



# Office of People's Counsel

## RESOURCE GUIDE

### Utility Bill Assistance in

## CHARLES COUNTY

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For corrections, please contact us by phone  
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[Endia.Montgomery@Maryland.gov](mailto:Endia.Montgomery@Maryland.gov)

**IMPORTANT TEMPORARY  
UTILITY MORATORIUM  
AND BILL PAYMENT  
RULES UNTIL  
NOVEMBER 15, 2020. SEE  
PAGE 3 FOR MORE  
DETAILS.**

**REVISED**

July 2020

# CHARLES COUNTY RESOURCE GUIDE

## 1-2-3 Utility Bill Assistance

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### 1. Apply for energy assistance.

Income eligible customers may qualify for Maryland state energy assistance programs that can help pay their utility bills. A detailed description of these programs are provided in this packet. There is one application for all Maryland state energy assistance programs.

**Maryland Energy Assistance Program (MEAP)** distributes funds for gas, oil, electricity and other home heating and cooling bills to income eligible individuals and families.

**Electric Universal Service Program (EUSP)** is a program that helps income eligible electricity customers pay their electric bills. It provides both assistance with future bills and past due electric bills. Some customers who are not eligible for MEAP are eligible for EUSP.

**Gas Arrearage Retirement Assistance (GARA)** is a program that helps income eligible gas customers with past-due gas bills.

Enrollment in these programs is not automatic. You must meet eligibility requirements and apply with a local assistance agency. Local assistance offices are listed in this guide. For locations in other counties, contact the Maryland Office of Home Energy Programs (1-800-332-6347).

### 2. Ask about other energy assistance funds.

Supplementary assistance may be obtained from a local Fuel Fund, state or local programs, and faith based organizations. Information about some of these programs is included in this packet and can be obtained from your local energy assistance office. You may also consider calling 2-1-1 for information on other utility resources in your community.

### 3. Try to work out a payment arrangement.

If you still owe money to the utility after applying for energy assistance, or did not qualify for assistance, you should contact your utility to work out a reasonable payment arrangement for the past due amount.

If you try to work out a reasonable payment arrangement and are not successful, contact the Public Service Commission (PSC).

Make a complaint online at

[www.psc.state.md.us](http://www.psc.state.md.us). Call 410-767-8028 to request a complaint form. The PSC complaint form is enclosed in this packet.

## *CHARLES COUNTY RESOURCE GUIDE*

### **TEMPORARY UTILITY MORATORIUM AND PAYMENT PLAN RULES IN EFFECT UNTIL NOVEMBER 15, 2020**

The Governor's Executive Order prohibiting shut-offs of utility services and other residential services has expired. The Public Service Commission (PSC) issued a moratorium on shut-offs of gas, electricity, telephone (landline only), and private water companies for residential customers. Until November 15, 2020.

#### **TERMINATION RESTRICTIONS**

- Customers cannot be turned off prior to November 15, 2020.
- Utilities can begin to send turn-off notices on October 1, 2020. This gives you 45 days to address past-due utility bills.
- Any shut-off notice sent prior to October 1, 2020 is void.
- There is no moratorium on shut-offs of cellphone, VOIP, broadband, or internet services.

#### **PAYMENT PLAN RULES**

- Utilities must offer everyone a minimum 12-month payment plan. If they do not offer you one up front, tell them you want one.
- If you have a high past-due bill, and you need a longer plan, give them information: household income; applications for energy assistance; special circumstances such as serious medical conditions, reliance on electricity for medical equipment, telehealth and distance learning
- OHEP-Certified Customers: Minimum 24-month payment plan.
- Downpayments: Utilities cannot require them as part of plan.
- Security Deposits: Utilities cannot require them as part of plan.
- Did you fall behind on a prior payment plan during the past 18 months? The utility cannot deny you this plan because you fell behind or defaulted on a prior plan.

**Take action now** to make sure you are protected from utility-shut-offs on November 15 or later.

**Apply for energy assistance.** If you are on a fixed income, unemployed or underemployed, or paid low wages, these funds can be a lifeline. **DO NOT WAIT FOR A TURNOFF NOTICE.** (see page 6).

**Contact your utility now.** The utility **MUST** offer you a payment plan of at least 12 months with no down payment.

## *CHARLES COUNTY RESOURCE GUIDE*

### **Utility Shut-Offs and Serious Illness & Life Support**

If you have received a shut-off notice and someone in the home is seriously ill or needs life support equipment, contact the utility immediately. If you present a Public Service Commission **Medical Certification Form** stating that termination of electric, gas or both will aggravate an existing serious illness or prevent the use of life-support equipment, a utility may not terminate service for an initial period of up to 30 days beyond the scheduled date of service termination.

**The medical certification does not prevent shut-offs indefinitely.** The customer must take steps to resolve the unpaid bills to avoid service termination in the future.

**If you are off-service already, the utility does not have to restore service unless the utility bills are paid.** However, we recommend that you contact the utility, inform them of the medical situation, take steps to get assistance with the bills, and try to work out a payment plan.

#### **THINGS TO REMEMBER:**

- Call the utility **immediately** to inform them of the situation
- Submit a Medical Certification form to the utility immediately (included at the end of this packet)
  - A **Physician, Certified Nurse Practitioners or Physicians Assistants** must sign the certification form
  - Send the form by fax, email (with scanned copy) or hard copy
- The customer must enter into a payment plan with the utility **within 30 days** to address the outstanding bills
  - If you are income eligible or will have difficulty paying the bills, apply for energy assistance
  - If in the hospital or receiving outpatient treatment for a serious illness, speak with the social worker for assistance
  - If over the age of 60, contact the Department on Aging
  - Call 2-1-1 for additional utility payment resources
- If the utility will not work out a reasonable plan, file a complaint with the Public Service Commission

### **The Critical Medical Needs Program (CMNP)**

CMNP expedites financial assistance to continue or restore utility services for medically vulnerable customers within a 24-48 period. In addition to reducing barriers to the energy assistance application process for individuals who are medically vulnerable, the CMNP coordinates with the Department of Housing and Community Development for energy efficiency programs and heating/cooling system repair/replacement.

Medical vulnerability is established by a customer's ability to obtain a PSC Medical Certification Form that is signed by a Physician, Certified Nurse Practitioner, or Physician's Assistant. The CMNP is administered by the Office of Home Energy Programs in partnership with Certified Navigators throughout the state. The Certified Navigators are hospital/community medical/community outreach staff who process applications for energy program resources in the setting where clients are already receiving medical attention or other services.

For information on how to participate in CMNP, contact OPC at [DLInfo\\_OPC@maryland.gov](mailto:DLInfo_OPC@maryland.gov)

# CHARLES COUNTY RESOURCE GUIDE

## Electric and Natural Gas Utilities

### Electric

**SOUTHERN MARYLAND ELECTRIC  
COOP., INC. (SMECO)**  
P. O. Box 1937  
Hughesville, MD 20637-1937  
1-888-440-3311  
www.smeco.com

### Natural Gas

**WASHINGTON GAS LIGHT  
COMPANY (WGL)**  
6801 Industrial Road  
Springfield, VA 22151  
1-800-752-7520  
www.washgas.com

## Electric & Gas Utility Programs

### BUDGET BILLING (EVEN MONTHLY PAYMENTS).

Utilities offer Budget Billing (an even monthly payment plan) for customers. This allows a customer to pay the same amount every month based on their expected annual usage. This amount may change periodically if you use more or less gas or electricity than expected. The program does not eliminate monthly charges on the bill, but it does even them out. The program is especially helpful if a customer wants to maintain a fairly fixed amount of expenses throughout the year.

### BILL EXTENDER PLAN.

Utilities are required to adjust a customer's bill due date if they receive monthly income through Social Security or another government-sponsored assistance program. This can help avoid late payment fees, since a customer can pay the bill after receipt of their monthly income.

### UTILITY SERVICE PROTECTION PROGRAM (USPP).

The USPP program is designed to protect households from utility service terminations during the winter and may waive reconnection and security deposit fees for off-service customers. The program is only available to MEAP recipients who enroll in the company's Budget Billing program.

### PAYMENT ARRANGEMENTS WITH THE UTILITY.

Customers who are having difficulty paying their gas or electric bills should ask the utility about a payment plan to pay past-due bills over time. A deferred payment plan should take a customer's individual circumstances into account, including other available assistance, income, and the amount owed. If the utility will not work with the customer to establish reasonable payment arrangements, the customer should contact the Public Service Commission's Consumer Assistance Division immediately to file a complaint.

### DISPUTES WITH THE UTILITY.

Customers should contact the utility first to request information or resolve a dispute. If it is not resolved, a customer may file a complaint with the PSC. You can file a complaint online at [www.psc.state.md.us](http://www.psc.state.md.us) or request a complaint form by calling 410-767-8028. The form is also included in this packet.

### CONSUMER ASSISTANCE DIVISION

6 St. Paul Street, Suite 1501  
Baltimore, MD 21202-3486  
Phone: 410-767-8028  
Toll-free: 1-800-492-0474  
Fax: 410-333-6844  
Website: [www.psc.state.md.us](http://www.psc.state.md.us)

## Office of Home Energy Programs (OHEP) - Energy Assistance Programs

### MARYLAND ENERGY ASSISTANCE PROGRAM (MEAP)

MEAP is an energy assistance program that helps OHEP income eligible households pay their heating bills, and at times, with their cooling bills. The program is available to households that heat with electricity, gas, oil, propane, wood, or other sources. Grant amounts vary depending on household size, household income, and heating source.

### ELECTRIC UNIVERSALSERVICE PROGRAM (EUSP)

EUSP is a program that helps OHEP income eligible electricity customers pay their electricity bills. The program includes a Bill Payment Assistance grant and an Electric Arrearage Retirement Assistance (EARA) grant.

**The Bill Payment Assistance grant** is for current bills and is spread out evenly over a 12 month period. Bill Payment Assistance requires customers to enroll in Budget Billing.

**The EARA grant** is used for past due bills and can be up to \$2,000 once every seven years.

There are two instances in which a customer can apply for EARA more than once in a seven year period. It is called an Arrearage Waiver.

- 1) Customer has received EARA grant for \$300 or less in the prior year.
- 2) Customer has received EARA grant for \$800 or less in the prior year and there is a vulnerable person in their household. Vulnerable households will be defined as having a member of the household who is 65 years of age or older, under two years of age, or members who are medically fragile. The PSC medical certification form (found at the end of this packet) can be used as proof of medical eligibility. Customers must request screening for the Arrearage Waiver to receive any Arrearage Waiver benefit, and should be certain to mention their vulnerable conditions to OHEP staff.

### GAS ARREARAGE RETIREMENT ASSISTANCE (GARA)

GARA is operated similar to EARA. GARA will provide up to \$2,000 once every seven years for gas bills. The same Arrearage Waiver available through EARA is also available through GARA. Customers must have a past due gas bill balance of at least \$300 to be considered for GARA.

**Important:** The OHEP application is a Point in Time application which means a customer must apply for all three grants (EUSP, MEAP, and Arrearage) at the same time. There is an exception to this rule for EARA and GARA. A customer can apply for Arrearage help at a later date only if 1) a change in income would result in a lower benefit level, 2) there is a documented medical development, or 3) there is presence of a vulnerable individual in the household. MEAP and EUSP are not available at a later date. If customers did not receive EUSP at the time of their original application, they will not be eligible to apply for Arrearage help.

*To check the status of your  
Energy Assistance application please go to  
[www.myohepstatus.org](http://www.myohepstatus.org) or contact your local OHEP.*

## Office of Home Energy Programs (OHEP) - Energy Assistance Programs—Continued

### DOCUMENTS NEEDED WHEN APPLYING FOR ASSISTANCE

One-Stop-Shop: There is only ONE application to apply for MEAP, EUSP, Utility Service Protection Plan (USPP), and DHCD's EmPOWER (LIEEP).

A customer should plan to bring (or mail) copies of the following documents when applying for grants or assistance:

1. **Picture Identification**. Driver's license, MD ID, employment ID, passport (current or expired), temporary resident card (I-688) or INS Green Card. Various other acceptable documents available by calling 1-800-332-6347.
2. **Proof of Residence**. Property tax bill (for homeowners); lease or rent book (for renters); or mail received at the subject address.
3. **Proof of Income**. Pay stubs (last four to seven weeks); unemployment insurance check stubs; benefit letter from TCA, SSI, SSDI, VA, Social Security; pension benefits; disability check; worker's compensation; or any other receipt of income.
4. **Social Security Cards** for all members of the household over age 2.
5. **Energy Usage**. Most recent utility bill, heating fuel bill, and/or turn-off notice.
6. **Landlord information**. Name, address and telephone number of landlord.

FY 2021 OHEP ELIGIBILITY GUIDELINES for MEAP and EUSP	
Household Size	Max. Monthly Income
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

To check the status of your  
Energy Assistance application please go to  
[www.myohepstatus.org](http://www.myohepstatus.org)  
or  
contact your local OHEP agency



# CHARLES COUNTY RESOURCE GUIDE

## Energy Efficiency and Conservation

### DHCD Weatherization Assistance Program (WAP) / Empower MD / Limited Income

The Maryland Department of Housing and Community Development (DHCD) administers energy efficiency and conservation programs for low-income customers. Limited income households **up to 200% of the FPL** who own or rent a home are eligible for these programs. DHCD WAP provides priority to households who meet MEAP/EUSP guidelines (p. 5) and are elderly or disabled, have minor children in the home, or have high energy consumption. Eligible customers with critical medical needs may qualify for expedited services through one or more of DHCD's programs.

**Applications:** OHEP applicants can request a referral to DHCD for energy efficiency services at the time of application for energy assistance. Other individuals can apply directly to DHCD (see below).

### ENERGY EFFICIENCY GRANT PROGRAMS

**MARYLAND ENERGY ASSISTANCE PROGRAM (MEAP):** The Emergency No Heat Assistance component of MEAP can repair or replace your non-functioning heating system during the months of November through March at no cost.

**EmPOWER LOW INCOME ENERGY EFFICIENCY PROGRAM (LIEEP)** includes:

- Whole house weatherization (includes air sealing/insulation)
- Appliance replacement (includes refrigerators, water heaters)
- Direct install measures (includes LEDs, power strips, low-flow showerheads, faucet aerators)
- HVAC repair or replacement and programmable thermostats
- LIEEP includes both electricity and gas customers.
- Customers can participate every 5 years.



**DOE WEATHERIZATION ASSISTANCE PROGRAM (WAP):** WAP provides similar services to LIEEP, with additional health and safety measures, but with different program specifications, WAP is available one time only.

**County WAP:** Southern MD Tri County C.A.C Call: 301-274-4474 Ext.216

*For additional assistance, or for those that are over income for OHEP but meet WAP / Empower MD LIEEP income guidelines see chart (to the right ) Call DHCD – WAP 1-855-583-8976 . You can also apply for assistance online.*

*Housing and Building Energy Programs  
EmPOWER Low Income Energy Efficiency Program  
(LIEEP)*

*Community Development Administration  
7800 Harkins Road  
Lanham, MD 20706  
[www.dhcd.maryland.gov](http://www.dhcd.maryland.gov)*

*You must use the OHEP application when applying for LIEEP*

CURRENT LIEEP INCOME ELIGIBILITY LIMITS  
(200% Federal Poverty Guidelines)

Size of Family Unit	Maximum Annual Household Income*	Monthly Gross Income
1	\$25,520.00	\$2,126.67
2	\$34,480.00	\$2,873.33
3	\$43,440.00	\$3,620.00
4	\$52,400.00	\$4,366.67
5	\$61,360.00	\$5,113.33
6	\$70,320.00	\$5,860.00
7	\$79,280.00	\$6,606.67
8	\$88,240.00	\$7,353.33
each additional person add \$8,960		



## CHARLES COUNTY RESOURCE GUIDE

### Energy Efficiency and Conservation for All Households EMPOWER MD Program Offerings



SMECO: 888-440-3311; [www.smeco.coop/save-energy-and-money](http://www.smeco.coop/save-energy-and-money)

Washington Gas: 833-286-0860; [www.washingtongas.com/home-owners/savings/rebates](http://www.washingtongas.com/home-owners/savings/rebates)

#### SMECO

**Lighting Discounts:** Discounts on qualifying Energy Star® LEDs and light fixtures.

**Heating and Cooling Rebates:** Rebates for HVAC equipment that meets or exceeds ENERGY STAR® standards.

**Appliance Rebates:** Rebates for a variety of qualifying appliances, including refrigerators, clothes washers, room air conditioning units, heat pump water heaters, and smart thermostats.

**Smart Thermostats and Optimization:** Rebates up to \$100 for Energy Star® thermostats, and BGE will fine-tune the thermostat settings for both energy savings and comfort.

**Home Energy Improvement Program:** Replaces the former QHEC and HPwES programs. Participating home performance contractors conduct free comprehensive audits and make customized recommendations for HVAC, lighting, appliances and insulation inspections. Contractor provides audit, direct install of energy efficient measures. Rebates up to \$7500 are available for energy efficiency improvements.

**Recycling Rebates:** Rebates for recycling old room air conditioners, refrigerators or freezers in working order.

**Energy Star for New Homes:** Energy Star qualified homes can include a variety of energy-efficient features.

**Energy Efficiency Kits:** Customers can obtain free kits with easy-to-install efficiency technologies, instructions and educational materials.

#### Washington Gas Programs

**Appliance Rebates:** Rebates for efficient gas water heaters

**HVAC Rebates:** Rebates for efficient gas boilers and furnaces

**New Construction:** Rebates for efficient boilers, furnaces and water heaters and gas clothes dryers

# CHARLES COUNTY RESOURCE GUIDE

## Department of Social Services (DSS) - Energy Assistance

Each local DSS agency has discretion to allocate the funds described below in different ways. If a customer is not currently receiving services through DSS (e.g. TCA, TEMHA), he or she can still contact the local DSS agency for possible assistance with housing and energy emergencies. Please note that all of these grants are highly discretionary and based on funding availability.

### EMERGENCY ASSISTANCE TO FAMILIES WITH CHILDREN (EAFC)

EAFC is an emergency grant program that may be accessed once every 24 months. The grant may be used for household emergencies, including utility bills. It is available to families with one or more children under the age of 18, who are related to (and reside with) the applicant. A person does not have to be receiving any state assistance to apply for an emergency grant. However, he or she must document individual circumstances.

### FLEX FUNDS

Flex Funds may be available for households in order to maintain or reunify children with their families. These monies are available for a variety of needs, but the goods and services purchased must be related to the child's or family's needs. These funds may also be available for vulnerable adults in households without children depending on the situation and need.

### WELFARE AVOIDANCE GRANT (WAG)

A WAG grant provides cash assistance to avoid the need for TCA and/or other benefits. Payment is made on behalf of a family with children for immediate and limited work-related needs. This is not an entitlement program. Funding is limited and can only be used for needs directly related to obtaining or maintaining employment such as vehicle repairs and job-related equipment. Persons who receive a WAG cannot receive TCA benefits for a specified time period.

### “SPECIAL” OR “LOCAL” FUNDS

“Special” or “local” funds are charitable or local funds available for household emergencies. Local jurisdictions set eligibility criteria and grant amounts. Funds are intermittent and limited and allocated based upon a household's income and level of need.

*To apply for any of these DSS funds, contact:*

#### CHARLES CO. DEPARTMENT OF SOCIAL SERVICES (DSS)

200 Kent Avenue  
LaPlata, MD 20646  
301-392-6400—press “3” at prompt  
Mon-Fri 8:00 a.m.—4:30 p.m.

#### ASSISTANCE FOR SENIORS

Senior Citizens (or their caregiver) with a utility emergency should call for Information and Assistance from:

#### CHARLES COUNTY AGING AND COMMUNITY SERVICES DIV.

8190 Port Tobacco Road  
Port Tobacco, MD 20677  
Phone: 301-934-9305 / 301-870-3388  
Fax: 301-934-5624 / 301-934-0126  
Hours: Mon.—Fri. 8:00a.m.—4:30p.m.  
Dina Barclay  
Email: [DinaB@charlescountymd.org](mailto:DinaB@charlescountymd.org)

If you have questions or concerns with DSS, call:

**DHS CONSTITUENT SERVICES**  
**Toll-free: 1-800-332-6347**

# CHARLES COUNTY RESOURCE GUIDE

## Private Charities & Other Funds

### FUEL FUNDS

Local Fuel Funds are non-profits that offer financial assistance to income eligible households who need assistance with bulk fuel. Generally, all Fuel Funds use the 200% of Poverty Income Guidelines (see the EMPOWER income guidelines in this packet) for eligibility and require applicants to exhaust all other funding sources. Most, if not all, Fuel Funds partner with the local utility companies.

Fuel Fund assistance is only available once in a 12-month period. You must complete an OHEP application before applying. Fuel Fund may be able to help with a purchase of up to 100 gallons of oil, kerosene, propane, wood pellets, etc. Check with your local Fuel Fund for application and program rules.

*You can apply online at Fuel Fund of Maryland*

*<http://www.fuefundmaryland.org/apply>  
or by calling 410-235-9080*

### FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA) FUNDS

Each year, FEMA (the Federal agency responsible for providing disaster relief) distributes certain emergency funds to the state. These funds may be used for utility emergencies.

For more information on **FEMA**, call: **211**

### **\*\*ALERT\*\***

**If you have trouble contacting any Fuel Fund agencies on this page please contact 2-1-1 for assistance.**

To apply for the **Fuel Fund** or other non-profit funding sources contact the following agencies:

*SMECO customers call:*

#### **SOUTHERN MD TRI-COUNTY COMMUNITY ACTION INC.**

Luther Stuckey Bldg.  
8371 Leonardtown Road  
Hughesville, MD 20637  
301-274-4474 X35 / 1-800-255-5313 X35

Mailing Address: P.O. Box 280,  
Hughesville, MD 20637

Hours: Mon.—Thurs. 9am—3pm / Fri.  
9am—noon

Website: [www.smtccac.org](http://www.smtccac.org)

**Washington Gas and BGE customers,  
call:**

#### **WASHINGTON AREA FUEL FUND (WAFF)**

**SALVATION ARMY**  
Admin Office: 301-638-9532

**Local WAFF Agency**  
11690 Doolittle Road  
Waldorf, MD 20910  
(301) 638-2062  
Mon-Fri 8:30am—4:30pm  
close for lunch 12:00pm-1:00pm

# CHARLES COUNTY RESOURCE GUIDE

## Tax Credits

### EARNED INCOME TAX CREDIT

The Earned Income Tax Credit (EITC) is a special federal tax credit for income eligible workers. If qualified for the federal EITC, you may be entitled to a Maryland EITC on your state return equal to 50 percent of the federal EITC, as well as a local earned income tax credit. A person may be eligible for a tax credit even if he or she does not owe any taxes. A tax return must be filed.

### CHILD TAX CREDIT

The Child Tax Credit is a federal special tax credit for income eligible families. A person may be eligible for this tax credit of at least \$2000 per child even if he or she does not owe any taxes. Child must be under 17 years old at year end. A tax return must be filed.

### HOMESTEAD TAX CREDIT

To help homeowners deal with large assessment increases on their principal residence, state law has established the Homestead Property Tax Credit. The Homestead Credit limits the increase in taxable assessments each year to a fixed percentage. Every county and municipality in Maryland is required to limit taxable assessment increases to 10% or less each year. Homeowners must submit a one-time application to establish eligibility for the credit. For more information visit:

<http://dat.maryland.gov/realproperty/Pages/Maryland-Homestead-Tax-Credit.aspx>

**For questions about the EITC or Child Tax Credit or any other federal tax, call:**

**Internal Revenue Service (IRS)**  
1-800-829-1040

**For questions about any Maryland state tax credit, call:**

**Office of the Comptroller of MD**  
410-260-7980

### RENTER'S TAX CREDIT

The Renter's Tax Credit (RTC) is a Maryland tax credit offered to limited income renters. Renters who are 60 or over, or 100% disabled, may qualify if their rent amount exceeds the amount set based on their income. Renters under 60 may qualify if they meet the household size income limits as well as other program criteria. Credit up to \$1000 based on income and rent.

Information at <http://dat.maryland.gov/realproperty/Pages/Renters'-Tax-Credits.aspx>.

Apply by September 1.

### HOMEOWNER'S PROPERTY TAX CREDIT

This tax credit is available to Maryland homeowners whose property taxes exceed a fixed percentage of their incomes. The program is available to qualified homeowners regardless of age.

Visit <http://dat.maryland.gov/realproperty/Pages/Homeowners'-Property-Tax-Credit-Program.aspx> for more information about the program.

**For questions about the Homestead, Renter's or Homeowner's Tax Credits, contact:**

#### **MD Department of Assessment and Taxation**

301 W. Preston Street, Room 900  
Baltimore, MD 21201  
410-767-1184; 888-246-5941

**OR**

#### **Baltimore City - Maryland Assessment Office**

6 Saint Paul Street, 11th Floor  
Baltimore, Maryland 21202  
(410) 767-8250

*Applications and documents must be received by September 1 of each year.*

**FREE TAX SERVICES** - To take advantage of various tax credits and free tax preparation services.

**AARP TAX-AIDE**  
1-888-687-2277

**1ST CALL FOR HELP**  
1-800-492-0618

**CASH Campaign**  
[info@cashmd.org](mailto:info@cashmd.org)

# CHARLES COUNTY RESOURCE GUIDE

## HOUSING AND MORTGAGE ASSISTANCE

### FORECLOSURE ASSISTANCE

If you are in need of help with paying your mortgage or you are facing a home foreclosure, be sure to first contact your lender and ask to speak with the loss mitigation or loan modification department. Try to work out a reasonable loan workout, repayment plan, loan modification or forbearance agreement. In many cases, it is best to get help from an experienced housing counselor who works with lenders and homeowners on a daily basis. There are many different types of foreclosure assistance programs, but their availability is dependent on many factors that include, but are not limited to: who your lender, investor or insurer is, your household income, credit rating, debts and expenses, and type of hardship.

**Mortgage counseling assistance**  
[www.makinghomeaffordable.gov](http://www.makinghomeaffordable.gov)  
 1-888-995-4673

**MDHOPE**  
 1-877-462-7555  
<https://dhcd.maryland.gov/Residents/Pages/HOPE/MDHope.aspx>

To find a counseling agency near you visit [www.hud.gov](http://www.hud.gov) or <https://dhcd.maryland.gov/Residents/Pages/HOPE/CounselorsList.aspx>

#### **Foreclosure fraud and rescue scams**

MD Dept. of Labor, Licensing & Regulation  
 410-230-6097 / 1-888-784-0136  
<http://www.dllr.maryland.gov/finance/consumers/mortforeavoid.shtml>

#### **Foreclosure Timeline and Mediation Process**

**Step 1:** Lender can mail a Notice of Intent to Foreclose (NOI) 45 days prior to filing action to foreclose. This notice is typically sent after 90 days of delinquency.

**Step 2:** After 45 days from the date of the NOI, the lender can file an Order to Docket in Circuit Court.

*Maryland's new Foreclosure Mediation Law became effective July 1, 2010. The law requires mortgage lenders and servicers to be much more responsive to homeowners facing foreclosure. If the home facing foreclosure is a homeowner's principal residence, the homeowner will have the right to request mediation once the lender initiates foreclosure proceedings with the court system. At that time, the lender must send a "Request for Foreclosure Mediation" form. Homeowners will have 25 days to complete the form and file it with the circuit court. Homeowners must pay a non-refundable \$50 fee when they formally file this request for mediation.*

### **Department of Housing and Community Development (DHCD) Loans**

**Maryland Housing Rehabilitation Program (MHRP)-** Rehabilitation funds for housing or plumbing repairs for single family, owner-occupied properties and one to four unit rental properties. Loans may be used to correct exterior and interior deficiencies, make accessibility modification, correct health and safety violations, improve plumbing, wells and sewer, and for weatherization and energy conservation. You must be a Maryland resident who occupies the home as your principal residence, or rent to a family with a limited income at or below 80% of statewide median income.

**Accessible Homes for Seniors (AHFS)-** AHFS loans allow homeowners 55 plus to make needed accessibility improvements. Typical improvements include ramps, widening doorways, installing grab bars, adding a first floor laundry facility or bathrooms, and changing door and sink hardware to lever style handles. The program provides a zero percent interest, deferred loans for a term of 30 years to finance these accessibility improvements. For more information, contact AHFS at (301) 429-7821 or Toll Free 1-800-638-7781.



## *CHARLES COUNTY RESOURCE GUIDE*

### **Telephone Bill and Broadband (Internet) Assistance**

**LIFELINE** is a federal program, funded by all telephone customers, that helps to make telephone service more affordable. The program has provided eligible landline OR wireless customers with a discount on service or free minutes.

**NEW FCC Rules**, changed the program in important ways, including automatic eligibility criteria, the inclusion of broadband (fixed and mobile) and the eventual phase-out of assistance for voice-only services. Maryland law also changed the eligibility rules effective July 1, 2017.

**Eligibility Criteria for new and recertified customers:**

- ≤ 135 percent of federal poverty level (as measured by IRS gross revenue)
- Participants in such programs as: SNAP (Food Supplement Program), Medicaid, SSI, Federal Housing Assistance, Veterans Pension and Survivors Benefits Programs and certain Tribal Program participation.
- **Excluded programs include:** TDAP, LIHEAP, MEAP, EUSP, TANF, PAA, Section 8, and School Lunch participation.

**Voice and Broadband Services:** Lifeline customers will have the choice of applying their benefit to one of the following:

- Voice only (landline or wireless) – to be phased out by 2021
- Broadband only (fixed or mobile)
- Bundles: voice and broadband

#### **Things to Know About Lifeline Program**

- All telephone customers pay for the Program through a Universal Service Fund (USF) charge on the bill.
- There is a flat discount rate of \$9.25 applied to voice, broadband OR bundled services.
- Service discounts can be applied to any voice, broadband, or bundled voice and data service. However, **your provider may limit the number of minutes or amount of data covered by the Lifeline discount and you may incur charges for exceeding those limits.** Be sure to read the details of your service plan and understand what is included.
- Current Lifeline customers who switch providers to enroll in new broadband services, even bundled ones, will be considered “new” customers under the new eligibility rules.
- Only **one** Lifeline service is allowed per household. This means only one landline or wireless phone, or one broadband service, or one bundled voice and broadband service per household. A “**household**” is an economic unit of **all adult** individuals who contribute to and share income and expenses.
- A resident in a group home, nursing home, assisted living or similar facility can be certified as one household for purposes of Lifeline eligibility.
- There is an annual re-certification requirement for **all** Lifeline customers

## CHARLES COUNTY RESOURCE GUIDE

### Telephone Bill and Broadband (Internet) Assistance

#### Landline (Wired) Services: Verizon

**Basic:** Single telephone line with a maximum of 30 un-timed local calls per month.

Charge: \$0.66 per month

You cannot have any premium services and must pay all applicable federal, state and local taxes. **You will be charged for additional calls.**

OR

**Enhanced:** Single telephone line with unlimited local calls. Customer may purchase two value-added services and must pay all applicable federal, state, and local taxes.

Charge: \$10.00 per month

*Waiver of Federal Subscriber Line Charges (FSLC) / waiver of installation fee / Collection of deposit is prohibited*

### Verizon's Medical and Senior Repair Prioritization Program

A Verizon customer who is **65 years or older** or who has a **medical condition requiring repair priority** can be pre-certified for repair priority if the customer is without alternative access to E911 service. **Alternative access** means having use of a cell phone or another telephone line in the household to call 911 services.

Customers who meet these conditions and file the appropriate certifications will receive priority for repairs (24-hour "out of service" repair commitment) when an outage is reported.

#### Certificate Renewals

The **senior certificate** does **not** need to be renewed, and is valid until the account is closed or a billing name change is made to the account

The **medical certificate** is good for one year only if the medical condition is temporary. The customer will receive a notice 60 days before its expiration. If the condition is permanent, the certificate does not need to be renewed yearly.

#### Medical Certification

The medical certificate may be signed by a licensed doctor, physician's assistant or nurse practitioner.

Applications for the program can be obtained at: [https://www.verizon.com/support/consumer/phone/repair-priority?CMP=DMC-CVZ\\_ZZ\\_ZZ\\_Z\\_DO\\_N\\_X00393](https://www.verizon.com/support/consumer/phone/repair-priority?CMP=DMC-CVZ_ZZ_ZZ_Z_DO_N_X00393)

#### **Certifications must be mailed to:**

Maryland Repair Priority Program  
PO Box 5156  
Tampa, FL 33675

# CHARLES COUNTY RESOURCE GUIDE

## Water Bill Assistance

Most Maryland households receive water and sewer service through a local government or a quasi-government entity. These companies are not regulated by the MD PSC. If you need of help with paying your water bill from a public water source, you should contact your county executive or county commissioner's office for assistance.

County Commissioners of Charles County, Maryland P. O. Box 2150 200 Baltimore St. La Plata, MD 20646 - 2150 (301) 645-0550; (301) 870-3000; web: <a href="http://www.charlescountymd.gov">www.charlescountymd.gov</a>	DHS Constituent Services Unit 311 West Saratoga Street Baltimore, MD 21201 1 (800) 332-6347 ; TTY: (800) 925-4434	2-1-1 Maryland 100 South Charles St., 5th Floor Baltimore, MD 21201 Dial: 211; email: IN- FO@211MD.ORG
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Department of Social Services (DSS) emergency assistance programs may assist with private and public water company bills especially if a service termination is threatened or has occurred. Contact your local Department of Social Services for assistance (page 10).

There are small private water companies in some Maryland counties. These companies are fully regulated by the MD PSC. The company should be contacted about working out a payment plan if there is a past due bill or if the bill amount is disputed. If the customer cannot get a satisfactory result, the customer may file a complaint about a disputed bill, or seek mediation assistance, with the MD PSC.

Private water companies in the area:

### Companies

#### **PINE HILL WATER**

Water Services, Inc.  
 14 East Irongate Drive  
 Waldorf, MD 20602  
 Contact: Edward Crooks (410) 353-0383  
**AREA SERVED** : Pine Hill Subdivision

#### **POMONK UTILITIES**

Water Services, Inc.  
 14 East Irongate Drive  
 Waldorf, MD 20602  
 Contact: Edward Crooks (410) 353-0383  
**AREA SERVED** : Indian Head Manor

#### **POMONKEY WATER**

Utilities Services, Inc.  
 14 East Irongate Drive  
 Waldorf, MD 20602  
 Contact: Edward Crooks (410) 353-0383  
**AREA SERVED** : Ford Heights

#### **RED HILL WATER**

Water Services, Inc.  
 14 East Irongate Drive  
 Waldorf, MD 20602  
 Contact: Edward Crooks (410) 353-0383  
**AREA SERVED** : Red Hills Estates

#### **TIP HILL WATER**

Water Services, Inc.  
 14 East Irongate Drive  
 Waldorf, MD 20602  
 Contact: Edward Crooks (410) 353-0383  
**AREA SERVED** : Newtown Estates

#### **WHITE PLAINS WATER**

Water Services, Inc.  
 14 East Irongate Drive  
 Waldorf, MD 20602  
 Contact: Edward Crooks (410) 353-0383  
**AREA SERVED** : Kings Manor South

#### **UTILCO**

Water Services, Inc.  
 14 East Irongate Drive  
 Waldorf, MD 20602  
 Contact: Edward Crooks (410) 353-0383  
**AREA SERVED** : Pomfret Estates

# CHARLES COUNTY RESOURCE GUIDE

## *Other Assistance Programs*

### **Rental Allowance Program (RAP)**

RAP provides monthly rent subsidies to income eligible families for up to 12 months for those who either are homeless or have an emergency housing need.

To apply for RAP contact:

Department of Community Services  
8190 Port Tobacco Road  
Port Tobacco, MD 20677  
301-934-9305

### **Maryland Housing Search**

Maryland Housing Search offers information on how to find affordable rental housing and provides direct referrals to local housing options that meets the individual needs of the potential renter.

**For assistance:** 877-428-8844 or online [www.mdhousingsearch.org](http://www.mdhousingsearch.org)

### **Housing Opportunities for Persons with AIDS (HOPWA)**

HOPWA is funded by the federal Department of Housing and Urban Development (HUD) to provide housing assistance and related supportive services to income eligible persons diagnosed with HIV/AIDS and their families. HOPWA helps clients maintain housing stability, avoid homelessness and improve access to HIV treatment and other health care.

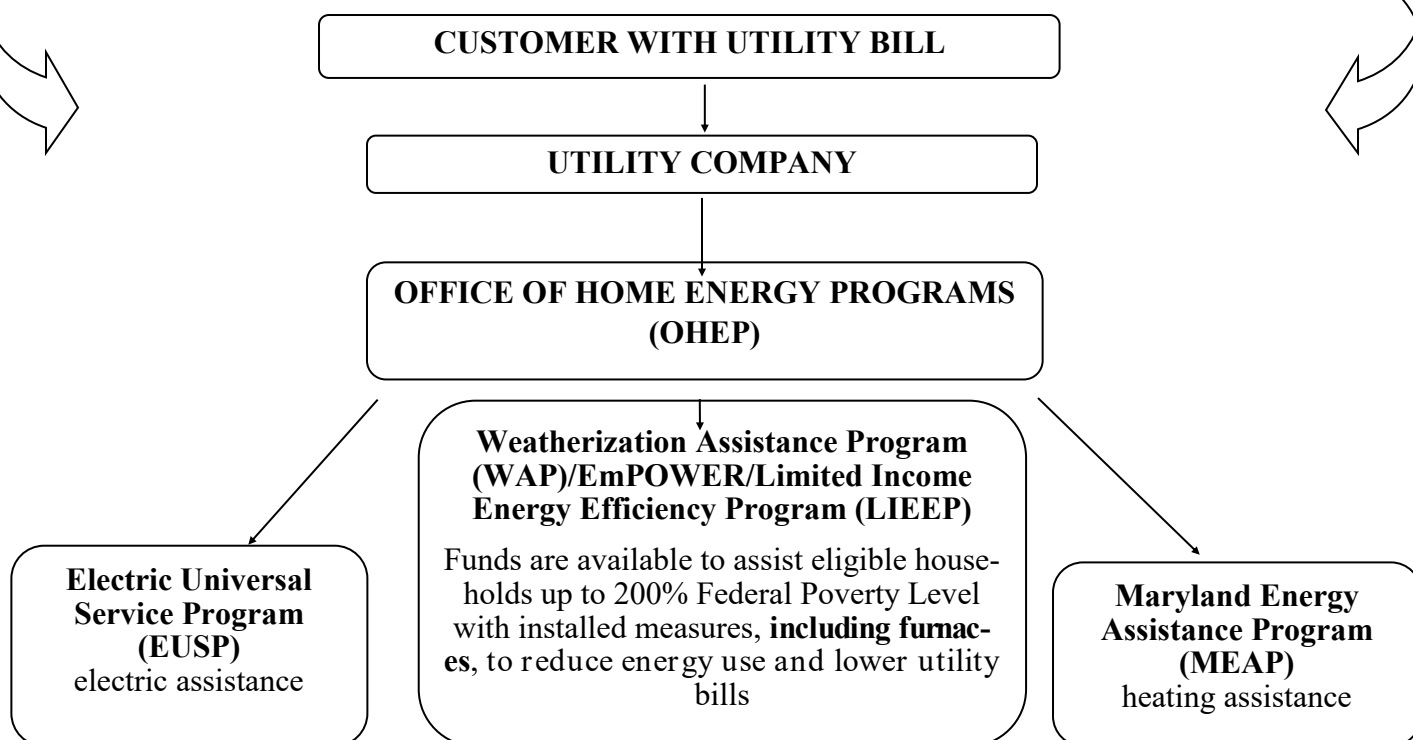
Contact HUD to locate your local program: 410-962-2520

### **2-1-1 Maryland**

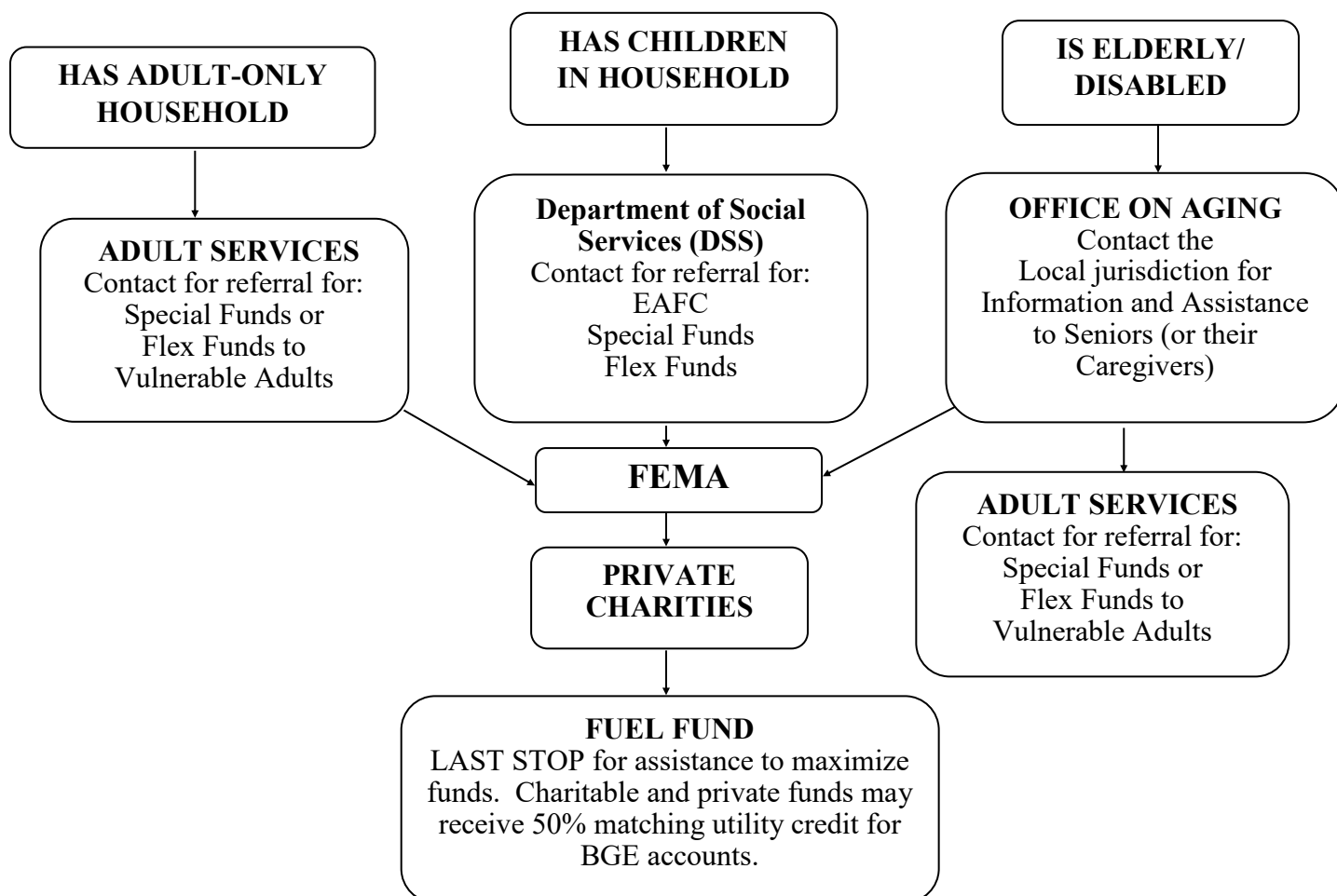
2-1-1 Maryland provides information and referrals to local community organizations that provide health and human services. They have information on financial assistance programs to assist with rent, food, utilities, healthcare, and much more.

To connect with 2-1-1 Maryland: 2-1-1 or 800-492-0618 or online [www.211md.org](http://www.211md.org)

# Utility Bill Assistance Flowchart



*If customer needs further assistance and,*





# PUBLIC SERVICE COMMISSION (PSC)

The following forms include:

## **Public Service Commission Inquiry/Complaint Form**

- The PSC has a complaint form online at [www.psc.state.md.us](http://www.psc.state.md.us).
- If you do not have access to a computer, fill out a copy of the attached form and mail or fax to: 410-333-6844
- If it is an emergency, call the PSC at 410-767-8028 or 800-492-0474 and explain that you do not have computer access or need immediate assistance. They should mail you the form to fill out

## **Physician Certification of Serious Illness or Life Support Medical Certification Form**

- Submit a Medical Certification form to the utility immediately
- A Physician, Certified Nurse Practitioners or Physicians Assistants must sign the certification form
- Send the form by fax, email (with scanned copy) or hard copy
- The customer must promptly (within 30 days) enter into a payment plan to address the outstanding utility

OFFICE OF EXTERNAL RELATIONS  
 MARYLAND PUBLIC SERVICE COMMISSION  
 WILLIAM DONALD SCHAEFER TOWER  
 6 ST. PAUL STREET  
 BALTIMORE, MD 21202-6806  
 TELEPHONE: 410-767-8028 OR 1-800-492-0474  
 FAX: 410-333-6844  
 INTERNET: <http://www.psc.state.md.us/psc/>

## **INQUIRY/DISPUTE FORM**

### **Everyone must complete this section:**

Have you contacted the company regarding your inquiry/dispute? ☐ YES ☐ NO Date: \_\_\_\_\_

Have you received a response from the company? ☐ YES ☐ NO Date Received: \_\_\_\_\_

*(If you received a written response, please provide a copy with this form.)*

**If you have not contacted the company, you must do so prior to filing a complaint with the Commission. If you contacted the company, you must wait for the company to have time to investigate the matter and respond to your complaint before pursuing the matter with the Commission. If after a reasonable period (2-6 weeks) you have not received a response from the company, you may file your complaint with the Commission. You may also file your complaint if you are dissatisfied with the company's response.**

### **TO BE COMPLETED BY EVERYONE [Please print and fill out neatly and completely]**

Name as it appears on bill: \_\_\_\_\_

Address as it appears on bill: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Mailing address, if different from service address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Numbers (please include area code): (home) \_\_\_\_\_-\_\_\_\_\_-\_\_\_\_ (work) \_\_\_\_\_-\_\_\_\_\_-\_\_\_\_

(pager) \_\_\_\_\_-\_\_\_\_\_-\_\_\_\_ (Fax) \_\_\_\_\_-\_\_\_\_\_-\_\_\_\_ ("Can be reached") \_\_\_\_\_-\_\_\_\_\_-\_\_\_\_

Account Number or Order Number: \_\_\_\_\_

### **Complaint concerns: (Check all that applies)**

- ☐ Gas Company ☐ Electric Company ☐ Gas Supplier ☐ Electric Supplier  
☐ Local Telephone Co. ☐ Long Distance Co. ☐ Water Co.

PLEASE NOTE: The Maryland PSC does not regulate the following companies: wireless, paging, oil, propane, Washington Suburban Sanitary Commission, and cable television providers. If your dispute concerns a wireless or paging co. you should file your dispute with the Federal Communications Commission at 1-888-225-5322 or you can contact the Attorney General's Office, Consumer Protection Division at 1-888-743-0023. If your dispute concerns cable television service please check the back of your cable bill for the local franchise office in your area. You should file your complaint with the franchise office listed on the bill or call the company and obtain that information. If your dispute concerned oil or propane companies, call the AGO at 888-743-0023. Finally, if your dispute concerned WSSC, you should file the dispute with the Manager of Customer Service for WSSC.

**Name of Company(ies) Against Whom You Are Complaining:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**If you are not the customer of record, please complete this section.**

Name: \_\_\_\_\_ Relationship to the customer: \_\_\_\_\_

Address: \_\_\_\_\_

Daytime Phone No.: \_\_\_\_\_ Explain why customer cannot complete form: \_\_\_\_\_

**Note:** you must have the customer's permission to file a complaint on their behalf. The PSC Investigator has the right to refuse to respond to a complaint if it cannot be verified that the customer of record gave you permission to file the dispute or his/her behalf.

**PLEASE COMPLETE IF YOUR COMPLAINT CONCERNS A TERMINATION NOTICE:**

Is your service currently on? ☐ YES ☐ NO

If your service is off, when was it turned off? \_\_\_\_\_

How much money is the utility requiring to restore service? \_\_\_\_\_

If your service is on, do you have a turn-off notice? ☐ YES ☐ NO Notice Amount? \_\_\_\_\_

If you are requesting an extension on a turn-off notice, and/or Alternative Payment Arrangements, you MUST indicate how much you are able to pay as a downpayment, and list the amount and date(s) when you can make additional payments to reduce the past due amount. Any amount you list must be paid, in addition to your current bill.

My total past due bill is:	\$ _____	
My downpayment is	\$ _____	to be paid by _____
I would like to pay the remaining bill as follows:		
	\$ _____	to be paid by _____
	\$ _____	to be paid by _____
	\$ _____	to be paid by _____
	\$ _____	to be paid by _____

Do you agree to participate in Budget Billing? ☐ YES ☐ NO

Have you paid a security deposit? ☐ YES ☐ NO Indicate Amount paid \$ \_\_\_\_\_

Is anyone in your household seriously ill or on life-support? ☐ YES ☐ NO

Name: \_\_\_\_\_ Description of illness: \_\_\_\_\_  
(Please have your doctor submit a letter on your behalf.)

If applicable, how many children are in the household? \_\_\_\_\_ Ages: \_\_\_\_\_

Have you applied for the Maryland Energy Assistance Program? ☐ YES ☐ NO

If yes, specify amount of grant expected/received: \$ \_\_\_\_\_

Have you applied for the Electric Universal Service Program? ☐ YES ☐ NO

If yes, amount of grant expected/received \$ \_\_\_\_\_. Are you now or have you ever participated in the Utility Service Protection Program (USPP)?

☐ YES ☐ NO

FORMAL COMPLAINT FORM  
Page 3

If you are disputing a bill, you must specify the amount in dispute? \$

**Did you pay this bill?** ☐ YES ☐ NO

**TO BE COMPLETED BY EVERYONE:** [If your complaint concerns a billing dispute, you must include copies of the disputed bills.]

**Below briefly describe the basis for your dispute. If this is a billing dispute explain why you are disputing your bill. If you need payment arrangements, explain why you have fallen behind on your bills. If you are contacting us for any other reason, please use this space to state why you are contacting us today and how you would like us to assist you.**

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Please attach additional sheets if necessary. Also attach any relevant documentation (i.e. a copy of the bill(s), canceled checks, receipts, etc.) which will support your position.

Date: \_\_\_\_\_ Signature of Customer: \_\_\_\_\_

Date: \_\_\_\_\_ Signature of person completing form (if different)

**CERTIFICATION OF SERIOUS ILLNESS OR LIFE SUPPORT AND/OR PERMISSION  
FOR UTILITY TO RELEASE CONTACT INFORMATION IN A  
WEATHER-RELATED EMERGENCY**

This is to certify that \_\_\_\_\_ is a resident at:

Street Address \_\_\_\_\_  
 City, State, Zip \_\_\_\_\_  
 Telephone Number \_\_\_\_\_  
 Relationship to Customer \_\_\_\_\_  
 Utility Account Number \_\_\_\_\_

**Note:** This form consists of two sections which provide different notices/approvals. You may complete and submit either or both sections as applicable, to your utility company.

**SECTION ONE:** Certification of Serious Illness or Life Support.

**THIS SECTION IS TO BE COMPLETED BY A LICENSED PHYSICIAN, CERTIFIED NURSE PRACTITIONER OR PHYSICIAN ASSISTANT ONLY.**

I hereby certify that termination of electric and/or gas service will either  
(check applicable box or boxes):

- ☐ Aggravate an existing serious illness<sup>1</sup>  
 OR  
☐ Prevent the use of life support equipment by the person named above<sup>2</sup>

Physician, Certified Nurse Practitioner's  
or Physician Assistant's Name

(Please Print)

License No.

Address:

Office Phone No.

Fax No.

E-mail Address

Physician, Certified Nurse Practitioner's  
or Physician Assistant's signature: \_\_\_\_\_

**PLEASE NOTE:**

Within 30 days of submitting this certificate, you must enter into an agreement with your utility for the payment of unpaid and current bills to continue service.

<sup>1</sup>"Serious illness" means an illness certifiable by a licensed physician to be such that termination of service during the period of time covered by the certificate would be especially dangerous to the health of the person certified to be seriously ill.

<sup>2</sup>"Life-support equipment" means any electric or gas energy-using device certified by a licensed physician as being essential to prevent, or to provide relief from, a serious illness or to sustain the life of the customer or an occupant of the premises.



**SECTION TWO:**      Permission for utility company to release  
contact information in a weather-related emergency.

**THIS SECTION TO BE COMPLETED IF YOU WANT TO GRANT YOUR UTILITY  
COMPANY PERMISSION TO RELEASE CONTACT INFORMATION FOR YOU IN THE  
EVENT OF A WEATHER-RELATED EMERGENCY<sup>3</sup>**

I, \_\_\_\_\_ grant my utility company \_\_\_\_\_  
(Print Name) (Name of Company)

my permission to provide any local, state, or federal government emergency responder agency the following contact information, in order that the agency may provide assistance to me in the event of a weather-related emergency;

Street Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Telephone Number \_\_\_\_\_

Utility Account Number \_\_\_\_\_

Printed Name \_\_\_\_\_

Customer's Signature \_\_\_\_\_

<sup>3</sup>This section, if signed, will allow your utility company to release your contact information to any local, state, or federal government emergency responder agencies. Release of this information is solely for the purpose of verifying your well-being and providing assistance to you in the event of a weather-related emergency, as possible. Submitting this form will not provide you with priority in restoration of electricity service.