavior of potential EUSP applicants, it is very difficult to predict both the number of applicants and the size of available bill assistance grants. Funding for EUSP participants who heat with electricity should be available through the CARES Act allocation. In addition, the Commission has directed that the utilities arrange special payment arrangements for low income customers who receive energy assistance. For these reasons, it is difficult to project demand for EUSP-funded bill assistance in the coming year.

The EUSP statutory mandate is to assist qualifying electric customers through bill assistance, arrearage retirement, and weatherization. OHEP's Annual Report projects that its current funding will be adequate to meet the EUSP needs for FY 2021.²⁴ 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.

In light of the EUSP's statutory mandate and OHEP's recently increasing participation levels, the Commission recommends the EUSP budget and funding levels discussed broadly in OHEP's Annual Report inclusive of SEIF/RGGI and LIHEAP funds. Specifically, the Commission agrees with OHEP that the EUSP will require at least the same amount of funding in FY 2021 as it expended in FY 2020. 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 and Competition Act of 1999 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. In FY 2020, OHEP awarded \$9.5 million of non-ratepayer funds for EUSP arrearage retirement.²⁵ An additional \$12 million may be awarded before the Commission approves OHEP's next plan. Due to funding provided by SEIF/RGGI, OHEP expends non-ratepayer funds for this purpose and the Commission supports this

²⁴ *Id.* at p. 18.

²⁵ *Id.* at p. 19.

expenditure. However, OHEP notes, and the Commission agrees, that the demand for electric arrearage retirement assistance is likely to increase significantly in FY 2021 due to accumulated arrearages during the current pandemic and its accompanying economic effects.²⁶ OHEP states that it does not need any additional funds for arrearages at this time. However, requests for arrearage assistance continue to increase and OHEP will continue to monitor this situation. Similarly, the Commission is currently reviewing the magnitude of utility customer arrearages and its impacts, particular the impacts on low income customers.

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. OHEP recommends retaining this policy and requests no funding for this purpose. The Commission does not oppose OHEP's continuation of this policy but notes that it is possible that there may be some unexpected situations that arise this year due to the COVID19 pandemic.

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.²⁷ All Maryland electric utilities were directed to file revised tariffs, which were subsequently approved. 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. 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 2019.²⁸ However, OHEP is now reporting that it has under-collected in FY 2020 by approximately \$5.3 million.²⁹ Commission Staff is in the process of reviewing the status of the statutory collections. OHEP recommends that the current rates, which are set to return excess collections to ratepayers, be reset at the beginning of fiscal year 2022. The Commission agrees with this timeline.

²⁶ *Id.*

²⁷ 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.

²⁸ Annual Report at p. 18.

²⁹ *Id.* at 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 of 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 also publicly available and widely used. OHEP uses a consistent eligibility system for the EUSP and the federally-funded MEAP. This uniformity facilitates the administration of both programs and 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 2020 Annual Report, the Commission recommends that the total amount of funds allocated for the EUSP for FY 2021 be at least \$96 million as discussed above.³⁰ For the reasons stated herein, the Commission finds that this amount of funding is necessary to assist low-income electric customers in Maryland.

³⁰ This recommendation is inclusive of MEAP funds.

APPENDIX A

Via Electronic Filing

November 23, 2020

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

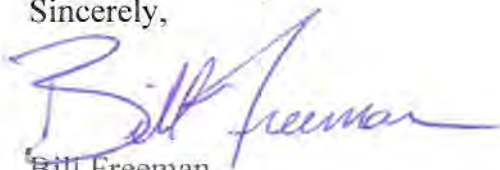
Re: PSC Case No. 8903, in the Matter of the Electric Universal Service Program -- FY2020 Annual Report

Dear Mr. Johnston:

Enclosed for Commission review is the FY 2020 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 2020
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	14
STATUTORY QUESTIONS AND RESPONSES.....	16
POLICY RECOMMENDATIONS.	22
ATTACHMENTS	
Attachment A – Annual Intake and Approved Applications by County	
Attachment B - Dollars and Households Served by Jurisdiction and Benefit Level by County for Bill Payment and Arrearage	
Attachment C -- Distribution of Annual Kilowatt Usage by EUSP Recipients	
Attachment D– EUSP Monthly Income Eligibility Tables for FY 2020 and FY2021	
Attachment E – Living Arrangements by Poverty Level	
Attachment F – OHEP Administrative Costs	
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 2020 OHEP received a total of 136,524 applications from customers seeking heating and electric assistance from OHEP administered programs.
- In FY 2020 \$41.3 million in EUSP Bill Payment Assistance benefits was issued to 84,079 households.
 - In FY 2020 the average Bill Payment Assistance benefit was \$492.
- In FY 2020 \$9.5 million in Electric Arrearage Retirement Assistance benefits was issued to 12,218 households.
 - The average Arrearage Retirement Assistance benefit was \$779.

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 for EUSP administrative expenditures.
- Table 4 provides distribution of EUSP recipients' by poverty level.

Table 1. EUSP Summary Data FY 2007-2020

Program and Year	Applicants Served	Average Grant	Ratepayer Funds (millions)	Other Funds (millions)	Total Benefit Expenditures (millions)
<i>Bill Assistance</i>					
2020	84,079	\$492	\$30.9	\$10.4	\$41.3
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
<i>Electric Arrearage</i>					
2020	12,218	\$779	-	\$9.5	\$9.5
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 FY2020 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 2003-2020

Program and Year	Applicants Served	Average Grant	Benefit Expenditures
<i>MEAP Heating Benefit</i>			
2020	88,590	\$575	\$50.8 million
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
Program and Year	Applicants Served	Average Grant	Benefit Expenditures
<i>Gas Arrearage</i>			
2020	7,185	\$636	\$4.56 million
2019	7,428	\$646	\$4.80 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.

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

Local Administering Agency Office Operations During the Pandemic

DHS acted early in the COVID-19 emergency to ensure those affected could access the benefits to help them through the challenging times. Specific to energy assistance, OHEP convened regular stakeholder meetings to discuss the challenges posed by the eventual return to normal collections activities, and your staff's contribution to these discussions was important. The processes to allow for handling applications over the phone were established, electronic signatures were enabled, and outreach to returning customers was expanded. Most importantly, the Department released Maryland Energy Assistance Program benefit payments on July 15th to help alleviate the energy cost burdens of customers. This release of funds is more than four months earlier than usual and helped reduce utility bill balances much earlier.

Customers are able apply for OHEP through any one of the following methods:

- Apply online at mydhrbenefits.dhr.state.md.us;
- Download and print an Application for Energy Assistance;
- Placing a call to a local office or Call Center to receive an application by mail or apply by phone; or
- Pick up an application outside of a local office.

All LAA offices are fully-operational to process cases, answer calls, and ensure other administrative functions are complete. While some offices were able to remain open to walk-in customers, all offices have secure drop boxes and areas to pick up applications. All offices also have processes for taking applications over the phone when necessary. Each OHEP LAA revised its crisis response plans to consider the newly established timeline for the resumption of collection activities. These plans include each office's approach toward addressing emergency cases within 18 to 48 hours. These plans also include each office's approach to after hours and weekend arrangements.

One of the most important elements of the preparation for the return to normal collections activities has been real-time access to the lists of customers receiving termination notices. The utilities agreed as part of Public Service Commission Public Conference 53 to provide State OHEP and the OHEP local offices the lists and details information for each customer receiving a termination notice. These lists have allowed for extensive direct mail, phone calls, and emails to these customers to encourage them to apply before the approach the 45-day deadline of their termination notice. The initial issuances of termination notices are no greater than any other year at this

point and the increase in applications remains manageable. The statewide average processing time for energy assistance applications is 22 days, which is standard.

DHS is leveraging its network of non-profit partners, utility partners, sister state agencies, and Local Departments of Social Services, and advocates as a communication channel to get out information regarding OHEP services as well as other options available to customers to mitigate their outstanding utility bill. New energy assistance information sheets and frequently asked questions were developed to help facilitate these communication activities. Information regarding energy assistance programs and the end of the moratorium was also emailed to 648,000 active SNAP and P-EBT customers resulting in an immediate 32% increase in online energy assistance applications.

DHS coordinated with the joint utilities on the development of the public service campaign currently running across various platforms encouraging customers to take action on their utility bills as soon as possible. These public service efforts include specific information about DHS and OHEP services.

The DHS Call Center is an important first point of contact for many potential applicants and access has been significantly improved in recent months. Call Center functions as a “tier 1” support center. Services include live operators and interactive voice response (IVR) services, and receiving and responding to inquiries via telephone, fax, and electronic mail. Additionally, a tracking and reporting system provides reports on the types and number of customer contracts received and resolved on behalf of the Department. The DHS call center routes all work orders requiring attention to the OHEP LAAs via the Customer Relations Management system. State OHEP monitors the responses to all work orders and documents resolution responsiveness for each agency in the formal weekly monitoring process.

Currently the DHS Call Center assists with OHEP inquiries by providing application fulfillment, eligibility information, application status information, and forward inquiries related to application discrepancies to local jurisdictions. Customers can also check the status of their application at myohepstatus.org at any time.

Energy assistance options are prioritized within the Call Center IVR as of September 23, 2020 and CARES Act supplemental Low Income Home Energy Assistance Program funding was provided to increase staffing levels at the Customer Call Center by 45 agents to a total of 110 agents. Call wait times decreased significantly due to the addition of these agents.

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 3. EUSP Administrative Expenditures FY 2007-2020

Fiscal Year	EUSP Administrative Expenditures
2020	\$4,872,302
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 myDIIR for energy assistance are imported directly into the OHEP Data System by staff on a daily basis. In FY 2020 OHEP received 46,126 applications through myDHR, which increased from the 36,416 received through the portal in FY 2019.

Program Summary

Bill Payment Assistance

Table 4 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 4. 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	
FY2020	28,797	24,808	22,206	8,268	84,079
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					
FY2020	34.2%	29.6%	26.4%	9.8%	100.0%
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

Agency Name	Total Denied Applications
ALLEGANY COUNTY HUMAN RESOURCES DEVELOPMENT COMMISSION, INC.	436
ANNE ARUNDEL COUNTY COMMUNITY ACTION AGENCY INC	601
BALTIMORE CITY MOHS	154
BALTIMORE COUNTY DEPT OF SOCIAL SERVICES	3,178
CAROLINE COUNTY DEPT OF SOCIAL SERVICES	333
CECIL COUNTY DEPT OF SOCIAL SERVICES	13
COMMUNITY ACTION COUNCIL OF HOWARD COUNTY, MD, INC.	6
DORCHESTER COUNTY DEPT OF SOCIAL SERVICES	19
FREDERICK COMMUNITY ACTION AGENCY	30
GARRETT COUNTY, MARYLAND, COMMUNITY ACTION COMMITTEE, INC.	8

HARFORD COMMUNITY ACTION AGENCY, INC.	63
HUMAN SERVICE PROGRAMS OF CARROLL COUNTY INC	1
KENT COUNTY DEPT OF SOCIAL SERVICES	207
MONTGOMERY COUNTY DEPT OF HEALTH AND HUMAN SERVICES	754
NEIGHBORHOOD SERVICE CENTER, INC.	91
PRINCE GEORGES COUNTY DEPT OF SOCIAL SERVICES	8
QUEEN ANNES CO DEPT OF SOCIAL SERVICES	6
SHORE UP! INC	77
SOUTHERN MARYLAND TRI-COUNTY COMMUNITY ACTION COMMITTEE INC	20
WASHINGTON COUNTY CAC	6,005
Total :	436

Effects of the Pandemic Emergency and Moratorium on Terminations of Service

The number of applications received for energy assistance declined from the levels of the same timeframe in prior years by approximately 9% from April through June. In July and August, applications were down 15% from the same timeframe in 2019. The rate of submissions began to increase in September 2020 and continues to increase in October. By mid-November, applications exceeded previous year levels.

Approximately half of all OHEP applications in any year are accompanied by a termination notice or are for an account that is already on service. Based on the resumption of collections activities and the projected level of need, OHEP anticipates that the rate of applications will continue to increase through the end of the program year and the total number of applications will significantly exceed prior year levels.

Outreach, Education and Customer Service

In FY 2020 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 2020 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 2020 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 2020 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 2020, applications for EUSP Bill Payment Assistance decreased by 4.6% from the previous year. FY 2020 EUSP Bill payment benefit expenditures totaled \$41.35 million.

OHEP RECOMMENDATION:

The decline in applications in FY 2020 was driven in part by the moratorium on terminations in place during the emergency period. With the resumption of collections activities beginning October 1, 2020, OHEP projects that the number of applications in FY 2021 will increase significantly. Due to LIHEAP carryover funding from Federal Fiscal Year 2020 and additional LIHEAP funding made available through the CARES Act, projections indicate that sufficient funding is available for the increased number of benefit requests anticipated in FY 2021. OHEP will work with its Advisory Board, including Commission staff and other stakeholders, to closely monitor funding availability.

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 2019, 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 demand for energy assistance due to the employment crisis resulting from the public health emergency.

OHEP RECOMMENDATION:

OHEP projects that the current funding levels for bill assistance and arrearage benefit assistance is adequate to meet the demand for assistance FY 2021. This is due to the additional CARES Act LIHEAP funding and LIHEAP funds carried over from Federal Fiscal Year 2020.

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 2020, the collection of ratepayer funds for EUSP was less than the statutory limit due to the rate adjustment to account for overcollections in previous years. As of 6/30/2020, the fund balance was 6/30/20, \$9,309,218.

	<u>Total Collection</u>	<u>Statutory Limit</u>	<u>Excess Collection</u>
FY2020	\$31,657,343	\$37,000,000	(\$5,342,656.98)

OHEP RECOMMENDATION:

OHEP recommends that the current rate be adjusted at the start of Fiscal Year 2022 in order to ensure adequate collections to fund the program.

(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:

OHEP anticipates a significant increase in the need for energy assistance as a result of the public health emergency and resulting unemployment crisis. It is difficult to gauge exactly how many newly-eligible households there are within the 175% of the federal poverty level and 30-day gross income eligibility standards.

In a typical year, applications from households that are off-service or have a termination notice account for half of all applications received. With termination issuances beginning again October 1st, OHEP anticipates a significant increase in the number of applications for assistance. OHEP began receiving lists of all customers receiving termination notices on October 13th. These lists are used for direct outreach to these customers, but they will also help model the range of the increase in applications as normal utility collections resume. As of the second week of November, the increase in application is manageable but State OHEP and each LAA continue to closely monitor application trends and inquiries.

OHEP RECOMMENDATION:

OHEP will continue to closely monitor application trends and inform the Commission of any concerns regarding the availability of resources to meet need.

(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 has remained constant in recent years. The demand for arrearage retirement is expected to increase in FY 2021 based on the accumulation of arrearages during the public health emergency.

OHEP RECOMMENDATION

The \$12 million of MSEIF (RGGI) funding available to support the EUSP Arrearage Retirement Assistance program in FY 2021 is adequate. It is difficult at this time to assess the scale of increased demand for arrearage assistance and how long an increase in demand may last. OHEP will continue to closely monitor application trends and inform the Commission of any concerns regarding the availability of resources to meet need.

(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 enough 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.

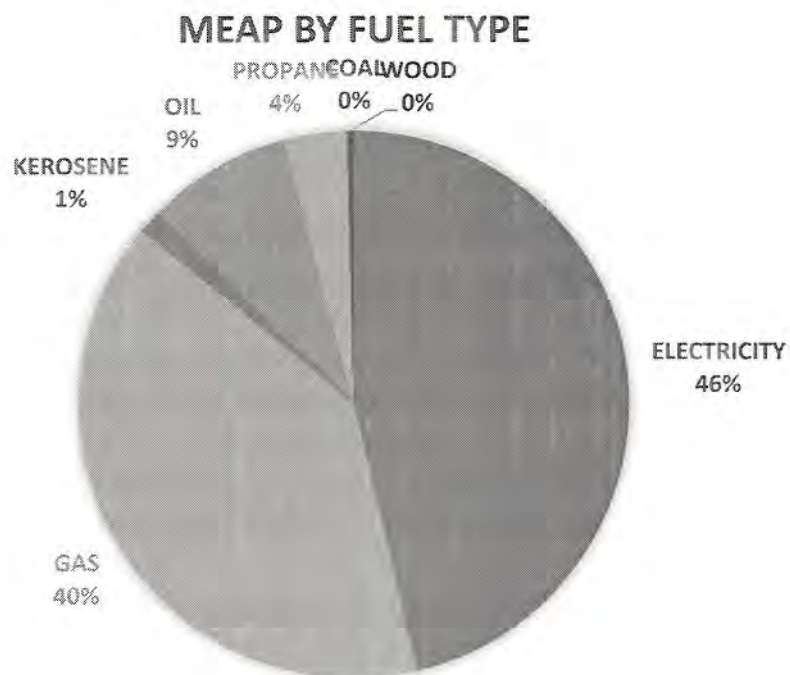
1. the number of customers and the amount of distributions made to fuel customers under the Maryland Energy Assistance Program established under Title 5, Subtitle 5A of the Human Services Article, identified by funding source and fuel source;

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	50
ELECTRICITY	40,985
GAS	35,125
KEROSENE	1,297
OIL	7,523
PROPANE	3,296
WOOD	363



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 reserved \$80,000 in FY 2021 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 2021 OHEP expects to receive the following amounts of funding:

- Maryland Strategic Energy Investment Fund – \$19,851,556 was appropriated from the Maryland Strategic Energy Investment Fund for FY 2021.
- Low Income Home Energy Program/Maryland Energy Assistance Program – For Federal Fiscal Year 2021, the LIHEAP allocation to Maryland is approximately \$78 million. 90% of these funds were released in November 2020, with the remainder to be released in the coming months. \$19,406,402 was made available to Maryland through the CARES Act LIHEAP supplemental funding. Additionally, 10% of Federal Fiscal Year 2020 LIHEAP funding was carried over to Federal Fiscal Year 2021.

- 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:

The attachments include demographic and other detail included in the LIHEAP Households Report for FY2020 that will be submitted to the federal government.

ATTACHMENT A
FY2020 (7/1/2019-6/30/2020)

COUNTY	MEAP Applied	MEAP Approved	Bill Assistance Applied	Bill Assistance Approved	EARA Applied	EARA Approved	GARA Applied	GARA Approved	USPP Applied
Allegany	4,587	3,486	4,637	3,492	1,591.00	261	735	143	1,864
Anne Arundel	7,432	4,185	6,549	3,867	2,729.00	739	1,095	272	2,312
Baltimore County	20,200	10,497	18,743	9,837	12,716.00	1,825	9,518	1,575	4,557
Baltimore City	27,465	18,501	25,436	17,663	7,116.00	3,206	7,111	3,528	11,351
Calvert	1,184	749	1,153	718	206.00	86	33	8	664
Caroline	1,720	1,241	1,667	1,177	902.00	143	15	0	485
Carroll	2,567	1,806	2,466	1,721	214.00	105	55	28	1,105
Cecil	3,480	2,743	3,326	2,538	676.00	361	121	41	2,720
Charles	3,123	2,017	3,030	1,923	501.00	243	104	31	1,795
Dorchester	2,684	2,157	2,655	2,029	391.00	236	33	21	1,462
Frederick	3,577	2,602	3,473	2,506	484.00	268	155	71	917
Garrett	2,381	2,151	2,283	1,615	99.00	60	15	5	3
Hartford	5,486	3,767	5,206	3,467	1,285.00	479	676	189	3,954
Howard	4,423	2,924	4,140	2,752	745.00	338	382	129	1,630
Kent	935	802	884	758	342.00	55	1	0	844
Montgomery	10,796	6,683	10,094	6,172	4,447.00	700	2,052	242	2,944
Prince George's	14,853	8,461	14,723	8,631	4,252.00	1,972	2,112	793	3,044
Queen Anne's	1,061	771	1,011	740	167.00	82	1	0	861
Somerset	1,397	1,302	1,358	1,248	118.00	90	13	0	1,187
St. Mary's	2,416	1,809	2,317	1,711	325.00	172	50	11	1,444
Talbot	1,179	1,076	1,163	1,062	36.00	23	7	1	181
Washington	4,375	3,380	4,277	3,187	522.00	178	188	47	1,268
Wicomico	4,409	3,911	4,376	3,808	665.00	515	101	45	3,906
Worcester	1,765	1,569	1,710	1,457	146.00	81	27	5	1,246
TOTAL	133,495	88,590	126,677	84,079	40,675.00	12,218	24,600	7,185	51,744

Source:
Maryland Department of Human Services, Office of Home Energy Programs
Application Report Run Date 10/1/2020

ATTACHMENT B
DOLLARS AND HOUSEHOLDS SERVED BY BENEFIT LEVEL BY COUNTY

Fiscal Year
Program

FY2020

ELECTRIC UNIVERSAL SERVICE PROGRAM - BILL PAYMENT ASSISTANCE
Benefit Level - Households Paid

County	1	2	3	4	5	Total
ALLEGANY	724	894	883	354	637	3,492
ANNE ARUNDEL	764	633	762	365	1,343	3,867
BALTIMORE	2,128	1,920	2,157	850	2,782	9,837
BALTIMORE CITY	4,378	3,616	3,266	1,326	5,077	17,663
CALVERT	142	138	166	78	194	718
CAROLINE	196	231	290	127	333	1,177
CARROLL	237	268	418	171	627	1,721
CECIL	586	529	584	226	613	2,538
CHARLES	355	328	377	194	669	1,923
DORCHESTER	378	448	499	190	514	2,029
FREDERICK	311	417	567	265	946	2,506
GARRETT	356	367	412	202	278	1,615
HARFORD	664	623	726	331	1,123	3,467
HOWARD	450	389	382	230	1,301	2,752
KENT	114	184	196	71	193	758
MONTGOMERY	859	932	967	422	2,992	6,172
PRINCE GEORGES	2,539	1,544	1,816	957	1,775	8,631
QUEEN ANNES	126	159	170	79	206	740
SOMERSET	383	386	303	111	65	1,248
ST MARYS	306	325	348	147	585	1,711
TALBOT	164	213	233	89	363	1,062
WASHINGTON	420	602	817	258	1,090	3,187
WICOMICO	1,021	912	965	368	542	3,808
WORCESTER	351	456	386	118	146	1,457
Totals:	17,952	12,060,297	17,690	7,529	24,394	84,079

Benefit Levels - Expenditures

	1	2	3	4	5	Total
ALLEGANY	\$ 394,620.00	\$ 415,996.00	\$ 375,408.00	\$ 104,628.00	\$ 141,000.00	\$ 1,431,652.00
ANNE ARUNDEL	\$ 600,770.00	\$ 422,244.00	\$ 458,024.00	\$ 150,674.00	\$ 423,279.00	\$ 2,054,991.00
BALTIMORE	\$ 1,390,744.00	\$ 1,083,162.00	\$ 1,108,963.00	\$ 290,496.00	\$ 806,423.00	\$ 4,679,788.00
BALTIMORE CITY	\$ 2,576,868.00	\$ 1,838,328.00	\$ 1,475,860.00	\$ 415,632.00	\$ 1,588,469.00	\$ 7,895,157.00
CALVERT	\$ 133,200.00	\$ 116,352.00	\$ 127,668.00	\$ 37,824.00	\$ 72,828.00	\$ 487,872.00
CAROLINE	\$ 155,688.00	\$ 166,200.00	\$ 181,624.00	\$ 54,912.00	\$ 109,344.00	\$ 667,768.00
CARROLL	\$ 174,720.00	\$ 170,470.00	\$ 224,088.00	\$ 65,892.00	\$ 181,188.00	\$ 816,358.00
CECIL	\$ 435,936.00	\$ 339,816.00	\$ 340,959.00	\$ 88,704.00	\$ 191,292.00	\$ 1,396,707.00
CHARLES	\$ 326,628.00	\$ 255,323.00	\$ 275,544.00	\$ 96,648.00	\$ 268,272.00	\$ 1,223,415.00
DORCHESTER	\$ 287,304.00	\$ 282,526.00	\$ 291,612.00	\$ 80,328.00	\$ 173,580.00	\$ 1,115,350.00
FREDERICK	\$ 192,636.00	\$ 222,708.00	\$ 276,504.00	\$ 89,678.00	\$ 274,092.00	\$ 1,055,616.00
GARRETT	\$ 204,228.00	\$ 178,872.00	\$ 182,508.00	\$ 58,296.00	\$ 69,216.00	\$ 693,420.00
HARFORD	\$ 523,323.00	\$ 424,356.00	\$ 437,484.00	\$ 131,076.00	\$ 320,712.00	\$ 1,836,951.00
HOWARD	\$ 324,260.00	\$ 235,803.00	\$ 219,884.00	\$ 89,364.00	\$ 461,467.00	\$ 1,330,778.00
KENT	\$ 83,520.00	\$ 112,452.00	\$ 110,163.00	\$ 29,408.00	\$ 56,400.00	\$ 391,943.00
MONTGOMERY	\$ 512,659.00	\$ 497,501.00	\$ 476,664.00	\$ 145,116.00	\$ 915,836.00	\$ 2,547,776.00
PRINCE GEORGES	\$ 1,652,198.00	\$ 899,528.00	\$ 953,484.00	\$ 340,684.00	\$ 548,672.00	\$ 4,394,666.00
QUEEN ANNES	\$ 98,664.00	\$ 104,184.00	\$ 104,856.00	\$ 35,304.00	\$ 66,540.00	\$ 409,548.00
SOMERSET	\$ 292,584.00	\$ 264,612.00	\$ 179,643.00	\$ 47,232.00	\$ 22,980.00	\$ 807,051.00
ST MARYS	\$ 281,866.00	\$ 256,217.00	\$ 254,088.00	\$ 71,131.00	\$ 262,592.00	\$ 1,125,894.00
TALBOT	\$ 125,760.00	\$ 135,600.00	\$ 137,188.00	\$ 34,776.00	\$ 116,496.00	\$ 549,820.00
WASHINGTON	\$ 234,696.00	\$ 297,988.00	\$ 363,912.00	\$ 77,736.00	\$ 247,920.00	\$ 1,222,252.00
WICOMICO	\$ 790,188.00	\$ 606,251.00	\$ 560,376.00	\$ 150,672.00	\$ 198,900.00	\$ 2,306,387.00
WORCESTER	\$ 267,237.00	\$ 303,264.00	\$ 234,252.00	\$ 52,080.00	\$ 52,548.00	\$ 909,381.00
Totals:	\$ 12,060,297.00	\$ 9,630,853.00	\$ 9,351,056.00	\$ 2,738,289.00	\$ 7,570,046.00	\$ 41,350,541.00

Fiscal Year:
Program:

ELECTRIC UNIVERSAL SERVICE PROGRAM - BILL PAYMENT ASSISTANCE
FDS SENT

Average Benefit by Jurisdiction and Benefit Level

	1	2	3	4	5	TOTAL
ALLEGANY	\$ 545.06	\$ 465.32	\$ 425.15	\$ 295.56	\$ 221.35	\$ 409.98
ANNE ARUNDEL	\$ 786.35	\$ 667.05	\$ 601.08	\$ 412.81	\$ 315.17	\$ 531.42
BALTIMORE	\$ 653.55	\$ 564.15	\$ 514.12	\$ 341.76	\$ 289.87	\$ 475.73
BALTIMORE CITY	\$ 588.59	\$ 508.39	\$ 451.89	\$ 313.45	\$ 312.88	\$ 446.99
CALVERT	\$ 938.03	\$ 845.13	\$ 769.08	\$ 484.92	\$ 375.40	\$ 679.49
CAROLINE	\$ 794.33	\$ 719.48	\$ 626.29	\$ 432.38	\$ 328.36	\$ 567.35
CARROLL	\$ 737.22	\$ 636.08	\$ 536.10	\$ 385.33	\$ 288.98	\$ 474.35
CECIL	\$ 743.92	\$ 642.37	\$ 583.83	\$ 392.50	\$ 312.06	\$ 550.32
CHARLES	\$ 920.08	\$ 781.47	\$ 730.89	\$ 498.19	\$ 401.00	\$ 636.20
DORCHESTER	\$ 760.06	\$ 630.64	\$ 584.39	\$ 422.78	\$ 337.70	\$ 549.70
FREDERICK	\$ 619.41	\$ 534.07	\$ 487.66	\$ 338.40	\$ 289.74	\$ 421.24
GARRETT	\$ 573.67	\$ 487.39	\$ 443.71	\$ 288.59	\$ 248.98	\$ 429.36
HARFORD	\$ 788.14	\$ 681.15	\$ 602.60	\$ 396.00	\$ 285.59	\$ 529.84
HOWARD	\$ 720.58	\$ 606.18	\$ 575.61	\$ 388.54	\$ 354.70	\$ 483.57
KENT	\$ 732.63	\$ 611.15	\$ 562.06	\$ 414.20	\$ 292.23	\$ 517.08
MONTGOMERY	\$ 596.81	\$ 533.80	\$ 492.93	\$ 343.88	\$ 306.09	\$ 412.80
PRINCE GEORGES	\$ 650.73	\$ 582.66	\$ 525.05	\$ 355.99	\$ 309.11	\$ 509.17
QUEEN ANNES	\$ 783.05	\$ 655.25	\$ 616.80	\$ 446.89	\$ 323.01	\$ 553.44
SOMERSET	\$ 763.93	\$ 685.52	\$ 592.88	\$ 425.51	\$ 353.54	\$ 646.68
ST MARYS	\$ 921.13	\$ 788.36	\$ 730.14	\$ 483.88	\$ 448.88	\$ 658.03
TALBOT	\$ 766.83	\$ 636.62	\$ 588.79	\$ 390.74	\$ 320.93	\$ 517.72
WASHINGTON	\$ 578.80	\$ 495.00	\$ 445.42	\$ 301.30	\$ 227.45	\$ 383.51
WICOMICO	\$ 773.94	\$ 664.75	\$ 580.70	\$ 409.43	\$ 366.97	\$ 605.67
WORCESTER	\$ 761.36	\$ 665.05	\$ 606.87	\$ 441.36	\$ 359.92	\$ 624.15
Totals:	\$ 671.81	\$ 608.00	\$ 528.61	\$ 363.70	\$ 310.32	\$ 491.81

Program

ELECTRIC UNIVERSAL SERVICE PROGRAM - ELECTRIC ARREARAGE RETIREMENT ASSISTANCE

Benefit Level - Households Paid

County	1	2	3	4	5	Total
ALLEGANY	102	49	48	26	36	261
ANNE ARUNDEL	203	115	140	95	186	739
BALTIMORE	542	355	405	211	312	1,825
BALTIMORE CITY	991	589	559	340	727	3,206
CALVERT	28	17	18	8	15	86
CAROLINE	37	28	32	16	30	143
CARROLL	25	15	22	12	31	105
CECIL	124	48	100	34	55	361
CHARLES	70	43	43	33	54	243
DORCHESTER	60	44	47	28	57	236
FREDERICK	55	50	56	36	71	268
GARRETT	20	6	12	11	11	60
HARFORD	132	73	101	62	111	479
HOWARD	76	46	49	40	127	338
KENT	16	8	14	4	13	55
MONTGOMERY	139	93	127	78	263	700
PRINCE GEORGES	736	316	402	255	263	1,972
QUEEN ANNES	20	23	16	7	16	82
SOMERSET	41	18	18	8	5	90
ST MARYS	47	30	27	23	45	172
TALBOT	7	3	7	3	3	23
WASHINGTON	44	39	38	17	40	178
WICOMICO	167	107	102	62	77	515
WORCESTER	28	15	24	6	8	81
Totals:	3,710	2,130	2,407	1,415	2,556	12,218

Benefit Levels - Expenditures

	1	2	3	4	5	Total
ALLEGANY	\$ 78,105.58	\$ 37,637.61	\$ 33,147.04	\$ 20,062.95	\$ 23,539.35	\$ 192,492.53
ANNE ARUNDEL	\$ 172,768.39	\$ 92,300.58	\$ 110,796.45	\$ 80,266.18	\$ 115,207.50	\$ 571,339.10
BALTIMORE	\$ 400,829.83	\$ 268,618.01	\$ 296,740.03	\$ 157,199.12	\$ 208,452.21	\$ 1,331,839.20
BALTIMORE CITY	\$ 723,615.72	\$ 418,832.45	\$ 379,435.10	\$ 247,726.07	\$ 486,939.30	\$ 2,256,548.64
CALVERT	\$ 19,885.85	\$ 12,201.45	\$ 15,074.69	\$ 8,681.68	\$ 11,000.14	\$ 66,843.81
CAROLINE	\$ 28,296.40	\$ 16,982.84	\$ 23,748.68	\$ 10,244.49	\$ 24,851.75	\$ 104,124.16
CARROLL	\$ 23,440.13	\$ 17,669.09	\$ 24,972.48	\$ 12,440.64	\$ 23,502.47	\$ 102,024.81
CECIL	\$ 129,957.12	\$ 44,405.83	\$ 93,308.36	\$ 35,144.49	\$ 42,834.56	\$ 345,650.36
CHARLES	\$ 55,486.79	\$ 31,240.23	\$ 33,145.53	\$ 26,519.46	\$ 32,098.39	\$ 178,490.40
DORCHESTER	\$ 61,820.19	\$ 38,164.50	\$ 41,877.19	\$ 26,680.52	\$ 51,026.67	\$ 219,569.07
FREDERICK	\$ 36,758.54	\$ 31,353.18	\$ 35,919.85	\$ 26,808.65	\$ 36,644.19	\$ 167,484.41
GARRETT	\$ 13,994.42	\$ 4,004.64	\$ 8,702.45	\$ 7,129.91	\$ 7,244.11	\$ 41,075.53
HARFORD	\$ 99,426.30	\$ 60,546.88	\$ 81,012.65	\$ 49,685.96	\$ 65,091.28	\$ 355,763.07
HOWARD	\$ 51,757.16	\$ 35,685.93	\$ 34,828.59	\$ 32,912.52	\$ 97,832.60	\$ 253,016.80
KENT	\$ 14,737.87	\$ 8,477.02	\$ 12,300.56	\$ 4,577.52	\$ 10,260.54	\$ 50,353.51
MONTGOMERY	\$ 130,494.71	\$ 95,321.25	\$ 128,364.19	\$ 75,372.33	\$ 248,119.54	\$ 677,672.02
PRINCE GEORGES	\$ 605,842.29	\$ 238,816.37	\$ 321,663.95	\$ 202,208.06	\$ 185,245.59	\$ 1,553,776.26
QUEEN ANNES	\$ 16,627.70	\$ 15,506.60	\$ 13,347.34	\$ 6,740.87	\$ 15,736.50	\$ 67,959.01
SOMERSET	\$ 54,684.29	\$ 21,063.42	\$ 23,362.63	\$ 9,589.64	\$ 7,205.77	\$ 115,905.75
ST MARYS	\$ 34,059.18	\$ 19,051.86	\$ 19,069.45	\$ 19,925.22	\$ 27,585.58	\$ 119,691.29
TALBOT	\$ 8,070.92	\$ 3,682.84	\$ 8,759.32	\$ 4,051.17	\$ 1,504.26	\$ 26,068.51
WASHINGTON	\$ 31,396.57	\$ 27,686.62	\$ 26,679.17	\$ 10,909.93	\$ 22,678.67	\$ 119,350.96
WICOMICO	\$ 166,359.45	\$ 99,633.37	\$ 97,307.06	\$ 65,500.31	\$ 73,526.94	\$ 502,327.13
WORCESTER	\$ 29,912.51	\$ 17,991.08	\$ 29,020.31	\$ 9,028.15	\$ 8,574.34	\$ 94,526.39
Totals:	\$ 2,988,327.91	\$ 1,656,873.65	\$ 1,892,583.07	\$ 1,149,405.84	\$ 1,826,702.25	\$ 9,513,892.72

Fiscal Year:

FY2020

Program:

ELECTRIC UNIVERSAL SERVICE PROGRAM - ARREARAGE RETIREMENT ASSISTANCE

Average Benefit by Jurisdiction and Benefit Level

	1	2	3	4	5	TOTAL
ALLEGANY	\$ 765.74	\$ 768.11	\$ 690.56	\$ 771.65	\$ 653.87	\$ 737.52
ANNE ARUNDEL	\$ 851.08	\$ 802.61	\$ 791.40	\$ 844.91	\$ 619.40	\$ 773.12
BALTIMORE	\$ 739.54	\$ 756.67	\$ 732.69	\$ 745.02	\$ 668.12	\$ 729.77
BALTIMORE CITY	\$ 730.19	\$ 711.09	\$ 678.77	\$ 728.61	\$ 669.79	\$ 703.85
CALVERT	\$ 710.21	\$ 717.73	\$ 837.48	\$ 1,085.21	\$ 733.34	\$ 777.25
CAROLINE	\$ 764.77	\$ 606.53	\$ 742.15	\$ 640.28	\$ 828.39	\$ 728.14
CARROLL	\$ 937.61	\$ 1,177.94	\$ 1,135.11	\$ 1,036.72	\$ 758.14	\$ 971.66
CECIL	\$ 1,048.04	\$ 925.12	\$ 933.08	\$ 1,033.66	\$ 778.81	\$ 957.48
CHARLES	\$ 792.67	\$ 726.52	\$ 770.83	\$ 803.62	\$ 594.41	\$ 734.53
DORCHESTER	\$ 1,030.34	\$ 867.38	\$ 891.00	\$ 952.88	\$ 895.20	\$ 930.38
FREDERICK	\$ 668.34	\$ 627.06	\$ 641.43	\$ 744.68	\$ 516.12	\$ 624.94
GARRETT	\$ 699.72	\$ 667.44	\$ 725.20	\$ 648.17	\$ 658.56	\$ 684.59
HARFORD	\$ 753.23	\$ 829.41	\$ 802.11	\$ 801.39	\$ 586.41	\$ 742.72
HOWARD	\$ 681.02	\$ 775.78	\$ 710.79	\$ 822.81	\$ 770.34	\$ 748.57
KENT	\$ 921.12	\$ 1,059.63	\$ 878.61	\$ 1,144.38	\$ 789.27	\$ 915.52
MONTGOMERY	\$ 938.81	\$ 1,024.96	\$ 1,010.74	\$ 966.31	\$ 943.42	\$ 968.10
PRINCE GEORGES	\$ 823.16	\$ 755.75	\$ 800.16	\$ 792.97	\$ 704.36	\$ 787.92
QUEEN ANNES	\$ 831.39	\$ 674.20	\$ 834.21	\$ 962.98	\$ 983.53	\$ 828.77
SOMERSET	\$ 1,333.76	\$ 1,170.19	\$ 1,297.92	\$ 1,198.71	\$ 1,441.15	\$ 1,287.84
ST MARYS	\$ 724.66	\$ 635.06	\$ 706.28	\$ 866.31	\$ 613.01	\$ 695.88
TALBOT	\$ 1,152.99	\$ 1,227.61	\$ 1,251.33	\$ 1,350.39	\$ 501.42	\$ 1,133.41
WASHINGTON	\$ 713.56	\$ 709.91	\$ 702.08	\$ 641.76	\$ 566.97	\$ 670.51
WICOMICO	\$ 996.16	\$ 931.15	\$ 953.99	\$ 1,056.46	\$ 954.90	\$ 975.39
WORCESTER	\$ 1,068.30	\$ 1,199.41	\$ 1,209.18	\$ 1,504.69	\$ 1,071.79	\$ 1,166.99
Totals:	\$ 805.48	\$ 777.87	\$ 786.28	\$ 812.30	\$ 714.67	\$ 778.68

ATTACHMENT C

Distribution of EUSP Grants by KWH Usage Within Benefit Levels

Program: BILL PAYMENT

County: ALL

Vendor: ALL

Year: 2020

KWH Range	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7	Level 8	Level 9	Total
0 - 6000	3,751	4,013	4,032	1,553	8,527	0	0	0	0	21,876
6001 - 7000	1,156	1,177	1,346	529	2,314	0	0	0	0	6,522
7001 - 8000	1,311	1,286	1,366	573	2,112	0	0	0	0	6,648
8001 - 9000	1,152	1,123	1,271	547	1,796	0	0	0	0	5,889
9001 - 10000	1,141	1,089	1,142	499	1,515	0	0	0	0	5,386
10001 - 11000	1,085	943	1,060	469	1,317	0	0	0	0	4,874
11001 - 12000	979	822	915	415	1,151	0	0	0	0	4,282
12001 - 13000	918	795	862	381	945	0	0	0	0	3,901
13001 - 14000	885	741	834	370	880	0	0	0	0	3,710
14001 - Above	5,970	4,981	5,363	2,369	4,617	0	0	0	0	23,300
Total	18,348	16,970	18,191	7,705	25,174	0	0	0	0	86,388

ATTACHMENT D

2019-2020 Income Eligibility Guidelines for OHEP
(Based on 175% of the Federal Poverty Level)

HOUSEHOLD SIZE	MAXIMUM MONTHLY INCOME STANDARDS
1	\$ 1,821
2	\$ 2,466
3	\$ 3,111
4	\$ 3,755
5	\$ 4,400
6	\$ 5,044
7	\$ 5,689
8	\$ 6,334
FOR EACH ADDITIONAL PERSON, ADD	\$ 645

2020-2021 Income Eligibility Guidelines for OHEP
(Based on 175% of the Federal Poverty Level)

HOUSEHOLD SIZE	MAXIMUM MONTHLY INCOME STANDARDS
1	\$ 1,861
2	\$ 2,515
3	\$ 3,168
4	\$ 3,821
5	\$ 4,475
6	\$ 5,128
7	\$ 5,781
8	\$ 6,435
FOR EACH ADDITIONAL PERSON, ADD	\$ 654

ATTACHMENT E

Living Arrangements by Poverty Level

Program: BILL PAYMENT

Agency: ALL

County: ALL

Year: 2020

Type of Income	Poverty Level 1	Poverty Level 2	Poverty Level 3	Poverty Level 4	Poverty Level 5	Poverty Level 6	Poverty Level 7	Poverty Level 8	Total
HOMEOWNER	6,055	7,238	8,545	3,419	0	0	0	0	25,257
PUBLIC / SUBSIDIZED	11,187	8,342	4,342	1,243	0	0	0	0	25,114
RENTER	12,138	9,597	9,551	4,249	0	0	0	0	35,535
SUBMETERED	73	56	59	30	0	0	0	0	218
SUBSIDIZED SUBMETERED	114	88	51	11	0	0	0	0	264
County Totals for: ALL	29,567	25,321	22,548	8,952	0	0	0	0	86,388

OHEP Administrative Expenditures Report - FY 2020

Headquarters Administrative Expenditures	\$	298,635
Local Administrative Agency Expenditures	\$	11,882,121
Total	\$	12,180,756

EUSP Share of Admin. Expend. (40%)	\$	4,872,302
MEAP Share of Admin. Expend. (60%)	\$	7,308,454

Local Administrative Agency (LAA) Expenditures

LAA	Expenditures	% of State
Allegany	\$ 488,913.51	4.1%
Anne Arundel	\$ 480,448.00	4.0%
Baltimore City	\$ 2,556,866.00	21.5%
Baltimore County*	\$ 1,250,956.00	10.5%
Caroline*	\$ 131,964.00	1.1%
Carroll	\$ 306,066.10	2.6%
Cecil*	\$ 66,930.00	0.6%
Dorchester*	\$ 220,522.00	1.9%
Frederick*	\$ 468,668.70	3.9%
Garrett	\$ 378,816.56	3.2%
Harford	\$ 487,549.00	4.1%
Howard	\$ 427,979.96	3.6%
Kent*	\$ 122,406.00	1.0%
Montgomery*	\$ 1,037,680.00	8.7%
Prince George's*	\$ 1,103,000.00	9.3%
Queen Anne's*	\$ 201,172.00	1.7%
Shore Up!		
Somerset	\$ 18,399.13	0.2%
Wicomico	\$ 279,635.04	2.4%
Worcester	\$ 175,417.60	1.5%
So. Md.		
Calvert	\$ 161,969.84	1.4%
Charles	\$ 310,490.00	2.6%
St. Mary's	\$ 310,484.65	2.6%
Talbot -NSC	\$ 240,302.46	2.0%
Washington	\$ 655,484.63	5.5%
TOTAL	\$11,882,121	

* Denotes Local Department of Social Service offices.

ATTACHMENT G

BENEFITS PAID BY BENEFIT LEVEL - FY 2020 YTD 06/30/2020

Program : MD ENERGY ASSISTANCE PROGRAM

Jun-20

Benefit Level	Category	Households	Benefits	Avg Benefit
1	0-75%	18,921	\$13,350,911.27	\$705
2	>75-110%	17,461	\$12,311,648.57	\$705
3	>110-150%	18,721	\$12,661,280.53	\$676
4	>150-175%	7,979	\$5,021,998.16	\$629
5	Subsidized	24,099	\$6,853,333.68	\$284
6	Rent/wheat	747	\$524,094.50	\$702
7	Roomer/Boarder	67	\$20,819.00	\$229
8	Submetered	267	\$70,942.40	\$276
9	Subsidized Submetered	319	\$80,783.23	\$254
Total		88,390	\$50,895,412.34	\$575

BENEFITS PAID BY BENEFIT LEVEL - FY 2019 YTD 06/30/2019

Program : MD ENERGY ASSISTANCE PROGRAM

Jun-19

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%	19,663	\$13,711,706.98	\$690
4	>150-175%	8,854	\$5,602,496.58	\$633
5	Subsidized	25,506	\$7,565,089.97	\$297
6	Rent/wheat	846	\$588,878.03	\$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

BENEFITS PAID BY BENEFIT LEVEL - FY 2020 YTD 06/30/2020

Program : BILL PAYMENT

Benefit Level	Category	Households	Benefits	Avg Benefit
1	0-75%	17,952	\$12,680,297.00	\$672
2	>75-110%	16,514	\$9,630,853.00	\$583
3	>110-150%	17,690	\$9,551,056.00	\$569
4	>150-175%	7,529	\$2,738,288.00	\$364
5	Subsidized	24,394	\$7,570,046.00	\$310
6	Rent/wheat	0	\$0.00	\$0
Total		84,079	\$41,350,541.00	\$492

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%	18,274	\$10,920,129.15	\$598
3	>110-150%	19,326	\$10,435,257.45	\$540
4	>150-175%	8,610	\$3,187,773.00	\$370
5	Subsidized	28,308	\$8,361,131.00	\$318
6	Rent/wheat	0	\$0.00	\$0
Total		95,523	\$47,316,737.61	\$506

BENEFITS PAID BY BENEFIT LEVEL - FY 2020 YTD 06/30/2020

Program : ARREARAGE ASSISTANCE PROGRAM

Benefit Level	Category	Households	Benefits	Avg Benefit
1	0-75%	3,710	\$2,988,327.91	\$805
2	>75-110%	2,130	\$1,656,873.55	\$778
3	>110-150%	2,407	\$1,892,583.07	\$786
4	>150-175%	1,415	\$1,148,405.84	\$812
5	Subsidized	2,596	\$1,826,702.25	\$715
6	Rent/wheat	0	\$0.00	\$0
Total		12,218	\$9,513,692.72	\$779

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 2020 YTD 06/30/2020

Program : GAS ARREARAGE ASSISTANCE PROGRAM

Benefit Level	Category	Households	Benefits	Avg Benefit
1	0-75%	2,167	\$1,417,777.71	\$654
2	>75-110%	1,280	\$806,626.27	\$630
3	>110-150%	1,390	\$878,334.63	\$637
4	>150-175%	736	\$466,372.06	\$631
5	Subsidized	1,619	\$675,692.43	\$603
6	Rent/wheat	0	\$0.00	\$0
7	Roomer/Boarder	0	\$0.00	\$0
8	Submetered	0	\$0.00	\$0
9	Subsidized Submetered	3	\$1,675.20	\$558
Total		7,185	\$4,517,677.30	\$636

BENEFITS PAID BY BENEFIT LEVEL - FY 2019 YTD 06/30/2019

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%	660	\$447,848.20	\$670
5	Subsidized	2,152	\$1,353,715.66	\$628
6	Rent/wheat	2	\$1,380.40	\$690
7	Roomer/Boarder	0	\$0.00	\$0
8	Submetered	0	\$0.00	\$0
9	Subsidized Submetered	2	\$1,198.51	\$600
Total		7,428	\$4,800,774.60	\$646

NOTES: Note: Benefit Level breakdown is estimated for Gas Arrearage Assistance.

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

Distribution Of Household Income

Program: BILL PAYMENT
 Agency: ALL
 County: ALL
 Year: 2020

Type Of Income	Benefit Level 1	Benefit Level 2	Benefit Level 3	Benefit Level 4	Benefit Level 5	Benefit Level 6	Benefit Level 7	Benefit Level 8	Benefit Level 9
EMPLOYMENT	4344	4764	6793	4011	5629	0	0	0	0
UNEMPLOYMENT	457	441	449	293	273	0	0	0	0
TCA	1079	39	7	2	1111	0	0	0	0
TDAP	310	2	4	1	291	0	0	0	0
SOCIAL SECURITY	3344	9100	9480	2852	10083	0	0	0	0
SSI	2518	1311	332	55	4661	0	0	0	0
VAPENSION	173	236	384	241	244	0	0	0	0
ZERO INCOME	2432	27	18	8	856	0	0	0	0
OTHER	1488	505	376	137	599	0	0	0	0
SELF-EMPLOYED	715	407	265	81	155	0	0	0	0
CHILD - NO INCOME	850	46	46	20	628	0	0	0	0
CHILD SUPPORT	639	92	40	7	648	0	0	0	0
Total :	18349	16970	18194	7708	25178	0	0	0	0

ATTACHMENT I- Service Status of Recipients at Time of Application

Supplier	On	Off	Total
Totals For All Electric*	55,235	32,544	87,779
Totals For All Gas	20,552	14,124	34,676

*Includes EUSP and MEAP-only electric