community resource guide
2019–2020
This booklet has been prepared for our customers by BGE. All programs and fees listed in this book are those in effect at the time of printing. Please check the website for updated information. If you have questions, comments or suggestions, please write to us at:

**BGE External Affairs Department**

P.O. Box 1475  
Baltimore, Maryland 21203-1475  
bge.com

or see page 3 for our phone numbers. The Community Resource Guide is available in Spanish. For additional copies of the English or Spanish version, please call 800.685.0123.

**Visit Us Online**

Visit bge.com to report an electric outage, start, stop and move your service and view our interactive outage map. You can also use the mobile-enabled version of bge.com to report an outage, view the outage map or contact customer service using your mobile device. You also have the capability to use your smart phone to pay your bill, update your profile and compare your energy usage via our mobile-enabled website. You can also Like us on Facebook and follow us on Twitter, YouTube and Flickr.
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BGE Programs and Payment Options
Energy Choice

Energy Choice allows you to make smart energy choices and decide which energy supplier best fits your needs. You can choose to purchase your gas and/or electricity from any energy supplier that is licensed by the Maryland 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 PSC and registered by BGE. For a list of suppliers and contact information, visit bge.com/energychoice or visit psc.state.md.us.

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.

SAVE ENERGY, SAVE MONEY TIP:

Choose EnergyStar® appliances when possible for lower operating costs.
If Bills are Getting the Best of You...

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

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

Collection Questions: ................................................................. 800.685.2210

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

BGE Special Programs

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

Under this payment plan, BGE calculates your budget bill amount by averaging your 12 most recent gas and electric bills plus any accumulated imbalance amount. BGE will still 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.

To prevent any large deficits or overpayments, BGE will review your account throughout the year. If your budget billing amount needs to be adjusted higher or lower than current monthly payments to reflect your actual usage, BGE will notify you one month prior to the change with your new Budget Billing payment amount. Interest at the rate of one half of one percent per month is applied to any credit balance in your Budget Billing account. Interest will be credited annually to all 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. Most residential and small commercial customers are eligible for Budget Billing and you can join 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, 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.
BGEasy Automatic Payment Plan
Automatically transfers funds from your bank account to BGE on the date your bill is due. The following month your bill will reflect your payment. To sign up for BGEasy, call 800.685.0123.

Payments by Telephone
You may pay your BGE bill over the telephone from your checking account, debit card with the Star, PULSE or NYCE logo on the back or one of the following credit cards: MasterCard, Discover, Visa (residential only) and American Express.

Note: A fee will be charged for this service. Call 888.232.0088 or use this service online at http://paynow7.speedpay.com/BGE/index.asp.

Internet Billing
- Check only
- Receive and pay your bills online at bge.com
- Pay your BGE bill and many other bills at myCheckFree.com
- View and pay your bill online through your bank

Note: You will not receive a paper bill.

Authorized Paybill Agents
America’s Cash Express and Global Express are BGE’s authorized paybill agents:

- Account numbers must be provided to pay the bill or turn-off notice
- Agents accept cash, personal checks and money orders (including Department of Social Services checks).
- Hours: For your convenience, extended hours are available in the evenings and weekends. Turn-off notices must be paid by 3:00 p.m. for same day restoration!
- Locations: Stores are located in the Baltimore and the Washington, DC Metropolitan areas. For a location near you, call America’s Cash Express at 877.223.2274 (877.ACE.CASH) or Global Express at 800.989.6669.

Note: A fee may be charged for this service.

Drop Box
For your convenience, there is a payment drop box located outside BGE’s main entrance at 110 W. Fayette Street, Baltimore, MD 21201.

NO CASH PLEASE.
U.S. Mail
Mail the bottom portion of your bill and your check or money order (DO NOT SEND CASH) in the self-addressed envelope included with each month’s bill. **Mail your payment at least five 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 a Paybill Agent location. For more information on payment options, call **800.685.0123**.

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**Disconnection and Reconnection of Service**

**Disconnection of Service**
Service may be disconnected for a number 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**
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.

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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
........................................................................................................ 800.685.0123

Maryland Relay Access ........................................................................ 711
Voice .............................................................................................. 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
How to Apply for Help with Your Energy Bills
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** by the expiration date to arrange for an extension.

2. Apply with the **Maryland Office of Home Energy Programs (OHEP)** as a first step.
   - See below for documents you need to bring
   - You may apply for assistance once per program year beginning July 1
   - The OHEP programs and eligibility requirements are described on page 12
   - The OHEP office locations are listed on pages 14–16
   - 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** have to have a past due bill or a turn-off notice to apply for OHEP assistance.

3. Contact the **Fuel Fund of Maryland** for additional help (see page 10).

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

For Heating Assistance
• Bring your fuel bill along with the name, address and telephone number of the company that sells you fuel

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
• Legal questions
• Health concerns
• 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.
Fuel Fund of Maryland, Inc.

www.fuelfundmaryland.org

Fuel Fund of Maryland (FFM) helps people pay their utility bills. As part of the assistance process, FFM clients enroll in our Affordability Solutions program which assists participants with access to energy conservation programs, and “energy coaching” to provide a personalized plan to reduce their energy burden. For BGE customers, every $2 paid by FFM and the client will be matched with an additional $1 of support.

What Does FFM Pay?
FFM may pay a portion of a client’s outstanding energy bill owed to a utility or fuel oil company. The client is responsible for paying the balance. Payments made by, or on behalf of a client, must be verified through the utility company before FFM will commit funds.

Who Is Eligible?
Applicants must apply for energy assistance from the Office of Home Energy Programs (OHEP) prior to applying to FFM. A client’s gross household income may not exceed 200 percent of the federal poverty guidelines. Higher income households experiencing a recent, sudden, and severe financial hardship may also be eligible. A household may only receive bill assistance from FFM once per year.

How Do I Apply?
Go to www.FuelFundMaryland.org and click “get assistance” OR call 410.235.9080 (option 1) and for disconnects, call 211.

Clients can only work with one fuel fund at a time because the funds and matching credits all come from Fuel Fund of Maryland.

Local Fuel Funds

Please visit Local Fuel Fund Agencies to get help with applying for the Fuel Fund.

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

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 (North of 33rd St. only), 21239

Howard County Community Action Council .................. 410.313.6440
Main Office: 9820 Patuxent Woods Dr. Area served: all Howard Co., except Laurel
Laurel Office: 9900 Washington Blvd. Area served: 20723, 20763, and 20759

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

Paul’s Place ........................................................................ 410.625.0775
1118 Ward St. Area served: 21223, 21230, and 21201 partially

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

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

Other Helping Agencies

The below agencies may be able to provide you with a variety of additional resources and assistance.

Anne Arundel Co Community Action Agency .............. 410.626.1900
Glen Burnie Office.......................................................... 410.626.1900 x1201
Anne Arundel County Salvation Army ...................... 410.263.4091

Baltimore County Community Assistance Network
Dundalk/Colgate .......................................................... 410.285.4674 x201
Essex ............................................................................. 410.285.4674 x310
Hillendale/Towson/Parkville/Carney ..................... 410.285.4674 x126
Randallstown .......................................................... 410.285.4674 x307
Rosedale ....................................................................... 410.285.4674 x309
Arbutus ......................................................................... 410.285.4674 x306

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

Carroll County Salvation Army ........................................ 410.876.9358

Harford County Community Action Agency .................. 410.612.9909

Montgomery County Salvation Army ......................... 301.515.5354 x11

Prince George’s County Salvation Army ...................... 301.277.6103

Samaritan Center
17 W. Franklin St. (Area served: Baltimore City) .......... 410.659.4020
(option 1)
Maryland Office of Home Energy Programs (OHEP)

www.dhr.state.md.us/OHEP

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

**Electric Universal Service Program (EUSP)**
The EUSP provides assistance with electric bills for both cooling and heating needs. EUSP has two components:

*Electric Universal Service Program Bill Assistance*
This program awards assistance dollars to reduce future electric bills. The grant is available once each program year, requires that customers participate in a budget billing program, and reduces the monthly payment customers would otherwise pay. The applicant for benefits must be the named account holder with BGE.

*Electric Universal Service Program Arrearage Retirement*
Customers may be eligible to have a past due electric bill paid if they have not already received a benefit for a past due bill under this program within the past seven years. Funding for past due benefits is subject to availability of funds. The applicant must also be eligible for bill assistance to receive this benefit.

**Maryland Energy Assistance Program (MEAP)**
This federally funded program assists customers with their winter heating charges. Grant dollars can be applied directly as a bill payment or to a budget plan that reduces your monthly payments. This grant is available once per program year.

**Who Is Eligible?**
Find your household size on this chart. If your monthly income is less than or equal to the amount to the right, you may be eligible for MEAP/EUSP.

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Monthly Income*</th>
<th>Yearly Income*</th>
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<tr>
<td>1</td>
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<td>6</td>
<td>$5,044</td>
<td>$60,533</td>
</tr>
<tr>
<td>7</td>
<td>$5,689</td>
<td>$68,268</td>
</tr>
<tr>
<td>8</td>
<td>$6,334</td>
<td>$76,003</td>
</tr>
</tbody>
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For each additional person, add $ 645 $ 7,735

*Based on 175% of the Federal Poverty Level.

**Note:** Continue to make payments on all your energy bills to avoid accumulating past-due amounts.
If you qualify for the Maryland Energy Assistance Program (MEAP), you may be eligible to participate in USPP. When you join USPP and your MEAP grant is paid directly to your utility, you will pay the same amount every month subject to periodic adjustments.

Your MEAP grant is subtracted from the amount you owe for gas and electricity (current and past due). If there is any amount ($12 or greater) left over, the amount will be divided into 12 credits that will be applied to your bill over 12 months. If there is an amount left over that is less than $12, that amount will be applied in total to your next bill. For example, if the amount owed after applying your MEAP grant to past-due charges is $200, your grant would be figured as follows:

$260  MEAP Grant
— $200  Amount owed at the time the grant is received
   $60  Grant Credit Balance will be divided by 12, so $5
        would be applied as a credit to your bill for the next 12 months.

If your service is already OFF, follow these steps:

1. Apply right away for MEAP and USPP assistance. You can use your MEAP benefit to reduce your bill.

If your bill is greater than $400, and you have not previously participated in USPP, in order to be reconnected you must pay an amount sufficient to reduce the outstanding amount due to $400. If you have previously participated in USPP, you must pay the greater of the amount to reduce your outstanding arrearage to $400 or the amount covering your monthly installments in arrears and supplemental payment plan, if any.

You will not be charged a reconnection fee or an additional security deposit if you meet these requirements.
Find out if you are eligible for any of the following additional sources of money:

- Emergency grants from Social Services
- Fuel Fund
- The Renters’ Tax Credit Program available from the Maryland Department of Assessments and Taxation
- The Earned Income Credit available from the Internal Revenue Service
- Other sources identified by assisting agencies

Figure out how much you can pay from your own funds. Ask family and friends if they can assist you. See if your clergy or neighborhood association can help.

Don’t forget to talk directly to your utility company about getting your service turned on and to find out if there are other payment plans available.

See pages 14–16 for your nearest Maryland OHEP office.

Energy Assistance

www.dhr.state.md.us

IN BALTIMORE CITY

Baltimore City Community Action Centers:

Southeast Community Partnership Action Center
3411 Bank St., 21224 .................................................... 410.545.6518

Eastern Community Action Partnership Center
1731 E. Chase St., 21213 ............................................. 410.545.0136

Northern Community Action Partnership Center
5225 York Rd., 21212 ................................................... 410.396.6084

Northwest Community Action Partnership Center
3939 Reisterstown Rd., 21215 ...................................... 443.984.1384

Southern Community Action Partnership Center
606 Cherry Hill Rd., 21225 ............................................. 410.545.0900
You may mail your application to: Community Action Partnership, Energy Application, 1731 E. Chase Street, Baltimore, MD 21213.

OR email to OHEP@baltimorecity.gov

**BY COUNTY**

**Anne Arundel County**
Community Action Agency  
251 West St., Annapolis 21401

**Baltimore County** *
6401 York Rd.  
Towson 21212

**Calvert County**
Southern MD Tri-County  
Community Action Committee  
8371 Old Leonardtown Rd.  
Hughesville 20637

**Carroll County**
Human Services Programs  
10 Distillery Dr., Westminster 21158

**Cecil County** *
Office of Home Energy Programs  
135 E. High St., Elkton 21921

**Charles County**
Southern MD Tri-County  
Community Action Committee  
8371 Old Leonardtown Rd.  
Hughesville 20637

**Frederick County** *
Department of Social Services  
420 E. Patrick St., Frederick 21701
## Energy Assistance (cont.)

### BY COUNTY

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<thead>
<tr>
<th>County</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Harford County</strong></td>
<td>Community Action Agency</td>
<td>410.612.9909</td>
</tr>
<tr>
<td></td>
<td>1321 B Woodbridge Station Way</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Edgewood, 21040</td>
<td></td>
</tr>
<tr>
<td><strong>Howard County</strong></td>
<td>Community Action Council</td>
<td>410.313.6440</td>
</tr>
<tr>
<td></td>
<td>9820 Patuxent Woods Dr.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Columbia 21046</td>
<td></td>
</tr>
<tr>
<td><strong>Montgomery County</strong></td>
<td>Department of Health and Human Services</td>
<td>240.777.4450</td>
</tr>
<tr>
<td></td>
<td>1301 Piccard Dr., Rockville 20850</td>
<td></td>
</tr>
<tr>
<td><strong>Prince George’s County</strong></td>
<td>Department of Social Services</td>
<td>301.909.6300</td>
</tr>
<tr>
<td></td>
<td>425 Bright Seat Rd., Landover, 20785</td>
<td></td>
</tr>
<tr>
<td><strong>St. Mary’s County</strong></td>
<td>Southern MD Tri-County</td>
<td>301.475.5574</td>
</tr>
<tr>
<td></td>
<td>Community Action Committee</td>
<td>ext. 200</td>
</tr>
<tr>
<td></td>
<td>8371 Old Leonardtown Rd.,</td>
<td>301.274.4474</td>
</tr>
<tr>
<td></td>
<td>Hughesville 20637</td>
<td>ext. 200</td>
</tr>
</tbody>
</table>

* Interpreters for various languages are available.

### SAVE ENERGY, SAVE MONEY TIP:

Choose EnergyStar™ appliances when possible for lower operating costs.
Financial Information
Emergency Assistance

www.dhr.state.md.us

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 with one or more children who:

- are related to you, and
- currently live with you, and
- are under the age of 21

Note: The emergency cannot exist because of quitting a job without a good reason.

Where Do I Apply?
Apply at the Department of Social Services. See pages 21 and 22 for your nearest office.

Department of Human Resources

mydhrbenefits.dhr.state.md.us

With myDHR, your benefits and services are a click away. Use myDHR to apply for benefits and services online, monitor the status of your cases, and update important account information.

Temporary Cash Assistance (TCA)

www.dhr.state.md.us

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.
To be eligible, a family must cooperate with child support, participate in work activities and comply with substance abuse provisions. Adults with dependent children applying for TCA must meet financial and technical eligibility requirements. Earned and unearned income cannot exceed the benefit level paid for the assistance unit size. Sanctions may be imposed for not complying with program requirements.

For additional information, or to see if you are eligible, please apply with the Department of Social Services. See pages 21 and 22 for your nearest office.

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. Many people receive an additional payment over and above the amount of taxes withheld.

What Does It Pay?
Payments vary based on income, family size and marital status.

Who Is Eligible?
People who worked full time, part time, or did temporary work during the year, provided their household income was below the eligibility limits.

Please contact a tax advisor for more information about the EITC.

Are free tax preparation services available?
Yes, in Baltimore City and many surrounding areas, free tax preparation services may be available to families and individuals.

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
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. Call your Social Security Office at 800.772.1213 for more information.

Temporary Disability Assistance Program (TDAP)

www.dhr.state.md.us

This program helps low-income disabled Marylanders through a period of short-term disability or while they are awaiting approval of federal disability support. The program is funded through the State of Maryland and provides cash benefits to eligible individuals without dependent children.

For more information, call 800.332.6347 or contact your local Department of Social Services office. See pages 21-22.

Workers’ Compensation Commission

www.wcc.state.md.us

The Workers’ Compensation Commission administers benefits to those who have been injured or hurt while at the workplace.

For more information, call
Baltimore Metropolitan Area.............................................410.864.5100
Toll Free.................................................................................800.492.0479

SAVE ENERGY, SAVE MONEY TIP:

Use compact fluorescent lights in high to moderate use fixtures in place of standard incandescent bulbs.
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.

<table>
<thead>
<tr>
<th>Claim Center</th>
<th>Phone Number</th>
<th>Area Serves</th>
</tr>
</thead>
<tbody>
<tr>
<td>College Park</td>
<td>301.313.8000 877.293.4125</td>
<td>Calvert County Charles County Montgomery County Prince Georges County St. Mary's County</td>
</tr>
<tr>
<td>Towson</td>
<td>410.853.1600 877.293.4125</td>
<td>Anne Arundel County Baltimore City Baltimore County Carroll County Cecil County Harford County Howard County</td>
</tr>
</tbody>
</table>

**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
Northwest Center .................................................. 5818 Reisterstown Rd., 21215
Harborview Center ................................................... 18 Reedbird Ave., 21225
Penn-North Center .................................................. 2500 Pennsylvania Ave., 21217

**Note:** If you are uncertain of the office that serves you, please call the General Information number listed above.
Anne Arundel County
80 West St., Annapolis 21401 .................................................. 410.269.4500
7500 Ritchie Hwy., Glen Burnie 21061 ...................................... 410.421.8300

Baltimore County
General Information ................................................................. 410.853.3000
6401 York Rd., Towson 21212 .................................................. 410.853.3340
746 Frederick Rd., Catonsville 21228 ........................................ 410.853.3450
439 Eastern Blvd., Essex 21221 .................................................. 410.853.3800
1400 Merritt Blvd., Suite C, Dundalk 21222 ......................... 410.853.3400
130 Chartley Dr., Reisterstown 21136 ...................................... 410.853.3010

Calvert County
200 Duke St., Prince Frederick 20678 ...................................... 443.550.6900

Carroll County
1232 Tech Ct., Westminster 21157 .......................................... 410.386.3300

Cecil County
170 E. Main St., Elkton 21921 .................................................. 410.996.0100

Charles County
200 Kent Ave., P.O. Box 1010, LaPlata 20646 ......................... 301.392.6400

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

Harford County
2 S. Bond St., Bel Air 21014 .................................................... 410.836.4700

Howard County
9820 Patuxent Woods Dr., Columbia 21046 ......................... 410.872.8700

Montgomery County
Department of Health and Human Services ....................... 240.777.0311
1301 Piccard Dr., Rockville 20850 ........................................ 240.777.4600
12900 Middlebrook Rd., Germantown 20874 ......................... 240.777.3420

Prince George’s County
6505 Belcrest Rd., Hyattsville 20782 ..................................... 301.209.5000
425 Brightseat Rd., Landover 20785 ..................................... 301.909.6000
4235 28th Ave., Temple Hills 20748 .................................... 301.316.7700

St. Mary’s County
23110 Leonard Hall Dr., Carter Bldg., Leonardtown 20650 ....... 240.895.7000
Health Information
Maryland Health Connection

www.MarylandHealthConnection.gov

Maryland Health Connection is Maryland’s official health insurance marketplace. It offers Marylanders a range of health coverage options from health insurance carriers and public health care programs. You can get the coverage you need online, over the phone or in person. You can also submit an application by mail.

Maryland Health Connection is also the only place in Maryland where individuals, families, and small businesses can get financial help with their health coverage costs, if they qualify.

For more information call 855.642.8572 or visit www.MarylandHealthConnection.gov.

Maryland Medicaid, Maryland Children’s Health Program (MCHP), and MCHP Premium

Medicaid is a joint federal-state program that provides health coverage, long term care, and supplemental assistance with Medicare costs to low-income children, adults, parents, caretaker relatives, adults without dependent children, pregnant women, and the aged, blind, and disabled. In Maryland, Medicaid (also called Medical Assistance or “MA”) is administered by the Department of Health and Mental Hygiene.

MCHP and MCHP Premium provide health coverage for children up to the age of 19. MCHP coverage is available at no cost to children who qualify. Children enrolled in MCHP Premium must pay a small amount each month in order to receive benefits.

You or members of your family may qualify for Medicaid through Maryland Health Connection and receive free or low-cost health care. Enrollment in Medicaid and the Maryland Children’s Health Program (MCHP) is year-round.

You can enroll online at www.MarylandHealthConnection.gov or by visiting a local health department or department of social services.
Prescription assistance is available for people with limited income and resources. Extra help available through Social Security can pay part of your monthly premiums, annual deductibles and prescription co-payments. If you meet the eligibility requirements, this extra help could be worth about $4,000 per year.

Two easy ways to apply:
- Online at [www.socialsecurity.gov](http://www.socialsecurity.gov)
- Apply by phone or get an application, call Social Security at [800.772.1213](tel:800.772.1213) (TTY [800.325.0778](tel:800.325.0778)). Ask for the Application for Help with Medicare Prescription Drug Plan Costs (SSA-1020).

Mobility/Paratransit 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.

To participate in the Mobility/Paratransit program you need to complete an application and submit it to the MTA. The application may be obtained by contacting MTA's Certification Office at [410.764.8181](tel:410.764.8181) for more information.
Supplemental Nutrition Program for Women, Infants and Children (WIC)

www.mdwic.org

Provides healthy foods, nutrition counseling and health care referrals at no cost.

Who Is Eligible?
This program helps pregnant women, new mothers, nursing mothers, babies and children under five years old, provided that certain income qualifications are met.

Where Do I Apply?
For more information, call 800.242.4942 for the location nearest 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 11:00 a.m. and 1:30 p.m.

Meals on Wheels provides service in Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, Howard and Montgomery counties. Service is also available in specific areas of Prince George’s county.

To apply for service, call 410.558.0827, or call toll-free 866.558.0827.

Community Assistance Network
Baltimore County Food Pantry

www.canconnects.org

C.A.N operates a full service food pantry at their Dundalk/Colgate facility located at 7900 E. Baltimore Street in Baltimore County. Eligible Baltimore County residents are provided with a supplemental healthy food package with enough food to last 5 to 7 days. For questions concerning necessary documentation to determine eligibility, please call 410.285.4674 ext. 111.
Just For Seniors
Anne Arundel County
Department of Aging and Disabilities
2666 Riva Rd., Annapolis 21401.................................410.222.4464

Baltimore City
Health Department Office of Aging and CARE Services
417 E Fayette St., 6th Floor, Baltimore, MD 21202......410.396.4932

Baltimore County
Department 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., Elkton 21921.......................410.996.5295

Charles County
Office on Aging
1210 Charles St., LaPlata 20646..............................301.609.5712

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
MD Access Point
9830 Patuxent Woods Dr., Columbia 21046..............410.313.1234

Montgomery County
Dept. of Health and Human Services
401 Hungerford Dr., Rockville 20850.........................240.777.3000

Prince George’s County
Aging Services Division
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

When no TTY is given, you may reach the local Senior Information & Assistance office by calling the Maryland Relay System at 800.735.2258.
The Alzheimer’s Association
Greater Maryland Chapter

www.alz.org/maryland

The Alzheimer’s Association, Greater Maryland Chapter, is a local affiliate of the national Alzheimer’s Disease and Related Disorders Association, Inc. and has been the area’s leader in support, advocacy and awareness since 1980.

The chapter has offices in Timonium, Frederick and Salisbury, and serves most of Maryland (southern Maryland is served by the National Capital Area Chapter).

For more information, contact the 24/7 helpline at 800.272.3900.

SAVE ENERGY, SAVE MONEY TIP:

Thermostat setting: winter 68°F; summer 78°F.
Housing Information
St. Ambrose Housing Aid Center has been helping Baltimoreans with housing related issues for over 50 years. The mission is to create and maintain equal housing opportunities for low and moderate income people, primarily in Baltimore City, and to encourage and support strong and diverse neighborhoods.

**Housing Counseling**
Through workshops and educational courses, counselors provide one-on-one homeownership counseling to first time homebuyers. Counselors are available to offer assistance on a number of housing related issues including foreclosure prevention. For more information, please call **410.366.8550**.

**Homesharing**
St. Ambrose matches individuals who have extra room in their home with people who need affordable housing. St. Ambrose screens carefully, checks references, and tries to make a match. For more information, please call **410.366.6180** (direct line).

**Rental Services**
St. Ambrose owns and manages 309 affordable rental units in Baltimore city and county. Advocates and case managers work with residents to help them develop the skills necessary to maintain permanent housing and expand their educational/vocational opportunities. For more information, please call **410.366.8550**, ext. 210.

**Housing Development**
The Housing Development Program at St. Ambrose buys foreclosed properties in targeted neighborhoods, renovates these properties and re-sells them to moderate income homebuyers. For more information, please call **410.366.8550**, ext. 220.

**Legal Services**
St. Ambrose staff attorneys provide free legal representation in foreclosure cases, civil legal matters such as landlord-tenant, unemployment and family law. For more information, please call **410.366.8550** or email legal@stambros.org.
Maryland Department of Housing and Community Development

www.dhcd.maryland.gov

Maryland Housing Rehabilitation Program — Single Family
The purpose of the Maryland Housing Rehabilitation Program — Single Family is to preserve and improve single family properties and one-to-four unit rental properties. This program is designed to bring properties up to applicable building codes and standards. These loans are administered by the Maryland Department of Housing and Community Development (DHCD).

Foreclosure Prevention - MD HOPE
Homeowners can get information about mortgage foreclosure prevention initiatives and Maryland’s Emergency Mortgage Assistance Program by calling the HOPE hotline at 877.462.7555 to find a housing counselor in their area for free counseling and assistance.

Lead Hazard Reduction Grant and Loan Program
This program provides funding to assist homeowners and landlords to lessen the risk of lead poisoning and preserve the housing stock by reducing or eliminating lead-based hazards. The program is funded by the state of Maryland and is administered by the Maryland Department of Housing and Community Development (DHCD).

For more information, please contact:
Maryland Department of Housing and Community Development
Single Family Housing Program
7800 Harkins Rd
Lanham, MD 20706
301.429.7400

SAVE ENERGY, SAVE MONEY TIP:
Clean or change air filters on heating and cooling system monthly.
Rental Allowance Program (RAP)

www.dhcd.maryland.gov

This program provides a monthly rental allowance.

**What Does It Pay?**
Money towards your rent for up to 12 months.

**Who Is Eligible?**
Homeless or limited-income households with critical housing needs.

**Where Do I Apply?**
Anne Arundel County .................................................... 410.222.6200
Housing Commission

Baltimore City .............................................................. 443.984.2222
Housing Authority

Baltimore County ............................................................ 410.853.8900
Housing Office

Calvert County ............................................................. 410.535.5010
Housing Authority

Carroll County ............................................................. 410.857.2999
Bureau of Housing

Cecil County ................................................................. 410.996.0100
Department of Social Services

Charles County ............................................................ 301.934.9305
Department of Community Services

Harford County ............................................................ 410.638.3045
Housing Agency

Howard County ............................................................ 410.313.6318
Howard County Housing

Montgomery County ...................................................... 240.627.9792
Housing Opportunities Commission

Prince George’s County .................................................. 301.883.5501
Housing Authority

St. Mary’s County .......................................................... 301.866.6590
Housing Authority
Renter’s Tax Credit

www.dat.maryland.gov

This program offers a tax credit for individuals who rent.

Who Is Eligible?
Renters who are:
• Age 60 and over, OR
• 100% disabled, OR
• Surviving spouse of someone who would have been 60 or older or disabled
• Under 60 years old AND
  - Have one or more dependents under 18 living in your household and
  - Do not receive federal or state housing subsidies, and
  - Have income below certain limits

Where Do I Apply or Obtain Additional Information?
Maryland Department of Assessments and Taxation
Renter’s Tax Credit Program
301 W. Preston Street, Room 900
Baltimore, MD 21201-2395

Baltimore Metropolitan Area...........................................410.767.4433
Toll Free...........................................................................800.944.7403

Green & Healthy Homes Initiative

www.greenandhealthyhomes.org

The Coalition to End Childhood Lead Poisoning is a 501(c)(3) nonprofit organization that 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:

For more information, call:
Baltimore Metropolitan Area...............................410.534.6447
Toll Free.................................................................800.370.5323
The Weatherization Assistance and EmPOWER Low Income Energy Efficiency programs help low income households with installation of energy conservation materials in their homes at no charge.

What Do You Get?
If you qualify, you may receive the following services at no cost, depending upon the needs of your home.

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

Current Annual Household Income Eligibility Guideline
Find your household size on the chart below. If your annual income is less than or equal to the amount to the right, you may qualify for free weatherization.

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Maximum Annual Household Income*</th>
<th>Monthly Gross Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$24,980</td>
<td>$2,082</td>
</tr>
<tr>
<td>2</td>
<td>$33,820</td>
<td>$2,818</td>
</tr>
<tr>
<td>3</td>
<td>$42,660</td>
<td>$3,555</td>
</tr>
<tr>
<td>4</td>
<td>$51,500</td>
<td>$4,292</td>
</tr>
<tr>
<td>5</td>
<td>$60,340</td>
<td>$5,028</td>
</tr>
<tr>
<td>6</td>
<td>$69,180</td>
<td>$5,765</td>
</tr>
<tr>
<td>7</td>
<td>$78,020</td>
<td>$6,502</td>
</tr>
<tr>
<td>8</td>
<td>$86,860</td>
<td>$7,238</td>
</tr>
<tr>
<td>For each additional person add</td>
<td>$ 8,640</td>
<td></td>
</tr>
</tbody>
</table>

* Household income includes income from all residents 18 or over, including salaries and wages, retirement income, food stamps and investment income.

Where Do I Apply?
Ask about weatherization when you apply for your energy assistance grant or call 855.583.8976. Saving energy lowers your fuel bills (and can make your home more comfortable).
Other Sources of Support and Information
CCCSMD (Credit Counseling)

www.CCCSMD.org

Baltimore Metropolitan Area........................................... 410.747.6803
Statewide........................................................................... 800.642.2227
House Counseling ............................................................ 866.731.8486
Student Loan Counseling ............................................. 877.222.7435

CCCSMD is a local non-profit organization since 1966. In-person services are available in Bel Air, Parkville and Catonsville, Maryland. Online and telephone services are available nationwide.

**Services include:**
- Free confidential budget and credit counseling
- Convenient debt management plans
- Bankruptcy counseling—pre-file and pre-discharge counseling and education
- Financial coaching
- Housing counseling, including
  - Pre-purchase homebuyers counseling and education
  - Foreclosure prevention counseling
  - Reverse mortgage counseling.
- Student Loan Counseling
- Financial Literacy Workshops

**SAVE ENERGY, SAVE MONEY TIP:**

Close drapes or blinds during summer days; open during winter to let sun in.
Women’s Law Center of Maryland

www.wlcmd.org

The Women’s Law Center of Maryland (WLC), a nonprofit organization established in 1971, advocates for an equal playing field in the law for women and children. For 40 years, the WLC has fought and won many battles to protect and preserve the rights of women.

**Protection Order Advocacy and Representation Project (POARP)**

Mondays - Fridays, 8:30 a.m. to 4:30 p.m.
Baltimore City.......................................................... **410.783.0377**
Baltimore County ...................................................... **410.887.3162**
Carroll County .......................................................... **410.386.2440**

POARP provides free representation to victims of intimate partner domestic violence in Final Protection Order hearings in District and Circuit Courts.

**POARP services are free and can include:**
- Assistance with the completion of a Petition for Protection from Domestic Violence
- Representation at Final Protection Order hearings
- Assistance with and representation in contempt/modification proceedings of Final Protection Orders
- Representation in appeals from Final Protection Order hearings that were held in District Court

**Multi-Ethnic Domestic Violence Project (MEDOVI)**

This project will assist foreign born victims of domestic violence or sexual assault in obtaining legal status, through Violence Against Women Act (VAWA) self-petitions and U Visas. Phone **410.396.3294**.

**MEDOVI services are free and include:**
- Assistance with VAWA Self petition, Battered Spouse Waivers, and U Visa applications.
- Assistance with applying for adjustment to legal permanent residence status
- Assistance with application for Work Authorization
Maryland Public Service Commission (PSC)

www.psc.state.md.us

The governmental agency that regulates Maryland’s utilities and directly assists consumers through its Consumer Assistance Division.

Baltimore Metropolitan Area.................................410.767.8000
Statewide..............................................................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

The Office of the People’s Counsel (OPC)

www.opc.state.md.us

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

SAVE ENERGY, SAVE MONEY TIP:

Wash only full loads of clothes in cold water.
Electric Safety

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-ft away from overhead power lines. If you need to work within the 10-ft 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.

Natural Gas Safety

If you detect a gas leak:

- Leave the premises immediately and go to a safe place where you can call BGE at 877.778.7798 OR 800.685.0123.
- Extinguish all open flames. Do not use matches or lighters and do not attempt to light an appliance.
- Do not touch any phones, electric switches, thermostats or appliance controls. All of these devices, including battery operated equipment, can cause sparks and ignite natural gas.
- Do not start or turn off any vehicles or motorized equipment. Abandon any motorized equipment you may be operating.
- Do not attempt to find the source of the leak or to repair a leak.

Even homes that don’t use gas can experience gas leaks through walls from outdoors. Calls for emergency gas service are answered 24 hours a day, seven days a week. A service person will come to your home free of charge. Remember, if you smell gas, leave your home first, THEN call 800.685.0123.
It's easy to adopt energy-saving habits! Use this handy checklist to see if you and your home are using energy wisely. Use the list to set your goals and keep track of them. Then read on for more information that will help you take control of your energy use.

### Little or No Cost Energy-Saving Habits

*Start saving right away!*

<table>
<thead>
<tr>
<th>Habit</th>
<th>Already in Place</th>
<th>Family Goal</th>
<th>Date Goal Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lower water heater thermostat to 120°F</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Turn off lights when room is not occupied</td>
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<tr>
<td>Thermostat setting if health permits: winter 68°F; summer 78°F</td>
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<tr>
<td>Lower thermostat setting in winter if health permits (if you have a heat pump do not do this manually; use a programmable thermostat)</td>
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<tr>
<td>Use energy-saving settings on washer, dryer, dishwasher, refrigerator; run dishwasher when full and use air dry feature</td>
<td></td>
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<tr>
<td>Wash only full loads of clothes in cold water</td>
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<tr>
<td>Clean refrigerator condenser coils frequently</td>
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<tr>
<td>Repair leaky faucets and toilets</td>
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<tr>
<td>Close drapes or blinds during summer days; open during winter to let sun in</td>
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<tr>
<td>Easy and Inexpensive</td>
<td>Already in Place</td>
<td>Family Goal</td>
<td>Date Goal Achieved</td>
</tr>
<tr>
<td>---------------------</td>
<td>-----------------</td>
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<tr>
<td>Install energy-efficient showerheads</td>
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<tr>
<td>Install faucet aerators in kitchen and baths</td>
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<td></td>
<td></td>
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<tr>
<td>Install programmable thermostat</td>
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<td></td>
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<tr>
<td>Plug air leaks in attic, basement and around doors and windows</td>
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<tr>
<td>Clean or change air filters on heating and cooling system monthly</td>
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<tr>
<td>Use foam draft protectors to insulate around electrical outlets—turn off electricity when installing</td>
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<tr>
<td>Use compact fluorescent lights in high or moderate use fixtures in place of standard incandescent bulbs</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>More Expensive Improvements</th>
<th>Already in Place</th>
<th>Family Goal</th>
<th>Date Goal Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install storm windows and doors, or energy-efficient insulated glass windows</td>
<td></td>
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<tr>
<td>Insulate attic to at least R-30</td>
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</tr>
<tr>
<td>Insulate floors over unheated spaces</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Seal and insulate air ducts</td>
<td></td>
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<tr>
<td>Home heating/cooling system checked by qualified contractor each year</td>
<td></td>
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<tr>
<td>Upgrade water heater, heating and cooling system, heat pump, refrigerator, other appliances to energy-efficient models</td>
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<tr>
<td>Index</td>
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<td>2-1-1 Maryland ..................</td>
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<td>BGE Payment Options .............</td>
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<td>Baltimore County Food Pantry ...</td>
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<td>Department of Human Resources ...</td>
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