



WGL

ENERGY ANSWERS.
ASK US.

ENERGY ASSISTANCE PROGRAMS FOR MARYLAND

LIHEAP

LOW-INCOME HOUSING ENERGY ASSISTANCE PROGRAM

LIHEAP

- An annual federal program that provides utility bill assistance to low-income households
- Helps to pay for families' heating and cooling bills
- Critical because every family must have adequate access to energy in order to heat or cool their home, to cook and to use their appliances
- In Maryland it is called the Maryland Energy Assistance Program (MEAP).



LIHEAP

- For many low-income families, the cost of energy can be a burden. For these families, the possibility of their utilities being disconnected is very real.
- Eligibility is based on two things – the number of people in the household and the annual gross household income.
- To be eligible for LIHEAP, a family of four can make up to \$45,800.



If you or someone you know is having difficulty paying a natural gas bill, please call the **Office of Home Energy Programs** at the **Maryland Department of Human Resources** at **800-332-6347** or your local energy office at the numbers provided (see back). You can also visit the state's website at <http://dhs.maryland.gov/office-of-home-energy-programs>.

EmPOWER LOW INCOME ENERGY EFFICIENCY PROGRAM (LIEEP) **EmPOWER MARYLAND**

This program provides home weatherization services – such as weather-stripping, caulking, plastic window covering and gas furnace tune-up and replacement – at no cost to eligible families. For more information, contact the **Maryland Department of Housing and Community Development** at **855-583-8976** or visit <http://www.dhcd.maryland.gov/empower>.

MARYLAND ENERGY ASSISTANCE PROGRAM (MEAP):

MEAP, federally funded through the **Low Income Home Energy Assistance Program (LIHEAP)**, assists customers with paying their winter heating bills. Grants are based on family size, income and the type of fuel used for heating. Applicants are eligible to apply for the MEAP program only once each program year, July 1 - June 30.



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WASHINGTON GAS ASSISTANCE



BUDGET BILLING

- Spreads the cost of winter heating over the entire year
- If actual gas costs, weather and/or usage differ significantly from our original estimate, we may adjust monthly payments to prevent significant charges or credits at the end of your the year.
- The Budget Plan is designed as a 12-month program, and we encourage customers to stay on its year-round to realize the potential benefits.



DEFERRED PAYMENTS

- We work with all of our eligible customers who cannot pay the “past due bill amount” as well as the “current charges” on their gas bill, by entering into a deferment/pay agreement/ or consent order at the request of the customer.
- May prevent further credit action on the account, including the assessment of late charges, the sending of reminder and/or turn off notices, and outbound calls, as long as the customer abides by the agreement.

ENERGY EFFICIENCY

ENERGY EFFICIENCY - HOME PROFILE

- Offers residents the opportunity to complete a simple online survey to assess their home energy usage, and if eligible, enroll in the energy efficiency program to receive the conservation kit.
- The online tool consists of easy-to-answer questions regarding a home's energy usage. Based on the answers provided, customers receive personalized recommendations and savings estimates.

Online Home Energy Profile

Discover Your Cost Savings Potential

Take an easy assessment about your home's energy use

You'll get an energy ranking, savings estimate, and upgrade recommendations that make the most sense for your home.

It takes less than five minutes and there's no sign up or personal information required.



ENERGY EFFICIENCY - CONSERVATION KITS

- Energy Conservation Kit contents are based on current household gas equipment and are easily installed measures such as:
 - High-efficiency showerhead
 - ▶ Bathroom faucet aerator
 - ▶ Self adhesive door sweep
 - ▶ Cell foam weather stripping
- Washington Gas' Home Energy Conservation Kit have proven to be an exciting community effort to drive energy awareness through personalization and have customers take ownership in the process of implementing energy efficiency improvements.
- Washington Gas plans to provide 5,000 kits to MD customers over a 3-year cycle ending in 2020.
- High-efficiency gas equipment rebates (furnace, boiler, water heater) are available to customers.

WAFF

WASHINGTON AREA FUEL FUND

*****THE 2020 WAFF APPLICATION WINDOW CLOSED JULY 31. THE NEXT APPLICATION WINDOW OPENS ON JANUARY 1, 2021.**

WAFF

- Created by Washington Gas and The Salvation Army to pay for the heating bills of community members in need. Utility assistance is available regardless of the fuel type used to heat your home.
- Because Washington Gas pays all of the administrative costs, 100% of all donated dollars go to local families.
- In 2019, we distributed more than \$1.7 million and helped nearly 8,500 people.
- Since 1983, WAFF has disbursed \$29 million to 300,000 individuals



WAFF

- Eligibility for WAFF is like LIHEAP in that it is based on two things – number of people in the household and the annual gross income
- Eligibility is more relaxed allowing a family of four earning up to \$75,050 to be eligible.
- This year marked our 3rd annual Ice House event, which raised over \$185,000 with 78 sponsors and 7 media partners. This 2020 event will ensure that 300 additional families have heat.

