

Names and addresses of local administrative agencies

Allegany County Human Resources Development Commissions Office of Home Energy Programs

125 Virginia Avenue
Cumberland, MD 21502
(301) 777-8550

Human Services Programs of Carroll County, Inc.

10 Distillery Drive, Suite G1
Westminster, MD 21158
(410) 857-2999

Frederick Community Action Agency

420 East Patrick Street
Frederick, MD 21701
(301) 600-2410

Garrett County Community Action Committee, Inc.

104 E. Center Street
Oakland, MD 21550
(301) 334-9431

Community Action Council of Howard County

9820 Patuxent Woods Drive
Columbia, MD 21046
(410) 313-6440

Montgomery County Department of Health & Human Services, Office of Home and Energy Programs

1301 Piccard Drive
4th Floor
Rockville, MD 20850
(240) 777-4450

Washington County Community Action Council

117 Summit Avenue
Hagerstown, MD 21740
(301) 797-4161



Help is available to pay your electric bill.

Potomac Edison is proud to partner with state, local and social service agencies in Maryland to provide assistance to eligible low-income customers who need help paying past-due bills or reducing the amount of future bills. Home weatherization programs also may be available through the state to reduce electric consumption.

There are three programs that eligible customers can apply for in Maryland: the Electric Universal Service Program, the Maryland Energy Assistance Program and the Utility Service Protection Program. These programs encourage energy conservation, financial responsibility and energy independence. Which program is right for you? Please review the following information to find out.

PotomacEdison™
A FirstEnergy Company

Electric Universal Service Program (EUSP)

EUSP is available to eligible customers to help reduce the amount of future bills, reduce the amount of past-due balances when state funding is available, and assist with home weatherization programs. EUSP is available to customers who currently have service, whose service has been terminated for nonpayment, and for customers applying for service who owe an outstanding balance.

Benefits

- Assists in paying current and future electric bills
- Assists in paying past-due electric bills
- Helps with energy efficiency measures to reduce future electric consumption
- Supplemental payment agreement to spread any outstanding balance over an extended period of time

Maryland Energy Assistance Program (MEAP)

MEAP is available to eligible customers and may provide a one-time grant to help reduce past-due balances on your electric account.

Benefits

- Assists in reducing past-due electric bill balances

Utility Service Protection Program (USPP)

USPP may protect low-income customers from termination of service and allows MEAP-eligible participants to enter into a year-round average monthly payment program. If you qualify for MEAP, you may be eligible for USPP.

Benefits

- Levelized monthly payments
- Protects eligible low-income customers from electric service termination as long as they make monthly payments

How do I apply for these programs?

- Visit mydhrbenefits.dhr.state.md.us to apply for benefits and services, monitor the status of your cases, update important account information and more.

- Call the Maryland Department of Human Services (DHS) at 1-800-332-6347 to obtain an application or to request information.
- Obtain and complete an application from your Local Administering Agency. Call the agency for an appointment or to request an application be mailed. (Participating agencies are listed on the back of this pamphlet.)
- Be sure to have your most recent Potomac Edison electric bill with you when you apply.

How much will I have to pay on my bill?

You will pay approximately the same amount each month. How much you pay depends on how much electricity you've used in the last year, the amount Potomac Edison receives through any programs you may be eligible for and how much you owe on past-due electric bills.

Potomac Edison may also establish a payment plan that allows you to pay past-due amounts over an extended period of time.

What happens if I miss my payment?

Potomac Edison will print a warning notice on your bill if you miss a payment under one of the plans. The notice will advise you that failure to pay the past-due amount could cause your removal from the plan.

Remember, regardless of the plan you are on, you must pay your electric bill each month.

What can I do if my service is already shut off?

If your electric service has been terminated for nonpayment, apply at your Local Administering Agency for energy assistance.

Visit www.firstenergycorp.com/billassist or call our Customer Service Center at 1-800-686-0011 for more information.