

Utility Bill Alert

Baltimore Gas And Electric Company (BGE), Delmarva Power And Light Company (DPL), Potomac Electric Power Company (PEPCO), Allegheny Power and Washington Gas Customers

If You Have Past-Due Utility Bills, Have a Utility Termination Notice or Are Without Service Due To Past-Due Bills:

- **ACT NOW.** The delay in service terminations has been lifted. You will need to take action to maintain your service
- Your utility must offer you a flexible payment plan to help you with past-due bills
- Read your utility bill or notice – It will have important information about your right to a payment plan to prevent termination of your service
- Your utility service may not be terminated until you have been notified in writing by the utility that:
 - You can ask for a payment plan based upon your ability to pay
 - You must contact the utility company within 14 days of notice
 - If you cannot reach an agreement, you have the right to appeal to the Public Service Commission (PSC): 410-767-8028 or 1-800-492-0474 or www.psc.state.md.us
 - Your service cannot be terminated while the appeal is pending
 - Financial assistance may be available for eligible customers
- Contact the Office of Home Energy Programs (OHEP) to find out if you are eligible for energy assistance at 1-800-352-1446 or www.dhr.state.md.us.
 - NOTICE: Contact OHEP ASAP to file your application
 - Contact your local Fuel Fund, Department of Social Services (DSS), Department of Aging for seniors, and private charities
- **Reconnection Guidelines: service terminations between January 1 – April 24, 2009**
 - A down payment of up to 25% of the outstanding debt may be required
 - The utility must offer you a payment plan for the remainder
 - The utility cannot charge you reconnection costs.
 - The utility must give you up to 3 months to pay a new security deposit.

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