

ORDER NO. 89816

Impacts of Covid-19 Pandemic on
Maryland’s Gas and Electric Utility
Operations and Customer Experiences

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BEFORE THE
PUBLIC SERVICE COMMISSION
OF MARYLAND

PC53

Issue Date: May 12, 2021

**ORDER DIRECTING UTILITIES TO PROVIDE UPDATED DATA ON
RESIDENTIAL CUSTOMER ARREARAGES**

1. On February 15, 2021, the Maryland General Assembly passed and Governor Lawrence Hogan, Jr. signed into law the RELIEF Act. On February 24, 2021, the Commission issued Order No. 89745 (the “Order”) to gather data for Maryland Utilities (“Utilities” includes investor-owned, municipal, and cooperative electric and gas utilities) to assist the Commission in allocating approximately \$83 million in utility arrearage relief. On April 9, 2021, the Commission received data from 20 utilities. On April 15, 2021, the Commission issued a Notice of Virtual Hearing requesting comments from interested parties and providing for a legislative-style hearing on May 12, 2021.

2. As stated at the hearing on May 12, 2021, the Office of Home Energy Programs (“OHEP”) intends to provide approximately \$19.4 million in supplemental arrearage payments to current Fiscal Year 2021 energy assistance recipients. The expected date of payment is May 19, 2021. Based on that information, the Commission hereby directs all

Maryland Utilities to provide updated responses to its February 24, 2021 Order. The timeline to provide updated responses and review data submissions is as follows:

3. By May 24, 2021, all Maryland Utilities shall provide updated data, accurate as of May 20, 2021, for the number of active accounts with unpaid arrearages and the total dollar amounts of unpaid arrearages for residential customers that received or were qualified for OHEP benefits at any time subsequent to February 15, 2017. These should be provided as total amounts. Data should be net of any payments made by OHEP as of May 20, 2021.

4. By May 24, 2021, all Maryland Utilities shall provide updated data, accurate as of April 30, 2021, for the number of active accounts with unpaid arrearages and the total dollar amounts of unpaid arrearages for residential customers that were special needs customers (as defined in footnote 4 of the February 24, 2021 Order) within the last 12 months. These should be provided as total amounts.

5. By May 24, 2021, all Maryland Utilities shall provide updated data, accurate as of April 30, 2021, for the number of active accounts with unpaid arrearages and the total dollar amounts of unpaid arrearages for residential customers not including OHEP recipients since February 15, 2017 and not including customers reported as “special needs customers.” These should be provided as total amounts.

6. By May 27, 2021, the Staff of the Public Service Commission (“Staff”) shall compile the updated data and circulate a document showing the total amounts for each category for each Utility.

7. By June 1, 2021, all Maryland Utilities shall respond to the Staff compilation confirming that their numbers are accurate or identifying any concerns or inconsistencies in the data.

IT IS SO ORDERED, this 12th day of May, in the year of Two Thousand Twenty One, by the Public Service Commission of Maryland.

/s/ Jason M. Stanek

/s/ Michael T. Richard

/s/ Anthony J. O'Donnell

/s/ Odogwu Obi Linton

/s/ Mindy L. Herman

Commissioners