**POTOMAC EDISON AND MON POWER, AVERAGE PAYMENT PLAN**

**AGENCY:** FIRST ENERGY CORPORATION

PAYMENT PLAN: Offers a program designed to level off payments and avoid high monthly bills during peak seasons. Divides the client’s electric bill into 12 monthly payments according to the average electric use of the previous 12 months.

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**UTILITY SERVICE PROTECTION PROGRAM, BALTIMORE GAS & ELECTRIC COMPANY**

**AGENCY:** BALTIMORE GAS AND ELECTRIC COMPANY

**OVERVIEW:** Provides programs for BGE customers to assist in paying their utility bill. SERVICES: 1) UTILITY SERVICE PROTECTION PROGRAM (USPP): Offers protection to low-income families from utility cut-offs by allowing MEAP eligible households to enter into a year-round, even monthly payment program with BGE. Plan is based on estimated cost of customer... 

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**FUEL FUND OF MARYLAND**

**AGENCY:** FUEL FUND OF MARYLAND, ADMINISTRATIVE OFFICE

**CORONAVIRUS UPDATES:** A turn off notice is no longer required as long as BGE is not turning off customers. Clients still need to apply for MEAP and receive notification of approval/denial before applying for the Fuel Fund. The phone line is open Mon, Wed and Fri, 10AM - 12PM, for over the phone applications. Previous clients can contact them by em...
MARYLAND OFFICE OF PEOPLE'S COUNSEL

CORONAVIRUS UPDATES: Under the Governor's orders, utility companies are required to assist customers whose service is currently turned off. If someone is having issues getting their utilities, including cell phone service, turned back on, contact the Office of People's Counsel and have available the following information: electric, gas, private w...

MARYLAND STATE PUBLIC SERVICE COMMISSION

NEGOTIATION ASSISTANCE: Regulates rates and services for public utilities including gas, electricity, land line telephone service, water (cannot assist with Baltimore City residents), sewerage, steam heating, and most common carriers engaged in transportation within the state. Licenses gas and electric suppliers. A list of licensed suppliers is on ...