

Utility Assistance Town Hall

Tuesday June 1, 2021, 6:30 – 7:15 pm



Angela D. Alsobrooks

County Executive

"Prince George's Proud"

Opening Remarks

County Executive Angela D. Alsobrooks

Renee Ensor-Pope

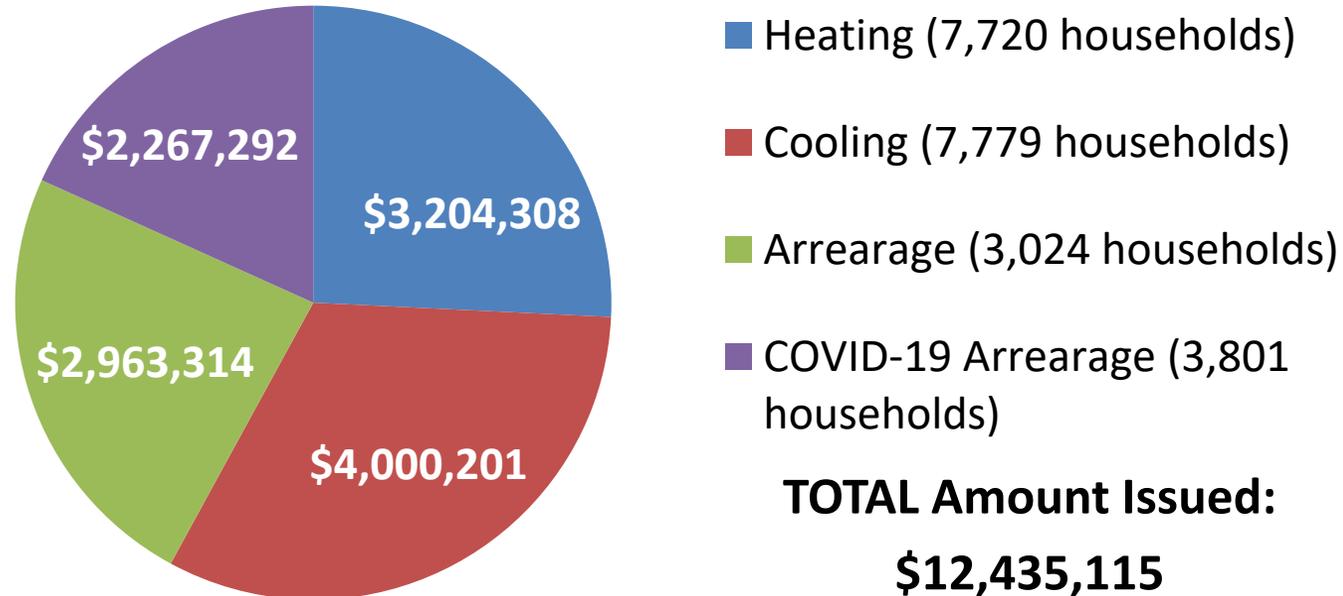
Associate Director, Department of Social Services

Office of Home Energy Programs
DON'T WAIT! APPLY NOW!

- ✓ Energy Assistance is a **year round** program (July – June).
- ✓ Program eligibility is **income-based** .
- ✓ You can apply at **any time**
- ✓ Benefits can only be received **once each year**.
- ✓ You **do not need a turn off notice** to qualify for assistance.



FY 2021 Benefits Year to Date



INCOME ELIGIBILITY

Income Eligibility Limits Effective July 1, 2020 to June 30, 2021	
Household Size	Maximum Gross Monthly Income Standards
1	\$1,861
2	\$2,515
3	\$3,168
4	\$3,821
5	\$4,475
6	\$5,128
7	\$5,781
8	\$6,435
For Each Additional Person, Add	\$654

Income Eligibility Limits Effective July 1, 2021 to June 30, 2022		
Household Size	Maximum Gross Monthly Income Standards	
	Households with NO member age 67 or older	Households with ONE OR MORE members age 67 or older
1	\$1,878	\$2,147
2	\$2,540	\$2,903
3	\$3,203	\$3,660
4	\$3,865	\$4,417
5	\$4,527	\$5,173
6	\$5,189	\$5,930
7	\$5,851	\$6,687
8	\$6,513	\$7,443
For Each Additional Person, Add	\$662	\$757

Information Needed with Application

- ✓ Copy of Applicant's photo identification
- ✓ Proof of Residency
- ✓ Copies of Social Security cards for the entire household
- ✓ Proof of your household's total Gross income for the last 30 day period
- ✓ A copy of your most recent Utility bill
- ✓ A copy of your most recent heating fuel bill or receipt (if applicable)

<https://dhs.maryland.gov/office-of-home-energy-programs/how-do-you-apply/>

Emergency Rental Assistance Program

DON'T WAIT! APPLY NOW!

- ✓ ERAP will provide assistance for past due utility accounts for **up to 18 months**
- ✓ Applications are accepted on a **rolling basis**
- ✓ Social Security number, birth certificate or immigration status is **NOT required** to apply
- ✓ **Landlords** can apply for utility assistance if the utility is included in the rent
- ✓ **Tenants** can apply directly for utility assistance if the account is in their name



Prince George's County
**Department of Housing
& COMMUNITY DEVELOPMENT**

Please visit
hcd.mypgc.us and click
**Emergency Rental
Assistance Program to
apply!**

WHAT ARE THE ELIGIBILITY REQUIREMENTS?

1. Household income at or below 80% of Area Median Income (AMI); priority given to households with income at or below 50% of AMI.
2. A current signed lease; if household does not have a signed lease, acceptable documents include: evidence of paying utilities for the residential unit or an attestation by a landlord who can be identified as the verified or management agent of the unit, or other reasonable documentation.
3. One or more individuals in household qualified for unemployment or experience a reduction in household income incurred significant costs, or other financial hardship due, directly or indirectly to the COVID-19 pandemic.



Customer Financial Assistance Programs

Kelly Caplan, Customer Engagement & Advocacy Division Manager
Kelly.Caplan@WSSCWater.com

June 1, 2021

Financial Assistance Programs

- Customer Assistance Program (CAP)
- Bay Restoration Fund (BRF) fee exemption
- Water Fund
- Flexible payment plans
- Bill adjustment



Resumption of Late Fees

- Late fees will resume for all customer bills generated as of **June 1, 2021**
 - Continue to waive late fees for low-income/CAP customers
- **NO** plans to resume water service turnoffs at this time

Bilingual Financial Assistance Flyer

WSSCWater.com/assistance

FINANCIAL ASSISTANCE WITH YOUR WATER AND SEWER BILLS

We've enhanced our financial assistance programs to help even more customers. Customers can make arrangements to significantly reduce their WSSC Water bills.

Get started now by calling - 301-206-4001

Need help right now!
Our Customer Service Advisors are here to help and ready to work with you to determine a payment option that will help your situation.

Bill Adjustments are available to residential customers once every three years under certain circumstances.

Flexible Payment Options, including extended due dates and payment plans, can help when customers have an unexpected financial hardship.

CAP-Approved Customers may be eligible for a payment plan up to 48 months.

All Other Customers may be eligible for a payment plan up to 36 months.

Need help repairing your water service line?
PipeER
WSSC Water is proud to present PipeER. This program provides loans to finance the replacement of a water service line located on residential property that connects from WSSC Water's service connection to the home. This program is administered by the WSSC Federal Credit Union in partnership with WSSC Water. The Credit Union is responsible for underwriting and administering the loans under this program. Customers are eligible to receive a maximum \$5,000 loan, paid directly to a WSSC Water licensed plumber. For more information regarding the program and application process, please contact the WSSC FCU at 240-459-8008 or online at wsscfcu.org/pipeer.

Need long-term financial assistance!
We'll ask you if your income might make you eligible for one of three programs that can reduce your WSSC Water bills in the future.

The Water Fund
Allows for multiple requests for assistance with water and sewer bills, up to \$500 per year maximum. The program is administered by The Salvation Army and funded by generous donations from WSSC Water customers, employees and community partners. wsscwater.com/waterfund.

- Montgomery County Salvation Army 301-515-5354
- Prince George's County Salvation Army 301-277-6103

Customer Assistance Program (CAP)
Provides a credit for WSSC Water's fixed fees on water and sewer bills of up to \$28 per quarter or \$112 per year. wsscwater.com/CAP

Enrollment and qualification by the **Office of Home Energy Programs**, 800-332-6347, dhs.maryland.gov/office-of-home-energy-programs

Bay Restoration Fund Exemption
Waives the state-mandated Bay Restoration Fund (BRF) Fee up to \$15 per quarter or \$60 per year. wsscwater.com/brfexempt



wsscwater.com/assistance

301-206-4001

We're improving to deliver safe, consistent and satisfying water service... all day, every day.

ASISTENCIA PARA PAGAR SU FACTURA DE AGUA Y ALCANTARILLADO

Mejoramos nuestros programas con el fin de brindar asistencia financiera a más usuarios. Los usuarios residenciales pueden hacer arreglos para reducir de forma significativa sus facturas de WSSC Water.

Comience llamando al 301-206-4001

¿Necesita ayuda ahora?
Nuestros Agentes de Servicio al Cliente están aquí para ayudarle y se encuentran disponibles para trabajar con usted para determinar una opción de pago que le ayudará con su situación.

Los ajustes de facturas están disponibles para usuarios residenciales una vez cada tres años bajo ciertas condiciones.

Las opciones de pago flexibles, incluyendo la extensión de las fechas límites y los planes de pago, pueden ser útiles cuando los usuarios atraviesan dificultades financieras inesperadas.

Clientes aprobados al programa Asistencia al Cliente (CAP) (por sus siglas en inglés) pueden ser elegibles para un plan de pago de hasta 48 meses.

Todos los demás clientes pueden ser elegibles para un plan de pago de hasta 36 meses.

¿Necesita ayuda para reparar su línea de servicio de agua?
PipeER
WSSC Water le presenta PipeER, un programa de préstamo para reemplazar su línea de servicio de agua rota en su propiedad. La línea de servicio es la tubería que conecta a su residencia con la tubería de agua de WSSC Water.

El programa es administrado por el WSSC Federal Credit Union en asociación con WSSC Water. Nuestros clientes son elegibles para recibir un préstamo máximo de \$5,000, lo cual es pagado directamente a un plomero con licencia y que este certificado por WSSC Water. Los préstamos son administrados por el WSSC Federal Credit Union. Para obtener más información sobre el programa y el proceso de solicitud, comuníquese con el WSSC FCU al 240-459-8008 o en línea a través de wsscfcu.org/pipeer.

¿Necesita asistencia a largo plazo?
Le preguntaremos si su ingreso le permite participar en uno de los tres programas para reducir su factura de WSSC Water en el futuro.

The Water Fund (un fondo de asistencia financiera) ofrece ayuda financiera a clientes necesitados. Se permiten múltiples solicitudes de asistencia para pagar sus facturas de agua y alcantarillado hasta \$500 por año. Administrado por The Salvation Army el programa es financiado por donaciones de clientes, empleados y socios comunitarios de WSSC Water. wsscwater.com/waterfund

- The Salvation Army del Condado de Montgomery 301-515-5354
- The Salvation Army del Condado de Prince George 301-277-6103

Programa de Asistencia al Cliente (CAP)
Proporciona un crédito de hasta \$28 por factura, cada tres meses o \$112 por año de las tarifas fijas que aparecen en su factura de agua y alcantarillado de WSSC Water. wsscwater.com/CAP

Inscripción y calificación según la Oficina de Programas de Energía en Hogares 800-332-6347 dhs.maryland.gov/office-of-home-energy-programs

Programa de Exención del Fondo de Restauración de la Bahía (BRF) (por sus siglas en inglés) Proporciona un crédito de hasta \$15 por factura, cada tres meses o \$60 por año de la tarifa para el Fondo de Restauración de la Bahía exigida por el estado. wsscwater.com/brfexempt



wsscwater.com/assistance

301-206-4001

We're improving to deliver safe, consistent and satisfying water service... all day, every day.

WSSC Water Customer Service Center Monday – Friday, 7:30am to 7pm 301-206-4001, customerservice@wsscwater.com



Customer Assistance Program (CAP)

- Provides financial assistance
- Provides credit for fixed fees on water & sewer bills up to \$112/year
- As of July 1, 2021, expanded eligibility for people 67 years of age or older
- Customers are qualified & enrolled through Social Services when applying for energy assistance
- Renters are eligible when tenant pays bill
- wsscwater.com/CAP



Where to Apply for CAP Program

Prince George's County
Department of Social Services
425 Brightseat Road
Landover, Md. 20785
(301) 909-6300

princegeorgescountymd.gov/1677/Energy-Assistance
pgcdss.energy@maryland.gov



CAP - Income Eligibility: Resident <67 years old

2021 ELIGIBILITY GUIDELINES - Effective July 1, 2020 - June 30, 2021 Based on 175% of Federal Poverty Guidelines

Household Size*	Household Annual Gross Income
1	\$22,230
2	\$30,170
3	\$38,010
4	\$45,850
5	\$53,690
6	\$ 61,530
7	\$ 69,370
8	\$77,210

CAP – Income Eligibility : Resident 67+ years old

**2021 Eligibility Guidelines - Effective July 1, 2020 - June 30, 2021
Based On 200% Of Federal Poverty Guidelines**

Persons in family/household*	Annual poverty guideline
1	\$25,520
2	\$34,480
3	\$43,440
4	\$52,400
5	\$61,360
6	\$70,320
7	\$79,280
8	\$88,240

*For families/households with more than 8 persons, add \$8,960 for each additional person.

Bay Restoration Fund (BRF) Exemption



- WSSC Water collects this fee on behalf of State of Maryland
- Exemption program waiving fee up to \$60/year
- CAP-certified customers are automatically enrolled
- wsscwater.com/bayexempt

Flexible Payment Options

- Extended due dates & pay plans to assist customers with unexpected financial hardship
- Available for both residential & commercial accounts
- CAP customers: up to 48-months
- Non-CAP customers: up to 36-months
- **No minimum payment required to set-up**
- **wsscwater.com/payplans**



The Water Fund

- Established in 1994 by WSSC Water employees
- Allows for multiple requests for **emergency assistance** with water/sewer bills, up to **\$500/year**
- Administered by The Salvation Army
- WSSC Water pays all administrative costs
- 100% of donations go to water bill assistance
- Application: salvationarmynca.org/gethelp



Water Fund – Income Eligibility

**2021 Eligibility Guidelines - Effective July 1, 2020 - June 30, 2021
Based On 200% Of Federal Poverty Guidelines**

Persons in family/household*	Annual poverty guideline
1	\$25,520
2	\$34,480
3	\$43,440
4	\$52,400
5	\$61,360
6	\$70,320
7	\$79,280
8	\$88,240

*For families/households with more than 8 persons, add \$8,960 for each additional person.

Applying for Water Fund Assistance

Salvation Army
4825 Edmonston Road
Hyattsville, MD 20781
Phone: (301) 277-6103
Fax: (301) 779-8020

salvationarmynca.org/gethelp



WATER **FUND**

Sharing the Essential

How The Water Fund Helps

- Since inception, nearly **\$1.6 million in assistance** helping **17,344 customers**
- Since the pandemic began, the Water Fund has provided **\$496,000** assisting **3,691 people**
- Information about assistance: wsscwater.com/waterfund
- Donation information: wsscwater.com/donate



Bill Adjustments

Bill adjustments are available to residential customers once every three years under certain circumstances



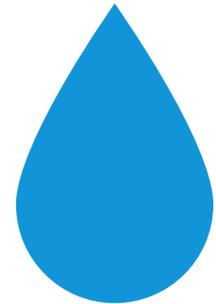


YOU'RE SPENDING MORE TIME AT HOME BE MINDFUL OF YOUR WATER USE



Water Conservation Tips

- When washing your hands, turn off faucet while you scrub
- Take shorter showers
- Use dishwasher instead of hand washing dishes
- Use washing machine for full loads only
- Install water-saving shower heads or flow restrictors
- Find & repair any leaks
- Toilet leaks are most common cause of high water bills
- Water lawn, only when needed
- wsscwater.com/conservation



WSSC Water Customer Service Center

- Phone: 301-206-4001
- Available Monday – Friday, 7:30am to 7pm
- Email: customerservice@wsscwater.com
- Website: WSSCWater.com/assistance



Washington Gas Cares

DeShaundra Jones
Sr Director, Customer Experience

AltaGas



**Washington
Gas**

A WGL Company

Washington Gas Cares



CARES TEAM

Team assembled to address customer needs coming out of the regional moratoriums.



PROACTIVE OUTREACH

Reach out by phone to those customers who will be at risk for disconnection soon after states of emergency are lifted.



PROACTIVE OUTBOUND CALLS

Customers with qualifying arrearages will receive proactive automated messaging advising of energy assistance options by jurisdiction and eligible payment arrangements.



PROACTIVE EMAILS

Customers will receive email communications advising of Energy Assistance options and potential payment arrangements.



GOAL OF CARES TEAM

Match customers in need with options for assistance, up to and including available energy assistance, energy efficiency options, payment options and payment arrangements.



Payment Assistance

All residential customers are eligible for an extended payment arrangement

- 12 months (no down payment and no security deposit assessed)
- 24 months* (no down payment and no security deposit assessed)
 - * must be an approved LIHEAP participant
- To request a payment arrangement:
 - Visit us online @ www.washingtongas.com
 - Contact us @ 1-844-WASHGAS (844-927-4427).
 - Automated Payment System
 - Representative
 - Electronic Bill Notification (e.g. eBill)



Billing Assistance



BUDGET BILLING

- 12 - month program that takes the average of your monthly bills and spreads the winter heating costs over the entire year

AUTOMATED PAYMENT PLAN

- Washington Gas will continue to send you a statement each month, but, on the due date, the amount of the bill will be deducted electronically from your checking account

** Enrollment in either program will waive an assessed deposit*



- Created by Washington Gas and The Salvation Army to pay for the heating bills of community members in need. Utility assistance is available **regardless of the fuel type** used to heat your home
- 100% of all donated dollars go to local families
- WAFF season runs Jan. 1 – May 31
- Families can receive up to \$600/year
- Eligibility for WAFF is like LIHEAP in that it is based on two things – number of people in the household and the annual gross income

GIFT OF WARMTH



The “Gift of Warmth” will allow any individual to make a utility payment on a specific customer’s account. Simply provide a valid name and service address, to help lighten the burden of monthly home heating costs.

Energy Efficiency

AltaGas



**Washington
Gas**

A WGL Company

ENERGY EFFICIENCY - HOME PROFILE

- <https://washingtongas.energysavvy.com/residential/start/>
- Offers residents in all jurisdictions the opportunity to complete a simple online survey to assess their home energy usage
- The online tool consists of easy-to-answer questions regarding a home's energy usage. Based on the answers provided, customers receive personalized recommendations and savings estimates
- The tool generates tips for energy saving, including some that are focused on low- or no-cost behaviors or easily installed equipment

Online Home Energy Profile

Discover Your Cost Savings Potential

Take an easy assessment about your home's energy use

You'll get an energy ranking, savings estimate, and upgrade recommendations that make the most sense for your home.

It takes less than five minutes and there's no sign up or personal information required.



Safety and Energy Efficiency Tips

Nearly half of your energy budget is spent on heating and cooling so consider the following:

Use the *Low* or *Warm* settings on your water heater – never turning it above 120 degrees Fahrenheit. This will improve efficiency and prevent scalding accidents.

Reduce your hot water use by taking showers instead of baths, washing full loads of dishes and using cold water for full loads of laundry.



Keep your water heater below 120° Fahrenheit using the warm or low setting.



Wash full loads of laundry and dishes, as opposed to numerous smaller loads.



Use cold water for laundry and specially formulated cold-water detergents.

Contact Us

DeShaundra Jones

Sr. Director, Customer Experience & Community Affairs

deshaundra.jones@washgas.com

By Phone:

General Customer Service Hours (except major holidays)

Monday - Friday: 8 a.m. - 9 p.m.

Saturday: 8 a.m. - 4:30 p.m.

1-844-WASHGAS (844-927-4427)

Gas Emergency Line: 844-WASHGAS (844-927-4427) - Select option 1

Email:

customersupport@washgas.com

Website:

www.washingtongas.com

EMERGENCY ASSISTANCE PROGRAM

Salvation Army

EMAST
Program Overview



Program Overview

The Salvation Army's Emergency Assistance Program (EMAST) provides a host of services:

- **Burial Assistance**
- **Birth Certificates & ID's**
- **Clothing and Furniture Vouchers**
- **Food Referrals (TSA pantry)**
- **Rental and Utilities**
- **Hygiene Kits**

As we continue to strive for consistency, we have adjusted our business practices to support consumers' requests for support via online, in-person, and email with the pandemic. ***In just under a year, requests for service and service delivery via virtual case management are up by 75%.*** As our community changes and adjusts to the social, political, and economic climate here in the DMV, our commitment to this community remains strong, and we adjust and provide support as our consumers need.

* Certain services are specific to each corps and/or funding availability

RENTAL ASSISTANCE (EMAST)

Rent and Mortgage Assistance of no more than \$500.00 or \$750.00 with extraordinary circumstances. The rent must be overdue to qualify. ***First Month's Rent*** of no more than \$500.00 or \$750.00, and only available to individuals/families currently residing in emergency shelters or transitional programs for the homeless and moving to permanent housing. ***Utility Assistance*** must be overdue to qualify with extraordinary circumstances. **Under extraordinary circumstances, the limit of emergency assistance may be increased from \$500.00 to no more than \$750.00. An example of an extraordinary circumstance that would warrant increased assistance would be the loss of existing housing would pose a severe threat to the health or safety of a household member (elderly, disabled, poor health, etc.).** Funds paid from EMAST budget (\$60,000).

EMERGENCY FOOD and SHELTER PROGRAM (EFSP)

Individuals/families are showing an inability to pay arrearages (rent/mortgage). Assistance must ensure 30 additional days of housing. May only receive assistance once per phase. It is limited to one month of the past due balance of rent or mortgage, one month of the current balance of rent or mortgage, and the first month's rent. Available to Prince George's County residents.

SEASONAL PROGRAMS

Annual Coat Drive, Summer Camp, Angel Tree, Back to School (uniforms)

Utility Assistance

WAFF, Pepco and WSSC are services available to assist with electric, gas, water and heating bills, helping to alleviate emergencies. Payments up to **\$1000.00** (pending program vendor), can be made to any household in need. Clients are eligible for utility assistance one time during the program year.

HOW TO APPLY

VISIT: www.SALVATIONARMYNCA.ORG/GETHELP

**We're
here to
help.**

pepco.com/Help
202-833-7500

Presentation: Prince George's County Utility
Assistance Town Hall
June 1, 2021



An Exelon Company

Our Commitment



We are the advocates for our customers. It is our job to engage, educate and assist our customers with any questions or problems they may have dealing with their bill or other Pepco related services, we welcome the opportunity to speak to our clients about important Pepco topics.

We Understand

Pepco understands that customers & community have been significantly affected by the COVID-19 pandemic.

Pepco is committed to helping customers secure company and community assistance.

We are here to help

We are committed

Pepco is committed to supporting every customer through these difficult times.

Pepco is committed to providing flexible assistance options, such as payment arrangements.

We are flexible

We are reliable

Pepco is committed to delivering safe & reliable electric service.



How To Read Your Pepco Bill



Two of the most important parts of your bill are the Supply and Delivery charges.

The Delivery Charge – Is for the delivery of electricity through local distribution lines to your home or business.

Delivery Charges: These charges reflect the cost of bringing electricity to you. Current charges for 30 days, **summer rates in effect.**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Distribution Services:		
Customer Charge		8.01
Energy Charge	602 kWh X \$0.0665300 per kWh	40.05
Franchise Tax (Delivery)	602 kWh X \$0.0006200 per kWh	0.37
Universal Service Charge		0.32
MD Environmental Surchage	602 kWh X \$0.0001290 per kWh	0.08
Empower MD Chg	602 kWh X \$0.0069240 per kWh	4.17
Gross Receipts Tax	at 2.0408%	1.08
Montgomery County Energy Tax	602 kWh X \$0.0112957 per kWh	6.80
Administrative Credit	602 kWh X \$0.0002912- per kWh	0.18-
Total Electric Delivery Charges		60.70

The Supply Charge – Is the amount you are billed to pay for the generation or re- selling of electricity and transporting that electricity through transmission lines.

Supply Charges: These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. Your Price to Compare is 7.78 cents (\$0.0778) per kWh. When shopping for electric suppliers, compare this price to those proposed by other suppliers. This price reflects the average annual amount a customer on this rate pays per kilowatt-hour for Electric Supply.

Billing Period: Jun 2, 2020 to Jul 1, 2020 (30 days)

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Transmission Services:		
Energy Charge	602 kWh X \$0.0179400 per kWh	10.80
Gross Receipts Tax	at 2.0408%	0.22
Generation Services:		
Energy Charge	602 kWh X \$0.0518000 per kWh	31.18
Procurement Cost Adjustment	602 kWh X \$0.0026705- per kWh	1.61-
Total Electric Supply Charges		40.59
Total Electric Charges - Residential Service		101.29

Payment Assistance Options – Payment Arrangements

We understand our customers may be facing difficult financial times. If you need help paying off a large or past due balance, consider a payment arrangement. This program enables you to pay your past due balance using monthly installment payments added to your monthly electric bill. There is no cost to sign up.



Sample Payment Plans:

12 Months

- \$250 Arrearage**
 - + \$20.83/month
 - In addition to current bill
- \$500 Arrearage**
 - + \$41.66/month
 - In addition to current bill
- \$750 Arrearage**
 - + \$62.50/month
 - In addition to current bill

18 Months

- \$250 Arrearage**
 - + \$13.88/month
 - In addition to current bill
- \$500 Arrearage**
 - + \$27.77/month
 - In addition to current bill
- \$750 Arrearage**
 - + \$41.66/month
 - In addition to current bill

24 Months

- \$250 Arrearage**
 - + \$10.41/month
 - In addition to current bill
- \$500 Arrearage**
 - + \$20.83/month
 - In addition to current bill
- \$750 Arrearage**
 - + \$31.25/month
 - In addition to current bill

Payment Assistance Options – Budget Billing



With our Budget Billing option, you can avoid seasonal peaks in your electric bills by dividing your payments evenly over the course of the entire year. This plan makes it easier for you to budget and pay your energy bill each month, because you'll know your regular payment amount.

How it works:

- ✓ We calculate your monthly bill payment based on your usage during the last 12 months.
- ✓ Your actual usage will continue to be shown on your monthly bill.
- ✓ You may enroll at any time and your Budget Billing plan will begin with your next bill.
- ✓ Your budget amount will be reviewed periodically and could adjust based on actual usage.
- ✓ After the initial review, your monthly Budget Bill payment will be reviewed and adjusted every month between the 7th and 10th months. Recalculation can only happen once during this period.
- ✓ Your account must be paid up to date. If you miss 2 payments within a rolling 12 month period you will be removed from Budget Billing. This does not have to be two consecutive payments.
- ✓ After 12 months, any credit/debit balances will be included in the calculation for the following year's Budget Billing payment. Business Partner arrears are not automatically rolled into their BBP at the end of the Budget Plan year; all outstanding arrears and cumulative balances are open and due.
- ✓ If you unenroll from Budget Billing, you will see your regular bill amount and any past differences between your Budget Billing amount and your actual charges on your next bill.

Local Energy Assistance Programs – Maryland



The Pepco – Washington Area Fuel Fund Partnership

- Pepco has partnered together with The Salvation Army to provide energy assistance for low-to-moderate-income customers. Eligibility is determined by The Salvation Army.
 - In Prince George's County call 301-277-6103.
- Pepco customers may receive up to \$1,000 in credit on their bills

How to Donate To A Customer In Need ***Gift of Energy***

- ✓ Make a payment toward a friend or family member's energy bill.
- ✓ You can give any amount to any Pepco customer you choose.
- ✓ Your Gift of Energy will appear on a future bill as a credit to the recipient's account.

Good Neighbor Energy Fund

- ✓ Pay exactly \$1.00 over your Pepco bill amount.
- ✓ That dollar will be contributed to the **Good Neighbor Energy Fund** administered by a local 501(c)3 non-profit organization.
- ✓ Pepco will match each donation by contributing a dollar to the fund up to \$100,000.



Ways To Conserve Energy - Residential Energy



Saving Tips

Use the tips below to help you use energy more efficiently around your home and save money on your bill.

- ✓ **Manage your bill on My Account.** Online energy management tools show you how much energy you are using. The bill to date feature lets you know what your bill costs are to date at any time during the month. You can also get tips based on your energy saving goals.
- ✓ **Unplug unused electrical devices when you leave a room.** Chargers use energy when left plugged in after your device is fully charged
- ✓ **Weatherize your home.** Apply weather stripping or caulking around doors and windows to help keep heat or cool air from your system inside your home
- ✓ **Maintain home heating and cooling equipment.** Get your heating and cooling equipment tuned up periodically by a professional service representative
- ✓ **Check your thermostat.** Set your thermostat a few degrees lower in the winter, and higher in the summer, if health permits

Ways To Conserve Energy – Energy Efficiency

Programs



- ✓ **Peak Energy Savings Credit** - Peak Savings Days are a few days each summer when demand for energy is highest, and they typically occur for a few hours between noon and 8:00 p.m.
- ✓ **Energy Assessments** -
 - ✓ **Quick Home Energy Check-Up Program** - Schedule your Quick Home Energy Check-up and we'll help you find opportunities to save all around your home – at no additional cost.
 - ✓ **Home Star Performance ENERGY STAR** - Get valuable rebates by making recommended energy-efficient upgrades in your home.
 - ✓ **Income Eligible Energy Efficiency Program** - Maryland's EmPOWER Program helps low-income households with home repairs and upgrades that reduce energy use and lower monthly bills.
- ✓ **Appliance Recycling Program** - Let us recycle your old, working refrigerator or freezer, and **we'll give you \$50.**
- ✓ **Energy Wise Rewards** - Energy Wise Rewards is a tool for Maryland customers to take more control over their energy usage, save money on their energy costs, and take a big step towards a more sustainable lifestyle.
- ✓ **Rebates & Discounts** – Save now and later when you buy efficient lighting, appliances and equipment

Ways To Conserve Energy – Useful Links



We are committed to helping our customers use less energy, save more money and improve the environment.

Our residential and commercial programs will help you save energy, money and the environment. These programs also support the EmPOWER Maryland Energy Efficiency Act.

- ✓ [Home Energy Reports](#) - Receive reports showing average and comparative energy use and savings tips.
- ✓ [Peak Energy Savings Credit](#) - Receive credits off your bill by reducing your energy usage during designated hours on Peak Savings Days.
- ✓ [Energy Wise Rewards](#) - Receive up to \$160 off your bill in the first year and get a web-programmable thermostat or outdoor switch installed at no charge.
- ✓ [Lighting Program](#) - Get instant discounts on your purchase of ENERGY STAR® certified lighting at participating retailers.
- ✓ [Appliance Rebate Program](#) - Get rebates up to \$500 for purchasing select ENERGY STAR® certified appliances.
- ✓ [Appliance Recycling Program](#) - We'll pick up and recycle your old, working refrigerator or freezer – and pay you \$50.
- ✓ [HVAC Efficiency Program](#) - Earn up to \$1,500 in rebates when you upgrade to energy efficient HVAC equipment.
- ✓ [Quick Home Energy Check-up Program](#) - At no additional cost to your Pepco service, an energy professional will assess your home's energy use and install energy savings products and recommend energy-saving improvements.
- ✓ [Home Performance with ENERGY STAR® Program](#) - For \$100, get a comprehensive Home Energy Assessment from a trained, professional contractor, including no cost installation of energy savings products and details on potential improvements.
- ✓ [ENERGY STAR® New Homes Program](#) - Learn how your next home can be an ENERGY STAR® certified new home using less energy for heating, cooling and water heating.
- ✓ [Income Eligible Energy Efficiency Program](#) - The Maryland Department of Housing and Community Development offers the installation of energy conservation materials in homes at no additional charge.



For additional information please visit: <https://www.pepco.com/WaysToSave/ForYourHome/Pages/default.aspx>

Customer Protections & Scams



Pepco is reminding customers to always be on alert for potential scams targeting energy customers.

- Scams occur throughout the year, where scammers attempt to take advantage of energy customers across the United States.
- We have received reports that scammers are threatening to shut service off, discount energy bills, and also are offering cash or credit incentives in order to obtain a customer's personal or financial information.

Customers can avoid being scammed by taking a few precautions:

- ✓ Never provide your social security number or personal information to anyone initiating contact with you claiming to be a company representative or requesting you to send money to another person or entity other than Pepco.
- ✓ Always ask to see a company photo ID before allowing any Pepco worker into your home or business.
- ✓ Never make a payment for services to anyone coming to your door.

PROTECT YOURSELF!!!

- ✓ Pepco representatives will never ask or require a customer with a past due balance to purchase a prepaid debit card to avoid disconnection.
- ✓ Customers can make payments online, by phone, automatic bank withdrawal or by mail.
- ✓ Customers with a past due balance will receive multiple shut off notifications – never a single notification one hour before disconnection.

BE ALERT FOR SCAMMERS!

IF YOU HAVE ANY DOUBT ABOUT THE VALIDITY OF A PERSON'S CLAIM TO REPRESENT PEPCO, PLEASE CALL US IMMEDIATELY AT 202-833-7500.

We Are Here For You

Important Contact Numbers and URLs:



- ✓ Maryland customers: Call the Office of Home Energy Programs at 800-332-6347 or visit <https://dhr.Maryland.gov/ohep>
- ✓ For more information about energy assistance programs, visit: <https://pepco.com/energyassistance>
- ✓ For additional information about payment options and ways to save on your energy bills, visit <https://pepco.com> or call **202-833-7500**.



Questions

Contact Information

- WSSC Water Customer Service Center
 - Phone: 301-206-4001
 - Email: customerservice@wsscwater.com
- Washington Gas
 - Phone: 1-844-WASHGAS (844-927-4427)
 - Email: customersupport@washgas.com
 - DeShaundra Jones
dessaundra.jones@washgas.com
- The Salvation Army
 - Email: Aleata.Dawkins@uss.salvationarmy.org
- Pepco
 - Maryland Home Energy Programs Call: 800-332-6347
 - For Additional Information call 202-833-7500
- Prince George's County Department of Social Services
 - Email: pgcdss.energy@maryland.gov
- Office of the County Executive
 - Email: pgctownhalls@co.pg.md.us