DELMARVA POWER, CUSTOMER SERVICE

AGENCY: DELMARVA POWER

OVERVIEW: Delmarva Power provides energy utilities to DE and the Delmarva Peninsula and offers support programs to address customer concerns. SERVICES: 1) SPECIAL NEEDS CUSTOMERS: For customers with emergency medical equipment, there is a program that supplies information about upcoming electrical issues. Services available to qualified participants...

FREDERICK COUNTY DIVISION OF UTILITIES AND SOLID WASTE MANAGEMENT, WATER BILLS

AGENCY: FREDERICK COUNTY GOVERNMENT

GOVERNMENT OFFICE: Responsible for water and sewer customer service, billing, payment processing, capacity fee calculation and collection, as well as contract administration.

ANNE ARUNDEL COUNTY DEPARTMENT OF PUBLIC WORKS, BUREAU OF UTILITY OF OPERATIONS

AGENCY: ANNE ARUNDEL COUNTY GOVERNMENT

CONSUMER SUPPORT AND COMPLAINTS: Provides Anne Arundel County residents with water service and offers bill assistance resources. MAINTENANCE: Evaluates and resolves issues or refers customers to the appropriate source for assistance. The types of calls handled include: sewer backups, manhole issues, dirty/musty water, water pressure issues, meter...

Baltimore Gas & Electric Company, Customer Care Call Center

Agency: Baltimore Gas and Electric Company

Customer Service: Provides energy needs to Central Maryland. The call center is staffed to answer questions about billing, collections, and emergencies. Customers are encouraged to call directly and discuss billing arrangements. Additionally, BGE will take extra steps to avoid or delay service termination for customers with special needs. Custom...

Garrett County Department of Public Utilities

Agency: Garrett County Government

Public Utilities: Oversees the disposal of waste water throughout the county by maintaining and operating local waste water and clean water systems. Also provides inspection of public water systems, enforces clean water regulations and responds to complaints about water integrity.

Smart Energy Savers Program, Rebates and Energy Calculator

Agency: Baltimore Gas and Electric Company

 Rebates and Energy Calculator: Offers the Smart Energy Savers Program and Home Performance with Energy Star program for its residential customers to improve the energy efficiency of their homes. Provides the Online Energy Calculator, offering information on how energy is being used within the home and provides energy saving tips. Offers the Thermos...

First Energy Corporation, COVID-19 Response

Agency: First Energy Corporation

COVID-19 Response: All FirstEnergy operating companies have discontinued service shutoffs for past-due customers. Customers who fall behind on their bills may still receive a service shutoff notice. However, we will NOT be performing shutoffs during this time. This documentation helps...
Effectively, we aim to be performing audits during the third and second phases to ensure customers know the status of their account and is often...