bge℠
AN EXELON COMPANY

Community Resource Guide



BGE Community Resource Guide

All programs and fees listed in this book are those in effect at the time of printing. For updated information, please refer to the contact information for each program.

The Community Resource Guide is also **available in Spanish**. For additional copies of the English or Spanish version, please call **800.685.0123**.

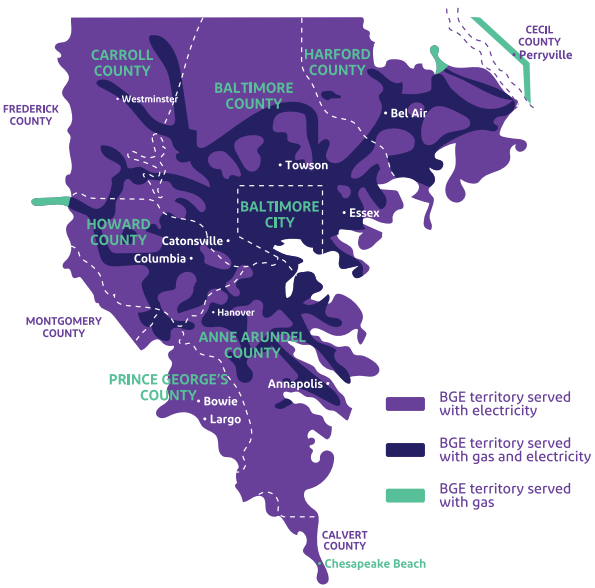
WHO WE ARE

We're the largest electric and natural gas company in Maryland.

1.3 million
electric customers

700,000
natural gas customers

3,400+
employees



BGE Safety Message

A reminder about gas emergencies...

If you smell natural gas, leave the premises immediately and call BGE from a safe location. Your call for emergency gas service will be answered 24 hours a day, seven days a week. A service person will come to your home or business free of charge to check for an emergency. Remember, **if you smell gas, leave the area first, THEN call 877.778.7798** OR **800.685.0123**.

Fallen Wires:

During storms, wind and trees can damage utility equipment. If you see downed electrical wires, stay away and warn others. Immediately call BGE, and we'll send a crew to fix the problem. If a wire falls across your car while you are in it, **do not get out of the car until emergency help arrives and it is safe to exit.**

Overhead Lines:

When working outside, **stay at least 10-feet away from overhead power lines.** If you need to work within the 10-foot safety zone, call BGE first and we will work with you to make the area safe. Also, use a professional to trim trees near overhead power lines.

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Electric Outages and Gas Emergencies

For Reporting Electric Outages Only 877.778.2222
For Reporting Gas Odors and Leaks 877.778.7798
For All Other Calls 800.685.0123

Maryland Relay Access 711
Voice Users 800.201.7165

Hearing and Speech Impaired (TTY/HCP)
Baltimore Metropolitan Area 800.735.2258

Maryland Relay Service
Speech to Speech Relay 800.785.5630
VCO Word 888.VCO.WORD

Protect yourself from utility scams!

Never provide your BGE account information or BGE bill to anyone. A real BGE rep will have your account information when they call. For more information, or to report scam attempts visit **bge.com/scams**.

Digital Resources

BGE.com and Mobile App

Visit **bge.com** to report an electrical outage, manage your service, and explore our interactive outage map. With the BGE Mobile App, you can easily manage your account information on your smartphone or tablet. Pay bills, check usage, and more - whether you're a residential or business customer. For additional information or to download our mobile app, go to **bge.com/app**.

My Account

Your BGE online account includes more than just your recent gas or electric bill. It contains tools and detailed energy usage information. By tracking your energy usage, comparing usage trends, and discovering the results of energy-saving practices, you can manage your energy more efficiently. Create your account or login now at **https://www.bge.com/ways-to-save/for-your-home/my-account-online-tools**.

Social Media

Stay connected with us on Facebook, Instagram, LinkedIn, and X (Twitter)

Customer Choice

All customers in the BGE service area have the opportunity to choose their electricity or natural gas supplier. This right is often referred to as **Customer Choice**. Research your options, but **before choosing a new supplier, be certain the company is licensed by the PSC and registered with BGE.**

Be sure to research and compare suppliers. Look carefully at the details of each supplier's offers and contract terms. Does the supplier offer flat rate, charge a variable market rate, or guarantee a discount compared to BGE's price? Also consider the length of the contract term and ask if the supplier charges an early termination fee.

1. For electricity supply, use the BGE Electric Supply Comparison Information, which appears in the "Important Information About Your Bill" section on your BGE bill, to compare BGE to other suppliers' offers. You can also find BGE's historic gas prices and BGE's electric supply price information at **bge.com/energychoice.**

2. Before signing a contract with a new supplier, be sure the company is licensed by the Maryland Public Service Commission (PSC) and registered by BGE. For a list of suppliers and contact information, visit **bge.com/energychoice** or visit **mdenergychoice.com.**

3. Once you have selected a supplier, contact them directly. Suppliers will request your Choice ID number when you sign up for or change your electric or gas plan. Refer to the Electric and Gas Choice ID numbers on the 1st page of your BGE bill. Your Electric Choice ID number appears to the right of the "electric circle chart" and the Gas Choice ID number appears to the right of the "gas circle chart." **Choice ID numbers are not the same as your BGE account number.**

4. After you authorize a supplier to enroll you, they will contact BGE.

Even when you choose other energy suppliers, BGE will deliver your gas and electricity, maintain pipes and wires, restore power after an outage and provide emergency service.

BGE is Here to Help

If you are having difficulty paying your gas and electric bills, please call one of the telephone numbers below to reach a BGE Customer Care Representative. We may be able to work out payment arrangements.

See **pages 3–6** for BGE special programs and additional bill payment options.

Collection Questions..... **800.685.2210**

Business Office (for all other requests or questions)..... **800.685.0123**

Visit **bge.com/heretohelp** for additional programs and resources to help you manage your bill.

BGE Special Programs

Budget Billing

Budget Billing smooths your utility payments by spreading them evenly throughout the year, so you will know what to expect each month. Despite unpredictable swings in the weather, your energy bills are still predictable.

Under this payment plan, BGE calculates your budget billing amount by averaging your 12 most recent gas and electric bills plus any accumulated energy consumption (or usage) over the budget billing amount. BGE will continue to read your meter each month and your bill will always show details of the actual charges and consumption for the billing period, as well as your account balance.

Your monthly Budget Bill payment amount is reviewed throughout the year to keep your payment in line with your actual energy use. If your budget billing amount needs to be adjusted higher or lower than current monthly payments, BGE will notify you one month prior to the change with your new budget billing payment amount. Interest at the rate of 0.5% percent per month is applied to any credit balance in your Budget Billing account. Interest will be credited annually to customers in the month of June.

If you have selected an alternate gas or electric supplier, BGE will still deliver your energy. However, your budget billing amount will only include your gas and/or electric delivery service charges from BGE. The charges from your supplier will be listed as a separate item on your bill. If you are on BGE's default supply, Standard Offer Service, the supply part of your bill will be included in your budget billing amount. Most residential and small commercial customers are eligible for Budget Billing and **you can enroll or withdraw from the program at any time.** To sign up for Budget Billing, call **800.685.0123**.

Bill Extender Plan

If you receive a monthly income (such as a retirement pension, Social Security benefit and/or financial aid through government-sponsored and/or limited-income assistance programs), BGE will adjust your bill's due date. Call us for more information on our Bill Extender Plan at **800.685.0123.**

Third-Party Notification

If you are ill, away from home for a long time, or unable to handle your own affairs, you may designate a third party to receive a copy of your bill or final turn-off notice. A third party can arrange payment or investigate on your behalf without being liable for the account of the customer. Please call BGE at **800.685.0123** for more information.

Customers with Special Needs

If you or a person in your household has a serious illness or uses life support equipment, as certified by a physician, a certified nurse practitioner, or physician's assistant, you may postpone service disconnection for an initial period of 30 days. You must enter into and comply with a deferred-payment plan within 30 days of submitting the certification. For more information, please call BGE at **800.685.0123.**

Hospital Program

If you are in the hospital and worried about not paying your BGE bill on time, contact a hospital social worker. The social worker will call BGE to explain the situation and discuss the time of discharge of the patient.

BGE Payment Options

Payments by Telephone

You may pay your BGE bill by the telephone using your checking account, debit card (Residential Accounts Only), or one of the following credit cards: MasterCard, Discover, Visa and American Express. Please call **833.209.5245.**

Note: A fee will be charged by BGE's payment processor for this service.

Electronic Payments

Pay electronically using your smart phone or by visiting **BGE.com**. Use your checking account, debit card (Residential Accounts Only) or one of the following credit cards: MasterCard, Discover, Visa and American Express. For quick and convenient access, download the BGE Mobile app on your smartphone. **Fees may apply.**

BGE.com AutoPay

With AutoPay, your monthly bill is paid directly from your bank account, without any fees. Schedule the day for your payment withdrawal, set a limit to prevent over payments, and never worry about late payments again. Visit **BGE.Com** to learn how to sign-up.

U.S. Mail

Send the bottom portion of your bill and your check or money order **(NO CASH PLEASE)** in the self-addressed envelope included with each month's bill. Mail your payment at least seven days before the due date to avoid late charges. Send payments to: BGE, P.O. Box 13070, Philadelphia, PA 19101-3070

Note: Turn-off notices should be paid in person at an authorized BGE pay agent location, via telephone, BGE.com, or the BGE mobile app.

In Person

There are over 800 locations in central Maryland where you can make a payment through an authorized BGE pay agent. This convenient service can stop collection action or restore service that has been turned off, all within close proximity to your home. A vendor payment fee will apply. Go to **BGE.com** to access the site locator for the nearest payment location.

Drop Box

For your convenience, there is a payment drop box located outside BGE's main offices at 110 W. Fayette Street, Baltimore, MD 21201 **(NO CASH PLEASE)**. Drop off your payment at least three business days before the due date to avoid late charges.

Note: All cash payments should be made using the walk-in payment locations, please consult the section titled "In Person" for further details.

Disconnection and Reconnection of Service

Disconnection of Service

Service may be disconnected for a variety of reasons such as nonpayment of utility bills or security deposit, failure to allow us access to our equipment, safety issues and violation of the Code of Maryland Regulations or BGE Electric or Gas Service Tariff provisions. The amount of advance notice required also varies based on the reason for the disconnection.

Reconnection of Service

When service is disconnected for nonpayment, customers must pay the amount of the current and past-due bills in full, applicable reconnection fees, and any required deposit to have service reconnected. If a check used for payment of a turn-off notice or for service restoration is returned by the bank, the service is subject to denial without further notification.

How to Apply for Help with Your Energy Bills

Please note that Categorical Eligibility will automatically qualify households for energy assistance from OHEP if anyone in the home is approved for SNAP, TCA, SSI or Maryland veterans' benefits for low-income households. OHEP should notify households of their eligibility but may need additional information for approval.

How to Apply for Help with Your Energy Bills

1. If you have a turn-off notice, contact BGE's Collections Department at **800.685.2210** **before the expiration date** to arrange for an extension.

2. Apply with the **Maryland Office of Home Energy Programs (OHEP)** as a first step.
   - You may apply for assistance once per program year which runs from July 1 - June 30.
   - If OHEP determines you are eligible for energy assistance and you still need additional money, you may qualify for help from other agencies (see below).
   - **You DO NOT need to have a past due bill or a turn-off notice to apply for OHEP assistance.**
   - **All OHEP programs set income eligibility at 200% Federal Poverty Level (FPL).**

3. Contact the **Fuel Fund of Maryland** for additional help (**see page 8**).

Fuel Fund of Maryland

www.fuelfundmaryland.org/apply

The Fuel Fund of Maryland (FFM) was founded in 1981. It is a small, nonprofit organization that does not receive any funding from Federal, State, City or County governments. Financial grants that the FFM provides are through the generosity of donors and the grants assistance model can change at any time.

Fuel Fund's Role

The FFM helps households in BGE's territory pay past-due bills. FFM focuses its service on customers who are past-due on their utility bills, or already off-service. The customer is usually asked to contribute some payment. BGE will usually contribute a portion of the past-due amount as well, in the form of bill credits. FFM asks customers to first determine whether OHEP can help.

Who Qualifies?

FFM's utility crisis intervention programs are structured to assist a BGE household who:

- Currently has no power in the home OR
- Has received an impending turnoff notice from BGE

2-1-1 Maryland

Dial 2-1-1

If you are a Maryland resident looking for assistance, you can contact **211 Maryland.** This service can find help for you if you have any of these:

- Financial problems
- Health concerns
- Legal questions
- Family difficulties

Or need:

- Emergency food and shelter
- Job training and placement
- Crisis Interventions

Dial 2-1-1 at any time for free information on and referral to thousands of services in over 150 languages. Alternate number in Greater Baltimore area: **410.685.0525**. Alternate number elsewhere in Maryland: **800.492.0618**. You can also visit **www.211md.org** to search for community resources.

You can reach 211 Maryland on a TTY (for the hearing impaired) in Baltimore by calling **410.685.2159** Monday through Friday from 8:30 a.m. to 4:45 p.m.

Other Helping Agencies

These agencies may be able to provide additional resources and assistance. Please contact an agency directly.

40 West Referral and Assistance Center **410.233.4357**
4711 Edmondson Ave. Area served: within Baltimore City: 21207/21229

Baltimore County Community Assistance Network:
Dundalk/Colgate **410.285.4674** x201
Essex **410.835.3824** x310
Hillendale/Towson/Parkville/Carney **410.285.4674** x126
Randallstown **410.285.4674** x307
Garden Village **410.285.4674** x213
Arbutus **410.285.4674** x306

Carroll County Salvation Army **410.876.9358**

CEFM Network (Serving the Greater Catonsville Area) **410.747.4357**

Franciscan Center **410.467.5340**
101 W 23rd St. Area served: Baltimore City

GEDCO (Govans Ecumenical Development Corporation) /CARES
5502 York Rd. **410.532.2273**
Area served: 21210, 21212, 21218 and 21239

Harford Community Action Agency **410.612.9909**

Howard County Community Action Council **410.313.6440**
9820 Patuxent Woods Dr., Columbia 21046

Human Services Programs of Carroll County 410.857.2999
10 Distillery Dr., Suite G1, Westminster 21157

Montgomery County Salvation Army 301.515.5354

Prince George's County Salvation Army 301.277.6103

The Salvation Army 410.783.2920
814 Light St. Area served: Baltimore City

United Churches Assistance Network (UCAN) 410.628.2102
Area served: 21030, 21031, 21071, 21093, 21111, 21131, 21152

Maryland Office of Home Energy Programs (OHEP)

dhs.maryland.gov/office-of-home-energy-programs/

Where Do I Apply?

You can apply in-person at your local OHEP office, online at **MarylandBenefits.gov**, via email to your local OHEP office, or by mail. A full listing of OHEP offices, and their contact information can be found on **pages 14-15.**

Things to Know About Energy Assistance

- Information about your Energy Assistance application will not be available for at least 15 days after applying. After 15 days, you can check the status of your application by visiting **myohepstatus.benefits.maryland.gov**. If you do not see information about your application, please contact the OHEP office where you submitted your application; this may mean there is a problem.
- After you apply for Energy Assistance, please continue to make payments on your energy bills. Applying for or receiving energy assistance does not prevent you from accumulating new charges on your bill.
- Language interpretation services are available in every OHEP office.
- You **do not** need a turn-off notice to qualify for assistance.

What Help Is Available?

Maryland OHEP offers a number of programs designed to help people pay their energy bills. These programs include:

Electric Universal Service Program (EUSP)

EUSP is a grant that pays a portion of your electricity bill each month. If you do not qualify for an Arrearage Assistance Grant, the EUSP grant can help you pay down a portion of your past-due bill in addition to helping pay a portion of your bill each month.

Frequency of Grant: Once per program year. The state program year runs from July 1 to June 30 of each year.

Grant Requirements: Household must meet income guidelines - **visit mymdthink.maryland.gov/home** for details.

How Grant is Determined:

- Household size
- Total household income
- Annual energy usage
- Geographic area

Maryland Energy Assistance Program (MEAP)

MEAP is the heating assistance program in Maryland. This grant delivers one large, lump sum to reduce recipients' annual heating costs, whether you heat your home with electricity, natural gas, fuel oil, propane, or another heating source. The heating or utility bill does not have to be in the applicant's name to receive MEAP.

Frequency of Grant: Once per program year. The state program year runs from July 1 to June 30 of each year.

Grant Requirements: Household must meet income guidelines - **visit mymdthink.maryland.gov/home** for details.

How benefits are determined:

- Household size
- Total household income
- Annual energy usage
- Heating source
- Geographic area

Arrearage Retirement Assistance (ARA)

The ARA grant helps recipients resolve past-due electric bills up to $2,000. This grant is delivered as a one-time payment to your electric utility account.

Frequency of grant: Once every 5 years starting from the date you last received the ARA grant. Some exceptions may apply.

Grant requirements:
- Household must meet income guidelines
- Applicants must receive the EUSP grant
- Applicants must have a past-due electric bill over $300

How benefits are determined:
- Amount past due, up to $2,000
- Eligible arrearage (past-due) amount is confirmed with the electric company

Gas Arrearage Retirement Assistance (GARA)

The GARA grant helps recipients resolve past-due natural gas bills up to $2,000. This grant is delivered as a one-time payment to your natural gas utility account.

Frequency of grant: Once every 5 years starting from the date you last received the GARA grant. Some exceptions may apply.

Grant Requirements:
- Household must meet income guidelines
- Applicants must receive a MEAP grant
- Applicants must have a past-due natural gas bill of at least $300

How benefits are determined:
- Amount past due, up to $2,000
- Eligible arrearage (past-due) amount is confirmed with the gas company

When applying for any of the government programs in this booklet, please be sure to take the following information with you:

Identification – Photo ID (one or more of the following):

- Driver's license
- Maryland ID
- Employment ID
- Green card

Proof of Residence (one or more of the following):

- Lease/rent book
- Current bills
- Mortgage statement

Proof of Income (all of the following that apply):

- Pay stubs for the last 30 days
- Unemployment insurance check stubs
- Benefit letter for government checks (i.e., TCA, SSI, SSDI, VA, Social Security)
- TDAP
- Pension benefits
- Any other income
- A source of income form
- You may be asked to provide additional documentation or complete additional forms as needed to determine your eligibility for the program

Social Security Cards*

- For all members of the household

* Or government document showing Social Security numbers

For Heating Assistance

- Bring your fuel bill along with the name, address and telephone number of the company that sells you fuel

BGE Community Events Calendar

Do you have questions about BGE programs that can help you save money and energy? Through our community partnerships, you can visit BGE at a local event. Scan the QR Code with your smartphone's camera to check out our calendar of upcoming events.

Energy Assistance

dhs.maryland.gov/office-of-home-energy-programs/

COUNTY — CONTACT INFORMATION

Anne Arundel County 410.626.1900
Email: energyprograms@aaccaa.org
251 West St., Annapolis 21401

Baltimore City 410.396.6406
Email: OHEP@baltimorecity.gov
1731 E. Chase St., 21213

(Please apply at the location closest to you):

Southeast Community Action Center 410.396.6406
3411 Bank St., 21224 — Email: OHEP@baltimorecity.gov
(Hispanic Interpreters)

Eastern Community Action Center 410.396.6406
1731 E. Chase St., 21213 — Email: OHEP@baltimorecity.gov

Northern Community Action Center 410.396.6406
5225 York Rd., 21212 — Email: OHEP@baltimorecity.gov

Northwest Community Action Center 410.396.6406
3939 Reisterstown Rd., 21215 — Email: OHEP@baltimorecity.gov

Southern Community Action Center 410.396.6406
606 Cherry Hill Rd., 21225 — Email: OHEP@baltimorecity.gov

Baltimore County 410.853.3385
Email: OHEP.mailrequest@maryland.gov
6401 York Rd., Baltimore 21212

Calvert County 301.274.4474
Email: OHEP@smtccac.org
3720 Solomon's Island Road., Huntingtown 20639

Carroll County 410.857.2999
Email: fdesk@hspinc.org
10 Distillery Dr., Suite G-1, Westminster 21157

COUNTY	CONTACT INFORMATION
Cecil County	410.996.0270
Email: DLCecil_OHEP_DHS@maryland.gov 135 East High St., Elkton 21921	
Charles County	301.274.4474
Email: OHEP@smtccac.org 8371 Old Leonardtown Rd., Hughesville 20637	
Frederick County	301.600.2410
Email: OHEP@cityoffrederickmd.gov Location: 6040 New Design Rd., Frederick 21701 Mailing Address: P.O. 3929, Frederick 21705	
Harford County	410.612.9909
Email: MEAP@harfordcaa.org 1321-B Woodbridge Station Way, Edgewood 21040	
Howard County	410.313.6440
Email: clientassistance@cac-hc.org 9820 Patuxent Woods Dr., Columbia 21046	
Montgomery County	240.777.4450
Email: ohep@montgomerycountymd.gov 1301 Piccard Dr., Rockville 20850	
Prince George's County	301.909.6300
Email: pgcdss.energy@maryland.gov 425 Brightseat Rd., Landover 20785	
St. Mary's County	301.475.5574
Email: OHEP@smtccac.org *OR* **info@smtccac.org** 46925 Crocus St., Lexington Park, MD 20653	

What you'll need to apply:

- Copy of applicant's photo identification
- Proof of residency
- Copies of Social Security cards for the entire household (including children), or a government document with the Social Security numbers

- Proof of your household's total gross income for the last 30-day period (household members aged 18 and over)
- A copy of your most recent utility bill, termination notice (if applicable)
- A copy of your most recent heating fuel bill or receipt (if applicable)

A complete list of acceptable documents can be found at:
http://dhs.maryland.gov/office-of-home-energy-programs/how-do-you-apply/
under the link "Instructions for Completing Your Application"

BGE Assistance Finder Tool

BGE offers many types of assistance. Let the Assistance Finder match you with the right option. Explore programs without having to contact customer service and let us guide you through the application process. The Assistance Finder asks you questions about your circumstances and preferences to determine which programs are best fit for you, as well as your likely program eligibility.

Use the Assistance Finder Tool online at:
bge.com/assistance

Get Started Now!



Scan the QR code with your smart phone.

Emergency Assistance

www.dhs.maryland.gov

This program provides emergency help for families with children.

The eligibility for benefit amounts will be determined by each local Department of Social Services.

Who Is Eligible? **Families must:**

- Have one or more children under 21 living with them.
- Must present proof that they have an emergency that was not caused by a family member quitting a job.
- Must present a notice from your utility company that services have been/will be cut off or other proof of an emergency.

Where Do I Apply?

Apply online at **MarylandBenefits.gov** or at the Department of Social Services. See **pages 19 and 20** for your nearest office.

Department of Human Services

MarylandBenefits.gov

You can now use the unified benefits application at **MarylandBenefits.gov** to apply for food, cash, health, and energy assistance all at once. The short and easy to understand form works on any device. You can also track benefits and update your information in one place.

Supplemental Security Income (SSI)

www.socialsecurity.gov

Are you disabled or 65 years of age or older? You may be entitled to a monthly income. For additional information, call **800.772.1213**.

Federal and Maryland Earned Income Tax Credit (EITC)

www.dhs.maryland.gov

The Earned Income Tax Credit is a special tax credit for low- and moderate-income workers. It allows workers to get back taxes that were withheld from their paychecks. Some people may receive an additional payment over and above the amount of taxes withheld. For More Information:

2-1-1 Maryland at United Way of Central Maryland First Call for Help
Local to Baltimore ..... **Dial 2-1-1** or **410.685.0525**
Outside Baltimore **800.492.0618**
TTY **410.685.2159**

Temporary Disability Assistance Program (TDAP)

www.dhs.maryland.gov

This program helps low-income disabled Marylanders through a period of short-term disability or while they are awaiting approval of federal disability support. Apply online at **MarylandBenefits.gov** or at the Department of Social Services. See **pages 19 and 20** for your nearest office.

Temporary Cash Assistance (TCA)

www.dhs.maryland.gov

Temporary Cash Assistance provides cash assistance to needy families with dependent children when available resources do not fully address the family's needs and while preparing program participants for independence through work.

For additional information, or to see if you are eligible, please apply online at **MarylandBenefits.gov** or at your nearest Department of Social Services. See **pages 19 and 20**.

Unemployment Insurance

www.labor.maryland.gov/employment/unemployment.shtml

The Division of Unemployment Insurance provides benefits for persons who are recently unemployed through no fault of their own and who are ready, willing and able to work, and actively seeking work.

File Weekly Claim Certifications:

- Online through the BEACON portal at **beacon.labor.maryland.gov**
- By calling **410.949.0022 or 1.800.827.4839** (toll free).
  For Hearing Impaired Only - Maryland Relay dial **711**

Live Agent Support is available at **667.207.6520**

Department of Social Services (DSS/DHS)

www.dhs.maryland.gov

Note: If you are uncertain of the Social Services Office that serves you, please call DSS/DHS customer service at: **800.332.6347.**

IN BALTIMORE CITY

Public Assistance Customer Service **443.423.6400**
Apply for services, general information, counseling, referrals, and to report changes.

Baltimore City Department of Social Services Locations:

Dunbar/Orangeville Center	2919 E. Biddle St., 21213
Hilton Heights Center	500 N. Hilton St., 21229
Northeast Regional Office	2000 N. Broadway St., 21213
Harborview Center	18 Reedbird Ave., 21225
Penn-North Center	2500 Pennsylvania Ave., 21217

Anne Arundel County (email: aacodss.dhs@maryland.gov)

80 West St., Annapolis 21401	**410.269.4500**
7500 Ritchie Hwy., Glen Burnie 21061	**410.269.4500**

Baltimore County: (email: hhs@baltimorecountymd.gov)

General Information ..... **1.800.332.6347 OR 410.853.3000**

Baltimore County DSS/DHS Locations:

Towson ..... 6401 York Rd., 21212
Catonsville ..... 746 Frederick Rd., 21228
Essex ..... 439 Eastern Blvd., 21221
Dundalk ..... 1400 Merritt Blvd., Suite C, 21222
Reisterstown ..... 130 Chartley Dr., 21136

Calvert County (email: calvert.dss@maryland.gov)

200 Duke St., Prince Frederick 20678 ..... **443.550.6900**

Carroll County (email: dlcarrolldept_dhr@maryland.gov)

1232 Tech Ct., Westminster 21157 ..... **410.386.3300**

Cecil County

170 E. Main St., Elkton 21921 ..... **410.996.0100**

Charles County (email: charles.codss@maryland.gov)

200 Kent Ave., LaPlata 20646 ..... **301.392.6400**

Frederick County (email: FCDSS.info@maryland.gov)

1888 North Market St., Frederick 21701 ..... **301.600.4555**

Harford County

2 S. Bond St., Suite 300, Bel Air 21014 ..... **410.836.4700**

Howard County (email: howco.dss@maryland.gov)

9780 Patuxent Woods Dr., Columbia 21046 ..... **410.872.8700**

Montgomery County:

Department of Health and Human Services **240.777.0311**

- **DHHS Silver Spring Center:** 8818 Georgia Ave., Silver Spring, MD 20910
- **DHHS Offices:** 1401 Rockville Pike, Rockville, MD 20852
- **Mid-County DHHS Building:** 1301 Piccard Dr., Rockville 20850
- **Upcounty Regional Services Center:** 12900 Middlebrook Rd., 2nd Fl Germantown 20874

Prince George's County (email: pgcdss@dhr.state.md.us)

805 Brightseat Rd., Landover 20785 ..... **301.909.7000**

St. Mary's County

23110 Leonard Hall Dr., Leonardtown 20650 ..... **240.895.7000**

Maryland Health Connection

www.MarylandHealthConnection.gov

Maryland Health Connection is Maryland's official health insurance marketplace. Qualified individuals, families, and small businesses can get financial help with their health coverage costs. For more information or to apply, call **855.642.8572** or visit **www.MarylandHealthConnection.gov**.

Maryland Children's Health Program (MCHP) and MCHP Premium

MCHP and MCHP Premium provides health coverage for children up to age 19. MCHP coverage is available at no cost to children who qualify.

Maryland Medicaid (Medical Assistance or "MA")

Provides health coverage, long-term care, and supplemental assistance to low-income children, adults, parents, caretaker relatives, adults with dependent children, pregnant women, and the aged, blind and disabled.

Social Security Administration Medicare Part D Extra Help Program

www.socialsecurity.gov

The Extra Help program helps people with limited income and resources lower or cut Part D costs. The program helps with the costs of prescription drugs, like deductibles and copays. Apply for the Extra Help program any time before or after enrolling in Part D. Apply online at **www.ssa.gov/medicare/part-d-extra-help** or call Social Security at **800.772.1213** (**TTY 800.325.0778**).

Supplemental Nutrition Assistance Program

www.dhs.maryland.gov

This program helps you to buy food. Eligibility depends on your household size and monthly income. Apply at the Department of Social Services (**pages 19-20**) or apply online at **MarylandBenefits.gov**

Maryland Transportation Administration (MTA) Mobility and Paratransit Program

www.MTA.Maryland.gov/mobility

The Mobility/Paratransit Program is a specialized, curb-to-curb service for people with disabilities who are not able to ride fixed-route public transportation including lift-equipped buses. For more information, contact MTA's Certification Office at **410.764.8181**.

Supplemental Nutrition Program for Women, Infants and Children (WIC)

www.mdwic.org

This program provides healthy foods, nutrition counseling and health care referrals at no cost. Who Is eligible? Pregnant women, new mothers, nursing mothers, babies and children under five years old, provided that certain income qualifications are met. For more information, call **800.242.4942** for the location nearest to you.

Meals on Wheels of Central Maryland, Inc.

www.mealsonwheelsmd.org

Meals on Wheels is a nonprofit organization that provides home-delivered nutritious meals to people of any age or economic status who are unable to shop for their groceries or prepare their own meals. Meals on Wheels delivers two nutritious meals a day, Monday through Friday, between the hours of 10:00 a.m. and 2:00 p.m. Service is available in Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, Howard, Montgomery and Prince George's counties. Apply for service online or call **410.558.0923**.

Community Assistance Network (CAN) Community Choice Pantry

www.canconnects.org

CAN operates the Community Choice Pantry, which provides a one-week supplement of healthy food to low-income eligible, Baltimore County residents based on the USDA food pyramid guidelines. For questions concerning eligibility or additional information, please call **410.285.4674**.

Maryland Access Point (MAP)
Department of Aging

www.MarylandAccessPoint.info

Anne Arundel County: Dept. of Aging and Disabilities
2666 Riva Rd., Annapolis 21401 ..... **410.222.4257**

Baltimore City: Division of Aging and Care Services
417 E Fayette St., 6th Floor, Baltimore, MD 21202 ..... **410.396.2273**

Baltimore County: Dept. of Aging
611 Central Ave., Towson 21204 ..... **410.887.2594**

Calvert County: Office on Aging
450 W. Dares Beach Rd., Prince Frederick 20678 ..... **410.535.4606**

Carroll County: Bureau of Aging and Disabilities
125 Stoner Ave., Westminster 21157 ..... **410.386.3800**

Cecil County: Dept. of Community Services
200 Chesapeake Blvd., Ste 2550, Elkton 21921 ..... **410.996.5295** opt. 1

Charles County: Aging and Human Services
8190 Port Tobacco Rd., Port Tobacco 20677 ..... **855.843.9725**

Frederick County: Dept. of Aging
1440 Taney Ave., Frederick 21702 ..... **301.600.1234**

Harford County: Office on Aging
145 N. Hickory Ave., Bel Air 21014 ..... **410.638.3025**

Howard County: Office on Aging and Independence.
9830 Patuxent Woods Dr., Columbia 21046 ..... **410.313.1234**

Montgomery County: Dept. of Health and Human Services
401 Hungerford Dr., 3rd Floor, Rockville 20850 ..... **240.777.3000**

Prince George's County: Dept. of Family Services
6420 Allentown Rd., Camp Springs 20748 ..... **301.265.8450**

St. Mary's County: Dept. of Aging and Human Services
41780 Baldridge St., Leonardtown 20650 ..... **301.475.4200** ext. 1057

When no TTY is given, you may reach the local MAP office by calling the Maryland Relay System at **800.735.2258** or by dialing **7-1-1**.

St. Ambrose Housing Aid Center

www.stambros.org

For over 50 years, the mission of St. Ambrose has been to create and maintain equal housing opportunities for low- and moderate-income people, and to encourage and support strong and diverse neighborhoods. For more information, call **410.366.8550.**

Renter's Tax Credit

www.dat.maryland.gov

This program offers a tax credit for individuals who rent. For eligibility guidelines and additional information, call: **410.767.5915 or email sdat.renters@maryland.gov**.

Maryland Department of Housing and Community Development

www.dhcd.maryland.gov

Maryland Housing Rehabilitation Program — Single Family

This program is designed to bring properties up to applicable building codes and standards.

Lead Hazard Reduction Grant and Loan Program

This program provides funding to assist homeowners and landlords to lessen the risk of lead poisoning. For information, call **301.429.7409**

Homeless Services In Your Community

This program provides housing information for those experiencing homelessness, or at risk of. For immediate assistance, call the closest **Homeless Crisis Hotline—see list on page 25**. OR call Maryland 211 by dialing **211** or visit: **www.211md.org**.

Housing Resources & Information

Location	General Housing	Homeless Crisis Hotline
Anne Arundel County	Housing Commission **410.222.6200**	410.768.5522
Baltimore City	Housing Authority **410.396.3232** Housing Section 8 & Mxed Populm **443.984.2222**	Shelter: 443.984.9540 General: 211
Baltimore County	Housing & Comm Dev **410.887.8383**	Shelter: 410.887.8463, press 1 General: 410.887.8383
Calvert County	Housing Authority **410.535.5010**	443.550.6900
Carroll County	Housing Development **410.386.3600**	410.857.2999
Cecil County	Housing & Community Development **410.996.5245**	Mary Randall Day Center: 410.620.4701 After Business Hours: 410.392.2008
Charles County	Community Services **301.934.9305**	301.392.6400
Frederick County	Housing & Comm. Dev. **301.600.1061**	301.600.1506
Harford County	Housing & Community Services **410.638.3045**	Shelter & Housing Resources: 410.612.9909 Ext. 2240
Howard County	Housing & Community **410.313.6318**	410.531.6677
Montgomery County	Housing & Opportunities Commission **240.627.9400**	240.907.2688
Prince George's County	Housing Authority **301.883.5501**	1.888.731.0999
St. Mary's County	Housing Authority **301.880.7074**	240.895.7000

Weatherization Assistance Program

www.dhcd.maryland.gov

The Weatherization Assistance Program, operated by the Department of Housing and Community Development's Housing and Building Energy Programs section, helps eligible limited-income households across the State of Maryland with the installation of energy conservation materials in their homes.

What Do You Get? If you qualify, depending on your home's needs, you may receive the following services at no cost:

- Furnace tune-up and cleaning
- Hot water system improvements
- Sealing to stop unnecessary air leaks
- Insulation in the attic, floors, and walls
- Lighting retrofit

Qualification: Eligibility is based on your annual income and household size. Household income must be re-certified at least once per year to remain in the program.

Where Do I Apply? Apply through your local weatherization agency or directly through the Maryland Energy Assistance Program (MEAP).

For more information, visit **https://dhcd.maryland.gov/Energy-Home-Repair/Pages/Homeowner-Grants/WAP.aspx** or contact the Maryland Department of Housing and Community Development, Housing and Building Energy Programs at **1.855.583.8976**.

Energy Saving Tip:

USE My Account ONLINE TOOLS. Your BGE online account provides the tools you need to track your energy usage in near real-time. Compare energy usage trends, measure results of energy-saving practices, and sign-up for usage alerts and reports to let you know when energy usage is trending high.

EmPOWER Maryland Limited Income Energy Efficiency Program (LIEEP)

www.dhcd.maryland.gov

The LIEEP program helps income-eligible households with the installation of energy conservation materials in their homes at no additional cost to participants. These improvements can both reduce energy use and potentially lower monthly utility bills.

What Do You Get? If you qualify, the program may provide the following:

- Insulation in the attic, floors and walls
- Hot water system improvements
- Lighting retrofits
- Furnace cleaning, tuning and safety repairs
- Refrigerator retrofit, if applicable
- Health and safety items

Qualification: Eligibility is based on your annual income and household size.

How to Apply: Complete the online pre-application and a representative from the Maryland Department of Housing and Community Development will contact you with further instruction. Full details and the pre-application can be found by visiting: **https://dhcd.maryland.gov/Energy-Home-Repair/Pages/Homeowner-Grants/EmPOWER.aspx**

Energy Saving Tip:

MAINTAIN YOUR HEATING SYSTEM. Home heating is the single highest energy user. Make sure your heating system is running efficiently by scheduling a service check.

EmPOWER Maryland Energy Efficiency Programs

bgesmartenergy.com

HVAC Tune-up

Restore your system to its optimal condition with an HVAC tune-up, available at no additional cost to you. It's a great way to save energy, while helping to prevent future problems. Learn more online at **bgesmartenergy.com**.

Quick Home Energy Check-up

An energy efficiency expert will inspect your home and recommend ways where you could increase energy efficiency. Plus, you'll get energy saving items such as LED bulbs and faucet aerators installed—all at no additional cost. Learn more online at **bgesmartenergy.com**.

Appliance Recycling

Let BGE pick up and haul away your old refrigerator or freezer – at no additional cost to you – and get rewarded! Additional rewards are available if you recycle an old room AC unit, mini fridge, or dehumidifier at the same time as your refrigerator or freezer. For details, visit **bgesmartenergy.com**.

Green & Healthy Homes Initiative

www.greenandhealthyhomes.org

This nonprofit organization develops and promotes programs and policies to eradicate childhood lead poisoning and further the creation of green, healthy and safe homes in older, lower income neighborhoods. For more information, call **410.534.6447**

Other Sources of Support & Information

Maryland Public Service Commission (PSC)

www.psc.state.md.us

The Public Service Commission regulates Maryland's utilities and directly assists consumers through its Consumer Affairs Division. Staff are available weekdays from 9:00 a.m. to 4:00 p.m.

PSC Main Line - Baltimore Metropolitan Area **410.767.8000**
Consumer Affairs Division (direct line) **410.767.8028**
Consumer Affairs Division (toll-free) **800.492.0474**

The Office of the Commission of Financial Regulation

www.dllr.state.md.us

This office assists consumers by investigating complaints involving questionable business practices involving the financial institutions under its supervision.

Baltimore Metropolitan Area **410.230.6100**

Maryland Office of People's Counsel (OPC)

www.opc.maryland.gov

The Maryland OPC is an independent state agency whose mission is to represent the interests of residential consumers of electricity, natural gas, telecommunications and private water services in Maryland.

Baltimore Metropolitan Area **410.767.8150**
Statewide **800.207.4055**





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