

# SPECIAL EVENT

## OFFICE OF THE CUSTOMER ADVOCATE

### ENERGY ASSISTANCE DAY

If you are having difficulty paying your electric bill, Pepco and our community partners want to help.

We can help you manage your bills through flexible payment options, budget billing and assistance programs.

Attend our **Energy Assistance Day** to sign up for financial help and payment arrangements.

#### What to Bring:

- Copy of Applicant's photo identification
- Proof of Mortgage or Lease Documents
- Copies of Social Security cards for the entire household (including children)
- Proof of Income – income verification documents (e.g., recent pay stubs, Social Security, other retirement payments, TANF benefits)

**When:** Wednesday, August 8, 2018  
3:00 p.m. – 7:00 p.m.

**Where:** Forestville Service Center  
8300 Old Marlboro Pike  
Upper Marlboro, MD 20772

For more information, call Pepco's Call Center at **202-833-7500**.

**¡SERVICIO DE ATENCIÓN AL CLIENTE  
DISPONIBLE EN ESPAÑOL!**



INCOME GUIDELINE CHART FOR THE MARYLAND ENERGY ASSISTANCE PROGRAM		
Household Size	MAXIMUM MONTHLY INCOME STANDARDS	MAXIMUM YEARLY INCOME STANDARDS
1	\$1,770	\$21,245
2	\$2,400	\$28,805
3	\$3,030	\$36,356

- **The Office of Home Energy Programs** provides assistance to help you stay warm, stay connected, and help pay past due energy bills.
- **The Maryland Energy Assistance Program (MEAP)** provides financial assistance with home heating bills. Payments are made to the fuel supplier and utility company on the customer's behalf.
- **The Electric Universal Service Program (EUSP)** provides financial assistance with electric bills. Eligible customers receive help that pays a portion of their current electric bills. Customers who receive EUSP are placed on a budget billing plan with their utility company. Budget Billing is a tool that utility companies provide to help spread out annual utility bills into even monthly payments to avoid spikes in your bill caused by seasonal fluctuations in energy use.
- **PAY PAST DUE ELECTRIC BILLS – Arrearage Retirement Assistance** helps customers with large, past due electric bills. If eligible, customers may receive forgiveness of up to \$2,000 towards their past due bill. Customers must have a past due bill of \$300 or greater to be considered eligible. Customers may only receive an arrearage grant once every seven years, with certain exceptions.
- **AVOID TURNOFFS – The Utility Service Protection Program (USPP)** is designed to protect low-income families from utility turn-offs during the heating season. All MEAP eligible customers may participate in USPP. Participation also requires a year-round even monthly budget billing.



Visit our website at [www.pepco.com](http://www.pepco.com) for more information