



COMMUNITY WEBINAR

HOME ENERGY COSTS AND ASSISTANCE PROGRAMS
FOR MONTGOMERY COUNTY RESIDENTS

WEDNESDAY, MAY 28, 2025
7:00 P.M.

CONDUCTED ON  zoom



A National Leader in Regulatory Excellence



www.psc.state.md.us

Kumar P. Barve, Commissioner, Maryland Public Service Commission

The Public Service Commission

- Established in 1910 by the General Assembly
- Is an independent quasi-judicial and quasi-legislative state agency
- Five appointed Commissioners, serving five-year terms
- The Commission's priority and mandate is to regulate the activities of public service companies to ensure safe, economical, and reliable service
- The Commission regulates activities of public service companies through proceedings
 - Legislative-style and evidentiary
 - Public comment
 - Administrative Meetings
 - Rulemakings



Facilitating Transparency Between Ratepayers and Utilities

- All proceedings undertaken by the Commission allow for written public comments
- Proceedings are live-streamed and archived on the Commission YouTube channel
- Certain proceedings, including utility rate cases and applications for a Certificate of Public Convenience and Necessity (CPCN), require public comment hearings to take place in affected territory
 - Applicants must publish a notice of the public comment hearing in a newspaper(s) of general circulation and on its website, as well as post on two types of social media in each of four successive weeks immediately before the hearing date
 - The Commission publishes notices on its website

www.psc.state.md.us



Home Energy Costs and Assistance

- The Commission oversees the **EmPOWER program** in which utilities and the Department of Housing and Community Development (DHCD) provide programs to increase energy efficiency and decrease greenhouse gas emissions
- The Commission is currently exploring limited income mechanisms for utility rates, and other energy affordability concerns in a Public Conference docket (PC 59)
- The Commission does not provide home energy assistance. The Office of Home Energy Programs (OHEP) in the Department of Human Services has this responsibility
- OHEP provides a number of programs to assist ratepayers with energy costs:
 - The **Maryland Energy Assistance Program (MEAP)** provides financial assistance with home heating bills
 - The **Electric Universal Service Program (EUSP)** provides financial assistance with electric bills
 - **Arrearage Retirement Assistance** helps customers with large, past due electric and gas bills
 - The **Utility Service Protection Program (USPP)** is designed to protect low-income families from utility turn-offs during the heating season
 - **Weatherization and Energy Efficiency Services:** customer information is referred to the DHCD for programs that can provide improvements and repairs to homes at no cost. These improvements can help lower utility bills and make the home more comfortable and are a part of the **EmPOWER program**

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



Our Customer Commitment

William Ellis
Director, Governmental and External Affairs
May 2025

Pepco Energy Assessment Programs

Quick Home Energy Check-up (QHEC)

- Helps customers understand how their home uses energy and thus how they can make changes to save energy and help reduce their utility bills.
- Trained Energy Analyst will perform a walk-through, provide a report with recommendations, and may also install energy saving products.



Home Performance w/ ENERGY STAR

- Enhance whole house comfort and efficiency. Certified contractor will conduct diagnostic assessment and recommend a variety of energy efficient improvements to help the customer determine where to best start saving energy.
- Pepco offers rebates ranging from \$100 to \$10,000 on installed upgrades.



Direct installs may include:

- ENERGY STAR certified LED bulbs, smart power strips, smart thermostat
- Hot water pipe wrap, efficient-flow showerheads, faucet aerators

Eligible measures include:

- Air sealing & insulation, heating & cooling equipment, duct sealing
- ENERGY STAR Windows and Doors, heat pump water heaters

Customer Eligibility:

- Residential customers with active Pepco electric accounts.
- Have not participated in QHEC within last 5 years.
- Program is offered at no additional cost to customer.

Customer Eligibility:

- Residential customers with active Pepco electric accounts.
- Single-family home, townhome, or multifamily dwelling with 1-4 units.
- Assessment is \$100 (\$400 value)

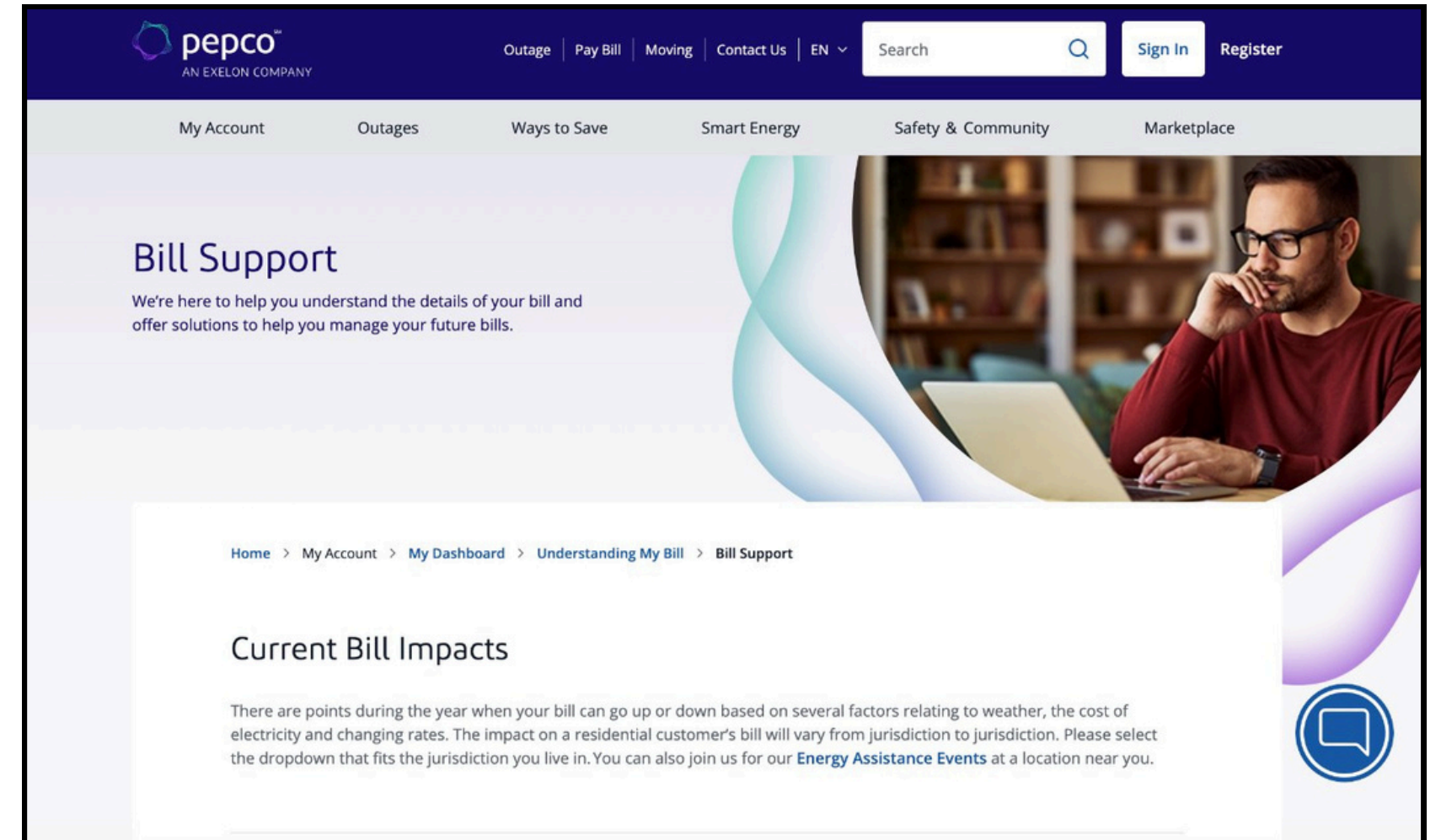
Project Financing Available

Bill Support Programs

Pepco offers the following programs to make it easier for customers to manage their bills:

- **Budget billing**, which provides a predictable monthly payment based on your electricity usage from the last 12 months.
- **Payment arrangements** of up to 12 months for eligible residential customers with past-due balances.
- **High usage alerts**, which alert customers when their usage is trending higher than normal to help manage overall energy use.

Assistance Finder Tool to help customers identify all potential resources



Customers can use our Bill Support page to get updates about impacts to their bill, energy saving tools and resources, and energy assistance information from our comprehensive bill support webpage:
pepco.com/BillSupport

Additional Tools to Save Energy & Money

We offer many free tools to help you manage and control your usage

Energy Efficiency Programs

No- or low-cost programs to help make your home or business more efficient
Get Simple Solutions tips by visiting pepco.com/smartips. This one stop shop provides customers information about Pepco's energy efficiency offerings to help Maryland customers save energy and money, such as the Quick Home Energy Check-up which helps customers find opportunities to save all around their home at no-cost.

My Account Tools

The **"My Usage" tab** can help save money by showing how much energy you're using daily, monthly, or yearly. You can also review bills over the past year to see what can be expected for a particular month, and view what your bill is projected to be based on current usage, allowing customers to adjust energy use and prepare better for their next bill.

SUMMER ENERGY SAVING TIPS

- Close your curtains to block out the sun and keep your rooms cool
- Check your HVAC filter every month and replace it if necessary
- Keep your HVAC vents clear of furniture and curtains
- Seal your windows and doors to prevent drafts
- Find more tips and learn about no or low-cost energy efficiency programs offered at pepco.com/EnergyTips.



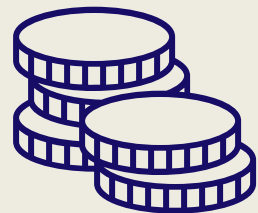
Summer 2025 Energy Cost Drivers

As temperatures rise, so can your energy use and your monthly bill. That's because air conditioners and cooling systems work harder during hot weather, driving up electricity usage. Other summer rate changes include:



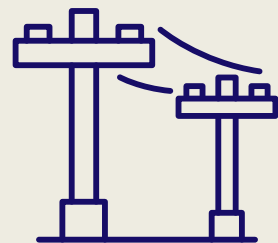
Electric Supply Increase

Customers will see about an **\$18** increase* in their electric supply cost compared to summer 2024.* This is a pass-through cost for the electricity Pepco buys on the customers behalf, unless they have a third-party supplier.



EmPOWER Maryland Surcharge

Customers will see about a **\$3** increase in their delivery costs compared to 2024 due to changes in the EmPOWER Maryland surcharge which supports energy efficiency programs that help customers save energy and money. This rate change took effect in January 2025.



Distribution Rates

Customers distribution charge will also switch to summer rates. This rate, which appears in the delivery portion of your bill, will stay the same as last summer, but summer rates are higher than winter ones. That's because energy use rises in the warmer months, and so do the costs to maintain and upgrade our local energy grid. Rates are regulated and approved by the Maryland Public Service Commission.

*Costs are compared to June 2024 and based on average customer monthly usage of, 824 kWh /month. Bills will vary based on energy usage.

Pepco MD Residential Bill Impacts – Summer over Summer Rates

Bill Components	June 2024	June 2025	Monthly Bill Change
Distribution	\$80.62	\$80.62	\$0.00
Surcharges	\$10.30	\$13.07	\$2.77
Generation Energy	\$74.40	\$81.43	\$7.03
Administrative Charge	\$1.92	\$4.85	\$2.93
Procurement Cost Adjustment*	(\$2.64)	\$1.87	\$4.52
Transmission	\$11.98	\$16.08	\$4.10
Total Bill	\$176.58	\$197.92	\$21.34

Bill impacts calculated is based on typical residential monthly average usage of 824 kWh
 *Based on 12-months average; June 2025 Procurement Cost Adjustment includes forecasted PJM Capacity Adder monthly impact of \$4.08
 The bill impacts above do not include Gross Receipt Taxes of 2.0408% and monthly Bill Stabilization Adjustment



Financial Assistance

United in Service and Support Webinar on Assistance for Montgomery County Residents

Kishia Powell, General Manager/CEO
Karen Cheeks, Customer Engagement Specialist

May 28, 2025

Financial Assistance Program Enhancements



Behind on your
WSSC Water bill?
Get Current
ACT NOW. Limited Time.

Up to **50%** + **100%**
in bill credits late payment charges
& turn-on fees **WAIVED**

Find out if you're eligible
wsscwater.com/getcurrent



Averigüe si califica
wsscwater.com/pontealdia

¿Está atrasado con
el pago de su factura?
Ponte al Día
ACTÚE HOY. Tiempo Limitado.

Hasta **50%** + **100%**
en créditos a su cuenta de los cobros por pago
retrasado y reconexión
serán **PERDONADOS**

Get Current 2.0

Program assists eligible customers with a delinquent balance as of February 1, 2025, by providing bill credits up to 50 percent and 100 percent of late payment charges and turn-on fees waived. Program runs March 1 - June 30, 2025.

www.wsscwater.com/getcurrent

Social Media Toolkit

[WSSC Water Financial Assistance Programs](#)



wsscwater.com/assistance

Water Bill Assistance



Promise.

Sign up for an affordable, flexible and interest-free payment plan. **Customers with a past-due balance of \$50 or more are eligible.**



CUSTOMER ASSISTANCE PROGRAM (CAP)

CAP assists approved residential customers by **waiving fixed fees**, providing **annual free Leak Investigation** and **much more.**



Eligible customers can access the Water Fund multiple times, **up to \$500 per year.**



PipeER+

Provides a loan **up to \$10,000** to finance the repair, replacement or diagnostics of sewer or water on-property service lines. The WSSC Federal Credit Union administers PipeER.



wsscwater.com/assistance

Customer Assistance Program (CAP)

Waivers

- Permanent waiver of late fees
- Bay Restoration Fund: Waiver of the state-mandated \$60 annual fee

Exemptions

- Ready-to-Serve charges (up to \$225/year)

Bill Adjustments

- Removal of 100 percent of excess water/sewer charges up to two billing cycles (once every three years)
- 50% discount on small water meter turn-on fees

Flexible Payment Plans - Up to 48 months

Free Leak Investigation - for on-property leak repairs



Financial Assistance Program Enhancements



CAP Leak Repair Program

Partnership with Habitat for Humanity Metro Maryland to help CAP-enrolled customers repair on-property residential plumbing leaks that are contributing to high bills. Eligible customers can receive up to \$9,000 per year in plumbing repair services.

Eligible customers must:

- Be a WSSC Water customer
- Be enrolled in CAP on the date of application
- Own and reside at the property

www.wsscwater.com/capleakrepair



wsscwater.com/assistance



Washington Gas Community Engagement

Daminique S. Branch
May 28, 2025

AltaGas



A WGL Company

Washington Gas Demographics

- Washington Gas was founded in 1848, through a Congressional charter signed into law by President James K. Polk. The new company's first customer was the US Capitol – where we installed gas lights in the House and Senate chambers. Gas lights were later installed at the White House and along Pennsylvania Avenue.
- Today, Washington Gas provides safe, reliable energy to more than 1.2 million customers across our service territory in the District of Columbia, Maryland and Virginia. The company has been providing energy to residential, commercial and industrial customers for more than 175 years.
- Washington Gas provides energy to over 500,000 residential and business customers across the state of Maryland.

Safety Is Our Number 1 Priority



Washington Gas reminds customers and the general public that if they smell natural gas, or if they have an emergency involving natural gas, to leave the area immediately and call 911 or the Washington Gas Leak Line at **844-WASHGAS (844-927-4427)**

- Natural Gas is non-toxic, colorless, odorless and combustible
- Mercaptan is added as an unpleasant odorant to help detect leaking natural gas
- You are an important part of our safety program
- Remember the 3 R's:
Recognize, React, and Respond!

Washington Gas Cares



WE'RE HERE TO HELP YOU.

OUR WASHINGTON GAS CARES PROGRAM CAN OFFER YOU:

-  **FLEXIBLE PAYMENT OPTIONS**
-  **RECEIVE PAYMENT ASSISTANCE**
-  **ENERGY SAVING RESOURCES**

WE CARE ABOUT YOU.


The sooner you reach out to us, the sooner we can explore your options and find a solution for you. By working together, we can help you choose the right payment solution that fits your budget, eliminates some stress and gives you peace of mind going forward.

YOU HAVE OPTIONS FOR PAYING YOUR ENERGY BILL.

-  **DEFERRED PAYMENT PLAN**
Deferred payment arrangements are available for up to 12-months, or 24-months for customers receiving energy assistance with no down payment required.
-  **BUDGET PLANNING**
The budget plan spreads the cost of winter heating over the entire year.
-  **AUTOMATED-PAYMENT PLAN (APPL)**
Pay your bill automatically every month through the automated payment plan.




To ENROLL or learn more, visit www.WashingtonGasCares.com or **SCAN** the QR code with your phone.





ESTAMOS AQUÍ PARA AYUDARLE.




NUESTRO PROGRAMA WASHINGTON GAS CARES PUEDE OFRECERLE:

-  **OPCIONES DE PAGO FLEXIBLE**
-  **RECIBIR ASISTENCIA DE PAGO**
-  **RECURSOS DE AHORRO DE ENERGÍA**


NOS PREOCUPAMOS POR USTED.

Cuanto antes se comunique con nosotros, antes podremos explorar sus opciones y encontrar una solución para usted. Al trabajar juntos, podemos ayudarlo a elegir la solución de pago adecuada que se ajuste a su presupuesto, que elimine cualquier estrés y que le brinde tranquilidad en su futuro.

TIENE OPCIONES PARA PAGAR SU FACTURA DE ENERGÍA.

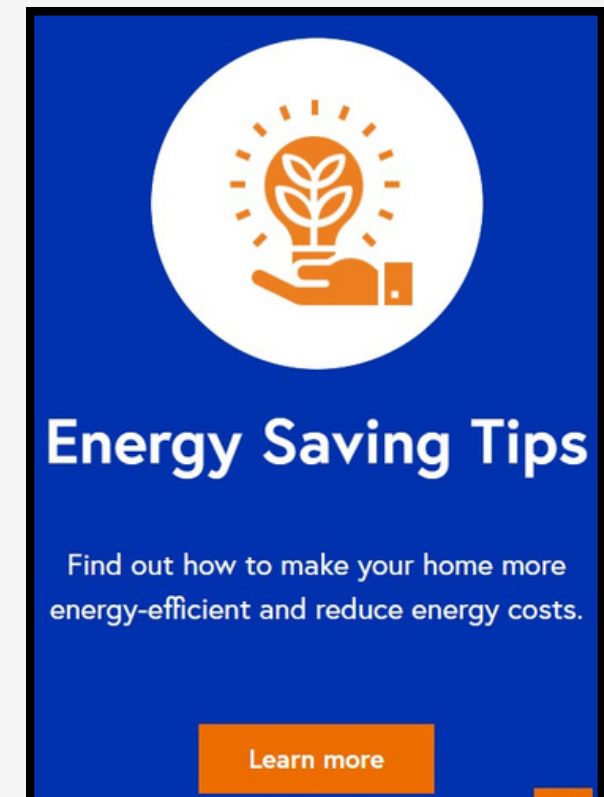
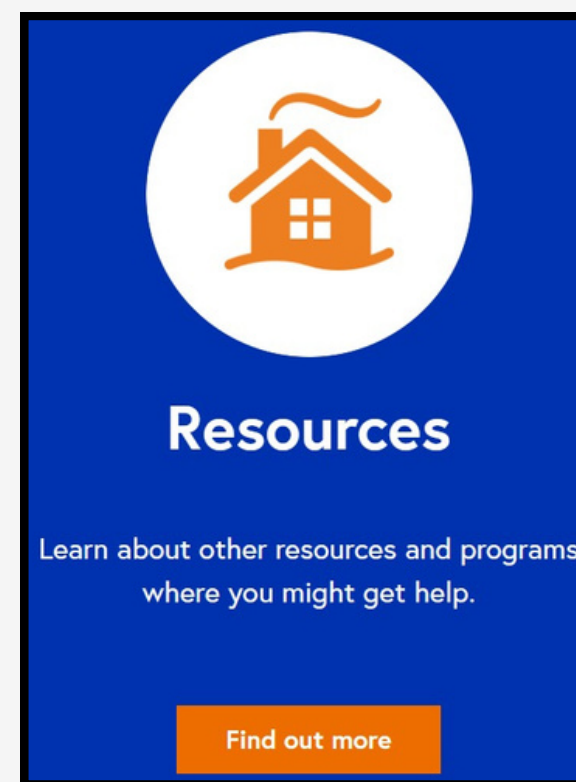
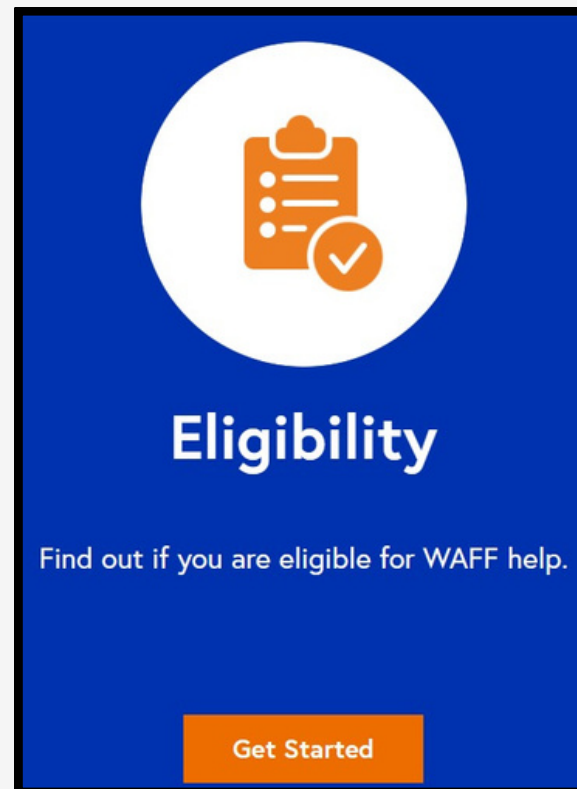
-  **PLAN DE PAGO DIFERIDO**
Los arreglos de pago diferido están disponibles por hasta 12 meses o 24 meses para los clientes que reciban asistencia energética sin necesidad de pago inicial.
-  **PLANIFICACIÓN PRESUPUESTARIA**
El plan presupuestario distribuye el costo de la calefacción en invierno durante todo el año.
-  **PLAN DE PAGO AUTOMATIZADO (APPL, por sus siglas en inglés)**
Pague su factura automáticamente todos los meses a través del plan de pago automático.

Para INSCRIBIRSE u obtener más información, visite www.WashingtonGasCares.com o **ESCANEE** el código QR con su teléfono.



To learn more, visit www.WashingtonGasCares.com

Washington Area Fuel Fund (WAFF)



<https://washingtonareafuelFund.org/eligibility/>

<https://washingtonareafuelFund.org/resources/>

<https://washingtonareafuelFund.org/energy-saving-tips/>

Washington Gas Mobile App




**WHY MAKE THE TRIP
WHEN YOU CAN CLICK?**

Manage your account with the
My Washington Gas mobile app

My Washington Gas lets you quickly and securely start or stop service, view and pay your bill, track your energy use, and more— anywhere, anytime.



Download the
My Washington Gas mobile app now
at washingtongas.com/MobileApp



Scan to
download





**¿POR QUÉ HACER EL VIAJE
CUANDO PUEDE HACER CLIC?**

Administre su cuenta con la aplicación
móvil **Mi Washington Gas**

Mi Washington Gas le permite iniciar o detener el servicio de forma rápida y segura, ver y pagar su factura, monitorear su uso de energía, y más— en cualquier lugar y en cualquier momento.



Descargue la aplicación
móvil **Mi Washington Gas** en
go.washingtongas.com/mobileapp-es



Escanea el código
para descargar

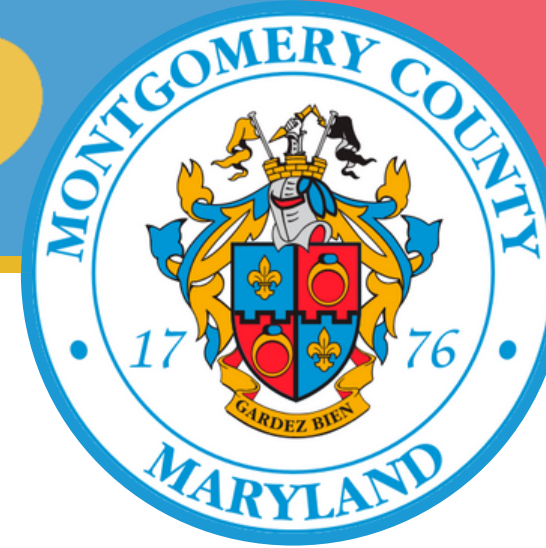
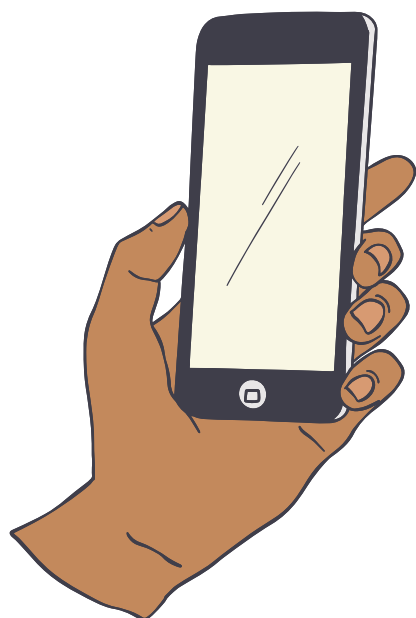


To learn more, visit www.washingtongas.com/MobileApp



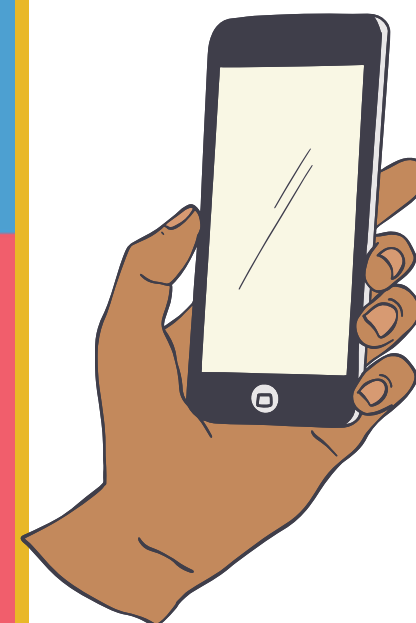
**For information about
resources available in
Montgomery County, visit the
following resource page:**

<https://bit.ly/MocoResources>




**Para información sobre
recursos disponibles en el
Condado de Montgomery,
visite la siguiente página web:**

<https://bit.ly/MocoResources>



Apply Today: GovernmentJobs.com

- Quick Link: [MCG Jobs Board](#)
- Search current job openings
 - Updated daily
- Sign up for [Job Alerts](#)
- [Application Guide](#)
 - Create an account
 - Applying for a job
 - Checking application status
- Follow us on [LinkedIn](#)
- Follow us on [Twitter](#)



Montgomery County Government Careers

WELCOME TO THE MONTGOMERY COUNTY GOVERNMENT (MD) JOBS BOARD. WE INVITE YOU TO VIEW AND APPLY FOR OUR AVAILABLE JOBS. BE SURE TO CHECK OUT THE RESOURCES ON THE MENU (TOP LEFT OF THIS PAGE) AND EXPLORE OUR WIDE VARIETY OF EXCITING CAREER PATHS, OUTSTANDING EMPLOYEE BENEFITS, AND HELPFUL JOB SEEKER RESOURCES. **SUCCESS TIP:** BECOME ONE OF THE FIRST TO BE NOTIFIED WHEN WE POST A JOB IN YOUR FIELD. TAKE TIME TODAY TO SET UP YOUR JOB ALERTS: [JOB ALERTS SIGNUP](#)

Search

92 Jobs found

Sort

Filter

Job Title	Job Type	Salary	Closing	Posted	Department	Location	Job Number
African Community Liaison (Community Outreach Manager), Grade N28	Term	\$92,075.00 - \$130,886.00 Annually	04/04/25	03/21/25	Community Engagement Cluster	1401 Rockville Pike Rockville MD 20852 USA	2025-00176
Animal Services Officer, Lead (Grade 21)	Permanent	\$65,551.00 - \$93,756.00 Annually	Continuous	10/10/24	Office of Animal Services	7315 Muncaster Mill Rd Derwood MD 20855 USA	2024 - 00278
Assets Manager (Program Manager II) - Grade 25	Permanent	\$81,122.00 - \$130,181.00 Annually		09/11/24	Department of Housing and Community Affairs	1401 Rockville Pike Rockville MD 20852 USA	2024 - 00174



Office of *Human Resources*

WORKSOURCE MONTGOMERY



WorkSource Montgomery (WSM) is the county's fiscal agent responsible for local administration of the Workforce Innovation & Opportunity Act (WIOA) and coordination of the local workforce development system in Montgomery County.

To put it simply, WSM connects jobseekers to employers and employers to jobseekers.



Support for Federal Workers Resource Hub

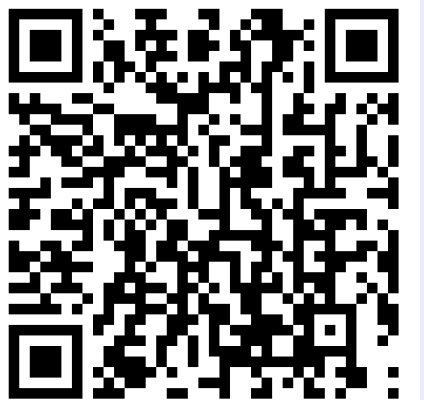
This page provides resources to help federal workers and contractors find new opportunities, refine their job search, and advance their careers with confidence.

<https://worksourcemontgomery.com>

Germantown : (240) 406-5485

Wheaton : (301) 929-6880

SCAN ME



MONTGOMERY COLLEGE WEB PORTAL

MC INFO



HOME / RESOURCES / FEDERAL GUIDANCE RESOURCES / DISPLACED FEDERAL WORKERS SUPPORT

Displaced Federal Workers Support

Losing a job is stressful—but you don't have to navigate it alone. Montgomery College (MC) offers fast, affordable training, career support, and direct connections to local employers to help you transition into a high-demand career quickly and confidently.

Free Career Services to Help You Land Your Next Job

<https://bit.ly/MCinformation> 



MOBILIZE MONTGOMERY



An Initiative Supporting the Federal Workforce in Montgomery County, Maryland

A coalition to support employers and employees affected by the federal government budget cuts.

Our goal is to centralize resources, information, and events taking place within the county and to offer an opportunity for the community to inform how we can best support them.



Mobilize Montgomery | Mobilize-Montgomery.com

MOBILIZE MONTGOMERY



Available Resources

#MobilizeMontgomeryMD

For Job Seekers:

- Career Opportunities & Job Listings
- Career Development, Training & Resume Building Tools
- Employee Rights, Protections & Financial Assistance
- Starting a Business & Entrepreneurship
- Health, Support & Advocacy

For Employers:

- Funding & Incentives
- Upskilling & Training
- Procurement Opportunities
- Data, Business Strategy & Continuity
- Start-ups

Mobilize Montgomery | Mobilize-Montgomery.com

UPCOMING WEBINARS



United in Service & Support

Next ZOOM webinar:

Wednesday, June 4, 2025, 11:30 a.m.

Housing Accessibly and Affordability

<https://bit.ly/United-In-Service>

Scan me





THANK YOU!

United in Service and Support

ONLINE INFORMATIONAL SERIES