

**PUBLIC SERVICE COMMISSION  
OF MARYLAND**

**ELECTRIC UNIVERSAL SERVICE PROGRAM  
2012 ANNUAL REPORT**

**Pursuant to  
§ 7-512.19(c) of the Public Utilities Article  
*Annotated Code of Maryland***

**Prepared for the General Assembly of Maryland**

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## **ELECTRIC UNIVERSAL SERVICE PROGRAM 2012 ANNUAL REPORT**

### **I. OVERVIEW**

The Electric Universal Service Program ("EUSP"), enacted as part of the Electric Customer Choice Act of 1999 ("the Act"), was designed by the Maryland General Assembly to assist low-income electric customers with arrearage retirement, bill payment assistance, and weatherization upon the restructuring of Maryland's electric and electricity supply market. Pursuant to the Act, § 7-512.1 of the Public Utilities Article, *Annotated Code of Maryland* ("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 to the Office of Home Energy Programs ("OHEP"), the arm of the Department of Human Resources ("DHR") responsible for administering the EUSP.

### **II. LEGISLATIVE REQUIREMENTS**

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

- (i) A recommendation on the total amount of funds for the program for the following fiscal year, subject to the amounts stated 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 § 7-512.1(f)(6)(i) of the PUA.

- (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 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) of this paragraph; and
- (vi) The impact of using other federal poverty level benchmarks on costs and the effectiveness of the electric universal service program.

### III. BASES FOR FINDINGS AND RECOMMENDATIONS

The Commission's consideration and review of operational plans and proposals, workgroup reports, and filings is conducted principally in Case No. 8903, *In the Matter of the Electric Universal Service Program*. On June 22, 2012, OHEP filed its EUSP Proposed Operations Plan for FY 2013. Following a hearing to consider the Proposed Operations Plan, the Commission authorized the allocations for FY 2013, proposed by OHEP, for rate payer funding, which is the statutory amount provided in PUA § 7-512.1(e).

**Table 1**  
**FY 2013 Allocations Approved by Order No. 85036, Issued July 27, 2012**

Allocation	Amount
Arrearage Retirement Assistance	\$0
Bill Payment Assistance	\$33,396,544
Administration	\$4,560,892
Outreach	\$50,000
Total	\$38,007,436

In Order No. 85036, the Commission noted that OHEP anticipates total funding for the EUSP in FY 2013 to be \$57,938,936 after inclusion of \$19,931,500 from the Maryland Strategic Energy Investment Fund/Regional Greenhouse Gas Initiative ("SEIF/RGGI"). The Commission expressly recognized that its statutory authority

extended only to the approval of the proposed allocation of the EUSP Ratepayer Fund, which had over-collected slightly in the previous year resulting in an allocation from the General Assembly of \$38,007,436 as opposed to \$37,000,000.

On November 16, 2012, OHEP filed its *FY 2012 Electric Universal Service Program Annual Report to the Maryland Public Service Commission* ("Annual Report") in compliance with PUA § 7-512.1(c)(2). The Commission accepted the Annual Report by Letter Order, dated December 19, 2012, after a hearing on the same date for the purpose of obtaining sufficient information to prepare responses to the statutory questions at issue in this report.

### **A. OHEP FY 2012 ANNUAL REPORT**

In its Annual Report, OHEP provided highlights pertaining to the operation of the EUSP for the July 1, 2011-June 30, 2012 program year, noting the average bill assistance benefit awarded per household was \$334<sup>1</sup>; the average retirement benefit awarded per household was \$929<sup>2</sup>; the aggregate number of households served was 123,868<sup>3</sup>; and the total amount expended for program benefits during the program year was \$53.3 million<sup>4</sup>.

During FY 2012, OHEP provided bill assistance to 8.9 percent fewer households than the previous fiscal year<sup>5</sup>. FY 2012 was the first fiscal year in the EUSP's operation in which EUSP participation decreased.<sup>6</sup> Despite this decrease in participation, OHEP offered an average bill assistance benefit of \$334 in FY 2012 as compared with an average bill assistance benefit of \$445 in the preceding fiscal year<sup>7</sup>, a decrease of 25 percent from the benefit offered the previous fiscal year<sup>8</sup> and 48 percent of the benefit offered in 2009.<sup>9</sup> In both 2012 and 2011, all ratepayer funds went to fund the bill payment assistance grant with some assistance from the Maryland Energy Assistance Program ("MEAP"). Although fewer households were granted arrearage assistance, OHEP's average arrearage retirement assistance grant remained essentially unchanged at \$929 for FY 2012 in comparison with \$931 for FY 2011<sup>10</sup>. However, OHEP notes in its report that it was unable to serve a small but noteworthy number of households due to extremely high arrearages that exceeded OHEP's ability to provide assistance.<sup>11</sup> Arrearage retirement was funded by SEIF/RGGI monies and a nonrecurring special fund from The Potomac Electric Power Company.

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<sup>1</sup> [OHEP] *FY 2012 Electric Universal Service Program Annual Report to the Maryland Public Service Commission* at p. 3.

<sup>2</sup> *Id.* at p. 4.

<sup>3</sup> *Id.* at 6.

<sup>4</sup> *Id.* at 3 and 4 [\$40.3 Million + \$13.0 Million].

<sup>5</sup>  $(132,504 - 120,739)/132,504 = 8.87\%$ .

<sup>6</sup> FY 2012 Annual Report, *op. cit.* at p.5.

<sup>7</sup> *Id.* at 3.

<sup>8</sup>  $(\$446 - \$334)/\$334 = 25\%$ .

<sup>9</sup> FY 2012 Annual Report, *op. cit.* at p.5;  $\$334/\$445 = 48\%$ .

<sup>10</sup> *Id.*

<sup>11</sup> *Id.* at p. 4.

In FY 2012, approximately 123,868 households statewide received assistance through the MEAP receiving an average MEAP grant of \$474.<sup>12</sup> MEAP is federally funded through the Low-Income Home Energy Assistance Program ("LIHEAP") Block Grant. FY 2012 expenditures for the MEAP were \$57.6 million as compared with \$60.3 million in FY 2011 when 132,789 households received an average grant of \$451.<sup>13</sup> <sup>14</sup> Because MEAP pays for heating assistance, grants are not limited to public service companies providing electricity and gas heating service, but also go to vendors of non-regulated fuels such as oil and propane. Approximately \$58 million has been appropriated to Maryland for the MEAP for FY 2013. For customers who heat with electricity, EUSP and MEAP work in tandem with the result that electric heating customers receive an increased EUSP benefit because MEAP funds are used to cover heating costs.

During FY 2012, OHEP spent \$46,171 on outreach activities conducted by the OHEP state offices and local administering agencies ("LAAs"). OHEP's outreach is often done in partnership with utilities and other organizations, especially those performing low-income energy-related work. OHEP describes its outreach activities and customer services at pp. 12-14 of its Annual Report.

OHEP's Annual Report is attached as Appendix A.

#### **B. How Benefits Were Calculated for FY 2012 and Will be Calculated for FY 2013**

For bill assistance under the EUSP, OHEP uses a formula ("Bill Matrix") to customize the benefit amount paid to each participant. Factors that contribute to the size of a participant's EUSP benefit include: (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% FPL; (2) Poverty Level 2, 75% to 110% FPL; (3) Poverty Level 3, 110% to 150% FPL; (4) Poverty Level 4, 150% to 175% FPL; and (5) Poverty Level 5, subsidized housing, where incomes may vary and the rental subsidy includes some utility service subsidy as well. The lower an EUSP participant's poverty level is, the higher is the benefit received by that EUSP participant. The FPL income limit varies with household size. OHEP awards Poverty Level 5 a minimum benefit in recognition of these participants already receive some energy assistance.

The electricity usage of each participant in the EUSP, as certified by the participant's electric company, is taken into account up to a set limit with additional bill assistance from MEAP for participants who heat with electricity. A final adjustment is

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<sup>12</sup> *Id.* at p. 6.

<sup>13</sup> *Id.*

<sup>14</sup> OHEP's revised Report at Attachment E indicates that 101,202 households (including gas only) received MEAP Bill Assistance. Attachment I shows that 123,862 received MEAP statewide.).

made for the relative cost of electricity for each EUSP participant, such that EUSP participants with relatively higher-than-average electricity rates receive more benefits, and vice versa. This bill matrix ensures that the EUSP participants with the lowest income and the highest energy usage receive the greatest benefit. Table 2 illustrates this bill matrix accordingly. During FY 2012, OHEP provided benefits as follows:

**Table 2<sup>15</sup>**  
**EUSP Benefit Matrix**  
**Percentage of Estimated Electric Bill Paid**

Poverty Level	Income Level	% of Electric Cost	Total with MEAP
1	0-75%	35%	50%
2	75%-110%	30%	44%
3	110%-150%	25%	38%
4	150%-175%	17%	27%
5	Subsidized Housing	14%	24%

It is noteworthy that as of May 7, 2009, the EUSP is no longer required to meet 50% of existing need as a matter of statute. In addition, customers who received assistance through the MEAP for electric heat would have received an additional benefit of 10 to 15 percent of the estimated annual bill.<sup>16</sup>

The poverty levels shown in the EUSP Benefit Matrix Table are also used to assess a household's eligibility for arrearage assistance. For FY 2012, OHEP set a minimum arrearage amount of \$300<sup>17</sup> for a household to qualify for arrearage assistance and paid a maximum arrearage benefit of \$2,000. OHEP requires customers who receive arrearage assistance to qualify for and participate in EUSP bill assistance.

### **C. OHEP Projections for Funds to be Expended in FY 2013**

OHEP indicated that it believed the decrease in the number of both applicants and participants in the EUSP in FY 2012 was due to the mild winter in 2011-2012. Nonetheless, based on FY 2012 experience and application activity to date, OHEP does not expect an increase in applications in FY 2013. Under its assumptions, OHEP will need approximately \$40.3 Million to provide an average bill assistance benefit of \$334 to 120,739 participating households. OHEP expects to spend \$7 Million on arrearage benefits, returning funding to FY 2007 and 2008 levels. Some additional arrearage funding may become available to customers of the Baltimore Gas and Electric Company ("BGE") through the Fuel Fund of Maryland as the result of the Commission's ruling in Case No. 9271, *In the Matter of the Merger of Exelon Corporation and Constellation Energy Group*. See Order Nos. 84698 (pp. 113-114) and 85187, issued February 17, 2012 and November 8, 2012, respectively. EUSP Administration is also budgeted to

<sup>15</sup> *Electric Universal Service Program Proposed Operations Plan for FY 2013* ("FY 2013 Plan") at p. 24.

<sup>16</sup> *Id.*

<sup>17</sup> OHEP states in its Annual Report that this lower limit could be waived.

remain constant at 12 percent of total ratepayer funding. Based on these forecasts, OHEP projects total expenditures in FY 2013 of approximately \$58 Million. OHEP's projection includes SEIF/RGGI allowances, which OHEP notes are volatile. OHEP noted that funding for MEAP is uncertain at this time due to possible sequestration of federal funds. OHEP provided no information for FY 2014.

No bill assistance or arrearage retirement surplus was carried over from FY 2012 to FY 2013 in the EUSP Fund under PUA § 7-512.1(f)(6)(i).

#### **IV. Findings and Recommendations**

##### **A. Total Amount of Funding Recommended for FY 2013**

Under the current funding structures and eligibility criteria, the Commission recommends the FY 2013 funding levels outlined in Table 3 for the EUSP. These recommended funding levels are based on the decreased participation levels discussed in Section III A, as experienced by OHEP during FY 2012 and at the beginning of FY 2013. In FY 2012, OHEP served 120,739 total EUSP participants, of whom 14,011 also received arrearage retirement assistance. For FY 2013, OHEP projects enrollment of 120,800, a number which is essentially unchanged. Methods for calculating bill payment assistance and awarding arrearage retirement assistance are discussed above in Section III B.

The Commission gives deference to OHEP's proposal to cut spending on arrearage retirement to FY 2007 levels. The Commission notes that arrearage retirement should not be paramount this year. It seems likely that most arrears in the service territory of The Potomac Electric Power Company should have been retired during the last fiscal year. Likewise, BGE has made some funds available for customers in its service territory for the current fiscal year. It has long been the Commission's position that the EUSP's primary purpose is bill payment assistance, and OHEP's \$7,000,000 allocation for arrearage retirement should be ample. The Commission recommends that 12 percent of ratepayer money (\$4,560,892) should be set aside for Administration. To support the success of the EUSP, we recommend that OHEP consider restoring outreach to its traditional level of \$200,000 and that, should the funds become available, bill payment assistance be raised to an average grant of \$500.

The Commission's funding recommendations, which assume a bill assistance benefit of \$373, roughly match OHEP's proposed budget and are represented in Table 3 below.



**Table 3**  
**Recommended EUSP Funding Levels from All Funding Sources**

<b>Allocation</b>	<b>Amount</b>
Arrearage Retirement Assistance	\$7,000,000.
Bill Payment Assistance	\$45,378,004
Administration	\$4,560,892
Outreach	\$200,000
<b>Total</b>	<b>\$57,138,896</b>

These recommendations can be met with existing funding, assuming that MEAP is funded at a level similar to FY 2012. Although no ratepayer funds are expected to remain unspent at the end of FY 2013, and none were carried over from FY 2011 to 2012, it is likely that RGGI will provide approximately \$19,931,500. This recommendation may or may not exceed the amount of funds that OHEP eventually has to distribute. If the amount of funds available is higher than this amount as OHEP predicts, the Commission recommends allocating an additional \$3,000,000 to arrearage retirement, and allocate any remaining available funds to bill payment assistance.

**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% FPL. OHEP notes that the LIHEAP Home Energy Notebook projects that as many as 360,000 families in Maryland are potentially eligible to participate in the EUSP.<sup>18</sup> Nonetheless in FY 2012, only 158,534 households applied for bill payment assistance through the EUSP. This represented a significant decrease in applicants and resulted in a decrease in participants as well when compared with previous years. OHEP projects a similar number of applications, approximately 150,000 during FY 2013.

There is no longer a statutory requirement that the EUSP fund a minimum of 50% of existing need. The EUSP's statutory mandate is to assist qualifying electric customers through bill assistance, arrearage assistance and weatherization. OHEP's Report indicates the following distribution of benefits by FPL.

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<sup>18</sup> Report at p. 20.

**Table 4**  
**EUSP Bill Assistance Recipients by Poverty Level**

<b>Recipients</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Total</b>
<b>FY12</b>	<b>46,102</b>	<b>32,888</b>	<b>29,586</b>	<b>12,163</b>	<b>120,739</b>
<b>% of Distribution</b>					
<b>FY12</b>	<b>38.8%</b>	<b>27.2%</b>	<b>24.5%</b>	<b>10.1%</b>	<b>100.0%</b>

In light of the EUSP's statutory mandate, its budgetary constraints, and OHEP's projected participation levels, the Commission recommends \$45,378,004. This is the amount proposed by OHEP to yield an average bill assistance benefit of \$373 after inclusion of the State FY 2013 budget of \$38,007,436 in ratepayer funds, \$19,931,500 from RGGI, and allowance for \$4,560,892 in Administration. We recognize that this average benefit is heavily weighted to FPLs 1 and 2, where it is most needed, and that under OHEP's Benefit Matrix, these EUSP participant's receive a larger benefit than the average amount.

The Commission has expressed concern in the past regarding OHEP's need for increased funding. On January 11, 2012, the Commission docketed PC27, *In the Matter of Low-Income Energy-Related Arrearages and Bill Assistance Needs*, for the purpose of examining existing energy assistance programs and their design and funding. After conducting a hearing on the matter, the Commission directed Staff to prepare a recommendation for changes to existing programs. On November 1, 2012, Staff and OPC filed a Joint Proposal in response to the Commission's direction. Interested persons filed comments, and the matter is under review.

The Joint Proposal recommends what was entitled the *Affordable Energy Plan* ("AEP"). The AEP consists of five components to be made available to both gas and electric customers: (1) bill payment assistance based on a percentage of income for customers with gross household income at or below 175% FPL; (2) pre-program arrearage assistance based on the same income guidelines; (3) low-income weatherization; (4) energy counseling to a small number of customers targeted due to high usage; and (5) crisis assistance for participants whose circumstances change during the program year. Rather than a *fixed benefit* as now, participants would receive a *fixed bill* for current service based on a percentage of income of 3%-6% with the difference being made up by AEP funds. The customer would be expected to pay this amount monthly. The customer's current arrears, if any, would be spread over a period of two to four years and paid at the rate of an additional 1% per year on a monthly basis. Under the AEP, a participant would be assigned an amount to be paid the utility company each month based on the customer's income. The remainder of the participant's utility bill would be paid through the AEP and would not be the participant customer's responsibility. Should the customer not pay his portion of the bill due under the AEP, that customer would be treated like any other customer that does not pay for current

utility service with the result that termination notices and eventually termination could occur. Customers would be able to participate in the AEP each year with the utility payment due from them based on the same criteria of need.

### **C. Arrearage Retirement Assistance Funding**

The EUSP Legislation limits arrearage retirement assistance to EUSP participants to once every seven years for a given EUSP participant. OHEP proposes to establish a budget for EUSP arrearage retirement of \$7 million from non-ratepayer funds. OHEP notes that this will return arrearage retirement to FY 2007 levels. The Commission has taken the position in the past that it has jurisdiction over ratepayer funds only. It is also the Commission's long standing position that the EUSP should fund current bills over past arrearages. For these reasons and because special funds have been made available for customers of the Potomac Edison Company last year and may be made available to customers of the Baltimore Gas and Electric Company this year, the Commission supports OHEP's proposed funding level of \$7 Million for FY 2013.

### **D. Income Limitation Waivers**

According to OHEP, it has not offered waivers to any EUSP participant with income above 175% FPL since the income eligibility level was raised from 150% FPL in 2007. These waivers are available to customers who qualify for a similar waiver under MEAP. As long as income guidelines exceed the original 150% FPL, OHEP does not intend to offer income limitation waivers. In light of the funding available to OHEP and the use of identical income limitation structures for both the EUSP and the MEAP, the Commission supports this policy.

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

Currently, residential customers pay \$0.37 per month to fund the EUSP. Non-residential customers, from small commercial to large industrial classes, are allocated charges based on annual utility billings according to a 24-Tier Matrix.<sup>19</sup> During the first quarter of each year, the electric companies are required to review the revenue received during the previous year and to reassign non-residential customers as necessary. Growth in the number of residential customers and the amount of revenues from non-residential customers causes fluctuation in the amounts collected.

The impact on residential customer rates will remain essentially unchanged, absent a change in legislation.

### **F. 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% FPL. The FPLs are based on

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<sup>19</sup> A slightly different matrix is used for small municipal electric utilities.

gross household income and family size and are updated periodically based on various cost of living indices. The FPLs are publically available and widely used. OHEP uses an identical eligibility system for 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, and 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 a change in existing benchmarks.

## **V. CONCLUSION**

Based on the OHEP FY 2012 Annual Report and information provided during the hearings held on July 12 and December 19, 2012, the Commission recommends that the total amount of funds for the EUSP for FY 2013 be at least \$57,138,896. For the reasons stated herein, the Commission believes that the funding as described herein is necessary to protect low-income electric customers in Maryland.

## APPENDIX A



MARYLAND DEPARTMENT OF HUMAN RESOURCES  
FAMILY INVESTMENT ADMINISTRATION  
OFFICE OF HOME ENERGY PROGRAMS  
  
FY 2012 ELECTRIC UNIVERSAL SERVICE PROGRAM  
ANNUAL REPORT  
TO THE  
MARYLAND PUBLIC SERVICE COMMISSION

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# Introduction

The Deregulation Act of 1999, Section 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 federal poverty level. The Department of Human Resources (DHR) Family Investment Administration (FIA) Office of Home Energy Programs (OHEP) administers EUSP. The State administrative office of OHEP is located at 311 West Saratoga Street, Baltimore Maryland 21201. Applications for assistance are accepted and processed at local administering agencies in each jurisdiction in Maryland.

EUSP, along with the federal Low Income Home Energy Assistance Program (LIHEAP), which is operated as the Maryland Energy Assistance Program (MEAP), provide benefits to low-income Marylanders with the intended purpose of helping to make electricity and heating more affordable for income vulnerable families. The two programs function as an integrated process in order to serve Maryland families in the most efficient and effective manner.

Each year we prepare and file an Annual Report with the Public Service Commission. It serves as a resource document when the Commission prepares its annual report to the Maryland State General Assembly as required by Annotated Code 7-512.1 (c). It provides a summary of the 2012 program year, including a response to each of the legislatively mandated questions. The report attempts to identify trends and offer suggestions for planning the next program year and beyond.

## Program Highlights

- In FY 2012, OHEP received a total of 158,534 applications from customers seeking heating and electric assistance from all programs combined through in-person, mail and online application processes. This represents a 6.5% decrease or 10,967 families less over FY 2011. This decrease is likely due to the unseasonably warm winter that occurred during this program year.
- The number of EUSP bill payment applications received decreased by 6% in FY 2012. This represents the first decline in applications from the previous program year since the inception of EUSP.
- The FY 2012 average bill assistance benefit was \$334 dropping from \$445 in FY 2011.
- A total of \$40.3 million was issued in benefits under Bill Payment Assistance. Resources for EUSP benefits included not only electric ratepayer funds, but also funds from the Maryland Strategic Energy Investment Program and the Federal Low-Income Home Energy Assistance Program.



- \$13.0 million was expended for Arrearage Retirement Assistance benefits for more than 14,011 customers from Regional Greenhouse Gas Initiative (RGGI) Fund and \$600,000 from Potomac Edison merger with First Energy settlement contribution. The average Arrearage benefit was \$929.

## Challenges and Issues

The fundamental challenge we faced in FY 2012 was the same we face each year: a high number of individuals and families sought help with their home energy costs in a time of limited resources.

- Uncertain or decreasing funding sources – including returns from the RGGI/MSEIF auctions and federal LIHEAP dollars -- made it difficult to project benefit levels.
- The portion of the electric bill that we addressed through EUSP benefits declined in FY 2012 to match available funding.
- There was a small but noteworthy number of households in the past year with extremely high past due bills that required resources beyond what OHEP could provide.

## Program Data

Table 1 summarizes the basic data of households receiving EUSP Bill Payment Assistance and Arrearage Retirement Assistance benefits over time. See Attachment A for county level details. While the number of households assisted declined in 2012, likely due to the warmer winter, the data trends still reflect strong demand for energy assistance.

The range of Arrearage benefits distributed was a minimum of \$300 and a maximum Arrearage benefit of \$2,000 with the average amount being \$929. This average Arrearage benefit represents a small decrease from FY2011 and a significant decrease from years prior. Data in Attachment B reveals that benefits started to shift from higher amounts to lower amounts in FY 2011. Attachment F shows the geographic distribution of Arrearage benefits. The largest expenditures went to residents of Baltimore City, Baltimore County and Prince George's County. The highest average benefits went to residents of Montgomery, Prince George's and Carroll counties and the Lower Eastern Shore.

Table 1 displays data since FY 2001 identifying the trends in applications and participants.

Table 1. EUSP Summary Data FY 2001-2012

Program and Year	Applicants Served	Average Grant	Ratepayer Funds (millions)	Other Funds (millions)	Total Benefit Expenditures (millions)
<b>Arrearage</b>					
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
2006	3,937	\$435	\$1.7	\$2	\$1.9
2005	3,894	\$390	\$1.5	-	\$1.5
2004	4,888	\$307	\$1.5	-	\$1.5
2003	3,551	\$432	\$1.5	-	\$1.5
2002	5,148	\$415	\$2.0	-	\$2.0
2001	26,211	\$270	\$7.7	-	\$7.7
<b>Bill Assistance</b>					
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
2006	83,853	\$410	\$34.3		\$34.3
2005	78,668	\$362	\$28.6		\$28.6
2004	72,390	\$396	\$28.7		\$28.7
2003	69,781	\$419	\$29.2		\$29.2
2002	57,585	\$287	\$16.7		\$16.7
2001	56,245	\$270	\$17.6		\$17.6

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

Note 1: FY 2005 represents the second year of a \$1.5 million statutory limit on arrearage payments. Benefits were also limited to first time arrearage applicants. During FY 2001-2003 the statute provided for the Commission to allocate arrearage funds for those applicants with an arrearage prior to July 1, 2000.

Note 2: Benefit expenditures include supplemental benefit payments. Average benefit calculation does not include the supplemental amount. The supplemental benefits were \$73 paid in FY 2002 and \$170 paid in FY 2003.

Note 3: OHEP utilized a FY 2006 deficiency appropriation to pay for costs exceeding available ratepayer funds. Note 4: SB1 made available corporate tax funds that OHEP used for the payment of arrearages beyond the \$1.5 million limit on ratepayer funds. A FY 2007 supplemental appropriation was available to pay for costs incurred beyond the available ratepayer funds.

**Table 2. Maryland Energy Assistance Program  
Program Summary Data FY 2003-2012**

<b>Program and Year</b>	<b>Applicants Served</b>	<b>Average Grant</b>	<b>Benefit Expenditures</b>
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 Resources  
Family Investment Administration  
Office of Home Energy Programs

## **Administrative Operations**

### **Local OHEP Office Operations**

OHEP kept administrative expenditures to no more than 12% of the appropriated ratepayer funds for the past fiscal year. Administrative costs are shared by EUSP and MEAP with EUSP funds covering 40% of the administrative costs and MEAP having a 60% share.

EUSP applications are received and processed throughout Maryland by 20 local administering agencies (LAAs). Applications are received by mail, through in-person face-to-face interviews and online through the Service Access and Information Link (SAIL) website. Individuals may use SAIL directly or through a number of "community-based partners", a group of agencies whom have received special training in the use of SAIL. These agencies offer computer access and assistance to the customer in completing the SAIL application.

Aside from taking applications, LAAs perform all the necessary functions to get a benefit to the applicant household. These functions include:

- Outreach to the target population to increase awareness of the availability of assistance
- Application intake including:
  - Conducting in-person interviews
  - Responding to crisis situations (termination notice or off-service) by initiating contact with a utility to prevent or restore terminated service.

- Facilitating requests for additional assistance, if needed by providing information, making contacts with or referrals to other agencies.
- Verification of application documentation.
- In the certification process, review for accuracy and designate the amount of benefits for each application.
- Generate the required Energy Delivery Statement for payment and, in the case of MEAP benefits, issuing payments to fuel suppliers.

State OHEP fulfills the functions of:

- Program planning and budgeting
- Policy and procedure development
- Outreach support
- Training
- Procurement
- Monitoring and quality control
- Utility payments
- Technology systems development and implementation

The State OHEP processes payments for applications approved by local offices by generating payment transmittal documents that serve as requests for payment. The payment transmittals are sent to the DHR Fiscal Office (Accounts Payable) which enters the requests into the State's Financial, Management Information System (FMIS). From that point, the Office of the Comptroller processes the requests for the issuance of payments either by check or electronic transfer of funds.

State OHEP processes payment requests for each utility on a weekly basis (normally on Wednesday) beginning in August. For the major utilities, benefit data is transferred electronically through the use of a File Transfer Protocol (FTP). This method is implemented through DHR and its contractor as a secure method for transferring confidential data. Each utility is provided with a username and password to log in on a weekly basis to retrieve their data.

Outreach remained a significant focus of OHEP and LAAs. A wide range of activities took place during the year designed to make the public aware of energy programs and to encourage the submission of applications. Additional information specific to outreach activities is presented in the section on outreach.

OHEP, LAAs, utilities, and stakeholders frequently communicate to resolve any policy or operational issue or release of information. . This occurred during the year through:

- Regular contacts by phone, e-mail, or system screen messages.

- A monthly LAA conference call for the purpose of keeping LAA's informed of new developments as well as identifying policy and operational concerns.
- Annual conference held in May attended by LAA's and some utilities.
- OHEP Advisory Board meetings.
- Attendance at BGE quarterly partnership meetings with OHEP, LAA's, fuel funds, and other stakeholders.
- Attendance by OHEP and/or LAA's at annual meetings with Delmarva Power, Allegheny Power, and Southern Maryland Electric.
- OHEP conducted four Regional Meetings with LAAs in 2012.

Table 3 displays the history of administrative expenditures funded through EUSP. OHEP Administrative expenses are funded through both EUSP ratepayer funds and LIHEAP funds. Certain restrictions apply to both sources. LIHEAP funds by statute restrict administrative expenditures to a maximum of 10 percent of the final LIHEAP allocation. EUSP ratepayer funds were limited to 12 percent of the allocation by Commission Order. One of the challenges faced is maximizing the efficiency of the administrative funds as the number and complexity of applications grows.

**Table 3. EUSP Administrative Expenditures  
FY 2006-2012**

<b>Fiscal Year</b>	<b>Total Administrative Expenditures</b>	<b>Percent of Ratepayer Appropriation</b>
2012	\$4,769,195	12.0%
2011	\$4,625,792	12.0%
2010	\$4,423,559	12.0%
2009	\$3,606,818	10.0%
2008	\$3,355,617	9.3%
2007	\$3,282,598	9.1%
2006	\$3,235,309	10.2%

Source: Maryland Department of Human Resources  
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 the processing of applications for payment. The Department of Human Resources maintains a contract for application hosting in order to assure continuous access and processing. A software maintenance and enhancement contract ensures that the application software is updated or enhanced according to policy requirements or user needs. The OHEP Data System, along with most other DHR systems, is hosted on servers located in Dallas, Texas. Constant monitoring and maintenance of the system ensures system availability around the clock.

Access to the OHEP Data System is secure through either the DHR network or through DHR's Virtual Private Network (VPN). By use of the VPN, off-site capability has been used to conduct application intake.

## **SAIL**

SAIL or Service Access Information Link is DHR's on-line application system allowing the public to apply for the following programs:

- Food Supplement Program (FSP, formerly known as Food Stamps)
- Energy Assistance
- Temporary Cash Assistance (TCA)
- Temporary Disability Assistance Program (TDAP)
- Medical Assistance (Medicaid)
- Maryland Children's Health Program (MCHP)
- Medical Assistance Long Term Care (LTC)
- Child Care Subsidy Program (CCSP)

Applications received through SAIL by OHEP are imported directly into the OHEP Data System by local staff on a daily basis. During FY 2012, 14,408 applications were received through the SAIL website and imported into the OHEP Data System.

# Program Summary

## Bill Payment Assistance

During 2012, EUSP bill assistance received 148,666 applications. A decrease of 9,076 applications from the previous year, a decrease of 6% over FY 2011.

Table 4 shows the distribution by poverty level for program participants. It shows that the largest percentage of households served are those in the two lowest income categories. These categories continue to grow as a percentage of the total.

Table 4. Distribution of EUSP Recipients by Poverty Level

Recipients	Poverty Level				Total
	1	2	3	4	
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
<b>% of Distribution</b>					
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 Resources  
Family Investment Administration  
Office of Home Energy Programs

Attachment A displays historical application data and recipient data for each jurisdiction.

## Arrearage

Expenditures for Arrearage Retirement purposes totaled \$13.0 million during FY 2012 with benefits issued on behalf of 14,011 customers. Benefits decreased from previous years due to limited fund availability rather than a decrease in demand. Attachment B shows the distribution of the level of arrearage benefits. Data from the last three fiscal years revealed a reversal of the trend in previous years whereby the percentage of higher arrearage amounts became a larger component of the profile. The FY 2012 pattern showed a slight decreased percentage of lower benefit amounts. This was also reflected in the trend of the average arrearage benefit, which has dropped slightly from \$931 to \$929 between FY 2011 and FY 2012.

DHR continued its program policy of requiring a minimum past due amount of \$300 for eligibility for FY 2012. Customers were referred to other agencies such as Department of Social Services emergency services or fuel funds for assistance for past due amounts under \$300. However, we initiated an Arrearage waiver policy in FY 2009 that allowed those households previously receiving an arrearage benefit of less than \$300 to receive another benefit. Regardless, the maximum benefit remained at \$2,000. Other community-based programs also assisted with past due amounts beyond \$2,000.

OHEP allocated its EUSP Arrearage funds to LAA's based on a combination of the prior year percentage distribution of Bill Payment approved applications and the prior year distribution of households receiving Arrearage benefits. Additional arrearage funds were reserved and allocated on an as needed basis to each agency. Attachment F displays the recipients and amounts certified by each local agency. Baltimore City (24.2%) and Baltimore County (15.4%) distribute the largest amount of dollars for Arrearage Retirement.

Arrearage benefits were only allowed once in a lifetime as specified in §7-512.1(a)(2)(iii) from the Program's inception through FY 2009. This restriction was modified beginning in FY 2010. The modification allows additional benefits after a period of seven years since receiving Arrearage assistance.

## **Application Waivers**

Waivers to the income eligibility guidelines are allowed as specified in Section 7-512.1(a) (6) of the Public Service Utility Companies Article. The Article states, "In a specific case, the Universal Service Program may waive the income eligibility limitation under paragraph (1) of this subsection in order to provide assistance to an electric customer who would qualify for a similar waiver under the Maryland Energy Assistance Program established under Article 41, §6-406 of the Code." However, we have not invoked the waiver provision since 2007, when the income guidelines were permanently increased to 175% of the federal poverty level. We consider our practice appropriate since the original decision to incorporate waivers was made when eligibility was at 150% of the poverty level.



## **Outreach, Education and Customer Services**

In FY 2012, outreach activities conducted by state office of OHEP and local administering agencies reached a total of 220,262 people using various means including mass mailings of applications and brochures to customers who applied in the previous year, table displays of program information at fairs, community events, distribution of program information to businesses, schools, faith-based organizations, disabilities agencies, and senior centers. While robust, the number of personal contacts fell 9% from the previous year. However, resources for indirect contacts increased by 7% due to more spending on printed materials such as posters, applications, fliers, and brochures. Additionally, OHEP spent a total of \$46,171 for different outreach events such as booth rental fees, promotional items, and media advertisements.

### **Partnership**

OHEP works closely with utility companies maintaining a close working partnership. Resulting outcomes of these partnerships include:

- OHEP and/or its local administering agencies participated with Baltimore Gas and Electric (BGE) energy expos and quarterly Partnership meetings. These events are geared towards individuals in the community in need of assistance. OHEP had staff available to offer information, take applications and assist customers who were off service. Some of those customers received immediate assistance with EUSP arrearage in the restoration of their services.
- OHEP attended and presented at the Delmarva Energy Summit where information about Delmarva/Pepco, including new updates on managing customer issues was among the topic of discussion.
- OHEP conducted statewide Regional Meetings in four locations across the state with the Department of Housing and Community Development Weatherization Program. Information about EMpower Maryland and referral protocols was shared among OHEP local office staff.

During the FY 2012 program year, OHEP worked very closely with the Maryland Public Service Commission (PSC), Office of External Relations with resolving customer situations, particularly those customers whose service was turned off by the utilities for lack of payment, often by facilitating payment plans. In addition, OHEP partnered with Congressman Elijah Cummings Office, Catholic Charities, Energy Advocates, Maryland Department of Housing and Community Development, and Maryland Department of Health and Mental Hygiene on the information kick off and resource fairs where thousands of people attended the events and OHEP staff was on hand to present and answer questions about energy assistance.

## Major Public Events

In FY 2012, OHEP celebrated its annual Energy Assistance Week along with the National Energy Month, some of the local administrating agencies, provided different activities that week to commemorate the event. Among the events were extended office hours and activities on energy conversation education.

The number of direct contacts varies from one jurisdiction to another. However, the following counties: Alleghany (57,322), Washington (36,738) and Prince George's (23,546), counties were the top three with the highest number of outreach contacts and Talbot, Montgomery, and Caroline counties represented the lowest. The State OHEP office had table display of program information in various statewide events such as the African/American cultural festivals, Maryland State Fairs, Hispanic/Latinofest, Maryland Association of Counties (MACO), Goodwill Thanksgiving Day Dinner, Welfare Advocate Conference, Respite Awareness Conference, and the Maryland Association for Families and Youth were among some of the major events. (For a complete list of statewide outreach activities, please see the Outreach Activities by County list, Attachment K).

## Customer Service

The DHR Call Center received a significantly lower number of calls about energy assistance compared to the 2011 program year resulting in a 44% decrease (9,516). Baltimore County (11,700), Baltimore City (3,938), and Prince George's County (1,994) received the most calls and Garrett County, Talbot, and Kent Counties represented the lowest. OHEP collaborated with the Call Center to improve customer experience, which resulted in Call Center staff mailing applications upon request. The DHR call center mailed 443 applications directly to customers statewide in FY 2012. OHEP updated the call center voice directed line, which was open 24-7 with new information and updated local contacts as needed to make applying for energy assistance more accessible. We also updated the DHR website with new information about the changes in income guidelines and downloadable application and brochures to enable users apply for energy assistance without contacting the local office. Table 5 displays a breakdown of all activities.

Table 5. Outreach Data

OHEP Outreach Data FY 2007 – FY 2012			
Year	DHR EA Phone Call	OHEP Printed Materials	OHEP Application Intake
FY 2012	21,512	753,180	157,473
FY 2011	31,028	703,100	169,501
FY 2010	26,098	710,600	162,692

<b>FY 2009</b>	<b>29,419</b>	<b>750,100</b>	<b>146,805</b>
<b>FY 2008</b>	<b>31,720</b>	<b>600,150</b>	<b>128,202</b>
<b>FY 2007</b>	<b>26,516</b>	<b>595,200</b>	<b>112,201</b>

Source: Maryland Department of Human Resources

Family Investment Administration

Office of Home Energy Programs

DHR Call Center Reports

## Education

OHEP staff continued to encourage customers to conserve energy to help reduce their monthly cost. OHEP obtained energy saving booklets from the US Department of Energy and those were distributed to customers in order to encourage energy conservation. However, the Department of Energy sent us significantly fewer books in FY 2012 due to cost-saving reductions, thereby reducing the number of booklets we sent to customers.

## Customer Comments

A customer satisfaction survey conducted in 2012 by the Allegany County Human Resources Commission sampled over 5,000 applicants within the jurisdiction. Over 1,400 surveys were returned which included comments, a few of which are below:

"This was a blessing for which I am thankful"

"Every little bit helps in times like these"

"Thank you. It was great help"

"Elderly lady at the front desk not too friendly"

"Good Experience"

"If not for his help I probably would have frozen to death"

"You positively made my bills and everyday life very manageable for me"

"I really appreciate this help with my bills. I only get social security"

"I am a widow and this has helped me so much. Everyone was nice and helpful. Thank you"

"Did not speak with anyone"

"I could use more assistance for my oil"

"If it wasn't for HRDC's OHEP services I would not have full use of the child support for my boys.

Your service is greatly appreciated by my whole family"

"Now if the republicans will just get more funding"

"Thank you so much for the help. It would have been hard with out it. Thanks again"

"HRDC has really helped us out. We wouldn't have made it the first year if not. Our family really needs your help"

"God Bless the Energy Assistance program"

## Projections for FY 2012 and FY 2013

Attachment L summarizes actual EUSP expenditure levels, number of households served, and average benefit levels for FY 2009 through FY 2012, and projections for FY 2013.

**Applications and Enrollment.** Application activity into the first part of FY 2013 shows similar numbers of EUSP applications as previous year. We assume a 0% increase in the number of applications in FY2013. At this rate, the number of applications will be approximately 148,666 for EUSP with 120,739 ultimately qualifying for benefits.

**Bill Assistance.** DHR projects that a total of \$40.2 million would be required to meet the requests for Bill Assistance at an average benefit level of \$334 per household. The average benefit will remain same as previous year.

**Arrearages.** We expect to spend \$7 million on Arrearage benefits. This budget returns Arrearage funding to approximately FY 2007-2008 levels.

**Administration.** Projections for FY 2012 and FY 2013 assume that expenditures for administration will remain at \$4.8 million, the same level as in the previous three years.

**Total Expenditures.** Based on these application and expenditure trends, \$58 million would be required to serve 120,739 qualifying households in FY 2013 at an average benefit level of \$334. We consider this an appropriate budget, given the uncertain outlook for federal LIHEAP funding due to Sequestration and volatility in RGGI auction returns.

## Summary of Recommendations

### 55-Day Agreement

OHEP recommends a re-evaluation of the 55-Day Agreement to understand the impact on customers and to develop and update modifications for certain elements. This agreement was negotiated with utilities and provides local administering agencies a window of time to address the past due bills of OHEP applicants. The Agreement has been an excellent resource in preventing unnecessary service terminations.

**OHEP continues to recommend the establishment of a work group to update the provisions of the 55-day agreement.**

Specifically, the following elements should be addressed:

- Review of when the extension period starts and ends, including the length

- Improving the administrative efficiency by utilizing technology such as on-line access to requesting the 55-day extension
- How the 55-day extension is being implemented by individual utilities.
- The capacity of OHEP to process applications within the 55-day window.

#### Utility Service Protection Plan (USPP)

We think EUSP should become an option for determining eligibility for USPP. For example, the option to use Bill Payment Assistance for past due bills when the customer is not eligible for arrearage or when the Bill Payment Assistance benefit is adequate to address the past due amount instead of using the Arrearage benefit would be beneficial. USPP regulations should be revised to include EUSP Bill Assistance benefits along with MEAP benefits. The benefit should be applied in the same manner as MEAP is to USPP: The benefit brings the bill down to at least \$400 and the remainder of the past due amount is added in to the budget billing calculation.

**OHEP continues to recommend that the Commission institute proceedings to update the regulations for the Utility Service Protection Plan (USPP) including provisions for incorporating EUSP into the USPP guidelines.**

## Statutory Questions and OHEP Recommendations

OHEP hereby submits comments on each of the statutory questions found in the Public Utilities Article, MD. CODE ANN. § 7-512.1(c). Statutory questions are shown in italics.

(c) (1) *On or before December 1 of each year, the Commission shall report, subject to § 2-1246 of the State Government Article, to the General Assembly on the electric universal service program, including:*

(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;*

### COMMENT:

We received 6% fewer EUSP bill payment applications in FY 2012. This represents the first decline in applications from the previous program year since the inception of EUSP. While the number of households assisted declined in 2012, likely due to the warmer winter, the data trends still reflect significant demand for assistance. During FY 2012, 148,666 households applied for assistance. We issued Bill Assistance benefits to 120,739 applicant families. Early indications for FY 2013 show a continuation of this trend.

EUSP-related expenditures totaled \$57,599,779 for the 2012 fiscal year from the following sources:

\$38,891,152 from electric ratepayer funds  
\$14,600,000 from RGGI/MSEIF funds  
\$ 600,000 From First Energy and Potomac Edison merger  
\$ 3,508,627 from Federal LIHEAP funds  
\$57,599,779 Total from all sources

Since FY 2009, available funding increased with the addition of transfers from the Maryland Strategic Energy Investment Fund (MSEIF), which flows from the Regional Greenhouse Gas Initiative (RGGI). The statute allocating the distribution of MSEIF funds designates 17% to go towards OHEP for electric assistance. The General Assembly enacted a temporary revision that allows up to 50% to be allocated to electric assistance through 2014. The revenues being realized from RGGI have declined significantly with the last several auctions suggesting that we should review our options prior to the expiration of the 50% allocation.

Federal LIHEAP funds supplemented EUSP during FY 2012, which brought the total expended under EUSP to \$57.6 million. It is unclear that a similar transfer will be possible in FY 2013 given the possibility that a budget sequestration could occur.

### **OHEP RECOMMENDATION:**

**The number of households that can be served in FY2013 will depend on total resources available from electric ratepayer, RGGI/MSEIF and federal LIHEAP funds. Based on current projections, it is likely that there will be sufficient funds to serve all households without an increase in contributions from the residential ratepayers. OHEP continues to monitor the funding outlook and is preparing alternatives to serve as many households as possible with an impactful benefit.**

2. *How payments to customers were calculated during the preceding fiscal year;*

### **COMMENT:**

Individual benefits to customers are calculated through a benefit formula developed by OHEP, which attempts to make the most efficient use of EUSP funds yet provide a benefit that helps make electric bills affordable for a 12 month period. Benefits are based on a customer's income and electric usage with those households with the lowest income and highest usage receiving the greatest benefit. Income guidelines for EUSP currently used are 175 percent of the federal poverty level. Benefits levels vary according to the percentage of poverty of the recipient at the 0-75 percent, 76-110 percent 111-150 percent, and 151%-175 percent levels. A fifth benefit level was established for those households living in subsidized housing. A minimum benefit is designated for those receiving housing subsidies in recognition that the subsidy provides some degree of help with energy costs.

The other factor used to calculate Electric Bill Payment Assistance benefits is the annual kilowatt-hour (kWh) usage. This usage data is collected from the respective utility for each customer upon application and is used to customize the benefit specifically for that customer. Using this information and the cost of electricity on a per kilowatt-hour basis, OHEP, through its computer system, calculates an estimated annual cost of electricity for the applicant. Taking into consideration the income level and whether or not the applicant lives in subsidized housing a percentage of the estimated annual bill is calculated to be the benefit. For example, in FY 2009 the income group of 0-75% of poverty received a benefit that was equal to 75% of the estimated annual bill. At 76-110%, it was 60%. The group from 111-150% received a benefit equal to 50% of the estimated annual electric cost. Those households living in subsidized housing received a benefit that was 14.5% of the annual cost. If the applicant heated with electricity and received a MEAP benefit for electricity an additional 15% of the estimated bill was received through a MEAP benefit.

OHEP views this methodology of calculating benefit amounts as a way to make benefits individualized to the customer and their usage of electricity. Recognizing that there are cost variations for electricity among utilities, the benefit calculation considers this by adjusting the benefit based on the customer's utility.

**OHEP RECOMMENDATION:**

**OHEP recommends that we maintain the current methodology for calculating benefits as it represents a customization to the needs of the individual recipient and allows for the integration of a MEAP benefit without duplication. The percentages used in the calculation move up or down each year demonstrating that the methodology has the flexibility to adjust benefits annually according to stay within appropriated funding.**

3. *The projected needs of the universal service program for the next fiscal year; and*

**COMMENT:**

The trend clearly shows a slowing of caseload growth. However, one should be wary, as there are no clear signs that the economy is expanding to the point that its effects reach the lower income population groups. We calculated our projections with this caveat in mind.

The factors that could trigger the need to examine EUSP funding levels include:

- Enrollment trends;
- Income eligibility guidelines;
- An increasing number of families experiencing poverty;
- Market-based electric rates that are trending upward for the near term;
- 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:**

**We project that a minimum of \$58.0 million is required to minimally (maintaining FY 2012 benefit levels) meet the EUSP need for FY 2013. 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 continues to monitor the funding outlook and is preparing alternatives to serve as many households as possible with an impactful benefit.**



4. *The amount of any surplus carried over in the universal service program fund under subsection (f) (5) (i) of this section;*

**COMMENT:**

No EUSP ratepayer funds were retained from FY 2010 into FY 2011. The continuing and increasing need for assistance assures the complete expenditure of all ratepayer funds. Full expenditure of all ratepayer funds is expected for the foreseeable future. We expect few, if any funds will be carried over at the current budgeted level of \$37 million in ratepayer funds.

**OHEP RECOMMENDATION:**

**Maintain in the statute the option to retain and use EUSP funds as currently allowed.**

*(ii) for bill assistance:*

*1. 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; and*

**COMMENT:**

The U.S. Department of Health and Human Services' Home Energy Notebook is the source for estimates on the target population.

**OHEP RECOMMENDATION:**

**For planning purposes, the target population at 175% of the federal poverty level is approximately 360,000 households. We think aligning the statute's income eligibility levels to be consistent with those of LIHEAP. This policy would allow for more flexibility in planning based on funding available, as well as allowing consistency with MEAP.**

*(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;*

**COMMENT:**

Demand for Arrearage Retirement Assistance continues to reflect a significant need for assistance with past due bills. That need continues with the modest pace of the economic recovery and the demonstrated struggles many families have in meeting their financial obligations. Public Service Commission reports reveal significant levels of past due bills seen by the electric companies. We look

forward to the innovative arrearage funding made available for later in FY 2013 through the Federal REACH pilot and through the Excelon merger Customer Investment Fund.

**The recommendation is that a minimum of \$7 to \$10 million is made available to retire arrearages.**

*(iv) the amount of funds needed, as determined by the commission, for bill assistance, low-income weatherization, 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;*

**COMMENT:**

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 did not offer waivers during FY 2012.

**OHEP RECOMMENDATION:**

**Maintain the current policy. No funds are required for this specific purpose.**

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

**COMMENT:**

The ratepayer funds collected for EUSP are sufficient to cover nearly all of the EUSP annual budget. The surcharge has remained constant over time, which has minimized the impact on ratepayers.

**OHEP RECOMMENDATION:**

**OHEP continues to monitor the funding outlook and is preparing alternatives to serve as many households as possible with an impactful benefit.**

*(vi) the impact of using other federal poverty level benchmarks on costs and the effectiveness of the universal service program.*

**COMMENT:**

The Low-Income Home Energy Assistance Program (LIHEAP) Block Grant legislation allows states to use for income eligibility a maximum of 150% of poverty or 60% of median income, whichever is higher. The minimum eligibility standard is 110% of poverty.

With any increase in the funding and/or income eligibility guidelines for MEAP there is a corresponding impact on EUSP as the application is a combined application and benefits integrated with one another. EUSP ratepayer and SEIF funding alone were insufficient to address the number of families seeking assistance, particularly arrearage assistance, at several points during the 2009 through 2012 program years. In response, OHEP utilized MEAP funding to serve all those qualifying for assistance. We expect that current levels of demand for EUSP benefits will likely require LIHEAP in addition to ratepayer and SEIF.

**OHEP RECOMMENDATION:**

**We do not recommend an increase in the income eligibility criteria at this time.**

(2) (i) *to assist the Commission in preparing its recommendations under paragraph (1) of this subsection, the Office of Home Energy Programs shall report to the Commission each year on:*

1. *the number of customers and the amount of distributions made to fuel customers under the Maryland Energy Assistance Program established under Article 41, § 6-406 of the code, identified by funding source and fuel source; and*

**COMMENT:**

The source of MEAP funding is the federal Low-Income Home Energy Assistance Program Block Grant (LIHEAP). The number of customers that received assistance through MEAP was 123,868. By fuel type, the recipient breakdown shows the following distribution:

- Electricity – 40%
- Natural Gas – 35%
- Oil – 17%
- Propane – 6%
- Kerosene – 3%
- Wood – 0.07%
- Coal – 0.21%

FY 2012 benefit expenditures for MEAP totaled \$57.6 million.

**OHEP RECOMMENDATION:**

**None required.**

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

**COMMENT:**

OHEP, through its local agencies, State Office and in partnership with other organizations conducts a wide range of outreach activities as identified in Attachment K. During FY 2012, special outreach projects costs totaled \$47,277. Additional outreach costs were absorbed within administrative expenditures.

**OHEP RECOMMENDATION:**

**Outreach efforts should be maintained with the goal of making all potential eligible families aware of the availability of assistance.**

3. *the amount of money that the Department of Human Resources 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.*

**OHEP RESPONSE:**

For FY 2013, OHEP is expecting to receive the following amounts of funding:

- **Maryland Strategic Energy Investment Fund** – Funds were appropriated at \$19 million for FY 2013. However, OHEP projects the actual proceeds to be in the range of \$10 million to \$14 million. This projection is based on the most recent RGGI auction results which have generated fewer dollars than anticipated (In FY 2012, the appropriation was \$19 million; however, the amount realized was \$14.6 million).

- Low Income Home Energy Program/Maryland Energy Assistance Program – As in past years, congress has funded LIHEAP through a Continuing Resolution. For FY 2013, the expected LIHEAP allocation to Maryland is \$69.7 million.
- Other Federal, State, Local or Private Source – There are no other sources of funds expected at this time.

(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.*

**OHEP RESPONSE:**

Attachment I is the most recent report OHEP submitted to the federal government. Please note that the households included in the counts under LIHEAP have also received LIHEAP benefits under EUSP.

DEPARTMENT OF HUMAN RESOURCES  
FAMILY INVESTMENT ADMINISTRATION  
OFFICE OF ENERGY PROGRAMS

PROGRAM INTAKE  
FY 2002 - FY 2012

COUNTY	TOTAL INTAKE (EUSP + MEAP)											# Change from FY 2011 to FY 2012	% from FY 2011 to FY 2012
	FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012		
Allegany	4,151	4,389	4,753	4,533	4,880	5,180	5,188	5,544	5,675	5,734	5,529	-205	-3.7%
Anne Arundel	2,410	2,768	3,003	3,024	3,328	4,305	5,838	6,662	8,338	9,291	8,990	-301	-3.3%
Baltimore City	21,978	24,190	26,731	27,923	32,512	29,516	35,256	39,235	40,856	41,627	38,643	-2,984	-7.7%
Baltimore	9,163	11,130	11,523	11,838	13,676	14,448	16,389	18,333	20,183	21,749	20,699	-1,060	-5.1%
Calvert	795	866	829	851	842	882	1,104	1,946	1,854	1,506	1,411	-95	-6.7%
Caroline	1,434	1,860	1,716	1,760	1,840	1,948	2,095	2,351	2,433	2,495	2,314	-181	-7.8%
Carroll	1,987	2,074	2,210	2,171	2,392	2,653	3,211	3,686	4,027	3,968	3,774	-194	-5.1%
Cecil Co.	2,144	2,670	2,717	2,735	3,094	3,383	3,713	4,192	4,685	4,676	4,287	-389	-9.1%
Charles	1,425	1,805	1,769	1,905	1,900	1,865	2,099	2,278	2,810	2,752	2,873	121	4.2%
Dorchester	1,980	2,217	2,366	2,316	2,411	2,687	2,886	3,123	3,285	3,233	2,896	-337	-11.6%
Frederick	2,421	2,880	2,955	2,923	2,961	3,221	3,729	4,323	5,168	5,057	4,972	-85	-1.7%
Garrett	2,121	2,254	2,435	2,410	2,581	2,906	2,937	3,138	3,239	3,088	2,904	-184	-6.3%
Harford	3,760	4,656	4,266	3,657	4,020	4,547	4,868	5,672	6,622	6,880	6,654	-226	-3.4%
Howard	1,304	1,763	1,897	1,791	2,238	2,288	2,542	3,404	4,103	4,735	4,364	-371	-8.5%
Kent	989	1,031	1,015	932	1,012	1,108	1,142	1,248	1,289	1,339	1,307	-32	-2.4%
Montgomery	3,552	4,452	5,107	5,930	6,546	7,828	9,043	10,435	12,315	12,356	11,692	-664	-5.7%
Prince George's	5,547	7,104	6,883	7,557	7,834	9,394	11,216	13,676	16,302	18,034	15,561	-2,473	-15.9%
Queen Anne's	767	838	834	811	828	939	1,055	1,269	1,463	1,537	1,512	-25	-1.7%
St. Mary's	1,557	1,782	1,722	1,785	1,694	1,572	1,912	2,025	2,510	2,535	2,593	58	2.2%
Somerset	994	1,216	1,204	1,301	1,355	1,462	1,559	2,205	1,777	1,953	1,847	-106	-5.7%
Talbot	821	1,063	1,064	1,042	1,181	1,122	1,227	1,520	1,650	1,710	1,582	-128	-8.1%
Washington	2,682	3,076	3,329	3,056	2,896	3,438	3,404	3,907	4,001	4,311	3,762	-549	-14.6%
Wicomico	2,309	2,901	2,914	2,958	3,366	3,891	4,007	4,611	5,807	6,380	6,151	-229	-3.7%
Worcester	1,115	1,290	1,377	1,492	1,582	1,702	1,750	2,022	2,489	2,555	2,227	-328	-14.7%
TOTAL	77,376	90,054	93,619	96,689	106,969	112,285	128,168	146,805	162,691	169,801	158,534	-10,967	-6.5%
Increase/Decrease													
Annual Percent Change		16.4%	3.9%	3.3%	10.6%	5.0%	14.1%	14.6%	10.8%	4.2%	-6.5%		

DEPARTMENT OF HUMAN RESOURCES  
FAMILY INVESTMENT ADMINISTRATION  
OFFICE OF ENERGY PROGRAMS

PROGRAM INTAKE  
FY 2003 - FY 2012

COUNTY	EUSP ARREARAGE RECIPIENTS										
	FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012
Allegany	50	28	87	151	220	263	181	379	650	363	702
Anne Arundel	68	44	257	106	118	402	408	1,507	1,437	1,041	808
Baltimore City	884	526	1,539	720	1,144	2,484	2,394	7,627	8,678	5,580	3,393
Baltimore	218	177	854	373	660	1,512	850	4,034	4,212	2,741	2,159
Calvert	7	5	12	27	28	116	84	487	439	186	142
Caroline	214	246	142	165	54	392	126	184	522	302	227
Carroll	36	19	75	59	90	196	168	515	764	328	447
Cecil Co.	626	490	141	240	77	382	362	1,010	1,026	876	561
Charles	24	8	17	79	69	296	170	518	745	321	308
Dorchester	483	384	102	184	63	335	205	237	832	367	218
Frederick	57	29	186	180	133	152	214	393	788	352	604
Garrett	22	15	40	75	97	77	73	251	338	187	317
Harford	185	120	422	240	174	423	344	621	1,131	444	440
Howard	27	23	100	119	101	249	222	705	1,037	566	317
Kent	198	128	69	62	121	138	83	126	315	170	88
Montgomery	182	214	192	357	196	720	504	801	1,214	1,058	517
Prince George's	511	169	253	318	188	1,024	578	944	2,446	2,539	1,365
Queen Anne's	150	117	14	37	26	143	124	166	318	168	132
St. Mary's	33	8	11	87	61	255	173	497	590	302	222
Somerset	241	134	45	40	17	31	21	96	316	181	118
Talbot	87	68	12	27	46	43	74	226	234	133	104
Washington	20	15	161	100	137	303	211	408	407	165	300
Wicomico	628	472	130	109	113	387	224	441	1,195	718	420
Worcester	207	112	37	59	4	45	145	112	444	155	102
TOTAL	5,291	3,651	4,888	3,994	3,937	10,468	7,948	22,296	30,078	19,243	14,011

DEPARTMENT OF HUMAN RESOURCES  
FAMILY INVESTMENT ADMINISTRATION  
OFFICE OF ENERGY PROGRAMS

PROGRAM INTAKE  
FY 2002 - FY 2012

COUNTY	EUSP BILL PAYMENT RECIPIENTS											FY 2011 to FY 2012	% from FY 2011 to FY 2012
	FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012		
Allegany	3,440	3,671	3,989	3,743	4,030	4,671	4,549	4,750	4,949	4,885	4,591	-294	-6.0%
Anne Arundel	2,067	2,361	2,546	2,487	2,770	3,650	4,243	4,896	5,824	6,487	6,085	-402	-6.2%
Baltimore City	14,221	16,773	17,356	22,262	24,390	23,023	26,135	30,220	32,737	32,935	30,073	-2,862	-8.7%
Baltimore	6,740	8,789	9,315	9,391	9,757	11,305	12,205	13,903	14,959	14,134	12,090	-2,044	-14.5%
Calvert	597	675	678	691	698	809	914	1,561	1,392	1,294	1,225	-69	-5.3%
Caroline	1,114	1,333	1,314	1,459	1,485	1,677	1,774	1,974	2,073	2,160	2,003	-157	-7.3%
Carroll	1,605	1,746	1,808	1,766	1,910	2,312	2,583	2,893	3,158	3,165	3,005	-160	-5.1%
Cecil Co.	1,800	2,310	2,262	2,367	2,589	2,934	3,067	3,584	3,889	4,063	3,747	-306	-7.5%
Charles	1,059	1,371	1,385	1,519	1,478	1,603	1,739	1,803	2,394	2,416	2,567	151	6.3%
Dorchester	1,656	1,920	2,073	2,061	2,107	2,498	2,635	2,934	3,052	3,013	2,745	-268	-8.9%
Frederick	1,781	2,200	2,307	2,351	2,353	2,740	2,841	3,219	3,786	3,747	3,441	-306	-8.2%
Garrett	1,790	2,037	2,230	2,197	2,323	2,777	2,747	2,912	2,975	2,850	2,635	-215	-7.5%
Harford	3,342	4,184	3,689	3,251	3,511	4,148	4,053	4,570	5,307	5,414	5,172	-242	-4.5%
Howard	1,195	1,444	1,622	1,514	1,796	2,005	2,230	3,136	3,669	3,837	3,532	-305	-7.9%
Kent	795	884	861	797	834	1,009	997	1,107	1,179	1,186	1,125	-61	-5.1%
Montgomery	2,460	3,424	3,957	4,465	4,756	5,954	6,419	7,583	9,073	8,935	8,261	-674	-7.5%
Prince George's	3,904	5,334	5,001	5,492	5,902	7,230	8,086	9,630	11,656	13,392	11,224	-2,168	-16.2%
Queen Anne's	474	629	658	649	651	807	849	1,037	1,200	1,220	1,202	-18	-1.5%
St. Mary's	1,161	1,435	1,377	1,462	1,380	1,440	1,628	1,715	2,223	2,307	2,366	59	2.6%
Somerset	824	1,091	1,084	1,184	1,209	1,352	1,420	2,029	1,645	1,804	1,898	106	5.9%
Talbot	649	924	928	941	1,002	1,064	1,120	1,388	1,521	1,601	1,491	-110	-6.9%
Washington	1,901	2,451	2,680	2,498	2,473	3,099	2,815	3,166	3,272	3,491	2,873	-618	-17.7%
Wicomico	2,034	2,654	2,652	2,771	3,040	3,642	3,756	4,266	5,470	5,850	5,606	-244	-4.2%
Worcester	974	1,147	1,269	1,369	1,429	1,574	1,651	1,860	2,207	2,328	1,982	-346	-14.9%
TOTAL	58,263	69,797	72,930	78,688	83,863	93,323	100,456	116,136	129,670	132,504	120,739	-11,765	-8.9%
Increase/Decrease		11,534	3,133	5,738	5,185	9,470	7,133	15,680	13,834	2,834	-11,765		
Annual Percent Change		19.9%	4.5%	7.9%	6.6%	11.3%	7.6%	15.6%	11.7%	2.3%	-8.9%		

NOTE: In FY 2007 income guidelines were increased to 200% of poverty. Adjusting for this shows the percent increase from FY 2007 to FY 2008 to be 13.9%.



DEPARTMENT OF HUMAN RESOURCES  
FAMILY INVESTMENT ADMINISTRATION  
OFFICE OF ENERGY PROGRAMS

PROGRAM INTAKE  
FY 2002 - FY 2012

FISCAL YEAR		PROGRAM INTAKE		TOTAL	
FY	Q1	FY	Q1	FY	Q1
2002	1	2003	1	2004	1
2005	1	2006	1	2007	1
2008	1	2009	1	2010	1
2011	1	2012	1	2013	1
2014	1	2015	1	2016	1
2017	1	2018	1	2019	1
2020	1	2021	1	2022	1
2023	1	2024	1	2025	1
2026	1	2027	1	2028	1
2029	1	2030	1	2031	1
2032	1	2033	1	2034	1
2035	1	2036	1	2037	1
2038	1	2039	1	2040	1
2041	1	2042	1	2043	1
2044	1	2045	1	2046	1
2047	1	2048	1	2049	1
2050	1	2051	1	2052	1
2053	1	2054	1	2055	1
2056	1	2057	1	2058	1
2059	1	2060	1	2061	1
2062	1	2063	1	2064	1
2065	1	2066	1	2067	1
2068	1	2069	1	2070	1
2071	1	2072	1	2073	1
2074	1	2075	1	2076	1
2077	1	2078	1	2079	1
2080	1	2081	1	2082	1
2083	1	2084	1	2085	1
2086	1	2087	1	2088	1
2089	1	2090	1	2091	1
2092	1	2093	1	2094	1
2095	1	2096	1	2097	1
2098	1	2099	1	2100	1
2101	1	2102	1	2103	1
2104	1	2105	1	2106	1
2107	1	2108	1	2109	1
2110	1	2111	1	2112	1
2113	1	2114	1	2115	1
2116	1	2117	1	2118	1
2119	1	2120	1	2121	1
2122	1	2123	1	2124	1
2125	1	2126	1	2127	1
2128	1	2129	1	2130	1
2131	1	2132	1	2133	1
2134	1	2135	1	2136	1
2137	1	2138	1	2139	1
2140	1	2141	1	2142	1
2143	1	2144	1	2145	1
2146	1	2147	1	2148	1
2149	1	2150	1	2151	1
2152	1	2153	1	2154	1
2155	1	2156	1	2157	1
2158	1	2159	1	2160	1
2161	1	2162	1	2163	1
2164	1	2165	1	2166	1
2167	1	2168	1	2169	1
2170	1	2171	1	2172	1
2173	1	2174	1	2175	1
2176	1	2177	1	2178	1
2179	1	2180	1	2181	1
2182	1	2183	1	2184	1
2185	1	2186	1	2187	1
2188	1	2189	1	2190	1
2191	1	2192	1	2193	1
2194	1	2195	1	2196	1
2197	1	2198	1	2199	1
2200	1	2201	1	2202	1
2203	1	2204	1	2205	1
2206	1	2207	1	2208	1
2209	1	2210	1	2211	1
2212	1	2213	1	2214	1
2215	1	2216	1	2217	1
2218	1	2219	1	2220	1
2221	1	2222	1	2223	1
2224	1	2225	1	2226	1
2227	1	2228	1	2229	1
2230	1	2231	1	2232	1
2233	1	2234	1	2235	1
2236	1	2237	1	2238	1
2239	1	2240	1	2241	1
2242	1	2243	1	2244	1
2245	1	2246	1	2247	1
2248	1	2249	1	2250	1
2251	1	2252	1	2253	1
2254	1	2255	1	2256	1
2257	1	2258	1	2259	1
2260	1	2261	1	2262	1
2263	1	2264	1	2265	1
2266	1	2267	1	2268	1
2269	1	2270	1	2271	1
2272	1	2273	1	2274	1
2275	1	2276	1	2277	1
2278	1	2279	1	2280	1
2281	1	2282	1	2283	1
2284	1	2285	1	2286	1
2287	1	2288	1	2289	1
2290	1	2291	1	2292	1
2293	1	2294	1	2295	1
2296	1	2297	1	2298	1
2299	1	2300	1	2301	1
2302	1	2303	1	2304	1
2305	1	2306	1	2307	1
2308	1	2309	1	2310	1
2311	1	2312	1	2313	1
2314	1	2315	1	2316	1
2317	1	2318	1	2319	1
2320	1	2321	1	2322	1
2323	1	2324	1	2325	1
2326	1	2327	1	2328	1
2329	1	2330	1	2331	1
2332	1	2333	1	2334	1
2335	1	2336	1	2337	1
2338	1	2339	1	2340	1
2341	1	2342	1	2343	1
2344	1	2345	1	2346	1
2347	1	2348	1	2349	1
2350	1	2351	1	2352	1
2353	1	2354	1	2355	1
2356	1	2357	1	2358	1
2359	1	2360	1	2361	1
2362	1	2363	1	2364	1
2365	1	2366	1	2367	1
2368	1	2369	1	2370	1
2371	1	2372	1	2373	1
2374	1	2375	1	2376	1
2377	1	2378	1	2379	1
2380	1	2381	1	2382	1
2383	1	2384	1	2385	1
2386	1	2387	1	2388	1
2389	1	2390	1	2391	1
2392	1	2393	1	2394	1
2395	1	2396	1	2397	1
2398	1	2399	1	2400	1
2401	1	2402	1	2403	1
2404	1	2405	1	2406	1
2407	1	2408	1	2409	1
2410	1	2411	1	2412	1
2413	1	2414	1	2415	1
2416	1	2417	1	2418	1
2419	1	2420	1	2421	1
2422	1	2423	1	2424	1
2425	1	2426	1	2427	1
2428	1	2429	1	2430	1
2431	1	2432	1	2433	1
2434	1	2435	1	2436	1
2437	1	2438	1	2439	1
2440	1	2441	1	2442	1
2443	1	2444	1	2445	1
2446	1	2447	1	2448	1
2449	1	2450	1	2451	1
2452	1	2453	1	2454	1
2455	1	2456	1	2457	1
2458	1	2459	1	2460	1
2461	1	2462	1	2463	1
2464	1	2465	1	2466	1
2467	1	2468	1	2469	1
2470	1	2471	1	2472	1
2473	1	2474	1	2475	1
2476	1	2477	1	2478	1
2479	1	2480	1	2481	1
2482	1	2483	1	2484	1
2485	1	2486	1	2487	1
2488	1	2489	1	2490	1
2491	1	2492	1	2493	1
2494	1	2495	1	2496	1
2497	1	2498	1	2499	1
2500	1	2501	1	2502	1
2503	1	2504	1	2505	1
2506	1	2507	1	2508	1
2509	1	2510	1	2511	1
2512	1	2513	1	2514	1
2515	1	2516	1	2517	1
2518	1	2519	1	2520	1
2521	1	2522	1	2523	1
2524	1	2525	1	2526	1
2527	1	2528	1	2529	1
2530	1	2531	1	2532	1
2533	1	2534	1	2535	1
2536	1	2537	1	2538	1
2539	1	2540	1	2541	1
2542	1	2543	1	2544	1
2545	1	2546	1	2547	1
2548	1	2549	1	2550	1
2551	1	2552	1	2553	1
2554	1	2555	1	2556	1
2557	1	2558	1	2559	1
2560	1	2561	1	2562	1
2563	1	2564	1	2565	1
2566	1	2567	1	2568	1
2569	1	2570	1	2571	1
2572	1	2573	1	2574	1
2575	1	2576	1	2577	1
2578	1	2579	1	2580	1
2581	1	2582	1	2583	1
2584	1	2585	1	2586	1
2587	1	2588	1	2589	1
2590	1	2591	1	2592	1
2593	1	2594	1	2595	1
2596	1	2597	1	2598	1
2599	1	2600	1	2601	1
2602	1	2603	1	2604	1
2605	1	2606	1	2607	1
2608	1	2609	1	2610	1
2611	1	2612	1	2613	1
2614	1	2615	1	2616	1
2617	1	2618	1	2619	1
2620	1	2621	1	2622	1
2623	1	2624	1	2625	1
2626	1	2627	1	2628	1
2629	1	2630	1	2631	1
2632	1	2633	1	2634	1
2635	1	2636	1	2637	1
2638	1	2639	1	2640	1
2641	1	2642	1	2643	1
2644	1	2645	1	2646	1
2647	1	2648	1	2649	1
2650	1	2651	1	2652	1
2653	1	2654	1	2655	1
2656	1	2657	1	2658	1
2659	1	2660	1	2661	1
2662	1	2663	1	2664	1
2665	1	2666	1	2667	1
2668	1	2669	1	2670	1
2671	1	2672	1	2673	1
2674	1	2675	1	2676	1
2677	1	2678	1	2679	1
2680	1	2681	1	2682	1
2683	1	2684	1	2685	1
2686	1	2687	1	2688	1
2689	1	2690	1	2691	1
2692	1	2693	1	2694	1
2695	1	2696	1	2697	1
2698	1	2699	1	2700	1
2701	1	2702	1	2703	1
2704	1	2705	1	2706	1
2707	1	2708	1	2709	1
2710	1	2711	1	2712	1
2713	1	2714	1	2715	1
2716	1	2717	1	2718	1
2719	1	2720	1	2721	1
2722	1	2723	1	2724	1
2725	1	2726	1	2727	1
2728	1	2729	1	2730	1
2731	1	2732	1	2733	1
2734	1	2735	1	2736	1
2737	1	2738	1	2739	1
2740	1	2741	1	2742	1
2743	1	2744</			

DEPARTMENT OF HUMAN RESOURCES  
FAMILY INVESTMENT ADMINISTRATION  
OFFICE OF ENERGY PROGRAMS

PROGRAM INTAKE  
FY 2002 - FY 2012

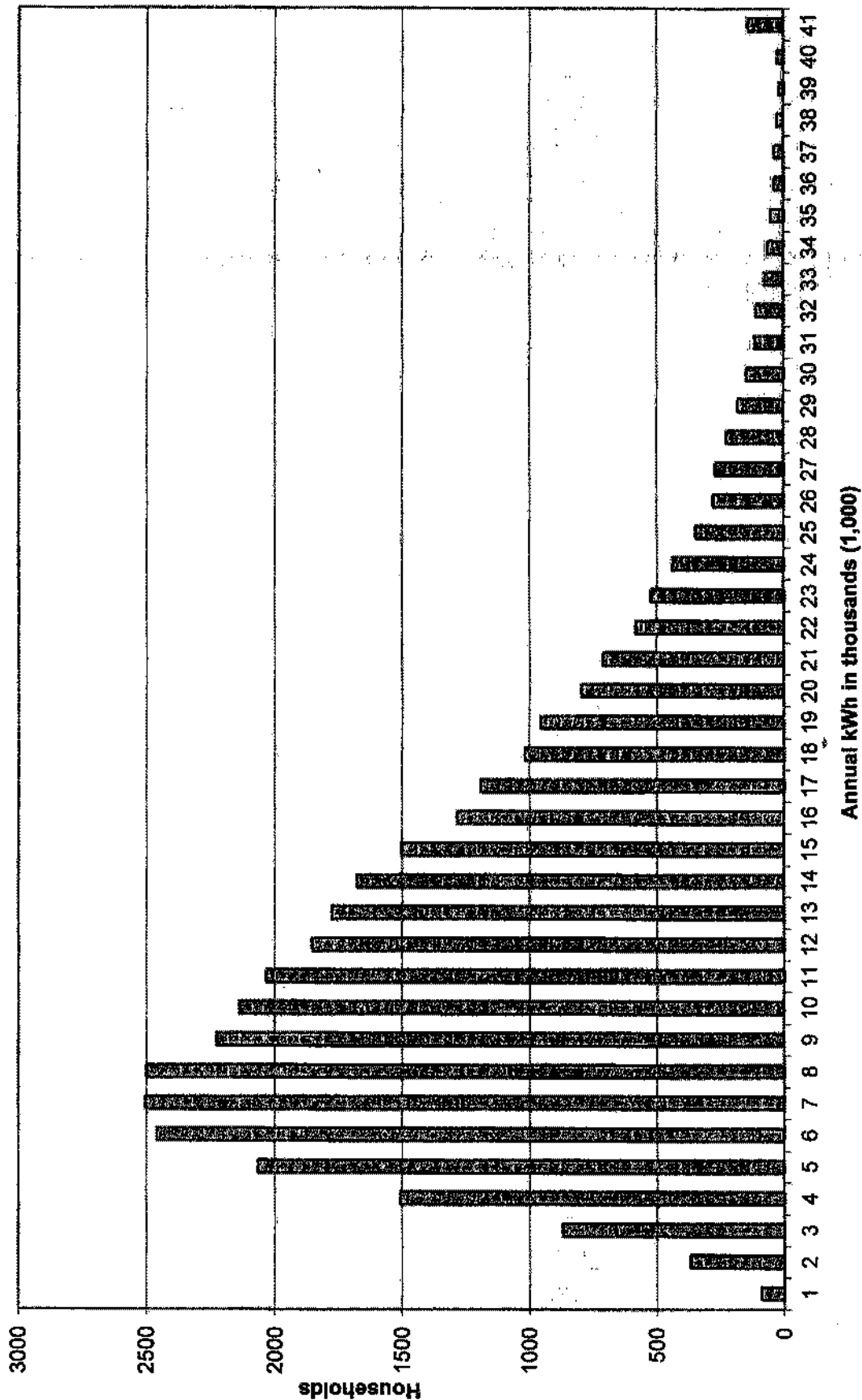
DEPARTMENT OF HUMAN RESOURCES  
FAMILY INVESTMENT ADMINISTRATION  
OFFICE OF HOME ENERGY PROGRAMS

DISTRIBUTION OF ARREARAGE BENEFITS  
BY BENEFIT RANGE

Benefit Range	% Distribution						Change		
	FY 12	FY 11	FY 10	FY 09	FY 08	FY 07	FY 11-FY 12	FY 10-FY 11	FY 09-FY 10
<100	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
100-199	0.0%	0.0%	0.0%	0.0%	0.0%	19.6%	0.0%	0.0%	0.0%
200-299	0.0%	0.0%	0.0%	0.0%	0.0%	19.2%	0.0%	0.0%	0.0%
300-399	12.1%	12.2%	10.1%	11.7%	16.2%	15.5%	-0.1%	2.1%	-1.6%
400-499	13.2%	12.2%	10.0%	11.7%	15.6%	12.2%	1.0%	2.2%	-1.7%
500-599	10.9%	11.0%	9.2%	10.7%	12.2%	8.7%	-0.1%	1.8%	-1.6%
600-699	9.2%	9.3%	8.3%	9.4%	10.7%	6.1%	-0.2%	1.0%	-1.2%
700-799	7.6%	7.9%	7.3%	8.1%	8.3%	4.2%	-0.4%	0.6%	-0.8%
800-899	6.1%	6.5%	6.7%	7.1%	6.7%	3.1%	-0.5%	-0.1%	-0.5%
900-999	5.2%	5.7%	5.6%	5.5%	5.2%	2.3%	-0.6%	0.1%	0.1%
1000-1099	4.9%	4.7%	5.2%	5.2%	4.1%	1.9%	0.2%	-0.5%	-0.1%
1100-1199	3.9%	3.9%	4.4%	4.2%	3.7%	1.3%	0.0%	-0.5%	0.2%
1200-1299	3.4%	3.5%	3.9%	3.5%	3.0%	1.1%	0.0%	-0.4%	0.4%
1300-1399	2.7%	2.8%	3.4%	3.0%	2.4%	0.9%	-0.1%	-0.6%	0.4%
1400-1499	2.3%	2.3%	2.8%	2.5%	1.9%	0.6%	0.0%	-0.5%	0.3%
1500-1599	2.2%	2.0%	2.4%	2.2%	1.5%	0.4%	0.2%	-0.4%	0.2%
1600-1699	1.7%	1.7%	2.2%	1.8%	1.3%	0.4%	0.0%	-0.5%	0.5%
1700-1799	1.6%	1.6%	1.9%	1.6%	1.0%	0.3%	0.0%	-0.3%	0.3%
1800-1899	1.2%	1.4%	1.6%	1.5%	0.8%	0.3%	-0.3%	-0.2%	0.2%
1900-1999	1.3%	1.2%	1.5%	1.2%	0.7%	0.3%	0.1%	-0.4%	0.3%
2000	10.5%	9.8%	13.4%	9.1%	4.8%	1.7%	0.7%	-3.6%	4.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			

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

ANNUAL KWH USAGE BY EUSP RECIPIENTS - FY 2012



**DISTRIBUTION OF GRANTS BY KWH USAGE****0 - 40,000 AND ABOVE BY BENEFIT LEVEL**

Program : BILL PAYMENT

County : ALL

Vendor : ALL

Year : 2012

KWH Range	Benefit Level 1	Benefit Level 2	Benefit Level 3	Benefit Level 4	Benefit Level 5	Benefit Level 6	Total	Percentage	Sum
Null	5	1	0	1	1	0	8	0.0%	0.0%
0	0	0	0	0	0	0	0	0.0%	0.0%
1 to 1,000	98	73	49	22	133	0	375	0.3%	0.3%
1,001 to 2,000	309	247	205	76	526	0	1383	1.1%	1.4%
2,001 to 3,000	633	571	479	198	1093	17	2991	2.5%	3.9%
3,001 to 4,000	995	944	893	352	1723	22	4929	4.1%	8.0%
4,001 to 5,000	1289	1268	1226	484	2208	39	6514	5.4%	13.4%
5,001 to 6,000	1632	1441	1475	591	2482	35	7656	6.3%	19.7%
6,001 to 7,000	1875	1559	1644	649	2469	42	8238	6.8%	26.6%
7,001 to 8,000	1902	1604	1700	681	2389	36	8312	6.9%	33.5%
8,001 to 9,000	1931	1508	1638	688	2104	29	7898	6.5%	40.0%
9,001 to 10,000	1905	1484	1499	624	1838	28	7378	6.1%	46.1%
10,001 to 11,000	1896	1329	1388	618	1645	27	6903	5.7%	51.8%
11,001 to 12,000	1722	1294	1321	585	1375	8	6305	5.2%	57.0%
12,001 to 13,000	1594	1224	1283	540	1220	12	5873	4.9%	61.9%
13,001 to 14,000	1515	1114	1214	535	1023	9	5410	4.5%	66.4%
14,001 to 15,000	1385	991	1094	487	920	5	4882	4.0%	70.4%
15,001 to 16,000	1311	879	982	474	795	5	4446	3.7%	74.1%
16,001 to 17,000	1143	882	836	412	706	6	3985	3.3%	77.4%
17,001 to 18,000	1084	749	792	400	656	4	3685	3.1%	80.5%
18,001 to 19,000	971	667	728	325	533	1	3225	2.7%	83.1%
19,001 to 20,000	823	564	671	304	435	3	2800	2.3%	85.5%
20,001 to 21,000	715	509	581	232	389	2	2428	2.0%	87.5%
21,001 to 22,000	678	448	488	235	337	0	2186	1.8%	89.3%
22,001 to 23,000	577	405	395	192	297	0	1866	1.5%	90.8%
23,001 to 24,000	488	311	345	169	252	0	1565	1.3%	92.1%
24,001 to 25,000	406	327	343	165	219	1	1461	1.2%	93.3%
25,001 to 26,000	409	248	261	118	174	1	1211	1.0%	94.3%
26,001 to 27,000	344	214	221	113	128	0	1020	0.8%	95.2%
27,001 to 28,000	294	190	170	101	119	1	875	0.7%	95.9%
28,001 to 29,000	252	163	167	70	96	1	749	0.6%	96.5%
29,001 to 30,000	209	146	125	71	92	0	643	0.5%	97.1%
30,001 to 31,000	146	136	108	62	95	1	548	0.5%	97.5%
31,001 to 32,000	173	111	101	46	59	0	490	0.4%	97.9%
32,001 to 33,000	123	75	85	40	48	0	371	0.3%	98.2%
33,001 to 34,000	100	68	66	38	45	0	317	0.3%	98.5%
34,001 to 35,000	87	49	63	25	33	0	257	0.2%	98.7%
35,001 to 36,000	85	39	44	30	26	0	224	0.2%	98.9%
36,001 to 37,000	66	35	33	19	45	0	198	0.2%	99.1%
37,001 to 38,000	46	32	44	20	23	0	165	0.1%	99.2%
38,001 to 39,000	53	26	29	15	19	0	142	0.1%	99.3%
39,001 to 40,000	34	26	23	11	13	0	107	0.1%	99.4%
40,001 and over	249	141	151	87	95	0	723	0.6%	100.0%
<b>Total</b>	<b>31,552</b>	<b>24,092</b>	<b>24,960</b>	<b>10,905</b>	<b>28,878</b>	<b>335</b>	<b>120,722</b>	<b>100.0%</b>	
<b>Percent Distribution</b>	<b>26.1%</b>	<b>20.0%</b>	<b>20.7%</b>	<b>9.0%</b>	<b>23.9%</b>	<b>0.3%</b>		<b>100.0%</b>	

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

**FY 2012 MONTHLY INCOME ELIGIBILITY TABLE**

POVERTY LEVEL	PERSONS IN HOUSEHOLD								For Additional Person Add
	1	2	3	4	5	6	7	8	
I 0% up to 75%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$680.62	\$919.37	\$1,158.12	\$1,396.86	\$1,635.61	\$1,874.36	\$2,113.11	\$2,351.86	\$238.75
II >75% up to 110%	\$680.63	\$919.38	\$1,158.13	\$1,396.87	\$1,635.62	\$1,874.37	\$2,113.12	\$2,351.87	\$238.76
	\$998.25	\$1,348.41	\$1,698.57	\$2,048.73	\$2,398.90	\$2,749.06	\$3,099.22	\$3,392.58	\$350.16
III >110% up to 150%	\$998.26	\$1,348.42	\$1,698.58	\$2,048.74	\$2,398.91	\$2,749.07	\$3,099.23	\$3,449.40	\$350.17
	\$1,361.25	\$1,838.74	\$2,316.24	\$2,793.73	\$3,271.23	\$3,748.72	\$4,226.22	\$4,703.72	\$477.50
IV >150% up to 175%	\$1,361.26	\$1,838.75	\$2,316.25	\$2,793.74	\$3,271.24	\$3,748.73	\$4,226.23	\$4,703.73	\$477.51
	\$1,588.12	\$2,145.20	\$2,702.28	\$3,259.35	\$3,816.43	\$4,373.51	\$4,930.59	\$5,487.67	\$557.08

UTILITY	EUSP Arrearages		EUSP Bill Assistance		MEAP Bill Payment	
	Households	Dollars	Households	Dollars	Households	Dollars
A&N	0	\$ -	23	\$ 12,516	7	\$ 2,760
BGE	7786	\$ 7,288,336	61901	\$ 19,881,006	57,685	\$ 13,340,154
Chesapeake Utilities	0	\$ -	-	\$ -	1,266	\$ 200,675
Choctank	181	\$ 126,052	3167	\$ 1,375,152	1,391	\$ 440,987
Hagerstown	115	\$ 64,195	1186	\$ 259,860	588	\$ 91,887
Columbia Gas	0	\$ -	-	\$ -	2,575	\$ 703,872
Delmarva Power	1707	\$ 1,825,076	17548	\$ 6,692,364	10,486	\$ 2,697,812
Easton	63	\$ 52,716	932	\$ 292,640	804	\$ 162,029
Elkton Gas	0	\$ -	0	\$ -	562	\$ 75,231
Potomac Edison/First Energy	2006	\$ 1,468,751	13213	\$ 3,749,439	5,883	\$ 1,227,713
PEPCO (Potomac Electric)	1463	\$ 1,684,381	16061	\$ 4,900,869	6,416	\$ 1,716,279
SMECO	653	\$ 477,601	6100	\$ 2,937,002	3,925	\$ 1,259,909
Somerset Rural Electric	4	\$ 2,382	125	\$ 49,404	15	\$ 4,339
Thurmont	8	\$ 5,399	136	\$ 36,372	101	\$ 19,044
Town of Berlin Electric	19	\$ 18,878	269	\$ 119,136	178	\$ 48,812
City of Williamsport Electric	6	\$ 4,487	78	\$ 16,836	46	\$ 7,014
Washington Gas-D.C.	0	\$ -	0	\$ -	9,274	\$ 2,171,904
<b>TOTAL</b>	<b>14,011</b>	<b>\$ 13,017,253</b>	<b>120,739</b>	<b>\$ 40,322,595</b>	<b>101,202</b>	<b>\$ 24,170,421</b>

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

ATTACHMENT F

**EUSP Arrearage Assistance By Local Agency**

**Fiscal Year : 2012**

Agency	Expenditures	Applications	Percent	Average
ALLEGANY CO HRDC	\$490,258.00	702	5.0%	\$698
ANNE ARUNDEL EOC	\$759,630.00	808	5.8%	\$940
BALTIMORE CITY DHCD	\$3,046,105.09	3,393	24.2%	\$898
BALTIMORE CO DEPT OF SOCIAL SERVICES	\$2,052,837.70	2,159	13.4%	\$951
CAROLINE COUNTY DEPT OF SOCIAL SERVICES	\$169,540.00	227	1.6%	\$747
CARROLL COUNTY HUMAN SERVICE PROGRAMS	\$366,700.00	447	3.2%	\$820
CECIL CO DEPT OF SOCIAL SERVICES	\$676,597.00	561	4.0%	\$1,206
DORCHESTER CO DEPT OF SOCIAL SERVICES	\$215,767.00	218	1.6%	\$990
FREDERICK CO DEPT OF SOCIAL SERVICES	\$449,747.00	604	4.3%	\$745
GARRETT CO CAC	\$206,290.00	317	2.3%	\$651
HARFORD CO CAC	\$433,287.00	440	3.1%	\$985
HOWARD CO CAC	\$292,115.00	317	2.3%	\$921
KENT CO DEPT OF SOCIAL SERVICES	\$72,968.00	88	0.6%	\$829
MONTGOMERY CO DEPT OF HEALTH AND HUMAN SERVICES	\$740,825.00	517	3.7%	\$1,433
NEIGHBORHOOD SERVICE CENTER	\$84,753.00	104	0.7%	\$815
PRINCE GEORGES CO DEPT OF SOCIAL SERVICES	\$1,450,263.94	1,365	9.7%	\$1,062
QUEEN ANNES CO DEPT OF SOCIAL SERVICES	\$105,497.00	132	0.9%	\$799
SHORE UP! INC	\$690,158.00	640	4.6%	\$1,078
SOUTHERN MD TRI-CITY COMMUNITY ACTION COMM INC	\$500,087.00	672	4.8%	\$744
WASHINGTON CO CAC	\$213,828.00	300	2.1%	\$713
<b>State Total</b>	<b>\$13,017,253.73</b>	<b>14,011</b>	<b>100.0%</b>	<b>\$929</b>



MARYLAND DEPARTMENT OF HUMAN RESOURCES  
OFFICE OF HOME ENERGY PROGRAMS

ATTACHMENT G

**LIVING ARRANGEMENTS BY POVERTY LEVEL - FY 2012**

**EUSP Bill Assistance**

Living Arrangement	Poverty Level 1	Poverty Level 2	Poverty Level 3	Poverty Level 4	Total	Percent
HOMEOWNER	10,144	10,262	11,650	5,221	37,277	30.9%
RENTER	21,326	13,761	13,275	5,669	54,031	44.8%
PUBLIC / SUBSIDIZED	14,361	8,660	4,512	1,197	28,730	23.8%
ROOMER/BOARDER	0	0	0	0	0	0.0%
MEAP SUBSIDIZED SUBMETERED	155	117	59	23	354	0.3%
SUBMETERED	116	88	90	53	347	0.3%
<b>Totals</b>	<b>46,102</b>	<b>32,888</b>	<b>29,586</b>	<b>12,163</b>	<b>120,739</b>	<b>100.0%</b>
<b>Percent</b>	<b>38.2%</b>	<b>27.2%</b>	<b>24.5%</b>	<b>10.1%</b>	<b>100.0%</b>	

**EUSP Arrearage**

Living Arrangement	Poverty Level 1	Poverty Level 2	Poverty Level 3	Poverty Level 4	Total	Percent
HOMEOWNER	1,232	683	955	566	3,436	24.5%
RENTER	3,434	1,787	1,916	1,017	8,154	58.2%
PUBLIC / SUBSIDIZED	1,478	491	301	88	2,358	16.8%
ROOMER/BOARDER	0	0	0	0	0	0.0%
MEAP SUBSIDIZED SUBMETERED	18	5	3	1	27	0.2%
SUBMETERED	13	13	8	2	36	0.3%
<b>Totals</b>	<b>6,175</b>	<b>2,979</b>	<b>3,183</b>	<b>1,674</b>	<b>14,011</b>	<b>100.0%</b>
<b>Percent</b>	<b>44.1%</b>	<b>21.3%</b>	<b>22.7%</b>	<b>11.9%</b>	<b>100.0%</b>	

**MEAP**

Living Arrangement	Poverty Level 1	Poverty Level 2	Poverty Level 3	Poverty Level 4	Total	Percent
HOMEOWNER	10,634	10,580	12,036	5,358	38,608	31.2%
RENTER	22,614	14,484	13,877	5,885	56,860	45.9%
PUBLIC / SUBSIDIZED	13,682	8,226	4,295	1,162	27,365	22.1%
ROOMER/BOARDER	76	82	26	9	193	0.2%
MEAP SUBSIDIZED SUBMETERED	199	127	71	25	422	0.3%
SUBMETERED	132	113	110	65	420	0.3%
<b>Totals</b>	<b>47,337</b>	<b>33,612</b>	<b>30,415</b>	<b>12,504</b>	<b>123,868</b>	<b>100.0%</b>

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

ATTACHMENT H

**OHEP Administrative Cost Report - FY 2012**

**Total Costs as of June 30, 2012**

Headquarters Administrative Expenditures	\$	647,635
Local Administrative Agency Expenditures	\$	9,068,144
Computer System Expenditures	\$	1,973,077
<b>Total OHEP Administrative</b>	<b>\$</b>	<b>11,688,857</b>
<b>EUSP Administrative</b>	<b>40%</b>	<b>\$4,675,543</b>
<b>MEAP Administrative</b>	<b>60%</b>	<b>\$7,013,314</b>

**Local Administrative Agency (LAA) Information**

LAA	Allocation	Intake	% of State
Allegany	\$399,395	5,529	3.5%
Anne Arundel	\$438,597	8,990	5.7%
Baltimore City	\$1,513,309	38,643	24.4%
Baltimore County	\$754,226	20,689	13.1%
Caroline*	\$255,112	2,314	1.5%
Carroll	\$280,461	3,774	2.4%
Cecil*	\$230,300	4,287	2.7%
Dorchester*	\$273,877	2,896	1.8%
Frederick*	\$327,607	4,972	3.1%
Garrett	\$323,810	2,904	1.8%
Harford	\$378,744	6,654	4.2%
Howard	\$299,516	4,364	2.8%
Kent*	\$201,018	1,307	0.8%
Montgomery*	\$796,705	11,692	7.4%
Prince George's*	\$826,913	15,561	9.8%
Queen Anne's*	\$196,076	1,512	1.0%
<u>Shore Up!</u>			
Somerset	\$127,910	1,847	1.2%
Wicomico	\$283,275	6,151	3.9%
Worcester	\$130,923	2,227	1.4%
<u>So. Md.</u>			
Calvert	\$148,899	1,411	0.9%
Charles	\$162,533	2,873	1.8%
St. Mary's	\$162,533	2,593	1.6%
Talbot	\$146,386	1,582	1.0%
Washington	\$410,020	3,762	2.4%
<b>TOTAL</b>	<b>\$9,068,144</b>	<b>158,534</b>	<b>100.0%</b>

\* Denotes Local Department of Social Service offices.

# LIHEAP Household Report for Federal Fiscal Year 2012--Long Form

CUS Control No: 0070-0060

Expiration Date: 10/31/2014

Grantee Name:

MARYLAND

Contact Person:

Vince Kilgus

Phone: 410-767-7167

Date:

8/6/2012

The LIHEAP Household Report-Long Form is for use by the 50 States, District of Columbia, and the Commonwealth of Puerto Rico. This report provides household counts for both LIHEAP recipient and applicant households for Federal Fiscal Year (FFY) 2012, the period of October 1, 2011 - September 30, 2012. The Long Form for this report consists of the following parts: (A) LIHEAP Assisted Households and (B) LIHEAP Applicant Households. Data on assisted households are included in the Department's LIHEAP Report to Congress for FFY 2012. The data are also used in measuring LIHEAP targeting performance under the Government Performance and Results Act (GPRA) of 1993, as amended by the GPRA Modernization Act of 2010. As the reported data are aggregated, the information in this report is not considered to be confidential. Submit the completed Excel spreadsheet to [LIHEAPSubmission@acf.hhs.gov](mailto:LIHEAPSubmission@acf.hhs.gov)

**REQUIRED DATA** must be reported under the LIHEAP statute. **REQUESTED DATA** can be reported (at the state's option) in response to House Report 103-483 and Senate Report 103-251. Both the LIHEAP Household Report-Long Form (FFY 12 LIHEAP Long Form.xls) and the Instructions (FFY 12 LIHEAP Long Form\_Instructions.pdf) can be downloaded in the Forms sections of the Office of Community Services' LIHEAP web site at: [www.acf.hhs.gov/programs/liheap/](http://www.acf.hhs.gov/programs/liheap/). This Excel spreadsheet is page protected to keep the format uniform. The items requiring a response are not page protected, such as "State-Reported Total" household counts. However, other areas of this spreadsheet cannot be modified. For example, the "Calculated Total" cannot be entered as that cell contains a protected formula that automatically adds the number of households under the poverty intervals as data is entered across each row.

On the data below include estimated figures?

NO

YES

IF YES, mark "X" in the second column below for each type of assistance that has at least one estimated data entry.

The 2011 HHS Poverty Guidelines are available at: [www.acf.hhs.gov/programs/liheap/guidance/information/memoranda/m11-08.htm](http://www.acf.hhs.gov/programs/liheap/guidance/information/memoranda/m11-08.htm)

Type of LIHEAP assistance	Mark "X" for estimated data	Number of assisted households	2011 HHS Poverty Guidelines are available at: <a href="http://www.acf.hhs.gov/programs/liheap/guidance/information/memoranda/m11-08.htm">www.acf.hhs.gov/programs/liheap/guidance/information/memoranda/m11-08.htm</a>					REQUIRED DATA			REQUESTED DATA	
			Under 75% poverty	75%-100% poverty	101%-125% poverty	125%-150% poverty	Over 150% poverty	At least one household member who is a member of the following target groups:	Age 5 years or under (young child)	Disabled	Age 5 years or under (young child)	At least one member is
1. Heating		123,862	47,337	25,008	21,068	17,914	12,515	50 years or older (elderly)	32,744	31,654	32,739	Age 3 years through 5 years
2. Cooling		0	0	0	0	0	0	Disabled	747	747	747	Age 3 years through 5 years
3. Winter/year round crisis		4,990	1,957	798	680	644	517	Age 5 years or under (young child)	1,423	1,423	1,423	Age 3 years through 5 years
4. Summer crisis		0	0	0	0	0	0	Age 5 years or under (young child)	0	0	0	Age 3 years through 5 years
5. Other crisis (describe below)		0	0	0	0	0	0	Age 5 years or under (young child)	0	0	0	Age 3 years through 5 years
6. Weatherization		0	0	0	0	0	0	Age 5 years or under (young child)	0	0	0	Age 3 years through 5 years
7. Any type of LIHEAP assistance		0	0	0	0	0	0	Age 5 years or under (young child)	0	0	0	Age 3 years through 5 years

Include any notes below for section A (indicate type of assistance and item). For example, explain briefly why the state-reported total does not equal the calculated total of cooling assisted households.

Winter/year round crisis = Data for combined elderly, disabled or young child is not available.

Other crisis = Furnace repair and replacement. Data has been requested, but not yet received from the Weatherization Assistance Program.

## B. LIHEAP APPLICANT HOUSEHOLDS (regardless of whether assisted)

Type of LIHEAP assistance	Mark "X" for estimated data	2011 HHS Poverty Guidelines are available at: <a href="http://www.acf.hhs.gov/programs/liheap/guidance/information/memoranda/m11-08.htm">www.acf.hhs.gov/programs/liheap/guidance/information/memoranda/m11-08.htm</a>					REQUIRED DATA			REQUESTED DATA	
		Under 75% poverty	75%-100% poverty	101%-125% poverty	125%-150% poverty	Over 150% poverty	At least one household member who is a member of the following target groups:	Age 5 years or under (young child)	Disabled	Age 5 years or under (young child)	At least one member is
1. Heating		154,724	58,156	22,853	19,523	24,889	50 years or older (elderly)	32,744	31,654	32,739	Age 3 years through 5 years
2. Cooling		0	0	0	0	0	Disabled	747	747	747	Age 3 years through 5 years
3. Winter/year round crisis		4,990	1,957	798	680	644	Age 5 years or under (young child)	1,423	1,423	1,423	Age 3 years through 5 years
4. Summer crisis		0	0	0	0	0	Age 5 years or under (young child)	0	0	0	Age 3 years through 5 years
5. Other crisis (specify)		0	0	0	0	0	Age 5 years or under (young child)	0	0	0	Age 3 years through 5 years
6. Weatherization		0	0	0	0	0	Age 5 years or under (young child)	0	0	0	Age 3 years through 5 years

Include any notes below for section B (indicate type of assistance and item). For example, explain briefly why the number of applicant households is less than or equal to the corresponding number of assisted households.

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

ATTACHMENT J

**ENERGY BY POVERTY LEVEL**

**Maryland Energy Assistance Program  
FY 2012**

Type of Heat	Level 1	Level 2	Level 3	Level 4	Total	Expenditures	%
ELECTRICITY	19,963	14,356	12,332	5,054	51,705	\$13,135,257.00	41.9%
GAS	21,576	13,457	12,035	5,135	52,203	\$11,805,987.00	42.3%
PROPANE	1,401	1,263	1,362	547	4,573	\$3,226,465.88	3.7%
OIL	3,377	3,447	3,729	1,415	11,968	\$9,749,896.17	9.7%
KEROSENE	741	839	694	236	2,510	\$1,603,147.39	2.0%
COAL	33	36	40	13	122	\$41,855.45	0.1%
WOOD	131	98	88	44	361	\$121,826.86	0.3%
NON-FUEL	0	0	0	0	0	\$0.00	0.0%
CORN	0	0	0	0	0	0	0.0%
<b>Total</b>	<b>47,222</b>	<b>33,496</b>	<b>30,280</b>	<b>12,444</b>	<b>123,442</b>	<b>\$39,684,435.75</b>	<b>100.0%</b>

# **FYI 2012**

## **Outreach Activities**

### **State and County**

- **Statewide Activities**
  - Smart Energy Fair - Baltimore City
  - Residential Smart Energy Fair - Baltimore Co.
  - Baltimore Community Information Forum Briefing - Baltimore City
  - Energy Assistance Application Event - Anne Arundel Co.
  - Smart Energy Fair - Baltimore Co.
  - Station North Adopt A Block - Baltimore City
  - Caribbean Carnival Festival - Baltimore City
  - Greater Severna Park Chamber - Anne Arundel Co.
  - Native American Pow Wow Festival - Baltimore Co.
  - Artscape - Baltimore City
  - St. James Evangelical Information Day - Baltimore Co.
  - Emmanuel Christian Church - Baltimore City
  - Health Choice Ministries - Baltimore City
  - Maryland Association of Counties Conference - Statewide
  - Maryland State Fair - Statewide
  - Kunta Kinte Heritage Festival - Anne Arundel Co.
  - Kinship Care Conference - Statewide
  - Joint Child Support - Worcester Co.
  - Respite Awareness Conference - Anne Arundel Co.
  - Raising the Bar - Howard Co.
  - Maryland Association for Families - Worcester Co./Statewide
  - Goodwill Thanksgiving Dinner - Baltimore / statewide
  - Organization of Hispanic/Latino Americans - Anne Arundel Co.
  - Maryland State Agency Information Fair - Statewide/ Baltimore City
  - Hispanic Community Services Center - Anne Arundel Co.
  - Share DC Metro Information festival - Prince George's Co.
  - Foreclosure Prevention Workshop - Prince George's Co.
  - DHR Resource Fair - Baltimore City
  - Spanish Speaking Community of Maryland - Montgomery Co.
  - Rockville Hispanic Family Center - Montgomery Co.
  - HIV/AIDS Awareness Day - Baltimore City
  - Spanish Catholic Center - Montgomery Co.
  - Maryland State Agency Outreach - Baltimore City
  - The Baltimore Families @ Sojourner Douglass College - Baltimore City
  - CASA of Maryland - Montgomery Co.
  - Gaithersburg Catholic Charities - Montgomery Co.
  - Rockville Office of Community Outreach - Montgomery Co.
  - SAIL Outreach - Baltimore City
  - Mid-County Services Center - Montgomery Co.
  - Bon Secours Cardiology Department's Open House - Baltimore City

- Food Pantry @ CCMS – Prince George's / Statewide
- Adelphi/Langley Park Family Support Center – Prince George's Co.
- Finding Your Path to Best Health – Baltimore City
- Welfare Advocate Conference – Statewide / Anne Arundel Co.
- Money Power Day – Baltimore City
- State Employee Outreach – Baltimore City / Statewide
- CASA of Maryland – Baltimore City
- SAIL Outreach for Seniors – Baltimore City
- 5<sup>th</sup> Annual Health Disparities Forum Montgomery Co.
- Federal Women's Training and Awards conference – Baltimore Co.
- Annual Spring Wellness conference – Baltimore City
- Spring Fling Market and Craft Show – Carroll Co.
- Diversity Health Disparity Summit – Worcester Co. / Statewide
- Spring Health Fair – Baltimore City
- DHR Information Expo – Baltimore City
- Catholic Charities of Gaithersburg – Montgomery Co.
- Heal A Woman to Heal a Nation Conference – Baltimore City
- Elijah Cummings 2011 Job Fair – Baltimore City
- Governor's Commission on Hispanic Affairs – Montgomery Co.
- Bienvenidos A Delmarva Hispanic Affairs – Montgomery Co.
- Foreign Information and Referral Network – Howard Co.
- Fellowship Faith Apostolic Spring Into health Expo – Baltimore City
- 2<sup>nd</sup> Annual Commit to be Fit Wellness fair – Baltimore City
- Immigration Outreach Service Center Resource Event – Baltimore City
- Food Pantry @CCMS – Carrollton Prince George's Co.
- Innovations in Aging 2012 Expo and conference – National Harbor Prince George's Co./Statewide
- Help Fair – Baltimore City
- Mt. Washington Information Health Fair – Baltimore City
- Information Health Fair – Cecil Co.
- Information Health Fair – Harford Co.
- Mid-County Services Center – Montgomery Co.
- Health Expo – Baltimore City
- Shiloh Baptist Church 20<sup>th</sup> Annual Health Fair – Baltimore City
- Orientation, For and About refugees with disabilities – Prince George's Co.
- Bienvenidos a Delmarva – Wicomico Co.
- Johnny Care Elementary School Family Fun day – Baltimore Co.
- Bowie Feast – Prince George's Co.
- Esperanza Center – Baltimore City / Statewide
- USCIS – Spanish Language Enlace – Baltimore City / Statewide
- Faith Based Leaders Summit – Anne Arundel Co.
- Coalition for 100 Black Women Listing Post – Baltimore City / Statewide
- Governor's Commission on Hispanic Affairs – Silver Spring Montgomery Co.
- National HIV Testing Day – Baltimore City
- CASA de Maryland Services Fair – Langley Park Prince George's Co.
- Ethnic Affairs Committee – Montgomery Co.
- Latino Fest – Baltimore City / Statewide
- Centro de la Comunidad – Baltimore City
- Meals on Wheels of Central Maryland – Prince George's / Statewide

○ **Allegheny County**

- FY 12 applicant mailings
  - New applicant mailings
  - Presentation with program information
  - Brochure and application distribution at Elementary school, Library
  - Brochure mailings to local area businesses, churches, schools,
  - Brochure and application distribution at Tri-State propane
  - Presentation with program information at Frostburg Senior Centers
  - Brochure and application distribution at Beall Elementary school
  - Frost Elementary school, Mount Ridge High School, Echart Alternative school
  - Brochure and application distribution at Department of Social Services, Salvation Army
  - Presentation with program information at Virginia Ave Street Fair
  - Advertisement with Transit Bus, County fair and Town Planner calendars
  - Presentation with program information @ Oldtown manor, Cumberland Senior Center
  - Brochure and application distribution @ Allegheny County building, @ Family Planning
  - Allegheny Health Dept., Presentation @ HRDC Work Camp, Georges Creek Sr. Ctr., YMCA Men's Housing, YMCA family housing, Country club
  - Mail outs to applicants in local businesses, churches, schools, in Westernport
  - Presentation @ Archway
  - Presentation @ Senior Expo, Spring fling
  - Brochure and application distribution to Social Services
  - Presentation @ Head Start Family Services Specialist, brochure insert @ Cumberland and surrounding area fuel vendors
  - Mailing to previous year applicants and general public
  - New client mailing, brochure distribution @ Head Start Children
  - Presentation and brochure/application distribution @ local Elem. Schools
  - Advertisement w/Town Planner calendars
  - Presentation @ Frostburg senior center
  - Newspaper advertisement, Mass mailing to previous year customers
  - Application distribution and postcard advertisement
  - Presentation @ Easternport, George's creek senior centers, mailing to applicants for renewal, application distribution at Oldtown manor and general public
  - Presentation @ Beall Elem. School, mailing to FY12 needing to reapply and new clients
  - Post card mailing, application distribution to general public, and mailings to new clients
  - Presentation at County club mall, application distribution within the county
  - Newspaper article, presentation and reminder notices to general public, new clients, and social services
  - Application distribution countywide
- Total direct contact - 57,322

**Anne Arundel County**

- Application intake at low income housing
- Bulk mail out to previous customers
- Table display of program information at Smart Energy Fair and Friendship village
- Application intake @ Subsidized and public housing in Annapolis, Pasadena, Glen Burnie
- Presentation @ Head Start in Annapolis
- Application mailer to the general public and application intake to seniors and Social Services recipients
- Presentation and application distribution w/Religious Group
- Mailing to general public

- Intake and presentation @ social services and mailings to general public
  - Partnership meeting with community organizations
  - Partnership meeting w/faith-based organizations and application intake
- Total direct contact - 10,152

#### **Baltimore City**

- African-American Heritage fest
  - Stone Soul fest
  - Safe Families and Safe Communities table display of program information and Little Ark Church
  - Table display @ International festival, family fun festival, Abundant Life II
  - Outreach w/ Seniors @ St. Mary's
  - Table display @ Harvey Johnson and Pimlico Elementary/middle school
  - Westside elementary school and Gilmore, table display. St. Office Building, Mt. Pleasant Baptist Church, Mt. Lebanon Baptist church
  - Penn North plaza, Mt. Pleasant Ministries, Del. Hattie Harrison center, Mt. Lebanon Baptist church, and Coldstream Comm. ASSN
  - Table display at Lebanon Baptist church and Hattie Harrison center
  - Mt. Lebanon and Pleasant Church, outreach @ Gilmore Street and Gardenville Community ASSN
  - Presentation @ Del Hattie Harrison and Mt. Lebanon Baptist Church
  - Table display of information @ Elijah Cummings job fair and Veterans resource fair
  - Fountain Baptist church table display of program information and City Health Dept.
- Total direct contact - 5,982

#### **Baltimore County**

- Mailings to previous year customers
  - Inter-agency collaboration and face to face @ smart energy expo
  - Presentation @ Winning New Jobs fair
  - Presentation @ Social Workers and Grandparents Group-west
  - Mailing to general public
  - USW workers fair
  - Presentation @ Southeast Network
- Total direct contact - 3,094

#### **Caroline County**

- Presentation at Greensboro Heights
  - Federalsburg Gardens
  - Table display of program information at GR
  - Table display @ Summerfest
  - MDCSL Presentation and table display, application distribution to general public
  - Flyer distribution to local businesses
  - Mailing to not-yet applied applicants
  - Table display @ families with children Pre-K
  - Presentation and table display @ MRDC housing/foreclosure
  - Table display @ family Support and resource transitional
- Total direct contact - 2,710



**Carroll County**

- Display of brochures @ Citizens Services
- Mailings to previous year customers, Bureau of Aging
- Presentation @ Dept. of Social Services
- Mass Media Advertisement in Radio
- Face to face and table display @ Outreach St. Joseph's Church
- Presentation w/ School teachers
- Face to face and table display @ St. Joseph church
- Table display @ Homeless Resource Day expo
- Face to face and table display at Outreach at St. Joseph
- Application distribution w/oil vendors
- Application and Brochure distribution to general public
- Table display @ St. Joseph's Church, customer w/turn off notices
- Table display and brochure distribution to Low income families
- Mailing to general public
- Table display @ Taneytown and application assistance to residence
- Brochure distribution to Ket Rep. for Union Town village residence
- Application mailing to clients, brochure distribution to St. Paul's Methodist church
- Service Coordination, Ben Kriders and United Church of Christ, table display to Union Bridge and Keymar, Mailing to BGE turn-off notices, Expo @ Child Care training and mailing to previous year customers
- Table display at Taneytown Union Bridge and mailing of applications to clients that were denied

Total direct contact - 4,123

**Cecil County**

- Table display @ County fair
- Sun Fest and Canal Day
- Mailing applications to fixed income wage earners and elderly/disabled
- Table display @ Homeless Resource day
- Media - Newspaper advertisement

Total direct contact - 5,200

**Dorchester County**

- Presentation @ Shiloh House, Glenbun House, East New Market High School
- Application packet distribution to county residents
- Application distribution to previous year customers
- Application packets distributed to senior day care centers
- Application distribution to fuel vendors and Delmarva
- Application distribution to general public
- Distribution of application to general public
- Conifer village, phase 1 and 11, senior housing
- Application intake @ East New Market Senior Apartment, Sailwind Park celebrations
- Pleasant Day senior

Total direct contact - 5,784

**Frederick County**

- Presentation @ Emergency Assistance Providers
- Table display @ Convoy of Hope
- Mailings to renewals

- Mailing to renewals
  - Mailings to renewals
  - Mailing to renewals and Presentation @ Frederick co. Energy Conservation
  - Presentation @ Dept. of Aging staff, Media via website
  - Mailing to applicant who have not applied
  - Table display @ Elder fair and mailing to previous year customers
- Total direct contact - 6,006

#### **Garrett County**

- Mass media w/Newspaper
  - Presentation @ Rotary Club
  - Mass Media w/ Asset Builders, Abilities Network, Oakland Organizations
  - Media budget training and mass media advertisement w/Headstart and Senior Health expo
  - Face to face @ Senior Meal site, Oakland Senior Meal site, Social Services
  - Senior Center, Kitzmiller Senior Meal site, Friendship Senior Meal site
  - Advertisement w/Republican Newspaper and WKHJ
  - Face to face @ Grantsville senior meal site, Adult day center
  - Media ad. w/ Garrettland Reality, Mailing to Garrett County schools
  - Face to face w/social services and media and energy week @ county schools
  - Presentation and energy conversation education @ Southern Middle school
  - Media @ Northern Middle school
  - Presentation and Energy conservation education @ Southern High school
  - Media @ Grantsville Elem. School, face to face @ Liberty Square
  - Presentation and Energy conservation education @ Friendsville Elem. School
  - Accident Elem. School, face to face @ Stamer Hill Apartments, presentation and energy conservation education @ Broadford Elementary, Yough Apartments, Face to face @ Meadows East Apartments, Kitzmiller Elementary school, Keadown Woods and Underwood South
  - Presentation @ Mary Browning Senior and Grantsville senior center
  - Face to face to Grantsville seniors at Senior Center and home visit
  - Face to face to Broadford Elementary school
  - Face to face @ Meadow, Southern Middle schools, Kitzmiller, Friendship Elem. School and Home visits, news, face to face @ HeadStart and media w/newspaper
- Total direct contact - 4,342

#### **Harford County**

- Face to Face @ Word of Life Christian Fellowship, Violence Prevention Weekend
- Face to face @ Fairbrooke Senior Housing,
- Mailings to Darlington Methodist Church
- Presentation @ St. Joan of Arc church
- Face to face w/Catholic Charities Senior Housing
- Application distribution @Fairbrooke Sr. Housing
- Application distribution to Aging and mail out to general public
- Face to face @ Faith-base community resource fair
- Application and brochure distribution at Fairview church, health education fair
- Joppa-Magnolia Fire Co. Open house
- Mailing to general public
- Application and brochure distribution @ Woodbridge Pharmacy and general population

- Table display at Energy assistance week w/BGE and Delmarva, Abingdon Fire Co. and Harford Fall festival and mailings to general public
- Mailing to Swan Harbor Trailer Park and General population,
- Table display @ Tabitha's House Carnival expo, Mountain Christian church
- Mailing to customers w/disconnection, union chapel Methodist church, expo @ office on aging
- Mailings to BGE customers in jeopardy of disconnection
- Mailings and handouts of brochures to BGE customers, faith base groups, and general public
- Mailing to previous year customers, table display at Women's Roundtable, face to face at Perryman Station apartments
- Mass mailing to previous year customers
- Mailing to BGE customers, County public schools title coordinator, expo for Transitioning Youth disabled young adults, presentation @ County transportation, expo and mailings to general public, dropped off flyers at apartment building, presentation @ public school, expo at Early years, application distribution a St. Joan of Arc church, application distribution at Financial workshop for Spanish speaking residents, expo at County child protection and mailing to general public
- Presentation @ County public school, Table display @ public school field day, expo at Senior Housing Resources fair and Mailing to general public and returning applicants

Total direct contact - 11,338

#### **Howard County**

- North Laurel Event Application intake
- Mass mailing to Baltimore Gas and Electric customers
- Presentation @ BGE workshop
- Filer distribution @ BGE Expo
- Presentation @ Columbia Housing
- Presentation w/community advocates, low income residents
- Presentation @ Seasons Apt. Complex, Columbia Foundation, w/Community advocates
- Advocates for hunger, committee to end Homelessness
- Table display @ Family Health expo, HCC grand prix and face to face w/ Wm. Bailey Scholarship fund meeting
- Presentation w/Coastal Sumbel employees, Faith-based organizations our Brother's Keepers
- Table display and presentation @ Office on Aging 50+ Expo
- Presentation @ Leadership of Howard Co. Laurel Woods Elem. School
- Presentation @ Women's Giving Circle, People Acting Together in Ho.co.
- Presentation @ community residents, Grace Community church and HCPSS
- Presentation @ community advocate funders, county executive, Parkview colonial landing, Parkview Emerson , expo @ Latino Health fair, face to face w/County council, presentation @ Forum at Americgroup Latino, face to face @ senator Kasemeyer.
- Presentation with Community partner, seniors, East Columbia NLMS center, seniors at Shalom House, Expo @ Housing fair and Presentation with Low Income Housing residents
- Face to face @ Funder community advocate, table display @ Asian American, Face to face @ NLMS Center, Board of Outreach, presentation @ Parkview Senior Homes, Distribute Flyers At Laurel Woods elem., Fulton Elem., LARS reservoir high school, presentation @ Howard Co. public school system

Total direct contact - 14,746

### **Kent County**

- On site Senior Housing application intake
- Mailing to previous year customers
- Mailing and brochure distribution to previous year customers
- Final mailings to previous year customers
- Energy Assistance Week advertisement w/ Kent county newspaper
- Table display @ social services
- Brochures distribution Meap vendors and local business
- Brochures distribution to general public
- Presentation @ commission on Aging
- Home visit

Total direct contact - 3,449

### **Montgomery County**

- Table display of program information @ Share Food Event at Marvin Memorial
- Table display of program information @ Fatherhood Initiative
- Application intake at Shady Grove and Willows apartment
- Forest Oak application day and Stewartown Homes
- Table display @ Georgian Court, application day @ Revitz House
- Pre K. HeadStart community Provider forum
- Homeless Resources day table display and Presentation @ Independence Now - a disability advocate group
- Georgian Court table display to apartment dwellers
- 9<sup>th</sup> Annual Breakfast for Gaithersburg Landlord/property managers, presentation and information table
- Emergency Assistance Coalition presentation, Jewish Council for the Aging presentation, County housing fair table display

Total direct contact - 2,254

### **Prince George's County**

- Table display of program information @ Expo
- Application intake @ Mission Nutrition
- Mailing to Seniors and table display at health expos
- Mailing and presentation w/Seniors and general public
- Mailings and Presentation @ Energy Assistance Week events
- Mailings Landover residents and table display @ Redskins thanksgiving event
- Mailings to general public
- Table display @ Mission Nutrition and mailing to returning customers
- Mailings to previous year customers, Presentation and table display w/seniors
- Mailing to residents requesting information
- Mailing and presentation to seniors and low income residents
- Mailing to former applicants and presentation at Parents of students of port town general public and previous year customers

Total contact - 23,546

### **Queen Anne's County**

- Mass media w/CATV
- Table display of program information @ Expo
- Aging/Senior Summit
- Kent Island days and Dept. of Social Services

- Table display @ National Nite Out
- Media and Community presentation @ New Life church
- Good Will fire house open house table display and Energy Assistance week activities
- Media CTV to rural dwellers and mailings to general public
- Mailing to general public

Total direct contact - 3,341

#### **Somerset, Wicomico & Worcester Counties**

- Face to face presentation in Somerset, Wicomico, and Worcester
- Presentation @ Pocomoke, Snow Hill, Berlin, Sassafras Meadows, senior centers, and
- Worcester Adult Medical day care
- Mass mailing to general public
- Presentation @ The Cottages for seniors
- Mass Mailing to general public
- Mass mailing to the public
- Mass mailing to Somerset, WIC, Worcester, Newspaper advertisement Ocean Pines, Crisfield Times, African-American Pride Magazine, El Tiempo Hispano, Radio PSA 104.7 FM, 99.9FM/Froggy
- Mass mailings to previous year customers and media w/ocean pines independent newspaper, Crisfield times, African American, pride magazine, El Tiempo Hispano, PSA Radio 104.7 FM, Q105 99.8FM, and Froggy
- Mass mailing and media newspaper advertisement
- Media advertisement to rural applicants and mailings to general public

Total contact - 10,252

#### **Calvert, Charles, & St. Mary's Counties**

- Senior Application mailing
- St. Mary's County customer application mailing
- Face to Face application intake at Lexington Park, and Charles County
- Face to face interviews w/health partners and Dept. of Social Service
- Face to face interviews @ Calvert Co. DSS, Northeast community center, SMILE program @ Lusby
- Face to face interviews @ LaPlata social services, Waldorf health Partners, Lexington Park, St Mary's social services, Leonardtown social services, Prince Frederick Calvert social services and Lusby and SMILE
- Face to face interviews at Charles Co. social services, Health partners, St. Mary's social services, Calvert social services, SMILE - Low income families, vendors
- Face to face @ social services and SMILE, low income families
- Face to face application intake @ SMILE
- Face to face @ Charles co. social services, Health partners, St. Mary's, Calvert social services, and SMILE, face to face w/general public and presentations at St Vincent DePaul society

Total contact -8,258

#### **Talbot County**

- Table display @ St. Marks Ministry, Asbury Place
- Parkview Apts.,
- Application intake @ Social Services, Health Dept., Mulbery Hill Apts.,
- Parkway Apts., Channel Marker, and Magnolia
- Home visit w/home bound seniors

- Latino Fest and Home visit to disable applicants
  - Table display w/ALL Groups, mailings to disabled applicants in Easton
  - Mailings to general public and application intake w/seniors
  - Mailings to the general, elderly, home visit
  - Media and mailings to general public
  - Application Intake
  - Presentation w/general public and seniors
  - Mailings to general public
  - Mailing to elderly and general public
- Total contact - 1,625

#### **Washington County**

- Table display @ Benefit Motorcycle Ride for CAC
- Fairgrounds Festival, Valley Mall outdoor expo and Washington Co. Aging Expo
- Table display @ national night out
- Housing Authority, Walnut Street Health Fair, Love 4 Child back to School
- West End neighborhood block party
- Kool Karnival and Washington Co. Board of Education
- Table display @ Winter St. Elementary Community Resources Night, Grace in the Valley, Kick a Thon, Girl Scout day, Eastern Elem. C Safe Meeting, Bester community Cares, Books a Million Bookfair, Hispanic Festival, Energy Assistance Fair, Fall Prevention Event, Convoy of Hope, Teen Dance, presentation @ Day of Caring, table display @ CARES fundraising dinner, Expo @ CARES conference and First Date - United Way campaign, Seventh Day Adventist, Salvation Army Christmas, Hagerstown Housing Authority Community fair, Salvation Army Christmas Sign up and Spiritual Care Conference
- Presentation @ SDAFE monthly coalition, health fair, and presentation @ Senator Mikulski's, Del. Donaghue's Assistants, community fair @ Employees of Volvo / Mack trucks, table display at Salvation Army Christmas Sign ups
- Presentation @ PPW's forum, WCBOE, Community fair @ Meritus Foundation senior Christmas party, HAG Area Religious Group, Delivering Meals to Needy Families, and Merkle Local businesses
- Table display @ teen Dance, Presentation @ Kinship Navigator Support Meeting, Bester Community Cares Event to parents and children, Bester Elementary school and Presentation @ Talked to Police Athletic
- Grant Awards presentation and annual business awards, table display
- Table resource of information to Homeless Resource Day, Home show 2012, 4-H Recognition Night, Presentation @ Volunteer Effort, Food Pantry, Superintendent County school board, Capital One Banker and JSPC open Gym for teens
- Table and resource information display at Western MD Hospital annual fair, presentation at a Bank, Washington county Bd. Of education, community college, table display at HUB labels benefit fair

Total contact - 36,738

Total # of direct contacts, do not include Media Advertisements

(Local Offices only) - **220,262**

FAMILY INVESTMENT ADMINISTRATION  
OFFICE OF HOME ENERGY PROGRAMS

**EUSP Actual Expenditure and Projections**

Fiscal Year	Benefit Level	Benefit Dollars	Arrearage	Administration	Total	Households	% of Households	Average Benefit
<b>Actual</b>								
FY2009	1	\$ 30,125,087				28,320	24%	\$ 1,084
	2	\$ 19,007,032				23,321	20%	\$ 815
116,379	3	\$ 16,933,817				24,272	21%	\$ 698
	4	\$ 5,124,747				11,700	10%	\$ 438
	5	\$ 8,852,705				28,766	25%	\$ 308
	<b>Total</b>	<b>\$ 80,043,388</b>	<b>\$ 7,200,000</b>	<b>\$ 4,320,000</b>	<b>\$ 91,563,388</b>	<b>116,379</b>	<b>100%</b>	<b>\$ 688</b>
<b>Actual</b>								
FY2010	1	\$ 30,912,404				32,296	25%	\$ 957
	2	\$ 18,299,524				25,370	20%	\$ 721
129,671	3	\$ 16,192,787				27,769	21%	\$ 583
	4	\$ 5,939,440				13,158	10%	\$ 451
	5	\$ 7,971,398				31,078	24%	\$ 256
	<b>Total</b>	<b>\$ 79,315,552</b>	<b>\$ 30,832,222</b>	<b>\$ 4,320,000</b>	<b>\$114,467,774</b>	<b>129,671</b>	<b>100%</b>	<b>\$ 612</b>
<b>Actual</b>								
FY2011	1	\$ 24,276,357				34,701	26%	\$ 700
	2	\$ 13,222,136				26,005	20%	\$ 508
132,323	3	\$ 10,681,162				27,676	21%	\$ 386
	4	\$ 3,249,216				12,781	10%	\$ 254
	5	\$ 7,575,211				31,160	24%	\$ 243
	<b>Total</b>	<b>\$ 59,004,082</b>	<b>\$ 17,921,581</b>	<b>\$ 4,320,000</b>	<b>\$ 81,245,663</b>	<b>132,323</b>	<b>100%</b>	<b>\$ 446</b>
<b>Actual</b>								
FY2012	1	\$ 15,120,471				31,467	26%	\$ 481
	2	\$ 9,470,601				24,124	20%	\$ 393
120,739	3	\$ 8,260,688				24,995	21%	\$ 330
	4	\$ 2,543,294				10,919	9%	\$ 233
	5	\$ 4,833,883				28,899	24%	\$ 167
	6	\$ 93,660				335	0%	\$ 280
	<b>Total</b>	<b>\$ 40,322,596</b>	<b>\$ 13,017,519</b>	<b>\$ 4,675,543</b>	<b>\$ 58,015,658</b>	<b>120,739</b>	<b>100%</b>	<b>\$ 334</b>
<b>Projected</b>								
FY2013	1	\$ 15,135,627				31,467	26%	\$ 481
1	2	\$ 9,480,732				24,124	20%	\$ 393
120,739	3	\$ 8,248,350				24,995	21%	\$ 330
	4	\$ 2,544,127				10,919	9%	\$ 233
	5	\$ 4,826,133				28,899	24%	\$ 167
	6	\$ 93,660				335	0%	\$ 280
	<b>Total</b>	<b>\$ 40,234,969</b>	<b>\$ 12,000,000</b>	<b>\$ 4,769,054</b>	<b>\$ 57,004,023</b>	<b>120,739</b>	<b>100%</b>	<b>\$ 333</b>

**Assumptions:**

0% increase is assumed for FY 2013  
Eligible guidelines remain at 175% of poverty.  
Average benefit amounts from 2012 are used in 2013  
Electric prices remain stable.  
Percentage of poverty for eligibility remains constant.  
Percent distribution between poverty levels remains constant.  
The percent of the annual bill covered by the benefit decreases.  
Arrearage Assistance remains at \$12 million.  
Administrative funds remain constant.

**NOTE:**

Benefit dollars and administrative dollars separated.

**Disclaimer**

All numbers are estimates and subject to revision.





Martin O'Malley  
Governor

Anthony Brown  
Lt. Governor

Theodore Dallas  
Secretary

November 28, 2012

David J. Collins  
Executive Secretary  
Public Service Commission  
William Donald Schaefer Tower  
6 St. Paul Street, 16<sup>th</sup> Floor  
Baltimore, Maryland 21202

Re: Case No. 8903, in the Matter of the Electric Universal Service Program - FY 2012 Electric Universal Service Program Annual Report- Correction

Dear Mr. Collins:

It has been brought to our attention that the EUSP FY2012 Annual Report contained two errors in the attachments. On behalf of the Department of Human Resources, Office of Home Energy Programs (DHR/OHEP), I am filing revised copies of Attachment C and Attachment E. Included are the original and 17 copies. An electronic copy has been filed.

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

Sincerely,

Greg Sileo, Director  
Office of Home Energy Programs

Enclosure  
cc: Service List Case No. 8903



**DISTRIBUTION OF GRANTS BY KWH USAGE****> 40,000 AND ABOVE BY BENEFIT LEVEL**

Program : BILL PAYMENT

County : ALL

Vendor : ALL

Year : 2012

KWH Range	Benefit Level 1	Benefit Level 2	Benefit Level 3	Benefit Level 4	Benefit Level 5	Benefit Level 6	Total	Percentage	Sum
Null	5	1	0	1	1	0	8	0.0%	0.0%
>	0	0	0	0	0	0	0	0.0%	0.0%
> 1,000	98	73	49	22	133	0	375	0.3%	0.3%
1,001 to 2,000	309	247	205	76	526	0	1363	1.1%	1.4%
2,001 to 3,000	633	571	479	198	1093	17	2991	2.5%	3.9%
3,001 to 4,000	995	944	893	352	1723	22	4929	4.1%	8.0%
4,001 to 5,000	1289	1268	1226	484	2208	39	6514	5.4%	13.4%
5,001 to 6,000	1632	1441	1475	591	2482	35	7656	6.3%	19.7%
6,001 to 7,000	1875	1559	1644	649	2469	42	8238	6.8%	26.6%
7,001 to 8,000	1902	1604	1700	681	2389	36	8312	6.9%	33.5%
8,001 to 9,000	1931	1508	1638	688	2104	29	7898	6.5%	40.0%
9,001 to 10,000	1905	1484	1499	624	1838	28	7378	6.1%	46.1%
10,001 to 11,000	1896	1329	1388	618	1645	27	6903	5.7%	51.8%
11,001 to 12,000	1722	1294	1321	585	1375	8	6305	5.2%	57.0%
12,001 to 13,000	1594	1224	1283	540	1220	12	5873	4.9%	61.9%
13,001 to 14,000	1515	1114	1214	535	1023	9	5410	4.5%	66.4%
14,001 to 15,000	1385	991	1094	487	920	5	4882	4.0%	70.4%
15,001 to 16,000	1311	879	982	474	795	5	4446	3.7%	74.1%
16,001 to 17,000	1143	882	836	412	706	6	3985	3.3%	77.4%
17,001 to 18,000	1084	749	792	400	656	4	3685	3.1%	80.5%
18,001 to 19,000	971	667	728	325	533	1	3225	2.7%	83.1%
19,001 to 20,000	823	564	671	304	435	3	2800	2.3%	85.5%
20,001 to 21,000	715	509	581	232	389	2	2428	2.0%	87.5%
21,001 to 22,000	678	448	488	235	337	0	2186	1.8%	89.3%
22,001 to 23,000	577	405	395	192	297	0	1866	1.5%	90.8%
23,001 to 24,000	488	311	345	169	252	0	1565	1.3%	92.1%
24,001 to 25,000	406	327	343	165	219	1	1461	1.2%	93.3%
25,001 to 26,000	409	248	261	118	174	1	1211	1.0%	94.3%
26,001 to 27,000	344	214	221	113	128	0	1020	0.8%	95.2%
27,001 to 28,000	294	190	170	101	119	1	875	0.7%	95.9%
28,001 to 29,000	252	163	167	70	96	1	749	0.6%	96.5%
29,001 to 30,000	209	146	125	71	92	0	643	0.5%	97.1%
30,001 to 31,000	146	136	108	62	95	1	548	0.5%	97.5%
31,001 to 32,000	173	111	101	46	59	0	490	0.4%	97.9%
32,001 to 33,000	123	75	85	40	48	0	371	0.3%	98.2%
33,001 to 34,000	100	68	66	38	45	0	317	0.3%	98.5%
34,001 to 35,000	87	49	63	25	33	0	257	0.2%	98.7%
35,001 to 36,000	85	39	44	30	26	0	224	0.2%	98.9%
36,001 to 37,000	66	35	33	19	45	0	198	0.2%	99.1%
37,001 to 38,000	46	32	44	20	23	0	165	0.1%	99.2%
38,001 to 39,000	53	26	29	15	19	0	142	0.1%	99.3%
39,001 to 40,000	34	26	23	11	13	0	107	0.1%	99.4%
40,001 and over	249	141	151	87	95	0	723	0.6%	100.0%
<b>Total</b>	<b>31,552</b>	<b>24,092</b>	<b>24,960</b>	<b>10,905</b>	<b>28,878</b>	<b>335</b>	<b>120,722</b>	<b>100.0%</b>	
<b>Percent Distribution</b>	<b>26.1%</b>	<b>20.0%</b>	<b>20.7%</b>	<b>9.0%</b>	<b>23.9%</b>	<b>0.3%</b>		<b>100.0%</b>	

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

**PAYMENTS BY UTILITY - FY 2012**

UTILITY	EUSP Arrearages		EUSP Bill Assistance		MEAP Bill Payment	
	Households	Dollars	Households	Dollars	Households	Dollars
A&N	0	\$ -	23	\$ 12,516	7	\$ 2,760
BGE	7786	\$ 7,288,336	61901	\$ 19,881,006	57,685	\$ 13,340,164
Chesapeake Utilities	0	\$ -	-	\$ -	1,266	\$ 200,675
Choptank	181	\$ 125,052	3167	\$ 1,375,152	1,391	\$ 440,987
Hagerstown	115	\$ 64,195	1186	\$ 259,860	588	\$ 91,887
Columbia Gas	0	\$ -	-	\$ -	2,575	\$ 703,872
Delmarva Power	1707	\$ 1,825,076	17548	\$ 6,692,364	10,486	\$ 2,697,812
Easton	63	\$ 52,716	932	\$ 292,640	804	\$ 162,029
Elkton Gas	0	\$ -	0	\$ -	562	\$ 75,231
Potomac Edison/First Energy	2006	\$ 1,468,751	13213	\$ 3,749,439	5,883	\$ 1,227,713
PEPCO (Potomac Electric)	1463	\$ 1,684,381	16061	\$ 4,900,869	6,416	\$ 1,716,279
SMECO	653	\$ 477,601	6100	\$ 2,937,002	3,926	\$ 1,259,909
Somerset Rural Electric	4	\$ 2,382	126	\$ 49,404	15	\$ 4,339
Thurmont	8	\$ 5,399	136	\$ 36,372	101	\$ 19,044
Town of Berlin Electric	19	\$ 18,878	269	\$ 119,136	178	\$ 48,812
City of Williamsport Electric	6	\$ 4,487	78	\$ 16,836	46	\$ 7,014
Washington Gas-D.C.	0	\$ -	0	\$ -	9,274	\$ 2,171,904
<b>TOTAL</b>	<b>14,011</b>	<b>\$ 13,017,253</b>	<b>120,739</b>	<b>\$ 40,322,595</b>	<b>101,202</b>	<b>\$ 24,170,421</b>