

**PUBLIC SERVICE COMMISSION
OF MARYLAND**

ELECTRIC UNIVERSAL SERVICE PROGRAM

2021 ANNUAL REPORT

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

Prepared for the General Assembly of Maryland

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Baltimore, Maryland 21202
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ELECTRIC UNIVERSAL SERVICE PROGRAM 2021 ANNUAL REPORT

I. OVERVIEW

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

II. LEGISLATIVE REQUIREMENTS

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

- (i) A recommendation on the total amount of funds for the program for the following fiscal year, subject to the amounts that are to be collected under PUA §7-512.1(e) and based on:
 1. the level of participation in and the amounts expended on bill assistance and arrearage retirement during the preceding fiscal year;
 2. how bill assistance and arrearage retirement payments were calculated during the preceding fiscal year;
 3. the projected needs for the bill assistance and the arrearage retirement components for the next fiscal year; and
 4. the amount of any bill assistance or arrearage retirement surplus carried over in the electric universal service program fund under PUA §7-512.1(f)(6)(i).
- (ii) For bill assistance, the total amount of need, as determined by the Commission, for electric customers with annual incomes at or below 175% of the federal poverty level and the basis for this determination;
- (iii) The amount of funds needed, as determined by the Commission, to retire arrearages for electric customers who have not received assistance in retiring arrearages

¹ Numbering is as it appears in the PUA.

under the electric universal service program within the preceding seven fiscal years, and the basis for this determination;

(iv) The amount of funds needed, as determined by the Commission, for bill assistance and arrearage retirement, respectively, for customers for whom income limitations may be waived under §7-512.1(a)(7) of the PUA, and the basis for each determination;

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

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

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

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

III. BASIS FOR FINDINGS AND RECOMMENDATIONS

The Commission's consideration and review of EUSP operational plans and proposals, workgroup reports, program reports, and filings is docketed in Case No. 8903, *In the Matter of the Electric Universal Service Program*. On July 22, 2021, OHEP filed its EUSP Proposed Operations Plan for Fiscal Year ("FY") 2022. Following receipt of comments from interested parties, the Commission held a hearing to consider the Proposed Operations Plan. On September 9, 2021, the Commission approved OHEP's Operations Plan for FY 2022 and authorized the allocations for FY 2022 proposed by OHEP from ratepayer funding, as provided under PUA §7-512.1(e).²

In Order No. 89952, the Commission noted that OHEP anticipates total funding for the EUSP in FY 2022 to be \$67,591,130 after an addition of \$31,947,519 from the SEIF/RGGI.

² See Order No. 89952, issued October 4, 2021.

OHEP also administers federal funding from the Low Income Home Energy Assistance Program (“LIHEAP”); however, this funding is outside the EUSP.

By Order No. 89952, the Commission also directed OHEP to continue to provide the Commission semiannual updates on its integration into MD THINK and its transition to categorical eligibility and directed Staff to participate as part of any OHEP EUSP related Advisory Board proceedings and to provide periodic reports of these meetings to the Commission. Finally, the Commission directed OHEP and Staff to form a workgroup to study the proposed elimination of budget billing as a condition of participation in the EUSP.

On December 30, 2021, OHEP filed its *FY 2021 Electric Universal Service Program Annual Report* (“Annual Report”) in compliance with PUA §7-512.1(c)(2).

a. OHEP FY 2021 ANNUAL REPORT

In its Annual Report, OHEP provided highlights pertaining to the operation of the EUSP for the July 1, 2020–June 30, 2021 program year. Table 1 shows the total households served, the total benefits expended, and the average benefit awarded per household for both bill assistance and arrearage retirement.³ OHEP’s Annual Report indicates that slightly fewer households received bill assistance at approximately the same amount during FY 2021 as during FY 2020. However, more households received arrearage retirement assistance at a higher rate during FY 2021 in comparison with FY 2020.⁴

Table 1 Comparison of EUSP Data for FY 2020 and 2021⁵

	Households Served	Total Benefit Expense	Average Grant
Bill Assistance			
FY 2020	84,079	\$41,300,000	\$492
FY 2021	83,702	\$41,800,000	\$504
Difference	-0.44%	1.2%	2.4%
Arrearage Retirement			
FY 2020	12,218	\$9,500,000	\$779
FY 2021	17,774	\$18,600,000	\$1,047
Difference	45.5%	95.8%	34.4%
EUSP Total			
FY 2020	84,079	\$50,800,000	\$604
FY 2021	83,702	\$60,400,000	\$722
Difference	-0.44%	18.9%	19.5%

³ *FY 2021 Electric Universal Service Program Annual Report to the Maryland Public Service Commission* (“Annual Report”) at p. 5.

⁴ *Id.*

⁵ *Id.*

OHEP did not project an enrollment figure for FY 2022 or the amount of its bill payment assistance for that same period. However, OHEP noted that it expected that current funding levels would be adequate to meet the EUSP needs for FY 2022 due to additional funding from the American Rescue Plan.⁶ In FY 2021, \$30.9 million in ratepayer funds went to fund bill payment assistance.⁷ MEAP and SEIF/RGGI also provided assistance for the EUSP's bill payment assistance component of approximately \$10.9 million.⁸ In recent years, arrearage retirement has been funded by SEIF/RGGI monies;⁹ however, in FY2021 \$592,760 in EUSP ratepayer funds was provided for arrearage assistance. OHEP notes that during fiscal year 2021 the collection of ratepayer funds was \$31,297,207.¹⁰ The Commission will review EUSP collections in order to remedy this situation.

OHEP also administers MEAP, which is federally funded through the Low Income Home Energy Assistance Program ("LIHEAP"). Because MEAP pays for heating assistance, its grants are not limited to public service companies providing electricity and gas heating service,¹¹ but also go to vendors of non-regulated fuels such as oil and propane. For customers who heat with electricity, EUSP and MEAP work in tandem, resulting in increased EUSP benefits for electric heating customers because MEAP funds are used to cover heating costs. Benefit expenditures for MEAP in FY 2021 totaled \$43,449,640, of which approximately 47.5 percent went to electricity.¹²

OHEP states that its outreach activities continued to be conducted by its local administering agencies in FY 2021.¹³ Staffing and overtime for extended outreach events was paid for through OHEP's administrative budget. OHEP's outreach is often done in partnership with utilities and organizations performing low-income energy-related work, including those which focus on children, the elderly, and the ill and disabled.¹⁴

OHEP's Annual Report is attached as the Appendix.

b. How Benefits Were Calculated for FY 2021 and Will Be Calculated for FY 2022

For bill assistance under the EUSP, OHEP uses a formula to customize the benefit amount to be paid to each participant. The following factors contribute to the size of a

⁶ Annual Report at p. 18.

⁷ *Id.* at p. 5.

⁸ *Id.*

⁹ *Id.* at p. 13.

¹⁰ *Id.* at p.18.

¹¹ OHEP discusses a gas arrearage program in its Annual Report, and this program is funded by MEAP using LIHEAP funding.

¹² *Id.* at p 21.

¹³ *Id.* at p. 22.

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

participant’s EUSP benefit: (1) gross household income, (2) household size, (3) electricity usage, and (4) price of electricity for a given customer. In administering the EUSP, OHEP divides participants into groups based on gross household income using the federal poverty levels (“FPL”), as suggested at PUA §7-512.1(a)(1). The EUSP groups are as follows: (1) Poverty Level 1 (0 to 75 percent FPL), (2) Poverty Level 2 (76 percent to 110 percent FPL), (3) Poverty Level 3 (111 percent to 150 percent FPL), (4) Poverty Level 4 (151 percent to 175 percent FPL) including households with one or more members over the age of 67 with household income between 175 percent and 200 percent FPL,¹⁵ and (5) Poverty Level 5, which is composed of subsidized housing occupants, whose incomes vary and who receive rental subsidies including varying utility service subsidies. The lower an EUSP participant’s poverty level, the higher is the benefit received by that participant. The FPL income limit varies with household size. OHEP awards participants in Poverty Level 5 a relatively small benefit in recognition of the fact that these participants already receive some energy assistance through a housing subsidy.

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

Table 2 Distribution of Bill Assistance by Poverty Level for FY 2021¹⁶

Poverty Level	Income Level	Participants	% of Distribution
1	0-75%	41,832	38.2%
2	75%-110%	22,766	27.2%
3	110%-150%	20,682	24.7%
4	150%-175%	8,360	9.9%

OHEP uses the FPL poverty levels described above to assess a household’s eligibility for arrearage assistance as well as bill payment assistance. For FY 2021, OHEP set a minimum arrearage amount of \$300 for a household to qualify for arrearage assistance from the EUSP; the maximum arrearage benefit allocated from the EUSP for one household was \$2,000.¹⁷ Applicants requiring arrearage assistance beyond the OHEP maximum of \$2,000 or below the \$300 minimum are referred to community-based programs.

In FY 2014, OHEP instituted a new arrearage waiver policy allowing households having a household member over the age of 65 or under the age of 2 or a household member who is considered to be disabled, including but not limited to medically fragile persons, to apply for additional funds not to exceed the \$2,000 cap if these households had received \$800 or less in

¹⁵ PUA 7-512.1(a)(2).
¹⁶ *Id.*, Table 5 at p. 12.
¹⁷ Annual Report at p.13.

arrearage retirement assistance during the past seven years. In FY 2021, 175 households considered vulnerable received benefits totaling \$186,064.84.¹⁸

OHEP recommends continuing the use of its current methodology for calculating benefits because it customizes the benefit to the needs of the individual recipient, allows for the equitable distribution of funds, and allows for the integration of a MEAP benefit without duplication.¹⁹

c. OHEP Projections for Funds to Be Expended in FY 2022

OHEP anticipates that its enrollment will continue to increase, but maintains that it has sufficient funds for FY 2022. This is discussed in more detail below.

IV. FINDINGS AND RECOMMENDATIONS

a. Total Amount of Funding Recommended for FY 2022

Under the current funding structures and eligibility criteria, the Commission recommends the FY 2022 EUSP funding levels outlined in Table 3 below. This recommendation is based on current participation levels as detailed in Table 1 and the collection of funds at the statutory level. Methods for calculating bill payment assistance and awarding arrearage retirement assistance are discussed in Section III B above and will remain unchanged.

Table 3 Projected Funds Available for FY 2022 from All Sources

Funding Source	Amount
Ratepayer Statutory Collection	\$37,000,000
Allocation from RGGI Auctions (SEIF/RGGI)	\$31,600,000
MEAP Funding for EUSP Participants	\$39,000,000 ²⁰
Dominion Cove Point Settlement	\$400,000
Total	\$108,000,000

The Commission supports OHEP's practice of using SEIF/RGGI funds for arrearage retirement because this allocation allows more ratepayer funding to be used for bill assistance while simultaneously covering more EUSP participants in need of arrearage retirement assistance. While the Commission notes that OHEP did not offer a specific projection regarding the size of its bill assistance benefit in FY 2021, the Commission supports the continuation of an average OHEP bill assistance grant of at least \$500. The Commission recommends that 12 percent of ratepayer money be set aside for administration and supports the continuation of outreach at the proposed level of \$80,000. To further support the success of the EUSP, the

¹⁸ *Id.*

¹⁹ Annual Report, p.18.

²⁰ This is an estimate. OHEP states that it has been allocated approximately \$78M, of which approximately 50 percent is usually allocated to low income winter heating needs.

Commission recommends that OHEP use the portion of SEIF/RGGI funds for bill assistance that OHEP does not allocate to arrearage assistance or EUSP direct program costs. Finally, the Commission notes that despite the effort to pay for arrearages during FY 2021, the coming fiscal year, with the ongoing COVID-19 pandemic and possible economic hardship for utility customers, may continue to present challenges in dealing with arrearages.

The Commission recognizes that OHEP may face as yet unknown challenges and agrees that close monitoring of these and other circumstances through the OHEP Advisory Group and direct communication with the Commission and its Staff is necessary to respond to any unexpected needs.²¹

b. Total Amount of Need for Bill Assistance (Electric Customers with Annual Incomes at or below authorized Federal Poverty Levels and the Basis for this Determination)

Under PUA §7-512.1(a)(1), EUSP eligibility extends to 175 percent of the federal poverty level as a general matter²² with exceptions for those within subsidized housing and households with one or more occupants over 67. OHEP's Report shows that applications for EUSP Bill Payment Assistance have remained stable and bill assistance benefit expenditures totaled \$41.8 million.²³ OHEP makes no specific projections regarding the number of applications for 2022. However, OHEP states that current funding levels are adequate to meet the need for bill assistance and arrearage assistance needs due to additional funding levels from the American Rescue Plan. This federal funding will be sufficient to handle additional funding requests in the coming year. In addition, OHEP will continue to work with its Advisory Board, on which Commission Staff is a participant, to monitor funding availability.

The Commission notes that the number of actual participants in EUSP has decreased in recent years but now appears to be steady. In addition, the manner in which participants are enrolled is expected to be tied to eligibility in other low income programs, known as categorical eligibility, which should, over time, help provide benefits to more eligible Maryland households.

The EUSP statutory mandate is to assist qualifying electric customers through bill assistance, arrearage retirement, and weatherization. OHEP's Annual Report projects that its current funding will be adequate to meet the EUSP needs for FY 2022.²⁴ OHEP's Annual Report indicates, as reflected in Table 3 above, the approximate funds that will be available in FY 2022 from the ratepayers' statutory collection, SEIF/RGGI, and MEAP.

²¹ See Annual Report at p 18.

²² Exceptions are made for those within subsidized housing where there is no specific income requirement after a family is assigned to such housing and households with one or more occupants over 67. The income limit for these older individuals is 200% FPL; however, the household is treated as if it were FPL 1, 2, or 3 as applicable.

²³ Annual Report at p. 17.

²⁴ *Id.* at p. 18.

In light of the EUSP's statutory mandate and OHEP's current participation levels, the Commission recommends the EUSP budget and funding levels discussed broadly in OHEP's Annual Report inclusive of SEIF/RGGI and LIHEAP funds. Specifically, the Commission agrees with OHEP that the EUSP will require at least the same amount of funding in FY 2022 as it expended in FY 2021. The Commission notes that the average benefit should continue to be weighted to FPL 1 and FPL 2, where the need is greatest.

c. Arrearage Retirement Assistance Funding

The Electric Customer Choice Act limits arrearage retirement assistance for EUSP participants to once every seven years. The total amount of ratepayer funds that may be spent on arrearage assistance is limited by statute to \$1.5 million. In FY 2021, OHEP awarded \$18.6 million of non-ratepayer funds for EUSP arrearage retirement.²⁵ It is the Commission's long-standing position that the EUSP should fund current bills over past arrearages. Due to funding provided by SEIF/RGGI, OHEP generally expends non-ratepayer funds for this purpose, and the Commission supports this expenditure. In FY 2020, OHEP noted, and the Commission agreed, that the demand for electric arrearage retirement assistance was likely to increase significantly in FY 2021 due to accumulated arrearages during the current pandemic and its accompanying economic effects. Subsequently, the General Assembly awarded funds for low income customers who participated in the EUSP and built up arrearages. The details of payment of those arrears may be found in PC 53, *Impacts of COVID 19 Pandemic on Maryland's Gas and Electric Utility Operations and Customer Expenses*.

d. Income Limitation Waivers

Under PUA §7-512.1(a)(7), OHEP may waive the income limitations for customers who could qualify for a similar waiver under MEAP. In light of the funding available to OHEP and the use of consistent income limitation structures for both the EUSP and the MEAP, the Commission has supported OHEP's ongoing practice of offering no waivers to households above the EUSP statutory limit. OHEP recommends retaining this policy and requests no funding for this purpose. The Commission does not oppose OHEP's continuation of this policy.

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

By Order No. 89105, issued April 24, 2019, the Commission lowered the residential rate for EUSP from \$0.36 to \$0.32 and also reduced rates for nonresidential customers by 30.64 percent for each of the 24 tariff tiers.²⁶ All Maryland electric utilities were directed to file

²⁵ *Id.* at p. 19.

²⁶ Non-residential customers, from C&I classes, are allocated charges based on annual utility billings according to a 24-tier matrix. During the first quarter of each year, the electric companies are required to review the

revised tariffs. The tariffs were filed and approved by the Commission with effective dates of May 2019 and June 2019. Staff was directed to conduct an annual review in April of each year, and, should an over-collection exist for the previous fiscal year, file a recommendation with the Commission on how to change the rates to refund the over-collection to customers. The first review was scheduled to take place in April 2020. In its 2019 Annual Report, OHEP noted that approximately \$6.8 million in funds in excess of the statutory limit had been collected during FY 2019.²⁷ Staff originally anticipated that the overcollection would return to \$0 by July 2020 due to the revised tariffs. OHEP reports that it has under-collected in the most recent fiscal year. Commission Staff is in the process of reviewing the status of the statutory collections. OHEP recommends that the current rates, which were set to return excess collections to ratepayers be reset as soon as possible. The Commission agrees with OHEP's recommendation.

f. The Impact of Using Other Federal Poverty Program Benchmarks

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

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

V. CONCLUSION

Based on the OHEP FY 2021 Annual Report, the Commission recommends that the total amount of funds for the EUSP for FY 2022 be at least \$108 million as discussed above.²⁸ The Commission approved the ratepayer funding requested by OHEP in September 2021 and supports OHEP's plans for the remaining funds. For the reasons stated herein, the Commission finds that this amount of funding is necessary to protect low-income electric customers in Maryland.

revenue received during the previous year and to reallocate EUSP charges to non-residential customers as necessary. Growth in the number of residential customers and changes in the amount of revenues from non-residential customers cause fluctuation in the amounts collected.

²⁷ Annual Report at p. 18.

²⁸ This recommendation is inclusive of MEAP funds.

APPENDIX

Via Electronic Filing

December 30, 2021

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

Re: PSC Case No. 8903, in the Matter of the Electric Universal Service Program – FY2021 Annual Report

Dear Mr. Johnston:

Enclosed for Commission review is the FY 2021 Electric Universal Service Program Annual Report. The original and 17 copies are being filed. An electronic copy has also been filed and forwarded by email to the Case 8903 Service List.

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

Sincerely,

Lauren Molineaux

Lauren Molineaux
Director, Office of Home Energy Programs

Encls.

c: Service List Case No. 8903





**FISCAL YEAR 2021
ELECTRIC UNIVERSAL SERVICE PROGRAM
ANNUAL REPORT
TO THE
MARYLAND PUBLIC SERVICE COMMISSION**

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

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Introduction

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

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

Md. Code Ann., Public Utilities § 7-512.1(c) requires that OHEP file an Annual Report with the Public Service Commission. This report provides a summary of the 2021 program year and responds to legislatively mandated questions outlined in the statute. This report also contains estimates of future trends and planning recommendations for the next program year.

Program Highlights

- In SFY 2021, OHEP received a total of 148,606 applications from customers seeking heating and electric assistance from OHEP administered programs.
- In SFY 2021, \$41.8 million in EUSP Bill Payment Assistance benefits was issued to 83,015 households.
 - In FY 2021 the average Bill Payment Assistance benefit was \$504.35
- In SFY 2021, \$18.6 million in Electric Arrearage Retirement Assistance benefits was issued to 17,774 households.
 - The average Arrearage Retirement Assistance benefit was \$1047.34

Program Data

- Table 1 provides information on the number of households receiving EUSP Bill Payment Assistance and Arrearage Retirement Assistance benefits. It includes data since FY 2007, showing trends over time in the number of households served and expenditures.
- Table 2 displays summary data on the MEAP program, which is federally funded by LIHEAP funds.
- Table 3 provides information on the FY 2021 EUSP supplemental benefit.
- Table 4 provides information for EUSP administrative expenditures.
- Table 5 provides distribution of EUSP recipients by poverty level.

Table 1. EUSP Summary Data FY 2007-2021

Program and Year	Applicants Served	Average Grant	Ratepayer Funds (millions)	Other Funds (millions)	Total Benefit Expenditures (millions)
<i>Bill Assistance</i>					
2021	83,702	\$504	\$30.9	\$10.9	\$41.8
2020	84,079	\$492	\$30.9	\$10.4	\$41.3
2019	93,523	\$506	\$32.4	\$14.9	\$47.3
2018	94,655	\$498	\$32.2	\$14.9	\$47.1
2017	96,434	\$506	\$30.9	\$17.8	\$48.7
2016	102,947	\$394	\$30.7	\$9.8	\$40.5
2015	109,095	\$351	\$33.9	\$4.4	\$38.3
2014	115,664	\$357	\$35.4	\$5.8	\$41.2
2013	111,288	\$325	\$34.5	\$1.6	\$36.1
2012	120,739	\$334	\$38.8	\$5.5	\$44.3
2011	132,504	\$446	\$38.5	\$20.7	\$59.2
2010	129,670	\$612	\$37.0	\$42.5	\$79.5
2009	116,136	\$688	\$30.8	\$49.3	\$80.1
2008	100,670	\$601	\$30.8	\$27.8	\$58.6
2007	93,323	\$510	\$30.5	\$16.1	\$46.6
<i>Arrearage</i>					
2021	17,774	\$1047	\$.5	\$18.1	\$18.6
2020	12,218	\$779	-	\$9.5	\$9.5
2019	16,115	\$835	-	\$13.5	\$13.5
2018	16,862	\$871	-	\$14.6	\$14.6
2017	14,681	\$925	-	\$13.6	\$13.6
2016	16,321	\$1,002	-	\$16.3	\$16.3
2015	17,815	\$954	-	\$17.0	\$17.0
2014	22,384	\$944	-	\$21.1	\$21.1
2013	16,423	\$969	-	\$15.9	\$15.9
2012	14,011	\$929	-	\$13.0	\$13.0
2011	19,243	\$931	-	\$17.9	\$17.9
2010	30,078	\$1,025	-	\$30.8	\$30.8
2009	22,295	\$936	\$1.5	\$19.4	\$20.9
2008	7,957	\$801	\$1.5	\$4.9	\$6.4
2007	10,486	\$486	\$1.5	\$3.6	\$5.1

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

Note 1: The benefit expenditures for FY2021 are net expenditures and exclude any adjustments made thereafter in the State Financial Management Information System (FMIS). The households served data are from the OHEP Data System. The data may not be final and are for information purposes only.

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

Table 2. MEAP Summary Data FY 2003-2021

Program and Year	Applicants Served	Average Grant	Benefit Expenditures
2021	85,545	\$508	\$43.4 million
2020	88,590	\$575	\$50.8 million
2019	96,298	\$590	\$56.8 million
2018	97,477	\$565	\$55.1 million
2017	98,938	\$541	\$53.5 million
2016	104,491	\$566	\$59.1 million
2015	111,365	\$518	\$57.7 million
2014	118,107	\$511	\$60.3 million
2013	113,787	\$512	\$58.2 million
2012	123,868	\$474	\$57.6 million
2011	132,789	\$451	\$60.3 million
2010	134,691	\$309	\$44.6 million
2009	122,254	\$553	\$67.2 million
2008	93,147	\$450	\$41.9 million
2007	99,982	\$422	\$42.1 million
2006	89,108	\$366	\$32.6 million
2005	82,688	\$329	\$27.2 million
2004	80,509	\$269	\$21.6 million
2003	77,828	\$406	\$31.6 million

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

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

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

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

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

Note 5: In FY2021, a MEAP supplemental benefit of \$19 million was issued to 25,728 households. The supplemental benefit in FY2021 was CARES Act funding that the OHEP received rather than excess LIHEAP available to the State at the end of the year as seen in previous years.

Administrative Operations

OHEP & Local Administering Agency Office Operations

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

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

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

The state OHEP office performs the following functions:

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

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

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

Outreach is a key area of focus for both OHEP and the LAAs. Due to safety concerns due to the COVID-19 pandemic, in-person outreach activities have been limited and an emphasis has been placed on online and direct mailing outreach activities. The Outreach section of this report presents additional information on outreach activities undertaken this year.

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

- OHEP Data System screen messages to announce changes to the system and provide important alerts
- Bi-weekly LAA conference calls run by OHEP to keep LAAs informed of new program developments and to identify policy and operational concerns
- Annual Meeting and Training held each May with LAAs to communicate important program information and provide opportunities for networking and sharing of best practices
- OHEP Regional Meetings with utilities and LAAs to review regional approaches and issues
- Attendance at BGE quarterly partnership meetings with OHEP, LAAs, fuel funds, and other stakeholders
- Attendance by OHEP and/or LAAs at annual meetings with Delmarva Power, Potomac Edison, PEPCO and Southern Maryland Electric Cooperative

OHEP & Local Administering Agency Office Operations During the Pandemic

Throughout the COVID-19 pandemic DHS has acted to ensure its customers could access benefits to help them through the challenging times faced in the last years. Specific to energy assistance, OHEP has convened regular stakeholder meetings to discuss challenges posed by the return to normal collection activities in FY 2022. The process to allow for handling applications over the phone continued, as did the use of electronic signatures for OHEP applications and documents. OHEP has continued to expand outreach to returning customers.

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

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

All LAA offices are fully-operational to process cases, answer calls, and ensure other administrative functions are complete. Many offices were able to remain open or reopen to walk-in customers, all offices have secure drop boxes and areas to pick up applications. All offices also have processes for taking applications over the phone when necessary. Each OHEP LAA included in its crisis response plan its approach to addressing emergency cases within 18 to 48 hours. These plans also include each office's approach to after hours and weekend arrangements.

One of the most important elements of the preparation for the return to normal collections activities has been real-time access to the lists of customers receiving termination notices. The utilities agreed as part of Public Service Commission Public Conference 53 to provide the State OHEP and local offices the lists and detailed information for each customer receiving a termination notice. These lists have allowed for extensive direct mail, phone calls, and emails to these customers to encourage them to apply before their shutoff notice.

DHS is leveraging its network of non-profit partners, utility partners, sister state agencies, and Local Departments of Social Services, and advocates as a communication channel to get out information regarding OHEP services as well as other options available to customers to mitigate their outstanding utility bills.

Information regarding energy assistance programs and the end of the moratorium was also emailed to 648,000 active SNAP and P-EBT customers resulting in an immediate 32% increase in online energy assistance applications. While these outreach efforts did increase online applications, the State application rate remained lower than in previous years. DHS acknowledges the positive impact arrearage relief programs provided through State funds had on overall need.

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

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

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

The CARES Act supplemental Low Income Home Energy Assistance Program funding was provided to increase staffing levels at the Customer Call Center by 45 agents to a total of 110 agents. Call wait times decreased significantly due to the addition of these agents. This increased staffing level has been maintained throughout FY 2021.

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

Table 4. EUSP Administrative Expenditures FY 2007-2021

Fiscal Year	EUSP Administrative Expenditures
2021	\$6,097,368
2020	\$4,872,302
2019	\$4,562,663
2018	\$4,893,703
2017	\$4,382,692
2016	\$4,428,502
2015	\$4,440,000
2014	\$4,284,029
2013	\$3,990,577
2012	\$4,769,195
2011	\$4,625,792
2010	\$4,423,559
2009	\$3,606,818
2008	\$3,355,617
2007	\$3,282,598

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

OHEP Data System

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

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

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

myMDTHINK

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

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

Energy assistance applications received through myMDTHINK are imported directly into the OHEP Data System by staff on a daily basis. In FY 2021, OHEP received 91,054 applications through myMDTHINK.

Arrearages

In recent years, OHEP has not used EUSP Ratepayer funds to provide the Electric Arrearage Retirement Assistance. All electric arrearage requests are typically satisfied with SEIF funding. However, during FY21 OHEP used \$592,760 in EUSP Ratepayer funds to provide Electric Arrearage Retirement Assistance.

Historically, arrearage benefits were allowed only once in a lifetime. This restriction was modified in FY 2010 to allow for additional benefits after a period of seven years following the receipt of Arrearage Retirement Assistance, pursuant to Md. Code Ann., Public Utilities § 7-512.1(a)(2). This restriction was further modified in FY 2021 to allow for additional benefits after a period of five years and to omit arrearage benefits received during calendar years 2020 and 2021 pursuant to Md. Code Ann., Public Utilities § 7-512.1(a)(2). To be eligible for an Electric Arrearage Retirement Assistance benefit, a household must have a past due electric account balance of \$300. The maximum benefit over a seven-year period is capped at \$2,000. Applicants requiring additional assistance over the \$2,000 EUSP cap are referred to community-based programs for assistance.

In FY 2014, OHEP instituted an arrearage waiver policy allowing ‘vulnerable households’ who received \$800 or less in Electric Arrearage Retirement Assistance during the past seven, now five, years to apply for additional funds, not to exceed the \$2,000 cap. Vulnerable households are those with a member over the age of 65, under the age of 2, or medically fragile. In FY 2021 a total of 175 waivers were granted providing benefits totaling \$186,064.84.

In FY 2019, OHEP instituted the Gas Arrearage Retirement Program using MEAP funding to address past due amounts for natural gas service. The Gas Arrearage Retirement Program operates within the same parameters as the electric program (between \$300 and \$2,000; once every 5 years, with certain waivers available). The benefits distributed through this program are provided in the attached Household and Benefit Level Report.

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

Applications Denied Due to 5-Year Rule

<u>Agency Name</u>	<u>Total Denied Applications</u>
ALLEGANY COUNTY HUMAN RESOURCES DEVELOPMENT COMMISSION, INC.	355
ANNE ARUNDEL COUNTY COMMUNITY ACTION AGENCY INC	193
BALTIMORE CITY MOHS	367
BALTIMORE COUNTY DEPT OF SOCIAL SERVICES	3,235
CAROLINE COUNTY DEPT OF SOCIAL SERVICES	343
CECIL COUNTY DEPT OF SOCIAL SERVICES	8
COMMUNITY ACTION COUNCIL OF HOWARD COUNTY, MD, INC.	4
DORCHESTER COUNTY DEPT OF SOCIAL SERVICES	9

FREDERICK COMMUNITY ACTION AGENCY	61
GARRETT COUNTY, MARYLAND, COMMUNITY ACTION COMMITTEE, INC.	13
HARFORD COMMUNITY ACTION AGENCY, INC.	43
HUMAN SERVICE PROGRAMS OF CARROLL COUNTY INC	0
KENT COUNTY DEPT OF SOCIAL SERVICES	173
MONTGOMERY COUNTY DEPT OF HEALTH AND HUMAN SERVICES	1,078
NEIGHBORHOOD SERVICE CENTER, INC.	1
PRINCE GEORGE'S COUNTY DEPT OF SOCIAL SERVICES	62
QUEEN ANNES CO DEPT OF SOCIAL SERVICES	8
SHORE UP! INC	13
SOUTHERN MARYLAND TRI-COUNTY COMMUNITY ACTION COMMITTEE INC	73
WASHINGTON COUNTY CAC	33
Total :	6,072

Outreach, Education and Customer Service

In FY 2021 outreach activities conducted by the LAAs reached customers using a variety of methods which included: mass mailing of applications and brochures to customers who applied the previous year, weekly mass mailing of applications and brochures to utility turn-off lists, email communications to SNAP customers, targeted online advertising, presentation of the program at various virtual, and to a lesser extent, in-person events, and visits to homebound or disabled applicants.

Partnerships

In FY 2021 OHEP continued to collaborate with utility companies. OHEP attended multiple BGE Partnership meetings, and the Potomac Edison Annual Energy Assistance Meeting, where information about program funding and customer participation issues was shared among partners, including the Fuel Fund of Central Maryland. OHEP continues to work closely with the Maryland Public Service Commission (PSC), Office of External Relations to help customers negotiate payments and work towards service restoration and to handle rule violations. In addition, OHEP partners with the Office of People's Council, United Way of Central Maryland, The Fuel Fund of Maryland, the Maryland Department of Housing and Community Development Weatherization Program, and the Maryland Department of Aging/Disabilities.

In FY 2016 OHEP formed a new partnership with Benefits Data Trust (BDT). BDT assists OHEP customers by completing an online application for energy assistance through myDHR. BDT completes applications via the myMDTHINK Consumer Portal over the phone with each applicant and collects all supporting documentation needed for each application before forwarding it on to the LAA. In FY 2021, BDT submitted 2,896 applications for EUSP on behalf of OHEP customers.

Outreach Activities

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

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

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

The Critical Medical Needs Program (CMNP), officially launched October 1, 2019, is an important element of outreach to households with individuals categorized as disabled. In FY 2021 OHEP held six CMNP Navigator trainings and 2 special COVID-19 related briefings, expanding the Navigator base to more than 380 individuals

working in hospitals, cancer centers, and non-profit organizations to help patients gain access to benefits. The further expansion of the base of Navigators in the coming years will increase access among this population. Additionally, the upcoming Power to the People pilot program, which establishes paid Navigators at the United Way call center, will provide an additional avenue for increased CMNP uptake.

Customer Service

The vast majority of customer calls in FY 2021 were received directly by local OHEP agencies. In FY 2016, DHS implemented a new revamped central Call Center as the point of entry for customers inquiring about energy assistance services. The Call Center has a sophisticated IVR (Interactive Voice Response System) that provides application status information similar to that available on MyOHEPStatus.org. Customer service representatives are trained and given access to the OHEP database to relay information to customers and connect them to their local office as needed. The Call Center continues to improve customer service, provide better oversight and tracking of responses, and allows local agencies to focus time on processing applications.

Education

In FY 2021 OHEP continued to encourage customers to conserve energy to reduce their energy costs. OHEP Local Administering Agencies are contractually obligated to distribute information regarding bill savings opportunities. Local Administering Agencies inform all customers about energy efficiency services and OHEP makes referrals to the Maryland Department of Housing and Community Development for weatherization and furnace repair and replacement.

Responses to Statutory Questions

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

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

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

RESPONSE:

In FY 2021, applications for EUSP Bill Payment Assistance increased by 7.4% from the previous year. FY 2021 EUSP Bill payment benefit expenditures totaled \$41.8 million.

OHEP RECOMMENDATION:

Due to LIHEAP carryover funding from Federal Fiscal year 2021 and additional LIHEAP funding made available through the American Rescue Plan, projections indicate that sufficient funding is available for the increased number of benefit requests anticipated in FY 2022. OHEP will work with the Advisory Board, including Commission staff and other stakeholders, to closely monitor funding availability.

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

RESPONSE:

The formula for calculating the EUSP benefit amount is:

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

Benefits are calculated based on a formula developed by OHEP to equitably distribute benefits. The formula uses a customer's total household income and electric usage to calculate the benefit level, ensuring that households with the lowest income and highest usage receive the greatest benefit. Benefit levels vary according to the poverty level of the recipient. There are four benefit levels based on four levels of poverty: 0-75 percent, 76-110 percent 111-150 percent, and 151-175 percent. A fifth benefit level was established for those living in subsidized housing. Subsidized housing households receive the lowest benefit, based on the assumption that the housing subsidy provides some degree of assistance with energy costs. Pursuant to Md. Code Ann., Public Utilities § 7-512.1(a)(2), households with one or more members over the age of 67 years with household incomes between 175- 200 percent of the federal poverty level. These newly eligible households fall into the fourth benefit level.

Electric usage data is collected from the utility for each customer upon application. The electric usage data for the applicant and the cost of electricity per kilowatt-hour are used to calculate an estimated annual cost of electricity for the applicant. Recognizing that there are cost variations for electricity among utilities, the cost

calculation is adjusted based on the customer's electric supplier. The annual cost of electricity and the household's poverty level or subsidized housing status if applicable, are the factors used to calculate the benefit. This methodology of calculating benefits ensures that program funding is distributed equitably to those with the most pressing needs, based on income and usage.

OHEP RECOMMENDATION:

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

OHEP began compiling new LIHEAP performance measures in FY 2016 focused on household energy burden. Through FY 2020, the LIHEAP performance measures indicate that the current methodology for calculating energy assistance benefits in Maryland is effective at reducing energy burdens and targeting benefits to those households with the highest energy burdens.

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

RESPONSE:

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

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

OHEP RECOMMENDATION:

OHEP projects that current funding levels for bill assistance and arrearage benefit assistance is adequate to meet the demand for assistance in FY 2022. This is due to additional funding from the American Rescue Plan LIHEAP supplemental funding for FY 2022.

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

RESPONSE:

During the fiscal year 2021, the collection of ratepayer funds for EUSP was less than the statutory limit due to the rate adjustment to account for overcollections in previous years. As of 6/30/2021, the fund balance was \$3,569,647.

	<u>Total Collection</u>	<u>Statutory Limit</u>	<u>Excess Collection</u>
FY2021	\$31,297,207	\$37,000,000	(\$5,702,792.92)

OHEP RECOMMENDATION:

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

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

RESPONSE:

Demand for energy assistance in Maryland has been steady since the end of the recession. The target population at or below 175% of the federal poverty level in Maryland is approximately 365,133 households. Approximately 26% of all eligible households receive EUSP benefits. The participation rate varies significantly between counties with 14% participating in EUSP in Montgomery County and almost 50% of eligible households participating in Allegany and Garrett. The U.S. Census Bureau American Community Survey (2014-2016) is the source for estimates on the target population.

Per the LIHEAP Data Warehouse, the average participation rate in energy assistance benefit programs involving LIHEAP assistance is 17% and the median is 16%. The highest participation rate recorded for federal fiscal year 2020, the most recent year for which information is available, is New York State’s 46%.

OHEP RECOMMENDATION:

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

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

RESPONSE:

Demand for Electric Arrearage Retirement Assistance remains constant in recent years. While demand for arrearage retirement is expected to decrease slightly in FY 2022 due to the availability of additional funding for

arrears forgiveness and loosening eligibility requirements, the size of individual arrears benefits are expected to increase.

OHEP RECOMMENDATION

OHEP recommends that \$19 million of MSEIF (RGGI) funding be made available to support the EUSP Arrears Retirement Assistance program in FY 2022.

(iv) the amount of funds needed, as determined by the commission, for bill assistance and arrears retirement, respectively, for customers for whom income limitations may be waived under subsection (a) (7) of this section, and the basis for each determination;

RESPONSE

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

OHEP RECOMMENDATION:

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

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

RESPONSE:

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

OHEP RECOMMENDATION:

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

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

RESPONSE:

The Low-Income Home Energy Assistance Program (LIHEAP) Block Grant legislation sets income eligibility at a maximum of 150% of federal poverty level or 60% of state median income, whichever is higher. Maryland sets maximum income eligibility at 175% of federal poverty level MEAP, which is lower than the state's 60% state median income level. The income eligibility maximum was set at 175% of poverty level for MEAP to match the EUSP guidelines and to streamline the application process for the programs. In FY 2021 the Maryland General Assembly raised income eligibility limits for MEAP and EUSP to 200% of poverty level for households containing one or more members aged 67 years or older.

OHEP RECOMMENDATION:

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

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

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

RESPONSE:

The source of MEAP funding is the federal Low-Income Home Energy Assistance Program (LIHEAP) Block Grant. 85,454 customers received assistance through MEAP in FY 2021. State fiscal year 2021 benefit expenditures for MEAP totaled to \$43,449,639.72. The following table and provides the number of recipients by fuel type:

MEAP by Fuel Type

COAL	42
ELECTRICITY	41,020
GAS	33,845
KEROSENE	1,130
OIL	6,785
PROPANE	3,152
WOOD	302

OHEP RECOMMENDATION:

None required.

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

RESPONSE:

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

OHEP has reserved \$80,000 in FY 2022 budget to conduct various supplemental outreach activities. It should

be noted that most LAAs build outreach and education activities into their annual operating budgets. As such, most outreach costs are absorbed within other administrative expenditures.

OHEP RECOMMENDATION:

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

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

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

RESPONSE:

For FY 2022 OHEP expects to receive the following amounts of funding:

- Maryland Strategic Energy Investment Fund – OHEP anticipates having \$31,600,000 available through the SEIF.
- Low Income Home Energy Program/Maryland Energy Assistance Program – For Federal Fiscal Year 2022, the LIHEAP allocation to Maryland is approximately \$78 million.
- Other Federal, State, Local or Private Source – in 2019, OHEP began receiving \$400,000 annually from the Dominion Cove Point settlement. These funds will be received for twenty years.
- American Rescue Plan Act LIHEAP - For Federal Fiscal Year 2022, the ARPA LIHEAP allocation to Maryland is approximately \$73,500,000.

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

RESPONSE:

Attachment G is the LIHEAP Households Report for FY2021 that will be submitted to the federal government. Please note that the majority of the households included in the counts under LIHEAP also received benefits under EUSP.

Attachment A: Annual Intake and Approved Applications by County

FY2021 (7/1/2020-6/30/2021)

COUNTY	Total Applications	MEAP		Bill Assistance		Electric Arrearage Retirement Assistance		Gas Arrearage Retirement Assistance		USPP
		Applied	Approved	Applied	Approved	Applied	Approved	Applied	Approved	
Allegany	4,427	4,221	3,195	4,205	3,231	1,458	350	740	180	1395
Anne Arundel	7,841	7,763	3,893	6,620	3,569	3,049	893	1,809	457	1243
Baltimore City	30,935	30,304	15,900	27,885	15,137	12,448	4,163	12,251	4,323	7177
Baltimore County	25,216	24,622	11,286	22,652	10,765	16,975	2,579	13,388	2,118	586
Calvert	1,236	1,235	723	1,209	697	242	153	28	10	656
Caroline	1,853	1,839	1,289	1,766	1,248	954	172	33	0	586
Carroll	2,669	2,607	1,854	2,550	1,854	406	242	102	53	999
Cecil	3,596	3,584	2,571	3,450	2,503	906	416	212	44	2604
Charles	3,187	3,182	1,836	3,107	1,771	544	331	110	58	1728
Dorchester	2,628	2,536	1,854	2,517	1,866	499	257	87	36	1031
Frederick	3,853	3,830	2,663	3,737	2,635	726	442	199	88	367
Garrett	2,319	2,318	2,134	2,219	1,959	144	103	12	7	0
Harford	6,461	6,238	3,955	5,762	3,747	1,839	775	1,109	346	4122
Howard	4,637	4,582	2,731	4,168	2,617	1,133	505	657	240	751
Kent	907	905	759	855	725	320	74	1	0	811
Montgomery	12,449	11,945	6,776	11,189	6,586	6,246	1388	2,948	412	1946
Prince George's	17,092	16,569	8,434	16,028	8,752	6,563	2,850	3,050	722	470
Queen Anne's	1,069	1,067	812	1,006	764	230	123	0	0	646
St. Mary's	2,360	2,356	1,540	2,274	1,466	390	239	34	12	1326
Somerset	1,379	1,377	1,267	1,339	1,225	233	182	23	0	1144
Talbot	1,216	1,216	1,089	1,201	1,073	134	115	11	8	294
Washington	5,050	4,901	3,658	4,796	3,656	1,047	522	340	128	1043
Wicomico	4,517	4,438	3,778	4,373	3,755	978	656	276	134	3728
Worcester	1,709	1,705	1,457	1,629	1,414	342	244	42	13	1184
TOTAL	148,606	145,340	85,454	136,537	83,015	57,806	17,774	37,462	9,389	35837

Source: Maryland Department of Human Services, Office of Home Energy Programs
Application Report Run Date, December 20, 2021

ATTACHMENT B
DOLLARS AND HOUSEHOLDS SERVED BY BENEFIT LEVEL BY COUNTY
FY 21
EUSP - BILL PAYMENT ASSISTANCE
BENEFIT LEVEL- EXPENDITURES

County	1	2	3	4	5	Total
ALLEGANY	\$422,088.00	\$588,875.72	\$370,560.00	\$92,040.00	\$130,020.00	\$1,603,583.72
ANNE ARUNDEL	\$684,828.00	\$417,191.80	\$439,735.00	\$137,040.00	\$308,437.00	\$1,987,231.80
BALTIMORE	\$2,139,595.00	\$1,019,182.50	\$1,093,308.00	\$337,308.00	\$699,669.00	\$5,289,062.50
BALTIMORE CITY	\$2,851,386.00	\$1,868,325.61	\$1,344,233.00	\$417,018.00	\$1,115,703.00	\$7,596,665.61
CALVERT	\$153,413.00	\$106,266.45	\$116,952.00	\$34,730.00	\$55,341.00	\$466,702.45
CAROLINE	\$181,776.00	\$173,200.50	\$197,952.00	\$55,164.00	\$101,928.00	\$710,020.50
CARROLL	\$221,700.00	\$190,516.14	\$228,198.00	\$62,304.00	\$198,358.00	\$901,076.14
CECIL	\$520,530.00	\$370,586.23	\$291,990.00	\$79,062.00	\$157,968.00	\$1,420,136.23
CHARLES	\$362,279.00	\$235,710.89	\$257,814.00	\$84,222.00	\$209,882.00	\$1,149,907.89
DORCHESTER	\$274,248.00	\$295,608.87	\$253,505.00	\$63,240.00	\$153,486.00	\$1,040,087.87
FREDERICK	\$228,054.00	\$230,312.02	\$273,054.00	\$109,902.00	\$264,450.00	\$1,105,772.02
GARRETT	\$225,096.00	\$442,484.97	\$220,422.00	\$63,240.00	\$76,284.00	\$1,027,526.97
HARFORD	\$704,796.00	\$464,344.20	\$459,114.00	\$163,662.00	\$298,444.00	\$2,090,360.20
HOWARD	\$420,300.00	\$182,537.30	\$222,090.00	\$84,984.00	\$373,128.00	\$1,283,039.30
KENT	\$100,488.00	\$129,861.20	\$97,572.00	\$30,318.00	\$41,778.00	\$400,017.20
MONTGOMERY	\$874,899.00	\$437,798.80	\$469,548.00	\$156,102.00	\$825,810.00	\$2,764,157.80
PRINCE GEORGES	\$2,332,731.00	\$792,195.00	\$870,401.00	\$325,980.00	\$379,229.00	\$4,700,536.00
QUEEN ANNES	\$132,684.00	\$141,371.60	\$95,088.00	\$35,874.00	\$60,174.00	\$465,191.60
SOMERSET	\$271,932.00	\$241,953.20	\$191,242.00	\$43,824.00	\$20,790.00	\$769,741.20
ST MARYS	\$274,081.00	\$243,698.24	\$208,422.00	\$53,348.00	\$213,102.00	\$992,651.24
TALBOT	\$131,664.00	\$140,523.40	\$126,774.00	\$40,416.00	\$116,742.00	\$556,119.40
WASHINGTON	\$391,547.00	\$421,327.49	\$376,494.00	\$88,116.00	\$274,895.00	\$1,552,379.49
WICOMICO	\$791,825.00	\$539,407.20	\$550,128.00	\$133,584.00	\$167,664.00	\$2,182,608.20
WORCESTER	\$308,838.00	\$242,017.60	\$223,302.00	\$56,346.00	\$51,690.00	\$882,193.60
Totals:	\$15,000,778.00	\$9,915,296.93	\$8,977,898.00	\$2,747,824.00	\$6,294,972.00	\$42,936,768.93

ATTACHMENT B
DOLLARS AND HOUSEHOLDS SERVED BY BENEFIT LEVEL BY COUNTY
FY 21
EUSP - BILL PAYMENT ASSISTANCE
BENEFIT LEVEL- HOUSEHOLDS PAID

County	1	2	3	4	5	Total
ALLEGANY	776	812	854	308	566	3316
ANNE ARUNDEL	902	704	741	345	983	3675
BALTIMORE	3304	2108	2123	950	2436	10921
BALTIMORE CITY	4743	3099	2903	1282	3666	15693
CALVERT	168	146	161	70	157	702
CAROLINE	235	235	321	133	332	1256
CARROLL	301	299	416	168	687	1871
CECIL	708	558	511	204	551	2532
CHARLES	403	316	352	171	543	1785
DORCHESTER	364	453	445	156	475	1893
FREDERICK	370	411	578	325	955	2639
GARRETT	398	494	517	214	351	1974
HARFORD	915	717	765	396	1051	3844
HOWARD	598	392	386	227	1047	2650
KENT	141	186	179	80	146	732
MONTGOMERY	1426	996	968	443	2753	6586
PRINCE GEORGES	3579	1363	1667	896	1241	8746
QUEEN ANNES	165	178	158	81	195	777
SOMERSET	371	382	313	108	59	1233
ST MARYS	300	296	291	118	475	1480
TALBOT	172	217	221	96	367	1073
WASHINGTON	676	683	838	283	1192	3672
WICOMICO	1054	971	961	328	460	3774
WORCESTER	382	411	360	129	145	1427
TOTALS:	22451	16427	17029	7511	20833	84251

ATTACHMENT B
DOLLARS AND HOUSEHOLDS SERVED BY BENEFIT LEVEL BY COUNTY
FY 21
EUSP -ARREARAGE RETIREMENT ASSISTANCE
BENEFIT LEVEL- EXPENDITURES

County	1	2	3	4	5	Total
ALLEGANY	\$119,382.38	\$48,293.17	\$59,008.68	\$22,908.24	\$36,486.79	\$286,079.26
ANNE ARUNDEL	\$342,709.12	\$142,751.26	\$173,618.01	\$124,436.94	\$147,813.65	\$931,328.98
BALTIMORE	\$1,197,147.31	\$359,206.36	\$409,907.31	\$263,047.47	\$218,897.68	\$2,448,206.13
BALTIMORE CITY	\$1,800,711.71	\$598,676.01	\$680,526.13	\$381,718.81	\$581,518.38	\$4,043,151.04
CALVERT	\$68,454.15	\$25,118.15	\$39,759.03	\$13,227.95	\$19,944.00	\$166,503.28
CAROLINE	\$55,400.93	\$33,072.76	\$44,449.14	\$29,320.06	\$22,432.96	\$184,675.85
CARROLL	\$103,654.26	\$54,594.43	\$60,487.80	\$30,170.11	\$46,099.66	\$295,006.26
CECIL	\$235,494.80	\$96,773.26	\$120,098.91	\$55,468.31	\$35,523.52	\$543,358.80
CHARLES	\$115,934.69	\$50,129.15	\$64,383.81	\$27,283.04	\$38,396.54	\$296,127.23
DORCHESTER	\$99,456.18	\$46,939.91	\$59,757.87	\$36,598.93	\$61,658.30	\$304,411.19
FREDERICK	\$79,156.51	\$48,357.59	\$62,700.38	\$54,697.67	\$68,000.79	\$312,912.94
GARRETT	\$36,956.38	\$11,973.05	\$25,470.98	\$2,654.56	\$8,350.73	\$85,405.70
HARFORD	\$335,304.09	\$103,673.65	\$150,502.65	\$91,922.22	\$119,309.04	\$800,711.65
HOWARD	\$173,005.17	\$57,501.63	\$84,049.14	\$63,490.88	\$135,837.67	\$513,884.49
KENT	\$43,250.82	\$9,801.24	\$10,950.48	\$14,345.41	\$7,668.04	\$86,015.99
MONTGOMERY	\$571,531.80	\$217,170.79	\$239,649.40	\$166,780.64	\$416,470.10	\$1,611,602.73
PRINCE GEORGES	\$1,676,401.90	\$397,967.48	\$534,623.10	\$358,103.16	\$245,286.03	\$3,212,381.67
QUEEN ANNES	\$57,430.80	\$33,310.96	\$19,960.26	\$22,556.43	\$7,610.35	\$140,868.80
SOMERSET	\$95,643.22	\$57,615.91	\$70,657.33	\$23,468.85	\$6,674.22	\$254,059.53
ST MARYS	\$60,317.38	\$45,315.25	\$33,529.74	\$10,419.00	\$57,873.14	\$207,454.51
TALBOT	\$27,948.56	\$18,504.82	\$14,329.14	\$15,196.39	\$20,195.61	\$96,174.52
WASHINGTON	\$145,465.00	\$82,041.90	\$57,091.65	\$47,913.10	\$63,250.86	\$395,762.51
WICOMICO	\$308,554.73	\$195,682.33	\$187,796.78	\$73,279.33	\$80,607.47	\$845,920.64
WORCESTER	\$144,521.49	\$91,057.04	\$69,685.86	\$20,120.36	\$14,195.25	\$339,580.00
TOTALS	\$7,893,833.38	\$2,825,528.10	\$3,272,993.58	\$1,949,127.86	\$2,460,100.78	\$18,401,583.70

ATTACHMENT B
DOLLARS AND HOUSEHOLDS SERVED BY BENEFIT LEVEL BY COUNTY
FY 21
EUSP -ARREARAGE RETIREMENT ASSISTANCE
BENEFIT LEVEL- HOUSEHOLDS PAID

County	1	2	3	4	5	Total
ALLEGANY	133	59	64	23	45	324
ANNE ARUNDEL	308	139	169	123	162	901
BALTIMORE	1190	394	434	281	235	2534
BALTIMORE CITY	1773	642	723	380	642	4160
CALVERT	56	21	30	14	23	144
CAROLINE	50	33	40	26	25	174
CARROLL	79	40	49	26	51	245
CECIL	174	78	85	41	36	414
CHARLES	112	49	65	29	50	305
DORCHESTER	80	42	44	26	58	250
FREDERICK	84	68	74	65	96	387
GARRETT	48	11	30	3	11	103
HARFORD	295	94	136	86	142	753
HOWARD	167	59	86	65	128	505
KENT	31	11	10	11	7	70
MONTGOMERY	474	186	200	153	372	1385
PRINCE GEORGES	1426	380	496	304	234	2840
QUEEN ANNES	50	25	18	16	10	119
SOMERSET	70	42	48	17	5	182
ST MARYS	62	47	31	12	59	211
TALBOT	31	19	19	16	30	115
WASHINGTON	179	96	73	52	97	497
WICOMICO	239	141	147	61	66	654
WORCESTER	98	66	50	14	14	242
TOTALS	7209	2742	3121	1844	2598	17514

Attachment C

Distribution of EUSP Grants by KWH Usage Within Benefit Levels

Program: BILL PAYMENT

County: ALL

Vendor: ALL

Year: 2021

KWH Range	Level 1	Level 2	Level 3	Level 4	Level 5	Total
0 - 6000	4,640	3,806	3,834	1,459	7,786	21,525
6001 - 7000	1,489	1,196	1,256	540	1,900	6,381
7001 - 8000	1,497	1,086	1,287	557	1,707	6,134
8001 - 9000	1,540	1,042	1,174	499	1,412	5,667
9001 - 10000	1,471	1,012	1,047	491	1,188	5,209
10001 - 11000	1,332	938	1,008	472	1,003	4,753
11001 - 12000	1,218	818	888	443	928	4,295
12001 - 13000	1,147	798	818	399	798	3,960
13001 - 14000	1,044	696	781	340	643	3,504
14001 - Above	7,072	4,488	4,935	2,311	3,468	22,274
Total	22,450	15,880	17,028	7,511	20,833	83,702

Attachment D- EUSP Monthly Income Eligibility Table
2020- 2021 Income Eligibility Guidelines for OHEP
(Based on 175% of the Federal Poverty Level)

HOUSEHOLD SIZE	MAXIMUM MONTHLY INCOME STANDARDS	MAXIMUM YEARLY INCOME STANDARDS
1	\$ 1,861	\$ 22,330
2	\$ 2,515	\$ 30,170
3	\$ 3,168	\$ 38,010
4	\$ 3,821	\$ 45,850
5	\$ 4,475	\$ 53,690
6	\$ 5,128	\$ 61,530
7	\$ 5,781	\$ 69,370
8	\$ 6,435	\$ 77,210
ADDITIONAL PERSON, ADD	\$ 654	\$ 7,840

2021- 2022 Income Eligibility Guidelines for OHEP

HOUSEHOLD SIZE	MAXIMUM MONTHLY INCOME STANDARDS NO HOUSEHOLD MEMBERS 67 YEARS+	MAXIMUM YEARLY INCOME STANDARDS NO HOUSEHOLD MEMBERS 67 YEARS+	MAXIMUM MONTHLY INCOME STANDARDS 1 OR MORE HOUSEHOLD MEMBERS 67 YEARS+	MAXIMUM YEARLY INCOME STANDARDS 1 OR MORE HOUSEHOLD MEMBERS 67 YEARS+
1	\$ 1,878	\$ 22,536	\$ 2,147	\$ 25,764
2	\$ 2,540	\$ 30,480	\$ 2,903	\$ 34,836
3	\$ 3,203	\$ 38,436	\$ 3,660	\$ 43,920
4	\$ 3,865	\$ 46,380	\$ 4,417	\$ 53,004
5	\$ 4,527	\$ 54,324	\$ 5,173	\$ 62,076
6	\$ 5,189	\$ 62,268	\$ 5,930	\$ 71,160
7	\$ 5,851	\$ 70,212	\$ 6,687	\$ 80,244
8	\$ 6,513	\$ 78,372	\$ 7,443	\$ 89,316
ADDITIONAL	\$ 662	\$ 7,944	\$ 757	\$ 9,084

Attachment E

Living Arrangements by Poverty Level

Program: BILL PAYMENT

Agency: ALL

County: ALL

Year: 2021

<u>Type of Income</u>	<u>Poverty Level 1</u>	<u>Poverty Level 2</u>	<u>Poverty Level 3</u>	<u>Poverty Level 4</u>	<u>Poverty Level 5</u>	<u>Total</u>
HOMEOWNER	7,021	6,897	8,131	3,290	39	25,378
PUBLIC / SUBSIDIZED	9,346	6,871	3,643	909	4	20,773
RENTER	15,311	8,915	8,822	4,139	19	37,206
SUBMETERED	79	22	55	17	0	173
SUBSIDIZED SUBMETERED	75	61	31	5	0	172
County Totals for: ALL	31,832	22,766	20,682	8,360	62	83,702

OHEP Administrative Expenditures Report - FY 2021

Headquarters Administrative Expenditures	\$	72,492
Local Administrative Agency Expenditures	\$	15,170,927
Total	\$	15,243,419

EUSP Share of Admin. Expend. (40%)	\$	6,097,368
MEAP Share of Admin. Expend. (60%)	\$	9,146,051

Local Administrative Agency (LAA) Expenditures

LAA	Expenditures	% of State
Allegany	\$ 407,712.00	2.7%
Anne Arundel	\$ 569,635.00	3.8%
Baltimore City	\$ 3,686,232.82	24.3%
Baltimore County*	\$ 1,830,555.00	12.1%
Caroline*	\$ 311,918.00	2.1%
Carroll	\$ 355,380.00	2.3%
Cecil*	\$ 323,137.00	2.1%
Dorchester*	\$ 308,734.00	2.0%
Frederick*	\$ 476,726.69	3.1%
Garrett	\$ 414,216.00	2.7%
Harford	\$ 543,356.00	3.6%
Howard	\$ 450,935.00	3.0%
Kent*	\$ 160,551.00	1.1%
Montgomery*	\$ 1,448,605.00	9.5%
Prince George's*	\$ 1,305,816.00	8.6%
Queen Anne's*	\$ 295,450.00	1.9%
Shore Up!		
Somerset	\$ 185,811.00	1.2%
Wicomico	\$ 370,424.00	2.4%
Worcester	\$ 190,983.00	1.3%
So. Md.		
Calvert	\$ 160,800.00	1.1%
Charles	\$ 310,480.00	2.0%
St. Mary's	\$ 310,484.00	2.0%
Talbot -NSC	\$ 240,342.00	1.6%
Washington	\$ 512,643.24	3.4%
TOTAL	\$15,170,927	

* Denotes Local Department of Social Service offices.

BENEFITS PAID BY BENEFIT LEVEL – FY 2021 YTD 10/31/2021
Program : MD ENERGY ASSISTANCE PROGRAM

Oct-21

Benefit Level	Category	Households	Benefits	Avg. Benefit
1	0-75%	23,346	\$14,016,691.04	\$600
2	>75-110%	16,427	\$9,915,296.93	\$604
3	>110-150%	17,694	\$10,228,208.28	\$578
4	>150-175%	7,851	\$4,172,711.26	\$531
5	Subsidized	19,871	\$5,395,409.96	\$272
6	Rent w/heat	569	\$384,846.00	\$676
7	Roomer/Boarder	75	\$17,354.00	\$231
8	Submetered	226	\$62,479.50	\$276
9	Subsidized Submetered	215	\$53,241.50	\$248
Total		86,274	\$44,246,238.47	\$513

BENEFITS PAID BY BENEFIT LEVEL – FY 2020
Program : MD ENERGY ASSISTANCE PROGRAM

FY 20

Benefit Level	Category	Households	Benefits	Avg. Benefit
1	0-75%	18,921	\$13,350,911.27	\$706
2	>75-110%	17,461	\$12,311,649.57	\$705
3	>110-150%	18,721	\$12,661,280.53	\$676
4	>150-175%	7,979	\$5,021,598.16	\$629
5	Subsidized	24,099	\$6,853,333.68	\$284
6	Rent w/heat	747	\$524,094.50	\$702
7	Roomer/Boarder	87	\$20,819.00	\$239
8	Submetered	257	\$70,942.40	\$276
9	Subsidized Submetered	318	\$80,783.23	\$254
Total		88,590	\$50,895,412.34	\$575

BENEFITS PAID BY BENEFIT LEVEL – FY 2021 YTD 10/31/2021
Program : BILL PAYMENT

Benefit Level	Category	Households	Benefits	Avg. Benefit
1	0-75%	22,450	\$14,997,970.00	\$668
2	>75-110%	15,880	\$9,206,178.00	\$580
3	>110-150%	17,028	\$8,969,918.00	\$527
4	>150-175%	7,511	\$2,747,824.00	\$366
5	Subsidized	20,833	\$6,294,972.00	\$302
6	Rent w/heat	-	\$0.00	\$0
Total		83,702	\$42,216,862.00	\$504

BENEFITS PAID BY BENEFIT LEVEL – FY 2020
Program : BILL PAYMENT

Benefit Level	Category	Households	Benefits	Avg. Benefit
1	0-75%	17,952	\$12,060,297.00	\$672
2	>75-110%	16,514	\$9,630,853.00	\$583
3	>110-150%	17,690	\$9,351,056.00	\$529
4	>150-175%	7,529	\$2,738,289.00	\$364
5	Subsidized	24,394	\$7,570,046.00	\$310
6	Rent w/heat	-	\$0.00	\$0
Total		84,079	\$41,350,541.00	\$492

BENEFITS PAID BY BENEFIT LEVEL – FY 2021 YTD 10/31/2021
Program : ELECTRIC ARREARAGE ASSISTANCE PROGRAM

Benefit Level	Category	Households	Benefits	Avg. Benefit
1	0-75%	7,208	\$7,891,954.81	\$1,095
2	>75-110%	2,742	\$2,825,528.10	\$1,030
3	>110-150%	3,120	\$3,266,993.58	\$1,047
4	>150-175%	1,844	\$1,949,127.86	\$1,057
5	Subsidized	2,598	\$2,460,100.78	\$947
6	Rent w/heat	-	\$0.00	\$0
Total		17,512	\$18,393,705.13	\$1,050

BENEFITS PAID BY BENEFIT LEVEL – FY 2020
Program : ELECTRIC ARREARAGE ASSISTANCE PROGRAM

Benefit Level	Category	Households	Benefits	Avg. Benefit
1	0-75%	3,710	\$2,988,327.91	\$805
2	>75-110%	2,130	\$1,656,873.65	\$778
3	>110-150%	2,407	\$1,892,583.07	\$786
4	>150-175%	1,415	\$1,149,405.84	\$812
5	Subsidized	2,556	\$1,826,702.25	\$715
6	Rent w/heat	-	\$0.00	\$0
Total		12,218	\$9,513,892.72	\$779

BENEFITS PAID BY BENEFIT LEVEL – FY 2021 YTD 10/31/2021
Program : GAS ARREARAGE ASSISTANCE PROGRAM

Benefit Level	Category	Households	Benefits	Avg. Benefit
1	0-75%	3,827	\$3,208,773.05	\$838
2	>75-110%	1,490	\$1,156,634.15	\$776
3	>110-150%	1,663	\$1,345,470.94	\$809
4	>150-175%	953	\$756,528.81	\$794
5	Subsidized	1,468	\$1,073,866.17	\$732
6	Rent w/heat	4	\$2,702.15	\$676
7	Roomer/Boarder	0	\$0.00	\$0
8	Submetered	0	\$0.00	\$0
9	Subsidized Submetered	2	\$2,601.70	\$1,301
Total		9,407	\$7,546,576.97	\$802

BENEFITS PAID BY BENEFIT LEVEL – FY 2020
Program : GAS ARREARAGE ASSISTANCE PROGRAM

Benefit Level	Category	Households	Benefits	Avg. Benefit
1	0-75%	2,167	\$1,417,777.71	\$654
2	>75-110%	1,280	\$806,625.27	\$630
3	>110-150%	1,380	\$879,334.63	\$637
4	>150-175%	736	\$486,372.06	\$661
5	Subsidized	1,619	\$975,892.43	\$603
6	Rent w/heat	0	\$0.00	\$0
7	Roomer/Boarder	0	\$0.00	\$0
8	Submetered	0	\$0.00	\$0
9	Subsidized Submetered	3	\$1,675.20	\$558
Total		7,185	\$4,567,677.30	\$636

NOTES:

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

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

Attachment H**Distribution Of Household Income****Program:** BILL PAYMENT**Agency:** ALL**County:** ALL**Year:** 2021

Type Of Income	Benefit Level 1	Benefit Level 2	Benefit Level 3	Benefit Level 4	Benefit Level 5
EMPLOYMENT	3388	3633	5496	3646	3169
UNEMPLOYMENT	2272	1179	1017	666	818
TCA	1553	59	13	0	214
TDAP	245	2	2	0	214
SOCIAL SECURITY	3306	9044	9299	2744	9248
SSI	2780	1008	322	51	4060
VA/PENSION	162	201	330	185	201
ZERO INCOME	4392	15	11	4	712
OTHER	1418	383	290	141	481
SELF-EMPLOYED	502	245	189	51	53
CHILD - NO INCOME	1709	31	36	17	456
CHILD SUPPORT	733	85	30	10	433
Total :	22,460	15,885	17,035	7,515	20,835

Service Status Report

Program Year: 2021

County: ALL

Energy Type: ELECTRICITY AND GAS

Supplier: ALL

<u>Supplier</u>	<u>On</u>	<u>Off</u>	<u>Total</u>
Totals for All Electric*	66,866	18,476	85,342
Totals for all Gas	25,899	8,033	33,932

*Includes EUSP and MEAP-only electric