

**PUBLIC SERVICE COMMISSION
OF MARYLAND**

**ELECTRIC UNIVERSAL SERVICE REPORT
2014 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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ELECTRIC UNIVERSAL SERVICE PROGRAM 2014 ANNUAL REPORT

I. OVERVIEW

The Electric Universal Service Program (“EUSP”), enacted as part of the Electric Customer Choice Act of 1999 (“the Act”), was designed by the Maryland General Assembly to assist low-income electric customers with retiring utility bill arrearages, making current bill payments, and accessing home weatherization following the restructuring of Maryland’s electric utilities and electricity supply market. The Act, codified as Section 7-512.1 of the Public Utilities Article, *Annotated Code of Maryland* (“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”), the arm of the Department of Human Resources (“DHR”) responsible for administering the EUSP.

II. LEGISLATIVE REQUIREMENTS

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

- (i) A recommendation on the total amount of funds for the program for the following fiscal year, subject to the amounts 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 under the electric universal service program within the preceding seven fiscal years, and the basis for this determination;
- (iv) The amount of funds needed, as determined by the Commission, for bill assistance and arrearage retirement, respectively, for customers for whom income limitations may be waived under § 7-512.1(a)(7) of the PUA, and the basis for each determination;
- (v) The impact on customers' rates, including the allocation among customer classes, from collecting the total amount recommended by the Commission under item (i) of this paragraph; and
- (vi) The impact of using other federal poverty level benchmarks on costs and the effectiveness of the electric universal service program.

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

- (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 DHR receives, and is expected to receive for low-income energy assistance from the Maryland Strategic Energy Investment Fund, the MEAP (for electric customers only), and any other federal, State, local, or private source.

III. BASES FOR FINDINGS AND RECOMMENDATIONS

The Commission's consideration and review of EUSP operational plans and proposals, workgroup reports, program reports, and filings is conducted principally in Case No. 8903, *In the Matter of the Electric Universal Service Program*. On June 10, 2014, OHEP filed its EUSP Proposed Operations Plan for Fiscal Year ("FY") 2015. Following receipt of comments from interested parties and a hearing to consider the Proposed Operations Plan, the Commission authorized the allocations for FY 2015 proposed by OHEP for ratepayer funding, as provided under PUA § 7-512.1(e).

Table 1
FY 2015 Allocations Approved by Order No. 86488, Issued July 24, 2014

Allocation	Amount
Arrearage Retirement Assistance	\$0
Bill Payment Assistance	\$34,680,281
Administration	\$4,742,765
Outreach	\$100,000
Total	\$39,523,046

In Order No. 86488, the Commission noted that OHEP anticipates total funding for the EUSP in FY 2015 to be \$76,674,348 after inclusion of \$37,151,302 from the Maryland Strategic Energy Investment Fund/Regional Greenhouse Gas Initiative (“SEIF/RGGI”). In the Order, the Commission expressly recognized that its statutory authority extends only to the approval of the proposed allocation of the ratepayer funds for EUSP, which were over-collected in previous years.¹ Due to this over-collection of ratepayer funds in recent years, and because OHEP EUSP expenditures are limited by the amount of ratepayer funding appropriated to the program, the General Assembly appropriated \$39,523,046 (as reflected in Table 1) to the EUSP Fund in FY 2015, as opposed to the statutorily-authorized amount of \$37,000,000.²

A. OHEP FY 2014 ANNUAL REPORT

On October 30, 2014, OHEP filed its *FY 2014 Electric Universal Service Program Annual Report to the Maryland Public Service Commission* (“Annual Report”) in compliance with PUA § 7-512.1(c)(2). On December 2, 2014, the Commission accepted Comments on the Annual Report pursuant to its Letter Order dated October 31, 2014.

In its Annual Report, OHEP provided highlights pertaining to the operation of the EUSP for the July 1, 2013 - June 30, 2014 program year, noting that the average bill assistance benefit awarded per household was \$357³ and the average arrearage retirement benefit awarded per household was \$944.⁴ In FY 2014, OHEP provided bill assistance to

¹ During fiscal years 2013 – 2014, the collection of ratepayer funds for EUSP exceeded the annual \$37 million statutorily-authorized amount by an aggregate \$8,340,305. See *FY 2014 Electric Universal Service Program Annual Report to the Maryland Public Service Commission* at 17-18.

² By Order No. 85727, the Commission directed Staff to file a proposal with the Commission for approval that would adjust the current ratepayer surcharges to align the annual EUSP collection with the \$37 million statutorily-authorized level. By Letter Order, dated December 4, 2013, the Commission approved Staff’s recommended reduction in the EUSP surcharge to residential customers from \$0.37 to \$0.36 and a reduction by 14 % for non-residential customers. However, this adjusted surcharge was only effective for the final quarter of FY 2014.

³ *Id.* at p. 3.

⁴ *Id.*

115,664 households, 22,384 of which received money for arrearage retirement.⁵ The total amount expended for EUSP benefits during the program year was \$62.3 million.⁶

During FY 2014, OHEP provided bill assistance to 3.9 percent more households than the previous fiscal year.⁷ OHEP also offered a higher average bill assistance benefit of \$357 in FY 2014 as compared with an average bill assistance benefit of \$325 in the preceding fiscal year.⁸ The FY 2014 benefit represented an increase of over 9.8 percent as compared with the benefit offered the previous fiscal year.⁹ In both FY 2014 and FY 2013, all ratepayer monies went to fund the bill payment assistance grant with some assistance from MEAP.

Unlike the bill payment assistance that relied on ratepayer monies from the EUSP Fund, arrearage retirement was funded in FY 2014 by SEIF/RGGI monies – over which the Commission does not exercise statutory oversight. OHEP’s average arrearage retirement assistance grant decreased from \$969 for FY 2013 to \$944 for FY 2014.¹⁰ The number of households that received money for arrearage retirement, however, increased by over 36 percent compared to the prior fiscal year.¹¹

MEAP does not rely on the EUSP Fund to support its activities, although the program does work in tandem with EUSP to support limited-income customers. MEAP is federally funded through the Low-Income Home Energy Assistance Program (“LIHEAP”) Block Grant. In FY 2014, 50,656 households with electric heating received assistance through MEAP resulting in an average grant of approximately \$264, considerably less than gas customers who received an average grant of approximately \$470.¹² Because MEAP pays for heating assistance in the broad sense, its grants are not limited to public service companies providing electricity and gas heating service, but also go to vendors of non-regulated fuels such as oil and propane. 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. OHEP anticipates that approximately \$69 million will be appropriated to Maryland for MEAP in FY 2015.¹³

During FY 2014, OHEP spent \$43,257 on outreach activities conducted by its local administering agencies (“LAA’s”). Additional outreach was paid for through OHEP’s administrative budget. OHEP’s outreach is often done in partnership with

⁵ *Id.* at p. 5.

⁶ *Id.* at p. 5 [\$41.2 million + \$21.1 million]. It is unclear whether this amount includes any MEAP benefit provided to EUSP participants.

⁷ $(115,664 - 111,288)/111,288 = 3.9\%$.

⁸ FY 2014 Annual Report, *op. cit.*, at p. 5.

⁹ $(\$357 - 325)/\$325 = 9.8\%$.

¹⁰ FY 2014 Annual Report, *op. cit.*, at p. 5.

¹¹ *Id.*

¹² *Id.* at Attachment J.

¹³ *Id.* at p. 20.

utilities and other organizations, especially those performing low-income energy-related work.¹⁴

OHEP’s FY 2014 Annual Report is attached as Appendix A.

B. How Benefits Were Calculated for FY 2014 and Will Be Calculated for FY 2015

For bill assistance under the EUSP, OHEP uses a formula (“Bill Matrix”) to customize the benefit amount to be paid to each participant. The following factors contribute to the size of a 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, 75 percent to 110 percent FPL; (3) Poverty Level 3, 110 percent to 150 percent FPL; (4) Poverty Level 4, 150 percent to 175 percent FPL; and (5) Poverty Level 5, subsidized housing, where incomes may vary and the rental subsidy includes some utility service subsidy as well. The lower an EUSP participant’s poverty level, the higher is the benefit received by that participant. The FPL income limit varies with household size. OHEP awards Poverty Level 5 a relatively small benefit in recognition of the fact that these participants already receive some energy assistance through their 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. The result of OHEP’s use of this bill matrix is that EUSP participants with the lowest incomes and the highest energy usage receive the greatest benefit. For FY 2015, OHEP provided estimated, aggregated benefits as follows:

Table 2¹⁵
EUSP Benefit Matrix
Percentage of Estimated Electric Bill Paid

Poverty Level	Income Level	% of Electric Cost	Total with MEAP
1	0-75%	40%	50%
2	75%-110%	35%	44%
3	110%-150%	27%	38%
4	150%-175%	17%	27%
5	Subsidized Housing	15%	24%

¹⁴ OHEP’s outreach activities and customer services are described on pages 13-14 of its Annual Report.

¹⁵ *Electric Universal Service Program Proposed Operations Plan for FY 2015* (“FY 2015 Plan”) at p. 19.

The poverty levels shown in the EUSP Benefit Matrix Table are also used to assess a household's eligibility for arrearage assistance. For FY 2014, OHEP set a minimum arrearage amount of \$300 for a household to qualify for arrearage assistance and paid a maximum arrearage benefit of \$2,000.¹⁶

C. OHEP Projections for Funds to Be Expended in FY 2015

OHEP indicated that it believes the increase in both applicants and participants in the EUSP program in FY 2014 was due to the extremely cold weather experienced during the winter of 2013-2014. Based on application activity during the first quarter of FY 2015, OHEP projects a one percent increase in applications in FY 2015 compared to the prior fiscal year, resulting in a cumulative increase of almost five percent since FY 2013. Based on its assumptions, OHEP anticipates expenditures of approximately \$44 million in order to provide an average bill assistance benefit of \$376 to 117,110 participating households in FY 2015.¹⁷ Additionally, OHEP expects to spend \$21.3 million on arrearage retirement in FY 2015, providing an average arrearage benefit of \$953 to 22,384 households. EUSP Administration is budgeted to remain constant at \$4.7 million.

Based on these forecasts, OHEP projects total expenditures in FY 2015 of approximately \$70.1 million.¹⁸ OHEP's projection includes \$34.6 million in ratepayer funding, SEIF/RGGI funds of \$30.8 million, and \$4.7 million to cover Administration.¹⁹ However, \$37.1 million in SEIF/RGGI monies has been allocated for FY 2015 – an increase of \$6.3 million over OHEP's initial projections. Furthermore, the expected LIHEAP allocation to Maryland for the same period is \$69 million.²⁰

IV. FINDINGS AND RECOMMENDATIONS

A. Total Amount of Funding Recommended for FY 2015

Under the current funding structures and eligibility criteria, the Commission recommends the FY 2015 EUSP funding levels outlined in Table 3, based on the projected participation levels discussed in Section III. A. above and experienced by OHEP in the first quarter of FY 2015. In FY 2014, OHEP served 115,664 total EUSP participants, of whom 22,384 also received arrearage retirement assistance. OHEP projects an enrollment of 117,110 participants in FY 2015.²¹ Methods for calculating bill

¹⁶ FY 2014 Annual Report, *op. cit.* at p. 12.

¹⁷ *Id.* at 15.

¹⁸ OHEP's current FY 2015 spending projection of \$70.1 million is less than the \$76,674,348 referenced in Commission Order No. 86488 (issued July 24, 2014) as OHEP revised its projections for FY 2015 based on final activity and funding data collected through the end of FY 2014. This FY 2015 projection also does not include the estimated expenditures related to outreach.

¹⁹ FY 2014 Annual Report, *op. cit.* at p. 15. Assuming the amount estimated for Administration is covered by ratepayers, this estimate indicates an expectation of excess ratepayer collections in the amount of \$2.3 million.

²⁰ *Id.* at p. 20.

²¹ *Id.* at Attachment L.

payment assistance and awarding arrearage retirement assistance are discussed in Section III. B. above and will remain unchanged at this time.

The Commission supports OHEP’s proposal to use SEIF/RGGI funds to provide arrearage retirement benefits because this allocation allows almost all ratepayer funding to be used for assistance with current bill payments. While the Commission continues to strongly support OHEP’s use of SEIF/RGGI funds to provide bill arrearage assistance, the Commission also recommends that SEIF/RGGI funds incremental to projections could be used to supplement planned assistance with current bill payments. The Commission notes that OHEP projects a larger bill assistance benefit in FY 2015 as compared with the two prior fiscal years. To further support the success of the EUSP, the Commission recommends that, to the extent sufficient funds become available, the average bill payment assistance should be increased. It has long been the Commission’s position that assistance in paying current utility bills represents the heart of the EUSP. Lastly, the Commission recommends that 12 percent of ratepayer money be set aside for administration and supports the restoration of outreach funding to its traditional level of \$200,000.

As depicted in Table 3, the Commission’s funding recommendations, which assume an average bill assistance benefit of approximately \$376 based on OHEP’s projections,²² roughly correspond to OHEP’s proposed budget of \$70.1 million for FY 2015.

Table 3
Commission Recommended FY 2015 EUSP Expenditures from All Funding Sources

Allocation	Amount
Arrearage Retirement Assistance	\$21,300,000
Bill Payment Assistance	\$44,000,000
Administration	\$4,700,000
Outreach	\$200,000
Total	\$70,200,000

²² *Id.*

As demonstrated in Table 4, these recommendations can be met with existing funding.

Table 4
Projected Funds Available for FY 2015 from All Sources

Source	Amount
Ratepayer Statutory Collection	\$37,000,000
Appropriation from RGGI Auction Proceeds ²³	\$37,100,000
MEAP funding for EUSP Participants	Unspecified
Total	\$74,100,000

The Commission recommends that EUSP participants who heat with electricity be given the equivalent of a full MEAP grant.

B. Total Amount of Need for Bill Assistance (Electric Customers with Annual Incomes at or below 175% of the Federal Poverty Level and the Basis for this Determination)

Under PUA § 7-512.1(a)(1), EUSP eligibility extends to 175 percent of the FPL. OHEP notes that the LIHEAP Home Energy Notebook is the source for estimates of the target population.²⁴ OHEP projects that it will have approximately 117,110 EUSP participants during FY 2015.

The EUSP statutory mandate is to assist qualifying electric customers through bill assistance, arrearage retirement, and weatherization. OHEP's Report, as illustrated in Table 5, indicates the following distribution of benefits by FPL.

Table 5
FY 2014 EUSP Bill Assistance Recipients by Federal Poverty Level²⁵

Recipients	1	2	3	4	Total
FY14	44,398	32,028	28,149	11,089	115,664
% of Distribution					
FY14	38.4%	27.7%	24.3%	9.6%	100.0%

²³ FY 2014 Annual Report, *op. cit.* at p. 20.

²⁴ *Id.* at 18.

²⁵ See FY 2013 Annual Report, *op. cit.* at p. 9 for comparisons. The effect of MEAP funds is excluded from Table 5.

In light of the EUSP’s statutory mandate, its budgetary constraints, and OHEP’s projected participation levels, the Commission recommends a minimum EUSP budget of \$70.2 million, inclusive of SEIF/RGGI funds. Assuming a ratepayer contribution of the statutorily-authorized amount of \$37 million, this would yield an average bill assistance benefit of \$274 from ratepayer funds after earmarking \$4.9 million for administration and outreach activities.²⁶ As proposed by OHEP²⁷ and recommended by the Commission, the available ratepayer funds would need to be supplemented by SEIF/RGGI monies to an aggregate \$44 million in order to award the average bill assistance grant of \$376 that OHEP proposes. The Commission notes that more than 65 percent of EUSP bill payment assistance recipients are in FPL 1 and 2. Under OHEP’s Benefit Matrix, these participants receive a larger benefit than the average participant.

While OHEP notes that the ratepayer funds collected for EUSP – combined with SEIF/RGGI funding – have been sufficient to cover the EUSP annual budget to-date,²⁸ this does not address the question of whether the EUSP annual budget is sufficient to cover the *need* for bill payment and arrearage assistance in Maryland. This question may be properly contextualized if data regarding recent electric and gas rate increases, as well as the percentage of eligible customers receiving assistance, is considered in conjunction with the average grant amount proposed by OHEP. For example, residential customers of Baltimore Gas and Electric Company have experienced a cumulative average monthly bill increase of \$6.42 for electric and \$6.84 for natural gas over the course of three rate cases dating back to February 2012; the average annual bill payment assistance grants during this same time period were \$334, \$324, and \$357 for FY 2012, 2013, and 2014, respectively.²⁹ The percentage of a customer’s electric bill paid for by EUSP benefits ranged from 14 to 40 percent during this time period, depending on the customer’s FPL classification.³⁰ Between FY 2012 and FY 2014, OHEP awarded EUSP bill payment assistance grants to approximately 81 percent of the total EUSP program applicants.³¹ The Maryland Office of People’s Counsel (“OPC”), however, contends that only one-third of the households meeting the eligibility requirements for participation in EUSP are current participants in the program.³²

C. Arrearage Retirement Assistance Funding

The EUSP Legislation limits arrearage retirement assistance to EUSP participants to once every seven years. OHEP proposes to budget \$21.3 million of non-ratepayer funds for EUSP arrearage retirement in FY 2015.³³ It is the Commission’s long-standing position that the EUSP should fund current bills over past arrearages. However, because

²⁶ $[\$37,000,000 - \$4,700,000 - \$200,000] / [117,110 \text{ participants}] = \274 average bill assistance grant.

²⁷ FY 2014 Annual Report, *op. cit.* at p. 15.

²⁸ FY 2014 Annual Report, *op. cit.* at p. 19.

²⁹ *Id.* at Attachment L.

³⁰ Electric Universal Service Program Proposed Operations Plan for FY 2015, at p. 19.

³¹ *Id.* at Attachment A. For fiscal years 2012 – 2014, OHEP reported a total EUSP intake of 431,799, while awarding 347,691 bill payment assistance grants during the same time frame.

³² Comments of the Office of People’s Counsel Regarding OHEP’s 2014 Annual Report on EUSP, at p. 8.

³³ *Id.*

OHEP proposes to expend only non-ratepayer funds for this purpose, the Commission supports this expenditure.

D. Income Limitation Waivers

According to OHEP, it has not offered waivers to any EUSP participant with income above 175 percent FPL since the income eligibility level was raised from 150 percent FPL in 2007. Under PUA § 7-512.1(a)(7), these waivers are available to 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 MEAP, the Commission supports OHEP's ongoing practice of offering no waivers to households above the EUSP statutory limit.

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

By Letter Order, dated December 4, 2013, the Commission lowered the residential rate to \$0.36 and also reduced the 24-tier Commercial and Industrial ("C&I") rates by 14 percent in order to more closely align EUSP collections with the statutorily-authorized amounts to be collected. All electric utilities were directed to file tariffs in compliance with the Letter Order to be effective February 1, 2014.³⁴ The tariffs were filed on or about the Commission-specified date. These rates will have been in effect for all of FY 2015 and will therefore result in a smaller impact on all customers in comparison with the immediately preceding fiscal years.

In its Annual Report, OHEP noted that funds in excess of the statutory limit had been collected during FY 2013 and 2014. OHEP noted that during that two-year period, OHEP had accumulated an excess collection of \$8,340,305 and requested the Commission's guidance regarding "what should be done with the funds."³⁵ In its Comments on the Annual Report, Staff noted that OHEP had indicated in its previous Annual Report that no funds had been retained from FY 2013 and none were expected to be retained in FY 2014. Staff recommended that "...OHEP, after consultation with Staff, submit a report to the Commission no later than January 15, 2015 that describes with specificity the problem of overcollected ratepayer monies remaining in the EUSP fund, providing detail regarding expenditures and appropriation of these monies, and propose a method that is consistent with the statute for refunding any overcollections to ratepayers." The Commission has not received either a report or a proposal from OHEP on this matter. As a result, Staff is exploring a solution to this issue, and the Commission will address the matter of over-collections in a separate report to the General Assembly.

³⁴ Currently, residential customers pay \$0.36 per month to fund the EUSP. Non-residential customers, from small commercial to large industrial classes, are allocated charges based on annual utility billings according to a 24-Tier Matrix. During the first quarter of each year, the electric companies are required to review the 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 fluctuations in the amounts collected.

³⁵ FY 2014 Annual Report, *op. cit.* at pp. 17-18.

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 publically available and widely used. OHEP uses a consistent eligibility system for the federally-funded MEAP. This similarity facilitates administration of the two programs and, by creating certain synergies, enables OHEP to make more efficient use of its combined federal, State, and ratepayer funding.

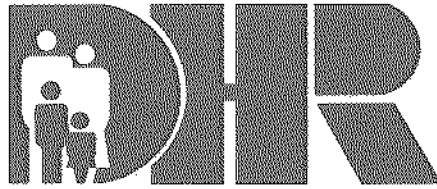
The benchmark for determining eligibility for participation in the EUSP is crucial to determining the aggregate funding needed by the EUSP. To the extent that aggregate funding interacts with benefit size, these benchmarks and the manner in which they are applied greatly affect the success and effectiveness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

V. CONCLUSION

Based on the OHEP FY 2014 Annual Report, the Commission recommends that the total amount of funds for the EUSP for FY 2015 be at least \$70.2 million and be increased if additional funding becomes available.³⁶ For the reasons stated herein, the Commission believes that this amount of funding is necessary to protect low-income electric customers in Maryland.

³⁶ This recommendation is exclusive of any MEAP funds.

APPENDIX A



**FY 2014 ELECTRIC UNIVERSAL SERVICE PROGRAM
ANNUAL REPORT
TO THE
MARYLAND PUBLIC SERVICE COMMISSION**

MARYLAND DEPARTMENT OF HUMAN RESOURCES
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 Resources (DHR) 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, 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. EUSP and MEAP are integrated and share a common application to streamline the energy assistance 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 2014 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 FY 2014 OHEP received a total of 153,993 applications from customers seeking heating and electric assistance from OHEP administered programs. This figure represents a 3.6% increase over the applications received in FY 2013. This increase is likely due to the extreme cold weather that occurred during FY 2014.
- In FY 2014 the number of EUSP Bill Payment Assistance applications received increased by 4.6%.
- In FY 2014 the average Bill Payment Assistance benefit was \$357, an increase from the average Bill Payment Assistance benefit in FY 2013 of \$324.
- In FY 2014 \$41.2 million in EUSP Bill Payment Assistance benefits was issued to 115,664 households. In addition, supplemental benefit payments totaling \$14.3 million were issued in the spring of 2014 for to help low-income households coping with the extreme cold weather experienced during the 2013-2014 winter season. 84,296 households received a supplemental benefit.
- In FY 2014 \$21.1 million in EUSP Arrearage Retirement Assistance benefits was issued to 22,384 households. The average Arrearage Retirement Assistance benefit was \$944.

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 2002, 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. Please see **Attachment A** for county level details. **Attachment B** shows the distribution of Arrearage Retirement Assistance benefits by benefits range for the last seven program years. **Attachment F** shows the geographic distribution of arrearage benefits. The largest expenditures went to residents of Baltimore City, Baltimore County and Prince George's County.

Table 1. EUSP Summary Data FY 2002-2014

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

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

Note 1: The EUSP Bill Payment Assistance average grant and benefit expenditures information for FY2014 does not include the \$14.3 million supplemental benefit, funded by the MSEIP, which was issued in the spring of 2014.

Note 2: FY 2005 represents the second year of a \$1.5 million statutory limit on arrearage payments. Benefits were also limited to first time arrearage applicants. During FY 2001-2003 the statute provided for the Commission to allocate arrearage funds for those applicants with an arrearage prior to July 1, 2000.

Note 3: Benefit expenditures for the years prior to FY 2014 include supplemental benefit payments. Average benefit calculation does not include the supplemental amount. The EUSP supplemental benefits were \$73 paid in FY 2002 and \$170 paid in FY 2003

Note 4: OHEP used a FY 2006 deficiency appropriation to pay for costs exceeding available ratepayer funds.

Note 5: SB1 made corporate tax funds available that OHEP used for the payment of arrearages beyond the \$1.5 million limit on ratepayer funds. A FY 2007 supplemental appropriation was available to pay for costs incurred beyond the available ratepayer funds.

Table 2. MEAP Summary Data FY 2003-2013

Program and Year	Applicants Served	Average Grant	Benefit Expenditures
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 Resources, 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.

Administrative Operations

OHEP & Local Administering Agency Office Operations

FY 2014 OHEP EUSP administrative expenditures did not exceed 12% of the appropriated ratepayer funds.

Twenty local administering agencies (LAAs) throughout Maryland receive and process EUSP applications. Applications are received by the LAAs through the mail, drop-offs, in-person face-to-face interviews, outreach events, and online through the Maryland's Service Access and Information Link (SAIL) 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
- Taking in and processing applications, which includes reviewing, processing, and verifying applications and the documentation provided with them, 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
- Certifying applications and designating benefit amounts
- Generating the required Energy Delivery Statement (EDS) for payment
- Facilitating requests for additional assistance when required by referring applicants to other agencies or organizations providing 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 DHR Fiscal Office (Accounts Payable) which then enters the requests into the State's Financial Management Information System (FMIS). From that point, the Office of the Comptroller processes the requests for the issuance of payments, either by check or electronic transfer of funds.

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 File Transfer Protocol (FTP). DHR and its contractor use FTP 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. A wide range of activities took place during FY 2014 designed to increase public awareness of energy programs and encourage eligible citizens to apply. The Outreach section of this report presents detailed information on outreach activities.

Frequent communication between OHEP, the LAAs, utilities, and stakeholders is essential to communicate program information and policies and to facilitate the resolution of any program policy or operational issues. Communication is conducted through the following means:

- OHEP Data System screen messages to announce changes to the system and provide important alerts
- Monthly LAA conference calls run by OHEP to keep LAAs informed of new program developments and to identifying policy and operational concerns
- An annual meeting held each May to bring together representatives from every LAA with other stakeholders, communicate important program information, and provide opportunities for networking and sharing best practices
- OHEP Advisory Board meetings
- 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

Table 3 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 expenditures by county are provided in **Attachment H**.

Table 3. EUSP Administrative Expenditures FY 2006-2014

Fiscal Year	Total Administrative Expenditures
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
2006	\$3,235,309

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

OHEP Data System

All OHEP applications are processed through the centralized OHEP Data System. The Data System is a statewide database and incorporates all the functions necessary for processing applications. DHR maintains a contract for system hosting in order to assure continuous access and functionality. A software maintenance and enhancement contract ensures that the system software 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 either the DHR network, or through DHR's Virtual Private Network (VPN). The VPN system allows application intake to be done at off-site locations.

In FY 2015, OHEP established a web link to give the general public the ability to check their application status on-line at www.myohepstatus.org.

Service Access Information Link (SAIL)

The Service Access Information Link (SAIL) is DHR's on-line application system (www.marylandsail.org) allowing the public to apply for the following programs:

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

Applications received through SAIL for energy assistance are imported directly into the OHEP Data System by staff on a daily basis. During FY 2014, 18,232 applications were received through the SAIL website.

Program Summary

Bill Payment Assistance

In FY 2014 144,722 households applied for EUSP Bill Payment Assistance, an increase of 6,311 households from the previous year. The total benefit expenditures for Bill Payment Assistance were \$41.2 million. Benefits were issued to 115,664 households.

Table 4 shows the distribution by poverty level for Bill Payment Assistance recipients. The data demonstrate that EUSP is successfully serving the most needy applicants by providing the largest percentage of benefits to households in the two lowest poverty levels.

Table 4. Distribution of EUSP Recipients by Poverty Level

% of Federal Poverty Level Recipients	Poverty Level				Total
	0-75%	Over 75%-110%	Over 110%-150%	Over 150%-175%	
	1	2	3	4	
FY 2014	44,398	32,028	28,149	11,089	115,664
FY 2013	42,664	30,688	27,237	10,699	111,288
FY 2012	46,102	32,888	29,586	12,163	120,739
FY 2011	50,751	34,667	32,514	14,105	132,037
FY 2010	48,242	34,091	32,678	14,480	129,671
FY 2009	42,328	31,898	28,878	13,038	116,142
FY 2008	37,709	27,765	24,746	10,222	100,442
% of Distribution					
FY 2014	38.4%	27.7%	24.3%	9.6%	100.0%
FY 2013	38.4%	27.5%	24.4%	9.7%	100.0%
FY 2012	38.2%	27.2%	24.5%	10.1%	100.0%
FY 2011	38.4%	26.3%	24.6%	10.7%	100.0%
FY 2010	37.3%	26.3%	25.2%	11.2%	100.0%
FY 2009	36.4%	27.5%	24.9%	10.2%	100.0%
FY 2008	37.5%	27.6%	24.6%	11.2%	100.0%

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

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

Arrearages

Attachment B shows the distribution of Arrearage Retirement Assistance benefits by benefit level. In FY 2014 the total benefit expenditures for Arrearage Retirement Assistance were \$21.1 million. Benefits were issued to 22,384 households.

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 after receiving Arrearage Retirement Assistance, pursuant to Md. Code Ann., Public Utilities § 7-512.1(a)(2).

To be eligible for an Arrearage Retirement Assistance benefit a household must have a past due amount of \$300 or more. Customers with past due amounts less than \$300 were referred to other agencies such as Department of Social Services Emergency Services or the Fuel Fund for assistance. In FY 2009 OHEP implemented an arrearage waiver policy allowing households that previously received an arrearage benefit of less than \$300, to receive an additional benefit prior to the standard seven-year window. However the maximum benefit over a seven-year period is still 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 a new arrearage waiver policy allowing ‘vulnerable households’ who received \$800 or less in Arrearage Retirement Assistance during past seven years to apply for additional funds, not to exceed the \$2,000 cap. Vulnerable households are those households that have a household member over the age of 65, a household member under the age of 2, and/or a household member who is medically fragile. In FY 2014 a total of 527 waivers were granted providing benefits totaling \$509,290.

OHEP allocates EUSP Arrearage funds to LAAs based on historic data on the number of households receiving EUSP assistance in each jurisdiction. **Attachment F** includes data on the number of Arrearage Retirement Assistance recipients and total expenditures for each LAA. For example, Baltimore City (24.9%), Baltimore County (13.6%) and Prince George’s County (16.2%) distribute the largest amount of dollars for Arrearage Retirement.

Outreach, Education and Customer Service

In FY 2014 outreach activities conducted by the LAAs reached a total of 204,517 contacts using a variety of methods which included: mass mailing of applications and brochures to customers who applied the previous year, presentation of the program at various events and organizations, table displays of program information at fairs, community events, businesses, schools, faith-based organizations, disabilities agencies, senior centers/housing, and visits to homebound disabled seniors. See **Attachment K** for the number of outreach contacts by County.

In addition to the contacts, OHEP approved a total of \$43,257 for LAA expenditures on a variety of outreach activities including booth rental fees, promotional items, and media advertisements. Those expenditures do not include staff and overtime hours for extended outreach events, which are charged to the LAA's administrative budget.

Partnerships

In FY 2014 OHEP continued to collaborate with utility companies. OHEP attended the Delmarva Energy Summit and multiple BGE Partnership meetings, where information about program funding and customer participation issues were 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 resolve customer situations, particularly for those customers whose service is off or about to be turned off for lack of payment. OHEP works with the PSC Office of External Relations to help customers negotiate payments and work towards service restoration, and to handle rules violations. In addition, OHEP partners with the Office of People's Council, United Way of Central Maryland, The Fuel Fund of Central Maryland, the Maryland Department of Housing and Community Development Weatherization Program, the Maryland Department of Aging/Disabilities, and the Baltimore City Innovative Institute to resolve applicant issues.

Major Public Events

The state OHEP office set up table displays of program information at various statewide events throughout FY 2014 including: the Community Block Party, the Total Health Fair, Maryland State Fairs, African-American cultural festivals, the Hispanic/Latino Fest, the Casa de Maryland Services Fair, the Ethnic Affairs Committee, Meals on Wheels of Central Maryland, the Refugees with Disabilities Orientation, the 20th Annual Health Fairs, the Maryland Food Bank, the MCASA 7th Annual Statewide Prevention Conference, the Respite Awareness Conference, the Caribbean Carnival Festival, Maryland Hunger Solutions, the Maryland Association of Counties (MACO), the Goodwill Thanksgiving Day Dinner, the Welfare Advocate Conference, and the Maryland Association for Families and Youth.

Customer Service

In FY 2014 the DHR Call Center received 16.4% fewer energy assistance calls than they did during FY 2013. The reduction in calls to the DHR Call Center is likely due to efforts the LAAs have made to provide better customer service and handle a larger percentage of inquiries on the local level. Energy assistance calls vary in subject matter, but often include inquiries on application status or requests for information about the program. The following counties received the highest number of calls: Baltimore County (9,258), Baltimore City (1,751) and Prince George's (732). This represents a slight increase of 4.4% for Baltimore County, a 38.6% decrease for Baltimore City, and a 51.5% decrease for Prince George's compare to FY 2013. The following counties received the lowest number of calls: Talbot (9), Queen Anne's and Somerset Counties (12 each), and Worcester (13).

OHEP continued to work to improve customer service by requesting that the DHR Office of Constituent Services mail application packages directly to callers upon request to minimize the time that a customer waits to

receive an application. In FY 2014, 570 applications were mailed directly to customers statewide. The call center IVR (Interactive Voice Response System) was made available 24-7 with updated information and local contacts to make applying for energy assistance easier. The DHR website was updated with information about changes in income guidelines and upgraded to include downloadable applications and brochures to enable users to apply for energy assistance without contacting their local office.

Table 5. Outreach Data FY 2010-2014

	DHR EA Phone Call	OHEP Printed Materials	OHEP Application Intake
FY2014	13,486	703,180	153,993
FY 2013	16,125	703,180	148,651
FY 2012	21,512	753,180	157,473
FY 2011	31,028	703,100	169,501
FY 2010	26,098	710,600	162,692

Source: OHEP printing request, Outreach Logs & DHR Spherix Reports

Education

In FY 2014 OHEP continued to encourage customers to conserve energy to reduce their energy costs. OHEP commemorated National Energy Month in October by designating the third week in October as Energy Assistance Week. The LAAs conducted various initiatives during this week including the distribution of energy efficient light bulbs, providing energy conservation education, and extending their hours of operation.

Projections for FY 2015

Attachment L summarizes EUSP expenditure levels, number of households served, and average benefit levels for FY 2011 through FY 2014, and includes projections for FY 2015.

Applications and Enrollment - Application activity during the first quarter of FY 2015 shows a slight increase in the number of EUSP applications received. Based on that data, OHEP projects that the number of applications in FY 2015 will increase by 1%, resulting in a total of approximately 146,169 applications received and an estimated 117,110 households qualifying for benefits.

Bill Assistance - OHEP expects to spend \$44 million on Bill Payment Assistance to serve the 117,110 households projected to receive benefits in FY 2015, based on an average benefit amount of \$376 per household.

Arrearages - OHEP expects to spend \$21.3 million on arrearage benefits for 22,384 households in FY 2015, providing an average benefit of \$953.

Administration - Projections for FY 2015 assume that administration expenditures for EUSP will remain at \$4.7 million.

Total Expenditures - Based on these application and expenditure trends, a total of \$70.1 million will be required in FY 2015.

	FY 2015 Projected (in millions)	FY 2014 Actual (in millions)
Ratepayers	\$34.6	\$34.7
MSEIF/RGGI	\$30.8	\$41.3
Administration	\$ 4.7	\$ 4.2
Total	\$70.1	\$80.2

Note: A Supplemental benefit payment of \$14.3 million was issued for Bill Assistance in FY2014 due to the extreme cold weather experienced during the 2013-2014 winter season.

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 2014, applications for EUSP Bill Payment Assistance increased by 4.6%. This is the first increase after two consecutive years of decline in the number of applications received. The increase is likely due to the extreme cold weather during the 2013-2014 winter season, but early numbers from FY 2015 indicate that the number of applications in FY 2015 is unlikely to decrease and will likely increase slightly.

FY 2014 EUSP benefit expenditures totaled \$76.0 million with funding from the following sources:

- \$34.7 million from electric ratepayer funds
- \$41.3 million from RGGI/MSEIF funds

Since FY 2009, EUSP has received funding from the Maryland Strategic Energy Investment Fund (MSEIF), which is funded by proceeds from Maryland's participation in the Regional Greenhouse Gas Initiative (RGGI). The initial statute addressing the distribution of MSEIF funds allocated 50% of the revenues generated through RGGI to support EUSP. In FY 2014, the General Assembly enacted a revision to that statute that continues the 50% allocation for EUSP through 2015 and beyond.

OHEP RECOMMENDATION:

The number of households that can be served in FY 2015 will depend on the total resources available from electric ratepayer, RGGI/MSEIF, and federal LIHEAP funds. Based on current projections, we predict that there will be sufficient funds available to serve all households without an increase in funding. OHEP will continue to closely monitor program intake to identify any potential funding shortfalls.

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

RESPONSE:

Benefits are calculated based on a formula developed by OHEP to equitably distribute benefits. The formula uses a customer's income and electric usage to calculate the benefit level, ensuring that households with the lowest income and highest usage receive the greatest benefit. Benefits 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.

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 on a per kilowatt-hour basis 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 utility. 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.

3. 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:

We project that a minimum of \$65.4 million for bill assistance and arrearage benefit assistance is required to meet the EUSP need for FY 2015. Based on current projections, it is likely that OHEP will maintain the current service level to serve all households at the previous year's benefits levels. OHEP will continue to monitor the funding outlook to identify any potential funding shortfalls.

4. 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 past two fiscal years, the collection of ratepayer funds for EUSP has exceeded the appropriated amount. OHEP EUSP expenditures are limited by the amount of ratepayer funding appropriated to the program, so the over collection has resulted in a surplus of funds in the EUSP account:

	<u>Total Collection</u>	<u>Statutory Limit</u>	<u>Excess Collection</u>
FY2013	\$41,130,073	\$37,000,000	\$4,130,073
FY2014	\$41,210,232	\$37,000,000	<u>\$4,210,232</u>
		Total Excess Funds:	\$8,340,305

OHEP RECOMMENDATION:

OHEP is not authorized to spend these funds and will not do so. OHEP requests guidance from the PSC regarding what should be done with the excess funds.

(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:

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

OHEP RECOMMENDATION:

The target population at or below 175% of the federal poverty level in Maryland is approximately 360,751 households.

(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 Arrearage Retirement Assistance remains robust. This is not surprising considering the Public Service Commission reports revealing significant levels of past due electric bills throughout the state.

OHEP RECOMMENDATION

OHEP recommends that a minimum of \$21.3 million of MSEIF (RGGI) funding be made available to support the EUSP Arrearage Retirement Assistance program in FY 2015.

(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 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 MSEIF funding, have been sufficient to cover the EUSP annual budget.

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 for 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. A change in the funding and/or income eligibility guidelines for MEAP would impact EUSP since the application is combined and the benefits are integrated with one another. However, no significant changes are expected to guidelines or funding levels for MEAP, and to date the programs have worked well together, allowing Maryland to serve more customers and provide more assistance.

OHEP RECOMMENDATION:

We do 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.

1. 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. 118,107 customers received assistance through MEAP in FY 2014. Recipients broken down by fuel type:

- Electricity – 43.0%

- Natural Gas – 41.6%
- Oil – 9.6%
- Propane – 3.5%
- Kerosene – 1.8%
- Wood – 0.34%
- Coal – 0.16%

FY 2014 benefit expenditures for MEAP totaled to \$69.4 million, which includes a supplemental electric and gas benefit of \$8.3 million.

OHEP RECOMMENDATION:

None required.

2. 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 organizations, to conduct a broad range of outreach activities as identified in *Attachment K*. During FY 2014, outreach expenditures totaled \$41,963. Additional outreach costs were absorbed within administrative expenditures.

OHEP RECOMMENDATION:

Outreach efforts should continue to ensure that all eligible households are aware of the availability of energy assistance.

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

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

RESPONSE:

For FY 2015 OHEP expects to receive the following amounts of funding:

- Maryland Strategic Energy Investment Fund – Funds were appropriated at \$37.1 million for FY 2015. However, OHEP projects actual proceeds will range from \$36 to \$38 million. This projection is based on the most recent RGGI auction results, which have generated more revenue than anticipated.
- Low Income Home Energy Program/Maryland Energy Assistance Program – As in past years, Congress has funded LIHEAP through a Continuing Resolution. For FY 2015, the expected LIHEAP allocation to Maryland is approximately \$69 million.

- Other Federal, State, Local or Private Source – There are no other sources of funds expected at this time.

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

RESPONSE:

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

Policy Recommendations

55-Day Agreement

OHEP recommends a re-evaluation of the 55-Day Agreement to understand the impact on customers and to develop and update modifications for certain elements. This agreement was negotiated with utilities and provides local administering agencies a window of time to address the past due bills of OHEP applicants. The Agreement has been an excellent resource in preventing unnecessary service terminations. OHEP continues to recommend the establishment of a work group to update the provisions of the 55-day agreement. Specifically, the following elements should be addressed:

- Review of when the extension period starts and ends, including the length
- Improving administrative efficiency by utilizing technology such as on-line access to requesting the 55-day extension
- How the 55-day extension is being implemented by individual utilities.
- The capacity of OHEP to process applications within the 55-day window.

Utility Service Protection Plan (USPP)

OHEP recommends that EUSP should become an option for determining eligibility for USPP. For example, the option to use Bill Payment Assistance for past due bills when the customer is not eligible for arrearage or when the Bill Payment Assistance benefit is adequate to address the past due amount instead of using the Arrearage benefit would be beneficial. USPP regulations should be revised to include EUSP Bill Assistance benefits along with MEAP benefits. The benefit should be applied in the same manner as MEAP is to USPP: The benefit brings the bill down to at least \$400 and the remainder of the past due amount is added in to the budget billing calculation. OHEP continues to recommend that the Commission institute proceedings to update the regulations for the Utility Service Protection Plan (USPP) including provisions for incorporating EUSP into the USPP guidelines.

Budget Billing

OHEP recommends a re-evaluation of the budget billing requirement of the EUSP bill payment program to better understand the impact on customers and determine whether the program is accomplishing the desired result. OHEP has received feedback from its Local Administrating Agencies and stakeholders that customers are experiencing negative impacts relating to budget billing. One reoccurring concern is that the customers are participating in budget billing and seeing their monthly bills increase significantly, which is making it less affordable. To address this and other issues, OHEP proposes to convene a work group to discuss how to best address these concerns moving forward.

DEPARTMENT OF HUMAN RESOURCES
 FAMILY INVESTMENT ADMINISTRATION
 OFFICE OF ENERGY PROGRAMS

PROGRAM INTAKE
 FY 2002 - FY 2014

COUNTY	TOTAL INTAKE (EUSP + MEAP)													# Change from FY 2013 to FY 2014	% from FY 2013 to FY 2014
	FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014		
Allegany	4,151	4,389	4,753	4,533	4,880	5,180	5,188	5,544	5,675	5,734	5,529	5,293	5,142	-151	-2.9%
Anne Arundel	2,410	2,768	3,003	3,024	3,328	4,305	5,838	6,662	8,338	9,291	8,990	8,294	8,753	459	5.2%
Baltimore City	21,978	24,190	25,731	27,923	32,512	29,516	35,256	39,235	40,856	41,627	38,643	36,709	38,676	1,967	5.1%
Baltimore County	9,163	11,130	11,523	11,838	13,676	14,448	16,389	18,333	20,183	21,749	20,689	18,199	20,031	1,832	9.1%
Calvert	795	866	829	851	842	882	1,104	1,946	1,654	1,506	1,411	1,406	1,527	121	7.9%
Caroline	1,434	1,660	1,716	1,750	1,840	1,948	2,095	2,351	2,433	2,495	2,314	2,065	2,022	-43	-2.1%
Carroll	1,987	2,074	2,210	2,171	2,392	2,653	3,211	3,686	4,027	3,968	3,774	3,493	3,503	10	0.3%
Cecil Co.	2,144	2,670	2,717	2,735	3,094	3,383	3,713	4,192	4,685	4,676	4,287	3,871	4,139	268	6.5%
Charles	1,425	1,805	1,769	1,905	1,900	1,865	2,099	2,278	2,810	2,752	2,873	2,802	3,077	275	8.9%
Dorchester	1,980	2,217	2,366	2,316	2,411	2,687	2,886	3,123	3,285	3,233	2,896	2,836	2,826	-10	-0.4%
Frederick	2,421	2,880	2,955	2,923	2,961	3,221	3,729	4,323	5,168	5,057	4,972	4,504	4,371	-133	-3.0%
Garrett	2,121	2,254	2,435	2,410	2,581	2,906	2,937	3,138	3,239	3,088	2,904	2,670	2,547	-123	-4.8%
Harford	3,760	4,656	4,266	3,657	4,020	4,547	4,866	5,672	6,622	6,880	6,654	6,120	6,361	241	3.8%
Howard	1,304	1,763	1,897	1,791	2,238	2,288	2,542	3,404	4,103	4,735	4,364	4,145	4,046	-99	-2.4%
Kent	959	1,031	1,015	932	1,012	1,108	1,142	1,248	1,299	1,339	1,307	1,184	1,258	74	5.9%
Montgomery	3,552	4,452	5,107	5,930	6,546	7,828	9,043	10,435	12,315	12,356	11,692	10,962	11,372	410	3.6%
Prince George's	5,547	7,104	6,883	7,557	7,834	9,394	11,216	13,676	16,302	18,034	15,561	14,766	15,292	526	3.4%
Queen Anne's	767	838	834	811	828	939	1,055	1,269	1,463	1,537	1,512	1,416	1,378	-38	-2.8%
St. Mary's	1,557	1,782	1,722	1,785	1,694	1,572	1,912	2,025	2,510	2,535	2,593	2,618	2,724	106	3.9%
Somerset	994	1,215	1,204	1,301	1,355	1,462	1,559	2,205	1,777	1,953	1,847	1,772	1,747	-25	-1.4%
Talbot	821	1,053	1,064	1,042	1,181	1,122	1,227	1,520	1,650	1,710	1,582	1,490	1,367	-123	-9.0%
Washington	2,682	3,076	3,329	3,056	2,896	3,438	3,404	3,907	4,001	4,311	3,762	3,726	3,960	234	5.9%
Wicomico	2,309	2,901	2,914	2,956	3,366	3,891	4,007	4,611	5,807	6,380	6,151	6,048	5,609	-439	-7.8%
Worcester	1,415	1,290	1,377	1,492	1,582	1,702	1,750	2,022	2,489	2,555	2,227	2,262	2,265	3	0.1%
TOTAL	77,376	90,064	93,619	96,689	106,969	112,285	128,168	146,805	162,691	169,501	158,534	148,661	153,993	5,342	3.5%
Increase/Decrease		12,688	3,555	3,070	10,280	5,316	15,683	18,637	15,886	6,810	-10,967	-9,883	5,342		
Annual Percent Change		16.4%	3.9%	3.3%	10.6%	5.0%	14.1%	14.5%	10.8%	4.2%	-6.5%	-6.2%	3.6%		

DEPARTMENT OF HUMAN RESOURCES
 FAMILY INVESTMENT ADMINISTRATION
 OFFICE OF ENERGY PROGRAMS

PROGRAM INTAKE
 FY 2002 - FY 2014

COUNTY	EUSP ARREARAGE RECIPIENTS											EUSP ARREARAGE RECIPIENTS				# Change from FY 2013 to FY 2014	% from FY 2013 to FY 2014
	FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014				
Allegany	50	28	87	151	220	263	181	379	650	363	702	415	399	-16	-3.9%		
Anne Arundel	88	44	257	106	118	402	408	1,507	1,437	1,041	808	1,142	1,048	-94	-8.2%		
Baltimore City	894	526	1,539	720	1,144	2,484	2,394	7,627	8,678	5,580	3,393	3,721	5,930	2,209	59.4%		
Baltimore	218	177	854	373	660	1,612	850	4,034	4,212	2,741	2,159	2,430	3,313	883	36.3%		
Calvert	7	5	12	27	28	116	94	497	439	186	142	266	339	73	27.4%		
Caroline	214	246	142	165	54	392	126	184	522	302	227	214	203	-11	-5.1%		
Carroll	36	19	75	59	90	196	168	515	764	328	447	373	439	66	17.7%		
Cecil Co.	626	490	141	240	77	382	362	1,010	1,026	876	561	474	525	51	10.8%		
Charles	24	8	17	79	69	296	170	518	745	321	388	502	634	182	36.3%		
Dorchester	483	384	102	184	63	335	205	237	832	367	218	328	325	-3	-0.9%		
Frederick	57	29	186	160	133	152	214	393	788	352	604	400	481	81	20.3%		
Garrett	22	15	40	75	97	77	73	251	338	187	317	102	96	-6	-5.9%		
Harford	185	120	422	240	174	423	344	621	1,131	444	440	513	619	106	20.7%		
Howard	27	23	100	119	101	249	222	705	1,037	566	317	406	728	322	79.3%		
Kent	198	128	59	62	121	138	83	126	315	179	88	57	165	108	189.5%		
Montgomery	162	214	192	357	196	720	504	801	1,214	1,058	517	673	836	163	24.2%		
Prince George's	511	169	253	318	188	1,024	578	944	2,446	2,539	1,365	2,482	3,720	1,238	49.9%		
Queen Anne's	150	117	14	37	26	143	124	166	318	168	132	149	140	-9	-6.0%		
St. Mary's	33	8	11	87	61	255	173	497	590	302	222	403	548	145	36.0%		
Somerset	241	134	45	40	17	31	21	96	316	181	118	133	193	60	45.1%		
Talbot	87	68	12	27	46	43	74	226	234	133	104	144	126	-18	-12.5%		
Washington	20	15	161	100	137	303	211	408	407	165	300	311	452	141	45.3%		
Wicomico	628	472	130	509	113	387	224	441	1,195	718	420	617	855	238	38.6%		
Worcester	207	112	37	59	4	45	145	112	444	155	102	168	220	52	31.0%		
TOTAL	5,291	3,551	4,888	3,894	3,937	10,468	7,948	22,295	30,078	19,243	14,011	16,423	22,384	5,951	36.3%		

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PROGRAM INTAKE
 FY 2002 - FY 2014

COUNTY	EUSP BILL PAYMENT RECIPIENTS											EUSP BILL PAYMENT RECIPIENTS			# Change from FY 2013 to FY 2014	% from FY 2013 to FY 2014
	FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014			
Allegany	3,440	3,571	3,989	3,743	4,030	4,671	4,549	4,750	4,949	4,885	4,591	4,455	4,351	-104	-2.3%	
Anne Arundel	2,067	2,361	2,546	2,487	2,770	3,650	4,243	4,896	5,824	6,487	6,085	5,374	5,507	133	2.5%	
Baltimore City	14,221	15,773	17,355	22,352	24,390	33,023	26,135	30,220	32,737	32,935	30,073	27,441	29,170	1,729	6.3%	
Baltimore	6,740	8,789	9,315	9,391	9,757	11,305	12,205	13,903	14,989	14,134	12,090	10,144	12,315	2,171	21.4%	
Calvert	597	675	678	691	698	809	914	1,561	1,382	1,294	1,225	1,259	1,378	119	9.5%	
Caroline	1,114	1,333	1,314	1,459	1,485	1,677	1,774	1,974	2,073	2,160	2,003	1,818	1,781	-37	-2.0%	
Carroll	1,605	1,746	1,808	1,766	1,910	2,312	2,583	2,893	3,158	3,165	3,005	2,751	2,665	-86	-3.1%	
Cecil Co.	1,800	2,310	2,262	2,357	2,569	2,934	3,067	3,584	3,869	4,053	3,747	3,525	3,563	38	1.1%	
Charles	1,659	1,371	1,385	1,519	1,478	1,603	1,739	1,803	2,394	2,416	2,567	2,527	2,826	299	11.8%	
Dorchester	1,658	1,920	2,073	2,061	2,107	2,498	2,635	2,934	3,052	3,013	2,745	2,683	2,633	-50	-1.9%	
Frederick	1,781	2,200	2,307	2,351	2,353	2,740	2,841	3,219	3,786	3,747	3,441	3,404	3,412	8	0.2%	
Garrett	1,790	2,037	2,230	2,197	2,323	2,777	2,747	2,912	2,975	2,850	2,635	2,359	2,302	-57	-2.4%	
Harford	3,342	4,194	3,689	3,251	3,511	4,148	4,053	4,570	5,307	5,414	5,172	4,756	4,945	189	4.0%	
Howard	1,195	1,444	1,522	1,514	1,796	2,005	2,230	3,136	3,669	3,837	3,532	3,379	3,175	-204	-6.0%	
Kent	795	884	861	797	834	1,009	997	1,107	1,179	1,186	1,125	1,054	1,094	40	3.8%	
Montgomery	2,460	3,424	3,957	4,465	4,756	5,954	6,419	7,583	9,073	8,935	8,261	6,937	7,517	580	8.4%	
Prince George's	3,904	5,334	5,001	5,492	5,902	7,230	8,086	9,630	11,656	13,392	11,224	10,541	10,469	-72	-0.7%	
Queen Anne's	474	629	668	649	651	807	849	1,037	1,200	1,220	1,202	1,138	1,092	-46	-4.0%	
St. Mary's	1,161	1,435	1,377	1,462	1,380	1,440	1,628	1,715	2,223	2,307	2,366	2,376	2,493	117	4.9%	
Somerset	824	1,091	1,084	1,184	1,209	1,352	1,420	2,029	1,645	1,804	1,698	1,644	1,606	-38	-2.3%	
Talbot	649	924	928	941	1,002	1,064	1,120	1,388	1,521	1,601	1,491	1,400	1,277	-123	-8.8%	
Washington	1,801	2,451	2,680	2,499	2,473	3,099	2,815	3,166	3,272	3,491	2,873	2,890	3,049	159	5.5%	
Wicomico	2,034	2,654	2,652	2,771	3,040	3,642	3,756	4,266	5,470	5,850	5,606	5,456	5,036	-420	-7.7%	
Worcester	974	1,147	1,259	1,369	1,429	1,574	1,651	1,860	2,297	2,328	1,982	1,977	2,008	31	1.6%	
TOTAL	58,263	69,797	72,830	78,668	83,853	93,323	100,456	116,136	129,670	132,504	120,739	111,288	115,664	4,376	3.9%	
Increase/Decrease		11,534	3,133	5,738	5,185	9,470	7,133	15,680	13,534	2,834	-11,765	-9,451	4,376			
Annual Percent Change		19.8%	4.5%	7.9%	6.6%	11.3%	7.6%	15.6%	11.7%	2.2%	-9.9%	-7.8%	3.9%			

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

DEPARTMENT OF HUMAN RESOURCES
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PROGRAM INTAKE
 FY 2002 - FY 2014

COUNTY	MEAP RECIPIENTS (Not included in Annual Report)													# Change from FY 2012 to FY 2014	% from FY 2012 to FY 2014
	FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014		
Allegany	3,498	3,667	3,923	3,674	4,106	4,588	4,237	4,645	4,816	4,782	4,470	4,331	4,277	-54	-1.2%
Anne Arundel	2,129	2,381	2,524	2,469	2,912	3,677	3,720	4,933	5,875	6,572	6,170	5,438	5,719	281	5.2%
Baltimore City	20,277	22,191	23,776	25,373	28,993	27,903	26,590	35,095	36,523	36,451	32,600	29,543	30,872	1,329	4.5%
Baltimore	7,568	9,425	9,726	9,948	11,664	12,604	9,175	14,334	15,242	14,339	12,086	10,139	12,428	2,289	22.6%
Calvert	639	706	696	703	743	815	846	1,598	1,428	1,350	1,270	1,299	1,409	110	8.5%
Caroline	1,257	1,503	1,513	1,522	1,616	1,731	1,737	2,024	2,118	2,196	2,029	1,854	1,830	-24	-1.3%
Carroll	1,684	1,823	1,881	1,823	2,081	2,389	2,496	2,970	3,232	3,219	3,050	2,817	2,742	-75	-2.7%
Cecil Co.	1,921	2,442	2,388	2,469	2,780	3,084	2,953	3,676	3,958	4,146	3,840	3,631	3,715	84	2.3%
Charles	1,186	1,481	1,472	1,595	1,613	1,646	1,479	1,874	2,487	2,531	2,666	2,594	2,882	288	11.1%
Dorchester	1,699	1,896	2,046	2,038	2,166	2,464	2,514	2,886	3,019	2,944	2,696	2,634	2,610	-24	-0.9%
Frederick	1,828	2,229	2,339	2,377	2,469	2,761	2,622	3,263	3,832	3,792	3,470	3,470	3,492	22	0.6%
Garrett	1,893	2,103	2,323	2,276	2,466	2,840	2,765	2,971	3,047	2,924	2,694	2,420	2,392	-28	-1.2%
Harford	3,345	4,172	3,630	3,223	3,601	4,112	4,051	4,781	5,452	5,457	5,303	4,850	4,960	110	2.3%
Howard	1,157	1,383	1,506	1,474	1,839	2,051	2,100	3,227	3,769	3,896	3,542	3,369	3,172	-197	-5.8%
Kent	819	929	900	848	905	1,042	977	1,139	1,209	1,227	1,166	1,092	1,147	55	5.0%
Montgomery	2,533	3,476	3,997	4,509	5,090	6,161	5,532	7,826	9,406	9,241	8,553	7,200	7,833	633	8.8%
Prince George's	3,832	5,225	4,876	5,306	6,062	7,052	6,846	9,522	11,506	13,138	10,935	10,212	10,083	-129	-1.3%
Queen Anne's	664	720	721	691	696	831	855	1,064	1,232	1,248	1,229	1,167	1,132	-35	-3.0%
St. Mary's	1,289	1,531	1,442	1,511	1,478	1,469	1,421	1,765	2,301	2,406	2,454	2,445	2,576	131	5.4%
Somerset	926	1,154	1,152	1,224	1,285	1,400	1,404	2,063	1,651	1,802	1,730	1,664	1,625	-39	-2.3%
Talbot	770	953	953	953	1,080	1,085	1,091	1,418	1,546	1,625	1,510	1,423	1,301	-122	-8.6%
Washington	2,140	2,564	2,733	2,521	2,487	3,046	2,738	3,126	3,240	3,444	2,835	2,844	3,048	204	7.2%
Wicomico	2,083	2,665	2,674	2,754	3,093	3,616	2,432	4,174	5,381	5,720	5,551	5,354	4,825	-529	-9.9%
Worcester	1,049	1,209	1,318	1,408	1,495	1,615	1,136	1,880	2,321	2,339	2,019	1,997	2,037	40	2.0%
TOTAL	66,486	77,828	80,509	82,688	92,720	99,982	91,717	122,254	134,691	136,789	123,868	113,787	118,107	4,320	3.8%
Increase/Decrease		11,642	2,681	2,179	10,032	7,262	-8,265	30,537	12,437	2,098	-12,921	-10,081	4,320		
Annual Percent Change		17.6%	3.4%	2.7%	12.1%	7.8%	-8.3%	33.3%	10.2%	1.6%	-9.4%	-8.1%	3.8%		

DEPARTMENT OF HUMAN RESOURCES
 FAMILY INVESTMENT ADMINISTRATION
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PROGRAM INTAKE
 FY 2002 - FY 2014

COUNTY	TOTAL EUSP INTAKE (Not included in Annual Report))												TOTAL EUSP INTAKE					# Change from FY 2012 to FY 2014	% from FY 2012 to FY 2014
	FY 2002	FY 2003	FY 2004	FY 2006	FY 2006	FY 2006	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014				
Allegany	3,804	4,114	4,528	4,349	4,525	5,002	5,030	5,377	5,544	5,591	5,385	5,147	4,997	-150	-2.9%				
Anne Arundel	2,244	2,472	2,747	2,827	3,079	4,141	5,620	6,426	8,008	8,730	8,431	7,781	8,112	331	4.3%				
Baltimore City	15,175	16,903	18,496	24,473	26,771	24,291	29,449	33,758	36,278	36,732	34,586	32,829	35,486	2,657	8.1%				
Baltimore	6,933	8,955	9,414	9,528	10,138	11,680	13,892	16,386	18,253	19,297	18,853	15,482	17,829	2,347	15.2%				
Calvert	740	822	790	827	786	864	1,092	1,892	1,594	1,434	1,357	1,358	1,492	134	9.9%				
Caroline	1,265	1,463	1,460	1,652	1,677	1,874	2,030	2,290	2,374	2,358	2,267	1,995	1,969	-26	-1.3%				
Carroll	1,889	1,972	2,110	2,096	2,199	2,544	3,105	3,573	3,898	3,860	3,684	3,372	3,376	4	0.1%				
Cecil Co.	1,962	2,504	2,525	2,576	2,825	3,193	3,540	4,038	4,507	4,526	4,153	3,721	3,956	235	6.3%				
Charles	1,276	1,655	1,627	1,768	1,714	1,755	2,029	2,192	2,702	2,613	2,763	2,721	3,013	292	10.7%				
Dorchester	1,825	2,084	2,285	2,223	2,236	2,612	2,808	3,043	3,215	3,174	2,845	2,783	2,763	-20	-0.7%				
Frederick	2,291	2,785	2,876	2,867	2,872	3,221	3,729	4,322	5,168	5,057	4,972	4,504	4,370	-134	-3.0%				
Garrett	1,972	2,165	2,331	2,322	2,429	2,831	2,859	3,060	3,144	2,995	2,834	2,590	2,444	-146	-5.6%				
Harford	3,563	4,402	4,055	3,481	3,679	4,323	4,363	4,682	5,443	5,760	5,666	5,384	5,728	344	6.4%				
Howard	1,288	1,742	1,843	1,763	2,079	2,179	2,443	3,292	3,974	4,565	4,267	4,065	3,989	-76	-1.9%				
Kent	982	975	966	872	910	1,067	1,092	1,196	1,248	1,278	1,251	1,129	1,204	75	6.6%				
Montgomery	3,011	3,844	4,443	5,512	5,925	7,331	8,569	9,919	11,686	11,773	11,153	10,501	10,888	387	3.7%				
Prince George's	5,331	6,846	6,644	7,301	7,262	9,169	11,005	13,276	15,912	17,550	15,048	14,249	14,629	380	2.7%				
Queen Anne's	557	720	714	717	705	911	1,022	1,231	1,424	1,488	1,463	1,371	1,324	-47	-3.4%				
St. Mary's	1,393	1,654	1,607	1,693	1,556	1,520	1,859	1,960	2,423	2,419	2,495	2,532	2,636	104	4.1%				
Somerset	881	1,136	1,129	1,245	1,259	1,401	1,498	2,135	1,742	1,908	1,803	1,722	1,697	-25	-1.5%				
Talbot	682	1,015	1,031	1,026	1,099	1,096	1,201	1,485	1,615	1,682	1,560	1,460	1,345	-115	-7.9%				
Washington	2,336	2,816	3,112	2,943	2,774	3,364	3,337	3,807	3,906	4,208	3,661	3,647	3,828	181	5.0%				
Wicomico	2,182	2,766	2,778	2,865	3,181	3,774	3,925	4,504	5,712	6,252	6,008	5,880	5,462	-418	-7.1%				
Worcester	1,035	1,215	1,315	1,445	1,506	1,652	1,720	1,978	2,432	2,492	2,161	2,188	2,185	-3	-0.1%				
TOTAL	64,547	77,025	80,825	88,368	93,186	101,795	117,217	135,822	152,202	157,742	148,666	138,411	144,722	6,311	4.6%				
Increase/Decrease		12,478	3,800	7,543	4,818	8,609	15,422	18,605	16,380	5,540	-9,076	-10,255	6,311						
Annual Percent Change		19.3%	4.9%	9.3%	5.5%	9.2%	15.2%	15.9%	12.1%	3.6%	-5.8%	-6.9%	4.6%						

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

DISTRIBUTION OF ARREARAGE BENEFITS
BY BENEFIT RANGE

Benefit Range	% Distribution							Change		
	FY14	FY13	FY 12	FY 11	FY 10	FY 09	FY 08	FY 14-FY 13	FY 13-FY 12	FY 12-FY 11
<100	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
100-199	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
200-299	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
300-399	9.6%	9.7%	12.1%	12.2%	10.1%	11.7%	16.2%	-0.1%	-2.4%	-0.1%
400-499	10.7%	10.5%	13.2%	12.2%	10.0%	11.7%	15.6%	0.2%	-2.7%	1.0%
500-599	11.1%	10.5%	10.9%	11.0%	9.2%	10.7%	12.2%	0.6%	-0.4%	-0.1%
600-699	9.2%	9.3%	9.2%	9.3%	8.3%	9.4%	10.7%	-0.1%	0.1%	-0.2%
700-799	8.0%	8.3%	7.6%	7.9%	7.3%	8.1%	8.3%	-0.3%	0.7%	-0.4%
800-899	6.7%	6.8%	6.1%	6.5%	6.7%	7.1%	6.7%	-0.1%	0.7%	-0.5%
900-999	6.3%	6.1%	5.2%	5.7%	5.6%	5.5%	5.2%	0.2%	0.9%	-0.6%
1000-1099	5.2%	5.5%	4.9%	4.7%	5.2%	5.2%	4.1%	-0.3%	0.6%	0.2%
1100-1199	4.3%	4.5%	3.9%	3.9%	4.4%	4.2%	3.7%	-0.2%	0.6%	0.0%
1200-1299	3.8%	3.9%	3.4%	3.5%	3.9%	3.5%	3.0%	-0.1%	0.5%	0.0%
1300-1399	3.2%	3.4%	2.7%	2.8%	3.4%	3.0%	2.4%	-0.2%	0.7%	-0.1%
1400-1499	2.7%	2.8%	2.3%	2.3%	2.8%	2.5%	1.9%	-0.1%	0.5%	0.0%
1500-1599	2.0%	2.1%	2.2%	2.0%	2.4%	2.2%	1.5%	-0.1%	-0.1%	0.2%
1600-1699	2.0%	2.0%	1.7%	1.7%	2.2%	1.8%	1.3%	0.0%	0.3%	0.0%
1700-1799	1.9%	1.9%	1.6%	1.6%	1.9%	1.6%	1.0%	0.0%	0.3%	0.0%
1800-1899	1.5%	1.6%	1.2%	1.4%	1.6%	1.5%	0.8%	-0.1%	0.4%	-0.3%
1900-1999	1.4%	1.3%	1.3%	1.2%	1.5%	1.2%	0.7%	0.1%	0.0%	0.1%
2000	10.4%	9.8%	10.5%	9.8%	13.4%	9.1%	4.8%	0.6%	-0.7%	0.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			

Distribution of grants by KWH usage 0 - 40,000 and above by Benefit level

Program: BILL PAYMENT

County: ALL

Vendor: ALL

Year: 2014

<u>KWH Range</u>	<u>Level 1</u>	<u>Level 2</u>	<u>Level 3</u>	<u>Level 4</u>	<u>Level 5</u>	<u>Level 6</u>	<u>Level 7</u>	<u>Level 8</u>	<u>Level 9</u>	<u>Total</u>
Empty	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0
1-1000	125	74	65	26	155	1	0	0	0	446
1001-2000	379	290	238	90	632	8	0	0	0	1,637
2001-3000	679	643	557	222	1,297	8	0	0	0	3,406
3001-4000	1,126	987	978	375	1,984	26	0	0	0	5,476
4001-5000	1,496	1,354	1,376	488	2,418	30	0	0	0	7,162
5001-6000	1,694	1,494	1,645	548	2,596	36	0	0	0	8,013
6001-7000	1,768	1,547	1,567	627	2,466	33	0	0	0	8,008
7001-8000	1,791	1,578	1,597	657	2,300	26	0	0	0	7,949
8001-9000	1,832	1,350	1,571	633	2,027	28	0	0	0	7,441
9001-10000	1,725	1,305	1,459	633	1,794	17	0	0	0	6,933
10001-11000	1,690	1,269	1,253	573	1,600	14	0	0	0	6,389
11001-12000	1,631	1,201	1,197	469	1,355	9	0	0	0	5,862
12001-13000	1,493	1,074	1,144	493	1,229	9	0	0	0	5,442
13001-14000	1,417	990	950	436	1,016	4	0	0	0	4,813
14001-15000	1,280	952	968	374	922	2	0	0	0	4,498
15001-16000	1,174	892	911	365	812	1	0	0	0	4,155
16001-17000	1,053	738	769	355	701	3	0	0	0	3,619
17001-18000	939	675	746	323	623	1	0	0	0	3,307
18001-19000	830	670	638	282	533	4	0	0	0	2,957
19001-20000	772	490	533	243	483	2	0	0	0	2,523
20001-21000	701	438	465	233	385	1	0	0	0	2,223
21001-22000	598	419	413	205	304	0	0	0	0	1,939
22001-23000	501	380	378	156	263	0	0	0	0	1,678
23001-24000	435	335	331	146	277	0	0	0	0	1,523
24001-25000	433	247	272	127	206	0	0	0	0	1,285
25001-26000	333	207	225	112	161	0	0	0	0	1,038
26001-27000	294	186	190	89	145	0	0	0	0	904
27001-28000	223	169	145	78	107	0	0	0	0	722
28001-29000	228	129	138	54	93	0	0	0	0	642
29001-30000	176	114	97	69	95	0	0	0	0	551
30001-31000	162	82	105	45	66	0	0	0	0	460
31001-32000	125	87	87	50	45	1	0	0	0	395
32001-33000	116	79	75	36	47	0	0	0	0	353
33001-34000	112	58	59	27	33	0	0	0	0	289
34001-35000	75	43	47	29	23	0	0	0	0	217
35001-36000	60	51	45	19	30	0	0	0	0	205
36001-37000	55	34	37	23	19	0	0	0	0	168
37001-38000	50	29	36	18	12	0	0	0	0	145
38001-39000	42	26	28	10	15	0	0	0	0	121
39001-40000	32	21	21	14	11	0	0	0	0	99
>40001	235	154	130	65	87	0	0	0	0	671
Total :	29,881	22,851	23,485	9,816	29,367	264	0	0	0	115,664

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

FY 2014 MONTHLY INCOME ELIGIBILITY TABLE

POVERTY LEVEL	PERSONS IN HOUSEHOLD								For Additional Person Add	
	1	2	3	4	5	6	7	8		
I 0% up to 75%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	\$718.12	\$969.37	\$1,220.62	\$1,471.87	\$1,723.12	\$1,974.37	\$2,225.62	\$2,476.87	\$251.25	
II >75% up to 110%	\$718.13	\$969.38	\$1,220.63	\$1,471.88	\$1,723.13	\$1,974.38	\$2,225.63	\$2,476.88	\$251.25	
	\$1,053.25	\$1,421.75	\$1,790.25	\$2,158.75	\$2,527.25	\$2,895.75	\$3,264.25	\$3,632.75	\$368.50	
III >110% up to 150%	\$1,053.26	\$1,421.76	\$1,790.26	\$2,158.76	\$2,527.26	\$2,895.76	\$3,264.26	\$3,632.76	\$368.50	
	\$1,436.25	\$1,938.75	\$2,441.25	\$2,943.75	\$3,446.25	\$3,948.75	\$4,451.25	\$4,953.75	\$502.50	
IV >150% up to 175%	\$1,436.26	\$1,938.76	\$2,441.26	\$2,943.76	\$3,446.26	\$3,948.76	\$4,451.26	\$4,953.76	\$502.50	
	\$1,675.62	\$2,261.87	\$2,848.12	\$3,434.37	\$4,020.62	\$4,606.87	\$5,193.12	\$5,779.37	\$586.25	

OFFICE OF HOME ENERGY PROGRAMS
PAYMENTS BY UTILITY - FY 2014

UTILITY	EUSP Arrearages		EUSP Bill Payment		MEAP Bill Payment	
	Households EDS'd	Dollars	Households EDS'd	Dollars	Households EDS'd	Dollars
A&N	1	\$ 859	22	\$ 17,388.00	8	\$ 3,424
BGE	12725	\$ 11,715,071	59457	\$ 27,511,638	55591	\$ 21,015,628
Chesapeake Utilities	0	\$ -	-	\$ -	1159	\$ 336,217
Choptank	178	\$ 128,218	2867	\$ 1,797,953	1232	\$ 414,288
Hagerstown	290	\$ 133,536	1279	\$ 467,520	566	\$ 119,942
Columbia Gas	0	\$ -	-	\$ -	2432	\$ 1,539,318
Delmarva Power	2503	\$ 2,892,006	16523	\$ 8,957,249	10101	\$ 2,733,739
Easton	73	\$ 57,923	785	\$ 357,473	688	\$ 168,112
Elkton Gas	0	\$ -	0	\$ -	472	\$ 127,460
Potomac Edison/First Energy	1323	\$ 1,033,213	12557	\$ 5,524,078	5709	\$ 1,260,848
PEPCO (Potomac Electric)	3774	\$ 3,817,010	14968	\$ 6,741,387	6281	\$ 1,991,538
SMECO	1548	\$ 1,299,251	6642	\$ 3,917,385	4304	\$ 1,364,507
Somerset Rural Electric	4	\$ 2,662	112	\$ 66,144	15	\$ 5,066
Thurmont	16	\$ 8,984	119	\$ 47,207	80	\$ 14,647
Town of Berlin Electric	30	\$ 32,820	275	\$ 156,937	196	\$ 52,092
City of Williamsport Electric	9	\$ 5,381	68	\$ 24,468	38	\$ 7,308
Washington Gas-D.C.	0	\$ -	0	\$ -	8522	\$ 4,136,979
TOTAL=	22,384	\$ 21,126,935	115,664	\$ 55,586,827	97,494	\$ 35,291,113

Note:

1. EUSP Bill Payment includes the Supplemental payment of \$14,337,408.
2. MEAP supplemental payment was issued for \$8,322,065 and it is not included in MEAP total.
3. MEAP only includes Electric and Gas payment.

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

ATTACHMENT F

EUSP Arrearage Assistance By Local Agency

Fiscal Year : 2014

Agency	Benefit Expenditures	Applications Certified	Percent	Average
ALLEGANY COUNTY	\$287,241	399	1.4%	\$720
ANNE ARUNDEL	\$1,078,867	1,048	5.1%	\$1,029
BALTIMORE COUNTY	\$2,870,990	3,313	13.6%	\$867
BALTIMORE CITY	\$5,255,782	5,930	24.9%	\$886
CALVERT	\$297,926	339	1.4%	\$879
CAROLINE	\$139,150	203	0.7%	\$685
CARROLL	\$408,163	439	1.9%	\$930
CECIL	\$668,924	525	3.2%	\$1,274
CHARLES	\$554,264	684	2.6%	\$810
DORCHESTER	\$301,216	325	1.4%	\$927
FREDERICK	\$355,042	481	1.7%	\$738
GARRETT	\$72,449	96	0.3%	\$755
HARFORD	\$708,710	619	3.4%	\$1,145
HOWARD	\$758,017	728	3.6%	\$1,041
KENT	\$142,884	165	0.7%	\$866
MONTGOMERY	\$1,195,521	836	5.7%	\$1,430
PRINCE GEORGES	\$3,414,147	3,720	16.2%	\$918
QUEEN ANNES	\$111,652	140	0.5%	\$798
SOMERSET	\$250,928	193	1.2%	\$1,300
ST MARYS	\$465,693	548	2.2%	\$850
TALBOT	\$95,476	126	0.5%	\$758
WASHINGTON	343852.12	452	1.6%	\$761
WICOMICO	\$1,078,129.74	855	5.1%	\$1,261
WORCESTER	\$271,910.85	220	1.3%	\$1,236
Totals:	\$21,126,935	22,384	100.0%	\$944

LIVING ARRANGEMENTS BY POVERTY LEVEL - FY 2014

EUSP Bill Assistance

Living Arrangement	Poverty Level 1	Poverty Level 2	Poverty Level 3	Poverty Level 4	Total	Percent
HOMEOWNER	10,375	9,766	11,103	4,589	35,833	31.0%
PUBLIC / SUBSIDIZED	14,263	9,080	4,669	1,239	29,251	25.3%
RENTER	19,383	13,016	12,239	5,214	49,852	43.1%
SUBMETERED	94	62	81	32	269	0.2%
SUBSIDIZED SUBMETERED	183	104	57	15	359	0.3%
Totals	44,298	32,028	28,149	11,089	115,564	100.0%
Percent	38.3%	27.7%	24.4%	9.6%	100.0%	

EUSP Arrearage

Living Arrangement	Poverty Level 1	Poverty Level 2	Poverty Level 3	Poverty Level 4	Total	Percent
HOMEOWNER	2,073	1,212	1,483	786	5,554	24.8%
PUBLIC / SUBSIDIZED	2,317	835	485	187	3,824	17.1%
RENTER	5,421	2,996	2,937	1,520	12,874	57.5%
SUBMETERED	34	18	29	13	94	0.4%
SUBSIDIZED SUBMETERED	27	5	5	1	38	0.2%
Totals	9,872	5,066	4,939	2,507	22,384	100.0%
Percent	44.1%	22.6%	22.1%	11.2%	100.0%	

MEAP

Living Arrangement	Poverty Level 1	Poverty Level 2	Poverty Level 3	Poverty Level 4	Total	Percent
HOMEOWNER	10,730	10,056	11,431	4,701	36,918	31.4%
PUBLIC / SUBSIDIZED	13,639	8,699	4,519	1,200	28,057	23.8%
RENTER	20,291	13,612	12,596	5,345	51,844	44.0%
ROOMER/BOARDER	66	63	19	7	155	0.1%
SUBMETERED	105	89	99	37	330	0.3%
SUBSIDIZED SUBMETERED	206	142	75	21	444	0.4%
Totals	45,037	32,661	28,739	11,311	117,748	100.0%
Percent	38.2%	27.7%	24.4%	9.6%	100.0%	

OHEP Administrative Cost Report - FY 2014
Total Costs as of June 30, 2014

Headquarters Administrative Expenditures		\$ 642,075
Local Administrative Agency Expenditures		\$ 8,644,920
Computer System Expenditures		\$ 1,423,077
Total OHEP Administrative		\$ 10,710,072
EUSP Administrative	40%	\$4,284,029
MEAP Administrative	60%	\$6,426,043

Local Administrative Agency (LAA) Information

LAA	Allocation	Intake	% of State
Allegany	\$374,640	5,142	4.3%
Anne Arundel	\$387,500	8,753	4.5%
Baltimore City	\$1,508,701	38,676	17.5%
Baltimore County*	\$916,531	20,031	10.6%
Caroline*	\$266,832	2,022	3.1%
Carroll	\$250,518	3,503	2.9%
Cecil*	\$221,077	4,139	2.6%
Dorchester*	\$262,623	2,826	3.0%
Frederick*	\$310,984	4,371	3.6%
Garrett	\$286,749	2,547	3.3%
Harford	\$329,866	6,361	3.8%
Howard	\$267,231	4,046	3.1%
Kent*	\$148,507	1,258	1.7%
Montgomery*	\$755,667	11,372	8.7%
Prince George's*	\$698,513	15,292	8.1%
Queen Anne's*	\$223,748	1,378	2.6%
<u>Shore Up!</u>			
Somerset	\$111,906	1,747	1.3%
Wicomico	\$249,903	5,609	2.9%
Worcester	\$114,436	2,265	1.3%
<u>So. Md.</u>			
Calvert	\$142,772	1,527	1.7%
Charles	\$154,782	3,077	1.8%
St. Mary's	\$154,782	2,724	1.8%
Talbot	\$131,528	1,367	1.5%
Washington	\$375,122	3,960	4.3%
TOTAL	\$8,644,920	153,993	100.0%

* Denotes Local Department of Social Service offices.

OMB Clearance No.: 0970-0060 Expiration Date: 10/31/2014
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM LIHEAP HOUSEHOLD REPORT-LONG FORM

Grantee Information

Grantee Name: Maryland	FFY2014
Contact Person: Hemant Patel	Phone: 410-767-7545
Email Address: hemant.patel@maryland.gov	

Instructions

The 50 States, District of Columbia, and the Commonwealth of Puerto Rico are required to use the LIHEAP Household Report-Long Form in providing household counts for the designated Federal Fiscal Year. The Report consists of the following six sections that are to include unduplicated household counts for both LIHEAP assisted and LIHEAP applicant households.

- I. Number of Assisted Households
- II. Number of Assisted Households by Poverty Interval
- III. Number of Assisted Households by Vulnerable Population
- IV. Number of Applicant Households
- V. Number of Applicant Households by Poverty Interval
- VI. Number of Assisted Households by Young Child Age Category

Except for Section VI, the household counts for LIHEAP assisted and applicant households are required under the LIHEAP statute. Section VI is optional. If LIHEAP funds are used for any other type of service not listed in the sections below, describe the service and the total number of households assisted with that service in the Notes Section.

The required data for LIHEAP assisted households for each State are included in the Department's LIHEAP annual Report to Congress. The required data are also used in measuring LIHEAP targeting performance under the Government Performance and Results Act (GPRA) of 1993, as amended by the GPRA Modernization Act of 2010. As the reported data are aggregated, the information in this report is not considered to be confidential.

Click [HERE](#) to read the expanded Household Report - Long Form Instructions.

Do the data below include estimated figures? If YES, select the appropriate box in column A of Section I and Section IV for each type of assistance that has at least one estimated data entry.	Select One No
--	------------------

I. Number of Assisted Households

Number of assisted households		
Type of LIHEAP assistance	A. Select if estimated data	B. Total Number of Households
1. Heating		117,748
2. Cooling		
3. Crisis		
a. Winter/Year Round		4,303
b. Summer		
c. Emergency Furnace Repair & Replacement		110
d.		
e.		

4. Weatherization		
5. Any type of LIHEAP assistance		117,748

II. Number of Assisted Households by Poverty Interval

NHS Poverty Guidelines for Calendar Year 2013					
Type of LIHEAP assistance	A. Under 75% poverty	B. 75%-100% poverty	C. 101%-125% poverty	D. 126%-150% poverty	E. Over 150% poverty
1. Heating	45,006	24,508	19,783	17,136	11,315
2. Cooling					
3. Crisis					
a. Winter/Year Round	1,806	768	666	605	458
b. Summer					
c. Emergency Furnace Repair & Replacement	30	17	21	23	19
d.					
e.					
4. Weatherization					

III. Number of Assisted Households by Vulnerable Population

At least one households member who is a member of one the following target groups				
Type of LIHEAP assistance	A. 60 years or older (elderly)	B. Disabled	C. Age 5 years or under (young child)	D. Elderly, disabled, or young child
1. Heating	34,784	36,592	26,069	77,200
2. Cooling				
3. Crisis				
a. Winter/Year Round	740	1,053	1,186	2,458
b. Summer				
c. Emergency Furnace Repair & Replacement	23	20	16	39
d.				
e.				
4. Weatherization				
5. Any type of LIHEAP assistance	34,784	36,592	26,069	77,200

IV. Number of Applicant Households

Number of applicant households		
Type of LIHEAP assistance	A. Select if estimated data	B. Total Number of Households
1. Heating		149,599
2. Cooling		
3. Crisis		
a. Winter/Year Round		4,498
b. Summer		
c. Emergency Furnace Repair & Replacement		236
d.		
e.		
4. Weatherization		


V. Number of Applicant Households by Poverty Interval

HHS Poverty Guidelines for Calendar Year 2013						
Type of LIHEAP assistance	A. Under 75% poverty	B. 75%-100% poverty	C. 101%-125% poverty	D. 126%-150% poverty	E. Over 150% poverty	F. Income data unavailable
1. Heating	69,169	25,343	20,687	17,919	16,481	0
2. Cooling						
3. Crisis						
a. Winter/Year Round	1,884	776	687	611	560	0
b. Summer						
c. Emergency Furnace Repair & Replacement	64	36	46	49	41	0
d.						
e.						
4. Weatherization						

VI. Number of Assisted Households by Young Child Age Category (Optional)

At least one member who is		
Type of LIHEAP assistance	A. Age 2 years or under	B. Age 3 years through 5 years
1. Heating	13,975	17,117
2. Cooling		
3. Crisis		
a. Winter/Year Round	660	770
b. Summer		
c. Emergency Furnace Repair & Replacement	5	11
d.		
e.		
4. Weatherization		
Notes		
Section 1, Line 5, Column B: All crisis applicants in Maryland are first considered 'Heating' applicants and are included in the 'Heating' totals. The crisis fuel assistance is "expedited" assistance. Section III, Line 5, Column A, B, C, D: All households always receive one particular type of assistance, such as heating, before receiving any other type of assistance.		

Certification

<p>Certification: By signing this report, I certify that it is true, complete, and accurate to the best of my knowledge. I am aware that any false, fictitious, or fraudulent information may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 18, Section 1001)</p>	
a. Name of Authorized Official: Hemant J. Patel	d. Telephone: (410) 767- 7545 Ext.
b. Title of Authorized Official: Fiscal Officer	e. Email address:
c. Signature of Authorized Official: 	f. Date Submitted: 09/12/2014

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

ATTACHMENT J

ENERGY BY POVERTY LEVEL

**Maryland Energy Assistance Program
 FY 2014**

Type of Heat	Level 1	Level 2	Level 3	Level 4	Total	Expenditures	%
COAL	30	32	32	9	103	\$69,477	0.09%
ELECTRICITY	19,356	14,599	12,076	4,625	50,656	\$13,367,101	43.0%
GAS	20,417	12,795	11,140	4,630	48,982	\$23,020,664	41.6%
KEROSENE	603	679	616	235	2,133	\$2,702,848	1.8%
OIL	3,219	3,251	3,554	1,319	11,343	\$15,713,453	9.6%
PROPANE	1261	1188	1221	458	4,128	\$4,999,443	3.5%
WOOD	151	117	100	35	403	\$248,384	0.3%
Total	45,037	32,661	28,739	11,311	117,748	\$60,121,370	100.0%

Note: Report is from OHEP Database and will defer from actual benefit paid and adjustment made in State Financial (FMIS) system.

LAA Direct Outreach Statistics- FY2014

Local Administrative Agency	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Allegheny County	2,055	650	946	198	670	549	539	1,282	3,053	315	0	600	10,857
Anne Arundel County	350	116	13,836	38	5	0	4	43	39	23	30	0	14,484
Baltimore Cty	62	1,415	464	132	135	85	117	91	24	27		0	2,552
Baltimore County	1,100	380	200	350	400	0	200	200	0	350	0	0	3,180
Caroline County	2,165	560	575	255	0	0	0	8	500	150	750	0	4,963
Carroll County	3,570	345	143	1,250	450	250	30	153	1,389	100	20	0	7,700
Cecil County	4,500	2,000	3,000	324	0	0	200	0	0	0	0	0	10,024
Dorchester County	200	200	200	200	200	200	400	400	400	100		0	2,500
Frederick County	1,517	1,255	630	337	510	431	4	172	477	949	323	0	6,605
Garrett County	253	531	111	196	1,096	10,008	71	38	35	275	16	0	12,630
Harford County	2,382	1,564	1,030	1,249	354	372	3,695	314	2,120	1,515	269	0	14,864
Howard County	454	736	67	1,414	1,987	513	334	28	154	422	0	0	6,109
Kent County	463	463	400	2,625	600	305	35	12	0	0	0	0	4,903
Montgomery County	150	223	2,600	385	2,237	7,100	3,000	6,050	117	105	500	0	22,467
Prince George's County	1,184	955	1,034	1,453	2,425	875	800	0	0	0	994	0	9,720
Queen Anne's County	473	700	343	385	172	185	14	176	120	102	713	0	3,383
Shore UP (Wicomico, Somerset, Worcester)	1,645	5,290	4,525	3,573	0	0	0	0	0	0	0	0	15,033
Southern Tri (Charles, St. Mary's, Calvert)	9,827	1,038	275	771	1,257	156	150	274	148	135	0	0	14,031
Talbot County	1,490	1,103	53	599	23	0	262	90		200	1,200		5,020
Washington County	160	3,010	2,201	955	10,729	631	1,033	2,820	6,355	1,121	3,652	825	33,492
	34,000	22,534	32,633	16,689	23,250	21,660	10,888	12,151	14,931	5,889	8,467	1,425	204,517

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

ATTACHMENT L

EUSP Actual Expenditure and Projections

Fiscal Year	Benefit Level	Bill Assistance Benefit Dollars	Arrearage Benefit Dollars	Administration	Total	Bill Assistance Households	% of Households	Average Benefit
Actual FY2011	1	\$ 24,276,357				34,701	26%	\$ 700
	2	\$ 13,222,136				26,005	20%	\$ 508
	3	\$ 10,681,162				27,676	21%	\$ 386
	4	\$ 3,249,216				12,781	10%	\$ 254
	5	\$ 7,575,211				31,160	24%	\$ 243
	Total		\$ 59,004,082	\$ 17,921,581	\$ 4,320,000	\$ 81,245,663	132,323	100%
Actual FY2012	1	\$ 15,120,471				31,467	26%	\$ 481
	2	\$ 9,470,601				24,124	20%	\$ 393
	3	\$ 8,260,688				24,995	21%	\$ 330
	4	\$ 2,543,294				10,919	9%	\$ 233
	5	\$ 4,833,883				28,899	24%	\$ 167
	6	\$ 93,660				335	0%	\$ 280
Total		\$ 40,322,596	\$ 13,017,519	\$ 4,675,543	\$ 58,015,658	120,739	100%	\$ 334
Actual FY2013	1	\$ 13,551,270				29,177	26%	\$ 464
	2	\$ 8,651,870				22,513	20%	\$ 384
	3	\$ 7,310,690				22,849	21%	\$ 320
	4	\$ 2,174,280				9,568	9%	\$ 227
	5	\$ 4,347,564				26,969	24%	\$ 161
	6	\$ 88,380				317	0%	\$ 279
Total		\$ 36,124,054	\$ 15,937,468	\$ 4,682,347	\$ 56,743,869	111,393	100%	\$ 324
Actual FY2014	1	\$ 14,744,989				29,908	26%	\$ 493
	2	\$ 9,639,090				22,881	20%	\$ 421
	3	\$ 8,398,393				23,409	20%	\$ 359
	4	\$ 2,591,282				9,825	8%	\$ 264
	5	\$ 5,800,894				29,377	25%	\$ 197
	6	\$ 74,772				264	0%	\$ 283
Total		\$ 41,249,420	\$ 21,126,935	\$ 4,284,029	\$ 66,660,384	115,664	100%	\$ 357
Projected FY2015	1	\$ 14,892,439				30,282	25%	\$ 492
	2	\$ 10,602,999				23,167	20%	\$ 458
	3	\$ 9,238,232				23,702	20%	\$ 390
	4	\$ 2,850,410				9,948	9%	\$ 287
	5	\$ 6,380,983				29,744	26%	\$ 215
	6	\$ 89,726				267	0%	\$ 336
Total		\$ 44,054,790	\$ 21,345,654	\$ 4,733,936	\$ 70,134,380	117,110	100%	\$ 376

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

ATTACHMENT L

Assumptions:

- 1% increase is assumed for FY 2015
- Eligible guidelines remain at 175% of poverty.
- Electric prices remain stable.
- The percent of the annual bill covered by the benefit remain same.
- Administrative funds remain constant.

NOTE:

Benefit dollars and administrative dollars separated.

Disclaimer

All numbers and expenditures amount and projection are estimates and subject to revision.