ELECTRIC UNIVERSAL SERVICE PROGRAM 2025 ANNUAL REPORT

Pursuant to
§7-512.1(c) of the Public Utilities Article
Annotated Code of Maryland
Prepared for the General Assembly of Maryland

August 24, 2026

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I. Overview

The Electric Universal Service Program ("EUSP"), enacted in the Electric Customer Choice Act of 1999 ("the Act") that enabled the restructuring of Maryland's electric companies and supply market, was designed by the Maryland General Assembly to assist low-income electric customers with making current bill payments, retiring utility bill arrearages, and accessing home weatherization. The Act, codified as Public Utilities Article ("PUA"), *Annotated Code of Maryland*, §7-512.1, required the Maryland Public Service Commission ("Commission") to make the EUSP available to low-income electric customers statewide and to oversee the Office of Home Energy Programs ("OHEP"), within the Department of Human Services ("DHS") and the Department of Housing and Community Development ("DHCD"), which are responsible for administering the EUSP.[1]

II. Legislative Requirements

PUA § 7-512.1(c)(1) requires the Commission to report annually to the General Assembly a recommendation on the total amount of funds for the program for the following fiscal year, subject to the amounts that are to be collected under PUA §7-512.1(e) and based on:

1. The level of participation in and the amounts expended on bill assistance and arrearage retirement during the preceding fiscal year;
2. How bill assistance and arrearage retirement payments were calculated during the preceding fiscal year;
3. The projected needs for the bill assistance and the arrearage retirement components for the next fiscal year; and
4. The amount of any bill assistance or arrearage retirement surplus carried over in the electric universal service program fund under PUA §7-512.1(f)(6)(i).

Additional reporting requirements include the following:

5. For bill assistance, the total amount of need, as determined by the Commission, for electric customers with annual incomes at or below 200 percent[2] of the federal poverty level and the basis for this determination;

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[1] During the 2026 Legislative Session, the Maryland General Assembly passed the "Utility RELIEF (Reducing Energy Load Inflation for Everyday Families) Act," which, among other things, recodified the EUSP under the Human Services Article of the *Annotated Code of Maryland*. Chapter 353 of the Laws of Maryland of 2026, available at https://mgaleg.maryland.gov/2026RS/chapters_noln/Ch_353_hb1532E.pdf.

[2] *See* PUA §7-512.1(a)(1).

6. The amount of funds needed, as determined by the Commission, to retire arrearages for electric customers who have not received assistance in retiring arrearages under the electric universal service program within the preceding five fiscal years, and the basis for this determination;
7. The amount of funds needed, as determined by the Commission, for bill assistance and arrearage retirement, respectively, for customers for whom income limitations may be waived under §7-512.1(a)(7) of the PUA, and the basis for each determination;
8. The allocation among customer classes and impact on customer rates from collecting the total amount recommended by the Commission under item (7) above; and
9. The impact of using other federal poverty level benchmarks on costs and the effectiveness of the electric universal service program.

To assist the Commission in preparing its recommendations, OHEP is required under PUA §7-512.1(c)(2) to report the following information to the Commission each year:

1. The number of customers and the amount of distributions made to fuel customers under the Maryland Energy Assistance Program ("MEAP") identified by funding source and fuel source;
2. The cost of outreach and educational materials provided by OHEP for the EUSP; and
3. The amount of money that DHS receives and is projected to receive for low-income energy assistance from the Maryland Strategic Energy Investment Fund ("SEIF"), MEAP (for electric customers only), and any other federal, State, local, or private source.

III. Basis for Recommendations: Annual Report and Benefit Calculation

The Commission's review of EUSP operational plans, proposals, reports, and filings is docketed in Case No. 8903, *In the Matter of the Electric Universal Service Program*. On August 8, 2025, OHEP filed its *EUSP Proposed Operations Plan for Fiscal Year* 2026 ("*FY 2026 Operations Plan*").[3] Following receipt of comments from interested parties, a hearing to consider the plan was held on September 23, 2025. On October 6, 2025, the Commission approved the plan for implementation in FY 2026 and authorized OHEP's proposed allocations from ratepayer funding, as provided under PUA §7-512.1(e).[4]

In Order No. 91895, the Commission noted that OHEP anticipates its total EUSP funding in FY 2026 to be **$187,400,000**, which includes $400,000 in special state funds from Dominion Cove Point, $150,000,000 from SEIF, and $37,000,000 in ratepayer funds.[5]

[3] FY2026 Operations Plan was revised and uploaded to Case Docket 8903 on August 22, 2025.
[4] *In the Matter of the Electric Universal Service Program*, Case No. 8903, Commission Order No. 91895 (October 6, 2025).
[5] *Id.*, p. 3.

A. OHEP FY 2025 Annual Report

On March 17, 2026, OHEP filed with the Commission its *FY 2025 Electric Universal Service Program Annual Report* ("*FY 2025 Annual Report*"), in compliance with PUA §7-512.1(c)(2).[6] In its Annual Report, OHEP provided FY 2025 program year operations statistics covering July 1, 2024 through June 30, 2025 which is summarized in *Table 1* below alongside statistics from FY 2023 and FY 2024.

Table 1: Comparison of EUSP Data for FY 2023, 2024, and 2025 [7]

	Households Served	**Total Bill Assistance ($)**	Average Grant ($)
FY 2023	96,367	73,209,812	939
FY 2024	114,230	71,642,510	628
FY 2025	130,043	71,318,814	548
FY 24-> FY25 Difference	***13.8%***	***-0.5%***	***-12.7%***
	Households Served	**Total Arrearage Retirement ($)**	Average Grant ($)
FY 2023	29,376	32,977,849	1,123
FY 2024	29,604	30,224,809	1,029
FY 2025	35,470	34,614,887	976
FY 24-> FY25 Difference	***19.8%***	***14.5%***	***-5.2%***
	Households Served	**Total EUSP Spend ($)**	Average Grant ($)
FY 2023	125,743	106,187,661	1,031
FY 2024	143,834	101,867,319	829
FY 2025	165,513	105,933,701	762
FY 24-> FY25 Difference	***15.1%***	***4.0%***	***-8.0%***

The FY 2025 Annual Report indicated that benefit expenditures for bill assistance from all funding sources decreased slightly (0.5 percent) to $71,318,814 in FY 2025[8] compared with $71,642,510 in FY 2024 and $73,209,812.00 in FY 2023.[9] Meanwhile, total expenditures for

[6] Maillog No. 327965.
[7] FY 2025 Annual Report p. 16 - 19. FY 2024 Annual Report p. 12. FY 2023 Annual Report p. 20. Average Grant Total EUSP Spend is Staff's calculation.
[8] *Id.*, p. 20.
[9] FY 2023 Annual Report (Case No. 8903, Maillog No. 306599) states that $73,209,812.00 was spent on 2023 Bill Assistance while the following year's 2024 report (Maillog No. 315021) states that $90,400,000 was spent in 2023.

Electric Arrearage Retirement Assistance ("EARA") rose by 14.5 percent to $34,614,887 in FY 2025 as compared with $30,224,809 in 2024.[10] Both the average bill assistance benefit and the average arrearage retirement benefit decreased by -12.7 percent and -5.2 percent, respectively, due to approximately 18,000 more households being served by the program in FY 2025.[11]

OHEP also administers MEAP. Funded by Maryland's federal Low Income Home Energy Program ("LIHEAP") grant, MEAP provides heating assistance for eligible households. In addition to electricity and natural gas, MEAP provides assistance for oil, propane, and other non-regulated bulk fuels. In FY 2025, Maryland received $82,128,060 in LIHEAP funding and expects to receive a similar amount in FY 2026. Approximate MEAP spending is shown in *Table 2* below.

Table 2: FY 2025 MEAP Spending

LIHEAP		
SNAP Heat & Eat (LIHEAP)	$	2,688,000
DHCD Low Income Residential Weatherization (MEAP component)[12]	$	2,175,888
Total MEAP Expenditure (all Fuel Types)	$	59,897,359
Funding for OHEP Administrative Costs (MEAP component)	$	7,044,703
Gas Arrearage Retirement Assistance	$	7,820,157
Winter Crisis Gas Assistance	$	1,000,000
Total	**$**	**82,128,060**

In FY 2025, OHEP spent $26,010,717 on MEAP benefits for 64,997 *electric* heating customers, separate from EUSP assistance, which represents a spending decrease from the $30,000,000 spent on 43,784 electric heating customers in FY 2024.[13] MEAP customers broken down by fuel type are shown in *Table 3* below.

[10] OHEP FY 2025 Annual Report p. 8.
[11] *Id.*
[12] DHCD Low Income Residential Weatherization and OHEP Admin costs are funded by both LIHEAP and EUSP sources, which are ratepayer funds, SEIF, and Dominion Cove.
[13] Staff OHEP Annual Report FY 2024, p.22.

Table 3: MEAP Customers by Fuel Type [14]

Fuel Type	FY 2025	FY 2024
Coal	45	38
Electric	64,997	43,784
Gas	52,298	38,715
Kerosene	813	908
Oil	6,751	6,990
Propane	3,355	3,454
Wood	329	316
TOTAL	128,588	94,205

B. EUSP Benefit Calculation for FY 2025 and FY 2026

For bill assistance under the EUSP, OHEP uses a formula to customize the benefit amount to be paid to each participant. The following factors contribute to the size of a participant's EUSP benefit: (1) gross household income, (2) household size, (3) electricity usage, and (4) price of electricity for a given customer. In administering the EUSP, OHEP divides households into Benefit Levels based on gross household income using the federal poverty levels ("FPL"), as specified under PUA §7-512.1(a)(1). The lower an EUSP household's poverty level, the higher the benefit received by that household. The EUSP Benefit Levels for FY 2025 and FY 2026 are shown in *Table 4* below.

Table 4: Current OHEP Benefit Levels as a Percentage of FPL

Benefit Level	Category
1 (Highest)	0-25% FPL
2	26-50% FPL
3	51-100% FPL
4	101-150% FPL
5	151-200% FPL
6	Subsidized/Sub Metered Households in subsidized housing receive the second lowest benefit level, as their housing subsidy is assumed to offset some energy costs.
7 (Lowest)	Over 200% FPL (Categorical Eligibility Households Only)

[14] Staff OHEP Annual Report FY 2024, p.22, OHEP Annual Report FY 2025, p.4. Note: Staff calculated FY 2025 total (128,588) does not account for the Direct Pay Customers and Landlord Customers who received Fuel Assistance, which if included, would bring the total to OHEP's reported 128,906 customers.

The electricity usage of each EUSP participant, as certified by the participant's electric company, is taken into account up to a set limit which continues to be 12,000 kWh in FY 2025 and FY 2026. The FY 2025 formula for calculating EUSP benefits was Annual kilowatt hours (kWh) usage (by range) multiplied by the Average Annual Cost multiplied by the poverty level percentage (relative to household size).[15] OHEP's formula considers a household's total income and usage ensuring households with the lowest incomes and highest needs receive the most assistance.

IV. Funding Recommendations, Waivers, Benchmarks, and Allocation

A. Total Funding Recommended for FY 2026

Under the projected funding structures and new eligibility criteria, the Commission recommends $187,400,000 in FY 2026 EUSP funding, broken down by funding source and funding allocation in *Table 5* below.

Table 5: Projected Funds Available for FY 2026 from All Sources [16]

Funding Source	Amount
Ratepayer Statutory Collection	$37,000,000
Allocation from RGGI Auctions (SEIF)	$150,000,000
Dominion Cove Point Settlement	$400,000
EUSP Total	**$187,400,000**
+ MEAP Benefits for Electric Customers (actual FY2025 amounts)[17]	$7,815,948
Estimated Grand Total available for Electric Customers	$195,215,948
Funding Allocation	**Amount**
Bill Assistance (Rate Payer Funds)	$37,000,000
Bill Assistance (SEIF)	$ 107,931,374
Arrearage Retirement (SEIF)	$30,000,000
Outreach	$200,000
Energy Efficiency (DHCD Low Income Residential Weatherization) (EUSP Component)	$2,500,000
Data Management	$740,000
Funding for OHEP Administrative Costs (EUSP component)	$9,028,626
Total Funding Allocation	**$187,400,000**
+MEAP Bill Assistance for Electric Customers	$7,815,948
Estimated Grand Total spent on Electric Customers	$195,215,948

15 OHEP FY 2025 Annual Report p. 8.
16 Revised Staff Comments on OHEP Proposed Operations Plan FY 2026, Maillog No. 322435.
17 FY 2024 MEAP assistance for electric customers was $26,010,717.

OHEP projects available FY 2025 funding as follows: 1) ratepayer funding of $37,000,000; 2) SEIF funding of $150,000,000; and $) $400,000 in funds from the Dominion Cove Point Settlement. In light of the EUSP's statutory mandate and OHEP's increasing participation levels, the Commission recommends the EUSP budget and funding levels discussed broadly in OHEP's Annual Report inclusive of SEIF. The Commission supports OHEP's practice of using SEIF funds for both bill assistance and arrearage retirement because this allocation allows more ratepayer funding to be used for bill assistance.

While the Commission notes that OHEP did not offer a specific projection regarding the size of its bill assistance benefit in FY 2026, the Commission supports the continuation of an average OHEP bill assistance grant of at least $500. The Commission recommends that 12 percent of ratepayer money be set aside for administration and supports the continuation of outreach at the proposed level of $200,000. EUSP will require at least the same amount of funding in FY 2026 as it expended in FY 2025. The Commission continues to support the policy that the average benefit should continue to be weighted to those poverty levels where the need is greatest.

B. Funding for Bill Assistance and Electric Arrearage Retirement Assistance

OHEP did not project a FY 2026 enrollment figure or a bill assistance amount, however, they anticipated similar growth to the 16 percent[18] increase in bill assistance and 19.8 percent increase in arrearage assistance that it experienced between FY 2024 and FY 2025.[19] The Commission's Technical Staff ("Staff") calculates that total households served by bill assistance would increase from 130,043 to 150,850 while households served by arrearage retirement would increase from 35,470 to 42,498. If the average grant were to remain at FY 2025 levels, Staff calculates that OHEP would need to increase bill assistance spend from $71,318,814 to $82,665,735 and increase electric arrearage retirement spend from $34,614,887 to $41,478,381.

The Electric Customer Choice Act limits arrearage retirement assistance for EUSP participants to once every five years. In FY 2026, OHEP intends to award $30,000,000 in non-ratepayer funding. Despite arrearage expenditures exceeding the $30 million budget in FY 2025, OHEP recommended the same budget in FY 2026 and plans to reassess the need for arrearage funding in FY 2027 and other needs by monitoring application and enrollment trends, economic factors, electric rates, extreme weather, and local agency capacity.

The Commission supports this plan but notes that there may be increased need for arrearage assistance in FY2026. It is the Commission's long-standing position that the EUSP should fund

[18] OHEP Response to Staff Data Request 1-7 states that the 16% increase reported in OHEP's FY 2025 Annual Report vs. Staff's calculated 13.8% is due to "comparing the year-to-date case counts for the same point in each fiscal year."

[19] OHEP FY 2025 Annual Report p. 12.

current bills over past arrearages. Due to funding provided by SEIF, OHEP expends non-ratepayer funds for this purpose, and the Commission supports this expenditure. OHEP has lowered the maximum EUSP Bill Payment Benefit going forward in an effort to serve as many qualifying households as possible. OHEP has designed its revised bill payment plan to continue to weigh payments towards those with the lowest household incomes.

C. Income Limitation Waivers

Under PUA §7-512.1(a)(1), EUSP eligibility extends to 200 percent of the federal poverty level. However, PUA §7-512.1(a)(7) states that OHEP may waive the income limitations for customers who could qualify for a similar waiver under MEAP. The Commission has supported OHEP's ongoing practice of offering no waivers to households above the EUSP statutory limit. However, due to differing eligibility requirements, some categorically eligible households may exceed the 200% FPL limit. Though these categorically eligible households do not meet the threshold for receiving full benefits, OHEP still provides these households a nominal $25 benefit.

In FY 2025, 1,537 such households were granted income waivers which include a nominal $25 benefit.[20] OHEP proposes to repeat this practice in FY2026 while prioritizing assistance to households with the lowest incomes. The Commission does not oppose this practice for the coming year.

D. Customer Class Allocation

By Order No. 89105, issued April 24, 2019, the Commission lowered the residential rate for EUSP from $0.36 to $0.32 and also reduced rates for nonresidential customers by 30.64 percent.[21] All Maryland electric utilities were directed to file revised tariffs. The tariffs were filed and accepted by the Commission with effective dates of May 2019 and June 2019. Staff was directed to conduct an annual review in April of each year, and, should an over-collection exist for the previous fiscal year, file a recommendation with the Commission on how to change the rates to refund the over-collection to customers. OHEP reports that $27.4 million was collected from the C&I classes and $9.6 million was collected from the residential classes.[22]

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[20] OHEP FY 2025 Annual Report p. 15.

[21] Non-residential customers, from C&I classes, are allocated charges based on annual utility billings according to a 24-tier matrix. During the first quarter of each year, the electric companies are required to review the revenue received during the previous year and to reallocate EUSP charges to non-residential customers as necessary. Growth in the number of residential customers and changes in the amount of revenues from non-residential customers cause fluctuation in the amounts collected.

[22] OHEP FY 2025 Annual Report p. 15.

In FY 2025, OHEP expended the fill amount of EUSP funding from ratepayer fees and *there was no surplus carried over*.[23]

E. Federal Poverty Program Benchmarks

OHEP uses the federal poverty level to determine eligibility for EUSP assistance, both directly and through categorical eligibility. Under the EUSP legislation, eligibility is capped at 200 % FPL which itself is based on gross household income and family size and is updated periodically based on various inflation indices. OHEP uses a consistent eligibility system for the EUSP and the federally funded MEAP. The benchmark for determining EUSP eligibility is crucial to determining the aggregate funding needed by the EUSP. To the extent that aggregate funding interacts with benefit size, these benchmarks and the manner in which they are applied greatly affect the success and effectiveness of the EUSP. The Commission does not recommend changing the existing OHEP benchmarks.

F. Outreach Spending

In FY 2025, OHEP allocated $125,000 for outreach. In its FY 2025 Annual Report, in compliance with PUA §7-512.1(c)(2) reporting requirements, OHEP states that it spent a total of $30,189 on educational materials and engagement, of which $21,414 was spent on printed applications while $8,775 was spent on informational brochures. From its outreach budget, OHEP spent $99,954 on its Critical Medical Needs Pilot Program serving Baltimore City and Baltimore County.[24]

OHEP states that it has reserved $200,000 for FY 2026 outreach activities conducted by its local administering agencies. Outreach efforts will continue to be focused on assistance to medically fragile/vulnerable customers in completing applications and increasing awareness of categorical eligibility.

V. Conclusion

Based on the OHEP FY 2025 Annual Report, the Commission recommends that the total amount of funds for the EUSP for FY 2026 be at least $187,400,000 as discussed above. For the reasons stated herein, the Commission believes that this amount of funding is necessary to protect low-income electric customers in Maryland.

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[23] OHEP FY 2025 Annual Report p. 13.
[24] OHEP Annual Report FY 2025, p.5.

VI. Appendix A

Maryland Public Service Commission
Case No. 8903 – Annual Report FY 2025
Staff Data Request 1 to DHS OHEP
June 4, 2026

Note: In your reply, please contact **Alessendro Lee** (Alessendro.lee@maryland.gov) who is the Staff analyst and Staff counsel Harrison Scherr (harrison.scherr2@maryland.gov) to ensure that the responses are received in case of any absences. Thank you in advance.

1-1. LIHEAP received 82mn and was spent among the following programs. Is this generally correct? If not, please fill with correct information.

LIHEAP	**82,128,060**
SNAP H&E (LIHEAP)	2,688,000
DHCD LIRWeatherization (from MEAP)	2,175,888
total MEAP benefit expenditure (p3) w Suppl Pmt.	59,897,359
Admin 50% OHEP	7,044,703
GARA	**$7,820,156.85**
Winter Crisis Gas Assistance	**$1,000,000**

1-2. Regarding MEAP, pg. 6, is the $26,010,717 spent on electric customers plus supplemental payments included in the larger $59,897,359 MEAP spend on pg. 3? **Yes**

1-3. From what fund is Critical Medical Needs Pilot Program spending coming from? Is it SEIF/RGGI? **EUSP Outreach** Pg. 6 of the FY 2025 Annual Report states that $2,963,871 was provided in assistance. Is this bill assistance (BA) in addition to EUSP BA and MEAP BA?

1-4. Does the CMNP administrative funding come from EUSP outreach? **Yes** Pg. 6 of the FY 2025 Annual Report states that $99,954 was used, did this come from the allocated/budgeted $125,00? **This came from the allocated budget of $200,000, the outreach amount approved via the FY2025 EUSP plan.** I see that printed applications ($21,414) and info brochures ($8,775.45) were also from the EUSP outreach allocation. Is there any other spending that came from outreach?

Maryland Public Service Commission
Case No. 8903 – Annual Report FY 2025
Staff Data Request 1 to DHS OHEP
June 4, 2026

1-5. I added the MEAP and EUSP fuel numbers (Pg. 4 of the FY 2025 Annual Report) they add to 128,588 but the report (p. 3) states that MEAP assisted 128,906 households. What explains the difference and why is the number served by MEAP+EUSP **lower** than the number served by just MEAP? **This number does not account for the Direct Pay Customers and Landlord Customers who received Fuel Assistance.**

FY 2025 numbers	
coal	45
electric	64,997
gas	52,298
kerosene	813
oil	6,751
propane	3,355
wood	329
TOTAL	128,588
rep TOT	**128,906**
missing	318

Maryland Public Service Commission
Case No. 8903 – Annual Report FY 2025
Staff Data Request 1 to DHS OHEP
June 4, 2026

1-6. What is the total bill assistance for 2024? I could not find it in the FY 2025 Annual Report. Page 12 reports $100,597,566 in FY2024 Total EUSP (BA+EARA) which implies that $70,372,757.35 was spent on 2024 bill assistance (by subtracting EARA from p.14), but I also have a 71,642,510 figure. FY2024 was $71.6 Million as notes on the FY2024 EUSP report linked here https://psc.maryland.gov/wp-content/uploads/2025/11/2024-EUSP-Annual-Report.pdf.

	Households Served	**Total Bill Assistance ($)**
FY 2024	114,230	71,642,510
FY 2025	130,043	71,318,814
Difference	*13.8%*	*-0.5%*
	Households Served	**Total Arrearage Retirement ($)**
FY 2024	29,604	30,224,809
FY 2025	35,470	34,614,887
Difference	*19.8%*	*14.5%*

1-7. Regarding Households Served in the table above, pg. 12 of the Annual report states that Bill Assistance Households increased by 16% while EARA increased by 19.8%. How was the 16% calculated? **The percentage was calculated by comparing the year-to-date EARA case counts for the same point in each fiscal year and expressing the difference as a percentage.**

1-8. Regarding the table above, pg. 36 shows $34,615,087.97 in EARA spend. Is this the old uncured number? **This is the FY2025 Cured amount for EARA**

VII. Appendix B

Maryland Department of Human Services
Family Investment Administration
Office of Home Energy Programs

Electric Universal Service Program (EUSP)
Annual Report
State Fiscal Year 2025

Submitted to the
Maryland Public Service Commission

Introduction

The Electric Universal Service Program (EUSP) was established pursuant to the Electric Customer Choice and Competition Act of 1999 (the Deregulation Act of 1999), codified in Md. Code Ann., Public Utilities § 7-512.1. EUSP provides targeted financial assistance to eligible Maryland electric customers with annual household incomes at or below 200% of the federal poverty level. EUSP is a critical component of Maryland's energy affordability framework and is designed to reduce electric service arrearages, prevent utility service terminations, and promote service continuity for low-income households.

In accordance with Md. Code Ann., Public Utilities § 7-512.1(c)(2), the Maryland Department of Human Services (DHS), through the Office of Home Energy Programs (OHEP), is required to submit an annual report to the Public Service Commission (PSC) detailing the administration, performance, and outcomes of the EUSP. This report fulfills that statutory requirement. The State Fiscal Year (SFY) 2025 EUSP Annual Report provides responses to the statutory reporting questions outlined in the Public Utilities Article and presents a comprehensive summary of program operations, participation, and benefit expenditures for the reporting period. The report also highlights key trends, programmatic outcomes, and administrative considerations relevant to the ongoing implementation of EUSP and its role in supporting energy security for low-income Maryland households.

Updates:

a. **Unduplicated Data:** In SFY 2025, OHEP transitioned to a tracking methodology that reports unduplicated households applying for energy assistance. Under this approach, we are able to determine the unique number of households OHEP serves in a program year, even when those households participate in more than one of our programs.
b. **Program Manual Update**: DHS updated the OHEP manual to reflect operational changes and program requirements, which were not included in the 2021 Policy and Procedures Manual. This manual update provides user-friendly navigation with each section hyperlinked for quick access to comprehensive information.
c. **Development of a New Dashboard:** OHEP implemented a new data dashboard embedded in the data management system that enables local administering agencies to view high-level jurisdictional data.

d. **Updated Bulk Fuel Vendor Contracts:** DHS updated and executed bulk fuel vendor contracts. The new contracts detail DHS and the vendor shared commitments to OHEP customers, including clear delivery, payment, and crisis expectations.

e. **Streamlining Categorical Eligibility Application Processing:** OHEP worked with developers to enhance the current information system and identify duplicate categorical eligibility (CE) applications, eliminating the need for local administering agencies to review these applications manually. OHEP also added system logic to identify CE applications missing the utility account numbers needed for processing, triggering an automated Request for Additional Information (RFAI) letter, and reducing administrative burden on local administering agencies (LAAs).

f. **Return to Bi-Annual In-Person Staff Training:** Bi-annual training sessions were offered for LAAs to review policy and standardize processing to improve application processing times, performance, and reduce error rates.

g. **Customer Relationship Management System (CRM) Widespread Implementation:** All 20 of the LAAs were granted access to the CRM application, where they address and resolve work orders created by the DHS call center for their jurisdiction.

h. **Enhanced System Tracking:**

    i. Fund Tracking: Enhancements were implemented to track all allotted funds by LAA for both MEAP, EUSP, arrearage, and crisis funds within the system.

    ii. Supplement Administration: Existing logic was updated to administer and track MEAP and EUSP supplemental payments directly in the OHEP system, replacing manual spreadsheets.

    iii. Crisis Response: Enhancements were implemented to track year-round and crisis season (November-March) interventions and crisis payments in the system.

    iv. Data Integrity: Data validation reviews were completed for all standard reports, and updates were made to strengthen OHEP data integrity and reporting capacity.

i. **Reduced Average Processing Time Statewide:** The OHEP program significantly reduced statewide processing times by 87.49% or 25 days through paperless processing, categorically eligible applications, and mass certification for participating LAAs.

Program Administration

Part of the DHS Family Investment Administration (FIA), OHEP administers EUSP and other energy assistance programs. OHEP oversees 20 Local Administering Agencies (LAAs) across Maryland, which receive and process applications for these programs.

EUSP includes Electric Arrearage Retirement Assistance (EARA). EUSP and EARA are funded in part by proceeds from the Regional Greenhouse Gas Initiative (RGGI), under the Maryland Strategic Energy Investment Fund (SEIF). OHEP also administers the Maryland Energy Assistance Program (MEAP) and Gas Arrearage Retirement Assistance (GARA), funded by the federal Low Income Home Energy Assistance Program (LIHEAP). These programs all work together to help low-income Maryland households with their home energy needs. A standard OHEP application is used when applying for all programs per household. EUSP regulations governing the application process, local agency responses, bill payments, and arrearage retirement are outlined in COMAR 07.03.22.05, 07.03.22.06,07.03.22.07, 07.03.22.08.

Statutory Requirements

OHEP Reporting

Under Public Utilities § 7-512.1(c)(2), OHEP is required to submit an annual report to assist the Public Service Commission (PSC) with preparing its recommendations as required under Public Utilities § 7-512.1(c)(1). OHEP's responses to its statutory requirements are provided below.

1. ***The number of customers and the amount of distributions made to fuel customers under the Maryland Energy Assistance Program established under Title 5, Subtitle 5A of the Human Services Article, identified by funding source and fuel source;***

OHEP Response:

The Maryland Energy Assistance Program (MEAP) is funded by the federal Low-Income Home Energy Assistance Program (LIHEAP) Block Grant. In SFY 2025, 128,906 households received assistance through MEAP, with total benefit expenditures of $59,897,359. This total includes supplemental MEAP payments made to households at the end of SFY 2025, in addition to their annual grant.

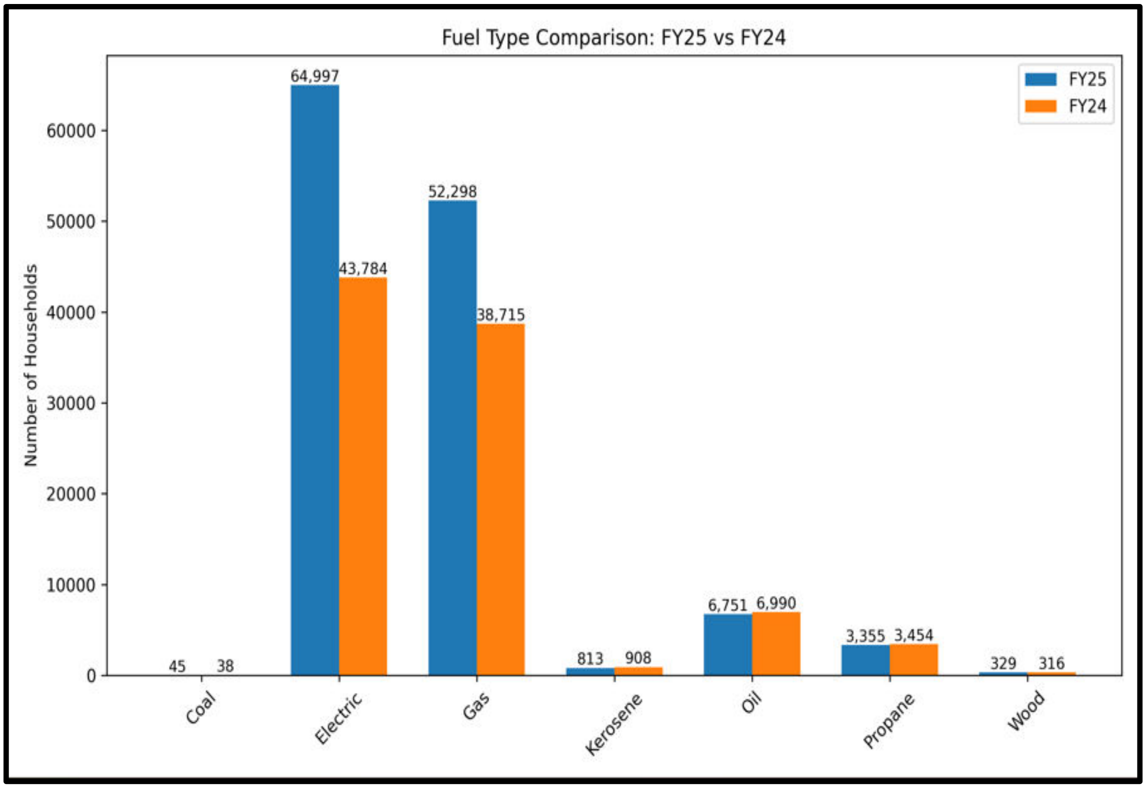
An additional 128,000 households received a SNAP Heat & Eat benefit of $21, funded by LIHEAP. Heat and Eat expenditures in SFY 2025 totaled $2,688,000. DHS also transferred $2,175,887.62 in MEAP funds and $2,186,315.50 in EUSP funds to the Department of Housing and Community Development (DHCD) in SFY 2025. These combined funds assisted 382 households through DHCD's weatherization and home energy efficiency programs for low-income households.

The table and chart below illustrate households served by fuel type.

Total MEAP and EUSP Households Served in SFY 2025, by Fuel Type

Fuel Type	Number of Households
Coal	45
Electric	64,997
Gas	52,298
Kerosene	813
Oil	6,751
Propane	3,355
Wood	329

MEAP and EUSP Households Served in SFY 2024 and 2025, by Energy Type



2. The cost of outreach and education materials provided by the Office of Home Energy Programs for the electric universal service program;

OHEP Response:

Outreach is a critical component of OHEP's work. In SFY 2025, OHEP spent $30,189.45 for educational materials to support outreach and client engagement for all of our programs, including EUSP. This included $21,414 for printed OHEP applications, to ensure households have access to program enrollment materials, and $8,775.45 for informational brochures designed to increase public awareness of available energy assistance programs and eligibility requirements. Central OHEP partners with Local Administering Agencies (LAAs) and various organizations to implement a broad array of outreach activities. In SFY 2025, OHEP allocated $125,000 to the LAAs to support supplemental outreach initiatives. Supplemental outreach initiatives included funding for the Critical Medical Needs Program (CMNP) pilot in Baltimore City and Baltimore County, operated by Utilities Advisors.

CMNP supports medically fragile individuals, including those who rely on lifesustaining medical equipment or on-going clinical care, by prioritizing their energy assistance applications and providing navigator-assisted support to reduce administrative barriers. In SFY 2025, OHEP used $99,954 in EUSP outreach funds for administrative costs that expand CMNP statewide. In SFY 2025, CMNP served 1,708 Maryland households, totaling $2,963,871 energy assistance benefits. The statewide expansion of CMNSP strengthened Maryland's ability to safeguard high-risk customers, minimize utility shut-offs related to processing delays, and align energy assistance delivery with broader public health and consumer protection goals.

Implementing categorical eligibility for energy assistance in 2024 changed how OHEP approaches outreach efforts. Categorically eligible households no longer need to apply directly for energy assistance. The Maryland Benefits system automatically generates applications and sends them to the appropriate LAA for processing. Traditional outreach to these households is no longer necessary to facilitate their access to OHEP programs.

3. ***The amount of money that the Department of Human Services receives, and is projected to receive, for low-income emergency assistance from:***
    A. ***The Maryland Strategic Energy Investment Funds under § 9-20B-05 of the State Government Article;***
    B. ***With respect to electric customers only, the Maryland Energy Assistance Program; and***
    C. ***any other federal, state, local, or private source.***

OHEP Response:
Maryland Strategic Energy Investment Fund (SEIF) - In SFY 2025, OHEP projected to receive $150,000,000 from SEIF. Initially, OHEP received $94,049,796 from SEIF for SFY 2025. This amount was later adjusted to $95,775,318 per the Department of Budget Management. OHEP must use SEIF funding for EUSP and EARA.

MEAP/LIHEAP - In SFY 2025, OHEP spent $26,010,717 on MEAP benefits for electric customers, including supplemental payments. MEAP is funded by the federal LIHEAP grant. In federal fiscal year (FFY) 2025, Maryland received $82,128,060 in LIHEAP funding. In FFY 2026, OHEP expects to receive a similar amount from LIHEAP.

Any other federal, state, local, or private source - In SFY 2025, OHEP received $37 million for EUSP from ratepayer fees, and OHEP projects receiving this $37 million annually, barring state statutory changes. Since 2019, OHEP has received an annual $400,000 allocation from the Dominion Cove Point settlement, which is used for EUSP. OHEP expects to continue to receive these settlement funds through 2039.

(ii) The Office of Home Energy Programs may satisfy the reporting requirements of subparagraph (i) of this paragraph by providing the commission with a copy of material that contains the required information and that the Office of Home Energy Programs submits to a unit of federal government.

OHEP Response:
Attachment A is the LIHEAP Households Report for federal FY 2025, which was submitted to the federal government.

PSC Reporting

Public Utilities § 7-512.1(c)(1) provides reporting requirements for PSC. Historically, OHEP has also responded to these requirements in its report to PSC. OHEP's responses to the PSC statutory requirements are provided below.

(i) subject to subsection (e) of this section, a recommendation on the total amount of funds for [EUSP] for the following fiscal year based on:

1. ***The level of participation in the amounts expended from the universal service program during the proceeding fiscal year;***

OHEP Response:
OHEP recommends $37 million for EUSP from ratepayer fees for SFY 2026, consistent with the SFY2026 budget passed by the General Assembly and with SFY 2025.[1]

In SFY 2025, OHEP received a total of 165,397 unduplicated applications from customers seeking heating and electric assistance. 130,043 households received EUSP bill assistance in SFY 2025. The average benefit, including supplemental payments, was $548. EUSP bill assistance expenditures totalled $71,318,814 in SFY 2025, a 16%

[1] For more information, see the FY26 EUSP Operations Plan.

increase compared to SFY 2024. Approximately 18,000 additional households received EUSP bill assistance in SFY 2025 than received EUSP assistance in SFY 2024.

In SFY 2025, OHEP used funding from SEIF for EARA benefits, allowing the full amount of EUSP ratepayer fees to be used for electric bill assistance. OHEP issued $34,614,887 in EARA benefits to 35,470 households in SFY 2025, with an average benefit of $976.

2. *How bill assistance and arrearage retirement payment to customers were calculated during the preceding fiscal year;*

OHEP Response:
Going into SFY 25, OHEP projected an increase in the number of households applying for energy assistance. OHEP reduced the maximum EUSP bill assistance benefit to make sure all eligible households could be served with the available funding. The combination of the adjusted benefit levels and lower demand than projected allowed OHEP to issue supplemental EUSP grants to households near the end of SFY 25.

The SFY 2025 formula for calculating the EUSP benefit amount was: *Annual kilowatt hours (kWh) usage (by range) multiplied by the Average Annual Cost multiplied by the poverty level percentage (relative to household size)*. This formula considers a household’s total income and its annual electric usage, ensuring that households with the lowest incomes and highest energy needs receive the most assistance.

EUSP benefit levels are structured according to the household's federal poverty level (FPL) and housing status, as follows:[2]

Benefit Level	Category
1 (Highest)	0-25% FPL
2	26-50% FPL
3	51-100% FPL
4	101-150% FPL
5	151-200% FPL

[2] For more information on the difference between Federal Poverty Level and OHEP Benefit Level, see Benefit Level vs Poverty Level Definitions.

Benefit Level	Category
6	Subsidized/Sub Metered Households in subsidized housing receive the second lowest benefit level, as their housing subsidy is assumed to offset some energy costs.
7 (Lowest)	Over 200% FPL (Categorical Eligibility Households Only)

To calculate a specific household's EUSP bill assistance, LAAs obtain the household's electric usage data from the customer's utility provider. If a household's kWh usage exceeds 12,000, then 12,001 is used when calculating the benefit. The LAA uses this data and the electricity cost per kilowatt-hour to estimate the household's annual electricity cost. Each household's final bill assistance amount is determined by their annual electric usage and estimated cost as well as the household's poverty level or subsidized housing status, if applicable.

SFY 2025 EUSP bill assistance benefit tables are provided below. In addition to a household's Benefit Level categorization, the amount of EUSP bill assistance is determined by the household's primary heat source and their annual electricity usage (within a range of kWh). According to the U.S Energy Information Administration (EIA), about 4 in 10 Maryland households use electricity as their primary heating source.[3] EIA data for 2024 indicates that the average residential electricity consumption in Maryland was about 929 kilowatt-hours (kWh) per month, which is approximately 11,150 kWh annually (929 kWh × 12).[4]

Level 1: 0-25% FPL				
Primary Heat Source	0-4,000 kWh	4,001-8,000 kWh	8,001-12,000 kWh	>12,000 kWh
Electric	$875	$900	$950	$1,000
Gas	$350	$400	$450	$500
Oil/Kerosene	$350	$400	$450	$500

[3] U.S. EIA, Electricity Data Browser, Maryland, Retail sales of electricity (million kilowatthours), annual 2001-23.
[4] U.S Energy Information Administration 2024

Level 1: 0-25% FPL				
Primary Heat Source	0-4,000 kWh	4,001-8,000 kWh	8,001-12,000 kWh	>12,000 kWh
Propane	$350	$400	$450	$500
Wood/Coal	$350	$400	$450	$500

Level 2: 26-50% FPL				
Primary Heat Source	0-4,000 kWh	4,001-8.000 kWh	8,001-12,000 kWh	>12,000 kWh
Electric	$800	$850	$900	$950
Gas	$300	$350	$400	$450
Oil/Kerosene	$300	$350	$400	$450
Propane	$300	$350	$400	$450
Wood/Coal	$300	$350	$400	$450

Level 3: 51-100% FPL				
Primary Heat Source	0-4,000 kWh	4,001-8.000 kWh	8,001-12,000 kWh	>12,000 kWh
Electric	$700	$800	$850	$900
Gas	$250	$300	$350	$400
Oil/Kerosene	$250	$300	$350	$400
Propane	$250	$300	$350	$400
Wood/Coal	$250	$300	$350	$400

Level 4: 101-150% FPL				
Primary Heat Source	0-4,000 kWh	4,001-8.000 kWh	8,001-12,000 kWh	>12,000 kWh
Electric	$700	$750	$800	$850
Gas	$225	$250	$300	$350
Oil/Kerosene	$225	$250	$300	$350

Level 4: 101-150% FPL				
Primary Heat Source	0-4,000 kWh	4,001-8.000 kWh	8,001-12,000 kWh	>12,000 kWh
Propane	$225	$250	$300	$350
Wood/Coal	$225	$250	$300	$350

Level 5: 151-200% FPL				
Primary Heat Source	0-4,000 kWh	4,001-8.000 kWh	8,001-12,000 kWh	>12,000 kWh
Electric	$650	$700	$750	$800
Gas	$175	$200	$250	$300
Oil/Kerosene	$175	$200	$250	$300
Propane	$175	$200	$250	$300
Wood/Coal	$175	$200	$250	$300

Level 6: Subsidized/Roomer/Boarder and Sub-metered (mixed poverty levels)				
Primary Heat Source	0-4,000 kWh	4,001-8.000 kWh	8,001-12,000 kWh	>12,000 kWh
Electric	$550	$600	$650	$700
Gas	$125	$150	$200	$250
Oil/Kerosene	$125	$150	$200	$250
Propane	$125	$150	$200	$250
Wood/Coal	$125	$150	$200	$250

Level 7: > 200% FPL (Categorical Eligibility Only)				
Primary Heat Source	0-4,000 kWh	4,001-8.000 kWh	8,001-12,000 kWh	>12,000 kWh
Electric	$25	$25	$25	$25
Gas	$25	$25	$25	$25
Oil/Kerosene	$25	$25	$25	$25

Level 7: > 200% FPL (Categorical Eligibility Only)				
Primary Heat Source	0-4,000 kWh	4,001-8.000 kWh	8,001-12,000 kWh	>12,000 kWh
Propane	$25	$25	$25	$25
Wood/Coal	$25	$25	$25	$25

3. The projected needs for the bill assistance and arrearage retirement components of the universal service program for the next fiscal year; and

OHEP Response:
OHEP anticipates growing demand for electric bill assistance and arrearage retirement in the coming years. In SFY 2025, there was a 16% increase in EUSP bill assistance paid and a 19.8% increase in arrearage retirement benefits paid, totaling $105,933,701 compared with $100,597,566 in SFY 2024. OHEP anticipates similar growth in SFY 26.

In setting benefit levels for SFY 26, OHEP factored in the supplemental grants in SFY 25 and decided to increase EUSP benefits slightly. OHEP maintained the SFY 2025 EUSP benefit calculation methodology, discussed above, for SFY 26. Electric benefits continue to be weighted so that customers with the greatest annual energy burden receive the most assistance. This benefit formula enables OHEP to align benefit amounts with household energy burden, improve forecasting accuracy, and ensure program sustainability without reducing access to assistance for eligible households.

OHEP will continue to track application trends and expenditures throughout SFY 2026 and will reassess the methodology as needed to maintain fiscal stability and equitable service delivery. OHEP carefully monitors several factors that could necessitate a reassessment of EUSP benefit amounts in the future:

1. **Application and Enrollment Trends**
   Fluctuations in the number of applications and enrolled households are analyzed to identify increases in demand for assistance.
2. **Economic Factors Impacting Household Income**
   Changes in the economic landscape, such as rising unemployment rates, increased demand for the Supplemental Nutrition Assistance Program (SNAP)

and cash assistance, declines in household income, and federal government shutdowns that result in furloughs, can affect the number of households qualifying for energy assistance.

3. **Adjustments to Market-Based Electric Rates Addressing Energy Burden** Any significant changes in electricity rates driven by market conditions could increase household energy costs.
4. **Increased Demand Due to Extreme Temperatures** Periods of extreme weather, colder-than-average winters, or hotter-than-average summers can drive higher energy usage, increasing the need for assistance among low-income households.
5. **Capacity of Local Administering Agencies (LAAs)** OHEP monitors the average application processing times across the state in order to understand the ability of LAAs to manage application volume and any future increased demand.
6. **Assessment of the 5-year Rule for Arrearage Retirement**: OHEP monitors how the five-year arrearage eligibility rule affects households over time, recognizing that benefit levels and arrearage needs may fluctuate as economic conditions change. While state policy limits arrearage assistance to once per household every five years, arrearage assistance received between January 1, 2020 and December 31, 2021 do not count toward the five-year limitation, pursuant to House Bill 606 (Chapter 638 of the 2021 Maryland Laws).

4. The amount of any bill assistance or arrearage retirement surplus carried over in the electric universal service program fund under subsection (f) (6) (i) of this section;

OHEP Response:

OHEP expended the full amount of SFY 2025 EUSP funding from ratepayer fees ($37M). There was no surplus carried over.

(ii) for bill assistance, the total amount of need, as determined by the Commission, for electric customers with annual incomes at or below 200% of the federal poverty level, and the basis for this.

OHEP Response:

Of the 130,043 households that received EUSP bill assistance in SFY 2025, the majority were at or below 200% of the federal poverty level (FPL). In SFY 2025, OHEP provided EUSP bill assistance to 128,519 households at or below 200% FPL.Of those, 17,372 were 0-25% FPL, 7,423 were 26-50% FPL, 26,164 were 51-100% FPL, 29,009 were 101-150% FPL, and 17,467 were 151-200% FPL. An additional 31,084 households below 200% FPL receiving EUSP bill assistance in SFY 2025 reside in subsidized or sub-metered housing. OHEP served a small number of households (1,524) with EUSP bill assistance in SFY 2025; these households qualified via categorical eligibility.

(iii) the amount of funds needed, as determined by the Commission, to retire arrearages for electric customers who have not received assistance in the preceding seven fiscal years and the basis for this determination;

OHEP Response:
Based on recent program utilization and expenditure trends, OHEP recommended a SFY 2025 budget of $30 million for the Electric Arrearage Retirement Assistance (EARA), at the conclusion of the 2024 SFY, which the Public Service Commission approved. The EARA program serves electric customers who have not received arrearage assistance in the preceding five fiscal years, with a maximum benefit of $2,000 for eligible households. The suggested funding level did not accurately reflect the need for EARA recipients in FY25, as overall expenditures increased to $34,614,887.

In SFY 2025, EARA served 35,470 households, a 19.8 percent increase from 29,605 households in SFY 2024, with total benefit expenditures increasing to $34,614,887 from $30,224,808.65 in SFY 2024. These expenditures reflect households meeting standard eligibility requirements, categorical eligibility, as well as approved Vulnerable Population Waivers for households with children age two and under, adults age 60 and over, and households with critical medical needs.

Despite EARA expenditures over $34 million in SFY 2025, OHEP recommended $30 million for EARA in the SFY 2026 EUSP Operations Plan to PSC.[5] OHEP will reassess the need for EARA funding in developing a plan for SFY 2027.

(iv) the amount of funds needed, as determined by the Commission, for bill

[5] FY26 EUSP Operations Plan

assistance and arrearage retirement, respectively, for customers whose income limitations may be waived under subsection (a) (7) of this section, and the basis for each determination;

OHEP Response:

OHEP is authorized under the Public Utilities Article §7-512.1(a)(6) to approve a waiver to the EUSP income eligibility requirements "in order to provide assistance to an electric customer who would qualify for a similar waiver under the Maryland Energy Assistance Program established under Title 5, Subtitle 5A of the Human Services Article." Under Human Service Article §5–5A–07, OHEP "shall enroll in any fuel and utility assistance program any household with an individual who meets the financial eligibility requirements established by the Department for a recipient of: 1) the Supplemental Nutrition Assistance Program; 2) Temporary Assistance for Needy Families; 3) Supplemental Security Income; or 4) means–tested Veterans Affairs benefits." This requirement is referred to as "categorical eligibility."

Due to differing eligibility requirements across the specified programs, some categorical eligibility households exceed the EUSP 200% FPL income threshold. Categorically eligible households with incomes above 200% FPL receive a nominal $25 EUSP bill assistance benefit and can receive arrearage retirement assistance, if applicable. In SFY 2025, OHEP provided a nominal benefit to 1,537 households. This policy is consistent with OHEP's overall approach of providing the highest level of assistance to households with the lowest incomes..

(v) the impact on customers' rates, including the allocation among customer classes, from collecting the total amount recommended by the Commission under item (i) of this paragraph;

OHEP Response:

Per Public Utilities Article §7–512.1.(e), the $37 million in ratepayer fees collected annually for EUSP are allocated as follows: $27.4 million collected from the industrial and commercial classes; and $9.6 million collected from the residential class. OHEP cannot speak to how collecting these fees impacted customers' rates.

Additional Information Not Required by Statute

Historically, OHEP provides additional information on EUSP and other energy assistance programs that it administered in its report to PSC. This information is included below.

SFY 2025 Program Summary

Administrative Operations

Twenty Local Administering Agencies (LAAs) across Maryland are responsible for receiving and processing applications for OHEP assistance, including EUSP benefits. Applications are accepted through various channels, including mail, email, fax, drop-offs, in-person interviews, outreach events, and the Maryland One (United Benefits) Application.[6] LAAs perform all necessary functions to provide EUSP benefits, which include:

a. Conducting outreach to raise awareness of the program;
b. Reviewing, verifying, and processing applications;
c. Assisting applicants in completing applications in person or over the phone as needed;
d. Responding to crisis situations (e.g., termination notices or off-service) by initiating contact with utility companies to prevent or restore service;
e. Determining eligibility for OHEP customers and screening applicants for all available OHEP benefits;
f. Certifying applications and benefit amounts; and
g. Referring applicants for additional assistance as necessary.

The central OHEP office carries out the following functions:

a. Program planning, budgeting, and policy development;
b. State and federal reporting;
c. Providing support for the LAAs;
d. Training LAAs and community partners;
e. Managing procurement and contracts;
f. Conducting LAA data monitoring and quality control;

[6] Maryland One App

g. Generating weekly Energy Delivery Statements (EDS) for payment processing;
h. Processing utility and bulk fuel payments;
i. Developing and implementing technology system enhancements; and
j. Conducting outreach

The central OHEP office is responsible for processing payments to utility providers for approved applications. Upon approval by the LAA, OHEP generates Energy Delivery Statements (EDS) and payment transmittal documents requesting disbursement from the DHS Fiscal Office (Accounts Payable). These payment requests are entered into Maryland's Financial Management Information System (FMIS), after which the Office of the Comptroller issues payments to utilities via check or electronic funds transfer.

Payment Processing and Data Transfer

The central OHEP office processes payment requests weekly in collaboration with DHS Accounts Payable. For major utilities, benefit data is transferred electronically via FileZilla. DHS uses Secure File Transfer Protocol (SFTP) to securely transfer confidential data, granting each utility a username and password to access it weekly.

Communication and Coordination

Regular communication among OHEP, LAAs, utilities, and stakeholders is vital for ensuring the timely and accurate dissemination of policy updates and addressing operational issues. Communication is carried out through:

a. Distributing OHEP newsletters to LAAs and DHS stakeholders;
b. Holding weekly meetings with the LAAs to update them on new developments and identify policy and operational concerns;
c. Maintaining written policies and procedures;
d. Submitting Weekly Agency monitoring reports;
e. Using OHEP Data System screen messages to announce system updates and alerts;
f. Organizing meetings and trainings, allowing LAAs to share best practices and receive program updates;
g. Collaborating with the Maryland Community Action Partnership;
h. Participating in annual meetings with utilities; and
i. Holding quarterly OHEP Advisory Board Meetings with utility, advocate, and LAA participation.

Administrative Expenditures

The following chart shows EUSP administrative expenditures from SFY 2008 through 2025. OHEP calculated expenditures from internal data, using the Temporary Assistance for Needy Families (TANF) definition of administrative costs as suggested by the federal LIHEAP Clearinghouse.

State Fiscal Year	EUSP Administrative Expenditures
2025	$2,823,968[7]
2024	$9,276,468
2023	$4,459,819
2022	$6,247,586
2021	$6,097,368
2020	$4,872,302
2019	$4,562,663
2018	$4,893,703
2017	$4,382,692
2016	$4,428,502
2015	$4,440,000
2014	$4,284,029
2013	$3,990,577
2012	$4,769,195
2011	$4,625,792
2010	$4,423,559
2009	$3,606,818
2008	$3,355,617

OHEP Data Management System

All OHEP applications are processed through the OHEP Data Management System, a statewide database that integrates all core functions required for application intake, processing, and benefit determination. DHS maintains a hosting contract to ensure

[7] In SFY 25, OHEP restructured administrative vs program expenses in order to be statutorily aligned with MD Code §9–20B–05(4), thus resulting in lower reported administrative cost across the program.

continuous system availability and reliability. Software maintenance and system enhancements are managed by the OHEP Scrum Team, which routinely updates the system to support new policy and program requirements, improve end-user functionality, and address system defects and bugs. Access to the OHEP Data Management System is secure and available via the DHS network or the DHS Virtual Private Network (VPN), enabling off-site application intake.

OHEP offers a public web portal where applicants can check their application status at https://myohepstatus.org/. Providing this site improves transparency and convenience for Maryland families seeking energy assistance.

Maryland Benefits

Maryland Benefits is Maryland's online benefits access platform. Maryland Benefits One Application, launched in July 2025, is mobile-friendly and enables the public to apply for multiple programs by completing a single application.

Energy assistance applications submitted through One Application are transmitted into the OHEP Data System daily by staff. In SFY 2025, OHEP received 74,603 applications through One Application.

Customer Service

In August 2024, DHS implemented a new central call center as the primary point of contact for customers seeking benefits information. The vast majority of customer calls and inquiries in SFY 2025 were received by the DHS call center. Call center staff assist OHEP customers with application inquiries and other questions, and they provide application status updates, similar to what is available on MyOHEPStatus.org. Call center staff have access to and are trained on the OHEP database to provide accurate information to customers. The call center can also connect customers with their LAA as needed. The DHS call center continues to improve customer service by providing central OHEP and the LAAs with better oversight and response tracking. This has allowed LAAs to focus more of their time on processing applications.

Bill Assistance

In SFY 2025, a total of $71,318,814 in EUSP bill assistance benefits was issued to 130,043 households. The average bill assistance benefit in SFY 2025 was $548 per household. The table below presents EUSP bill assistance data from SFY2008 through SFY2025, illustrating long-term trends in the number of households served. Note that EUSP eligibility was expanded from 175% of the federal poverty level (FPL) to 200% FPL beginning in SFY 2024.

Overview of EUSP Bill Assistance and Expenditures, SFY 2008-2025

State Fiscal Year	Households Served	Average Grant	Ratepayer Funds (millions)	Other Funds (millions)	Total Benefit Expenditure (millions)
2025	130,043	$548	$37	$34.3	$71.3
2024	114,230	$628	$20.8	$50.8	$71.6
2023	96,367	$939	$30.7	$59.7	$90.4
2022	79,951	$763	$27.5	$33.4	$60.9
2021	83,702	$504	$30.9	$10.9	$41.8
2020	84,079	$492	$30.9	$10.4	$41.3
2019	93,523	$506	$32.4	$14.9	$47.3
2018	94,655	$498	$32.2	$14.9	$47.1
2017	96,434	$506	$30.9	$17.8	$48.7
2016	102,947	$394	$30.7	$9.8	$40.5
2015	109,095	$351	$33.9	$4.4	$38.3
2014	115,664	$357	$35.4	$5.8	$41.2
2013	111,288	$325	$34.5	$1.6	$36.1
2012	120,739	$334	$38.8	$5.5	$44.3
2011	132,504	$446	$38.5	$20.7	$59.2
2010	129,670	$612	$37.0	$42.5	$79.5
2009	116,136	$688	$30.8	$49.3	$80.1
2008	100,670	$601	$30.8	$27.8	$58.6

Note: Total benefit expenditures for SFY2025 are net expenditures and exclude any adjustments made in FMIS after June 30, 2025. The households served data are from the OHEP Data Management System. SFY 2025 data are preliminary and may be revised in the future.

The tables below break down households receiving EUSP bill assistance benefits according to the OHEP benefit levels. As discussed earlier, benefit levels were adjusted in SFY 2025, as follows.

Benefit Level	Category
1 (Highest)	0-25% FPL
2	26-50% FPL
3	51-100% FPL
4	101-150% FPL
5	151-200% FPL
6	Subsidized/Sub Metered Households in subsidized housing receive the second lowest benefit level, as their housing subsidy is assumed to offset some energy costs.
7 (Lowest)	Over 200% FPL (Categorical Eligibility Households Only)

Count of Households Receiving EUSP Bill Assistance by Benefit Level, SFY 2025

State Fiscal Year	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7	Total
	0-25% FPL	26-50% FPL	51-100% FPL	101-150% FPL	151-200% FPL	Subsidized/ Sub-metered Households	Over 200% FPL	
2025	17,372	7,423	26,164	29,009	17,467	31,084	1,524	130,043

In SFY 2024, OHEP benefits were structured differently – level 1 was 0-75% FPL, level 2 was 76-110% FPL, level 3 was 111-150% FPL, and level 4 was 151-200% FPL. Additionally, prior to SFY 2024, the income limit for EUSP eligibility was 175% FPL rather than 200% FPL. Given these changes, the data for SFY 2009-2024 is provided in a separate table, consistent with what was reported in the SFY 2024 EUSP Report.

Count of Households Receiving EUSP Bill Assistance by Benefit Level, SFY 2009-2024

State Fiscal Year	Level 1	Level 2	Level 3	Pre-2024 Level 4	2024 Level 4	Total
	0-75%	76-110%	111-150%	151-175%	151-200%	
2024	37,938	31,710	26,283		18,299	114,230
2023	23,740	17,372	19,681	11,037		96,370

State Fiscal Year	Level 1	Level 2	Level 3	Pre-2024 Level 4	2024 Level 4	Total
	0-75%	76-110%	111-150%	151-175%	151-200%	
2022	29,936	21,773	19,358	8,022		79,953
2021	31,832	22,766	20,682	8,360		83,702
2020	28,797	24,808	22,206	8,268		84,079
2019	33,163	26,664	23,771	9,925		93,523
2018	34,991	26,175	23,784	9,705		94,655
2017	35,540	26,755	24,142	9,997		96,434
2016	40,498	27,156	25,114	10,179		102,947
2015	42,138	29,652	26,481	10,824		109,095
2014	44,398	32,028	28,149	11,089		115,664
2013	42,664	30,688	27,237	10,699		111,288
2012	46,102	32,888	29,586	12,163		120,739
2011	50,751	34,667	32,514	14,105		132,037
2010	48,242	34,091	32,678	14,480		129,671
2009	42,328	31,898	28,878	13,038		116,142

The tables below show the percentage of EUSP households receiving bill assistance at each benefit level. As above, SFY 2025 is presented separately from the historical data due to changes in the OHEP benefits structure.

Percent of Households Receiving EUSP Bill Assistance by Benefit Level, SFY 2025

State Fiscal Year	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7
	0-25% FPL	26-50% FPL	51-100% FPL	101-150% FPL	151-200% FPL	Subsidized/ Sub-metered Households	Over 200% FPL
2025	13.36%	5.71%	20.12%	22.31%	13.43%	23.90%	1.17%

Percent of Households Receiving EUSP Bill Assistance by Benefit Level, SFY 2009-2024

State Fiscal Year	Level 1	Level 2	Level 3	Pre-2024 Level 4	2024 Level 4
	0-75%	76-110%	111-150%	151-175%	151-200%
2024	33.2%	27.75%	23.0%		16.0%
2023	24.6%	18.0%	20.4%	11.5%	

State Fiscal Year	Level 1	Level 2	Level 3	Pre-2024 Level 4	2024 Level 4
	0-75%	76-110%	111-150%	151-175%	151-200%
2022	37.4%	27.2%	24.2%	10.0%	
2021	38.0%	27.2%	24.7%	9.9%	
2020	34.2%	29.6%	26.4%	9.8%	
2019	35.5%	28.5%	25.4%	10.6%	
2018	37.0%	27.6%	25.1%	10.3%	
2017	36.9%	27.7%	25.0%	10.4%	
2016	39.3%	26.4%	24.4%	9.9%	
2015	38.6%	27.2%	24.3%	9.9%	
2014	38.4%	27.7%	24.3%	9.6%	
2013	38.4%	27.5%	24.4%	9.7%	
2012	38.2%	27.2%	24.5%	10.1%	
2011	38.4%	26.3%	24.6%	10.7%	
2010	37.3%	26.3%	25.2%	11.2%	
2009	36.4%	27.5%	24.9%	10.2%	

Arrearage Retirement Assistance

OHEP predominantly uses SEIF funding, rather than ratepayer funds, to provide benefits under the Electric Arrearage Retirement Assistance (EARA) program, as shown in the table below.

Overview of EARA Program and Expenditures, SFY 2008-2025

Program and Year	Households Served	Average Grant	Ratepayer Funds (millions)	Other Funds (millions)	Total Benefit Expenditure (millions)
2025	35,470	$976	-	$34.6	$34.6
2024	30,189	$1029	-	$31.0	$31.0
2023	29,376	$1,123	-	$32.9	$32.9
2022	20,792	$997	$1.2	$19.5	$20.7
2021	17,774	$1047	$.5	$18.1	$18.6
2020	12,218	$779	-	$9.5	$9.5
2019	16,115	$835	-	$13.5	$13.5
2018	16,862	$871	-	$14.6	$14.6
2017	14,681	$925	-	$13.6	$13.6

Program and Year	Households Served	Average Grant	Ratepayer Funds (millions)	Other Funds (millions)	Total Benefit Expenditure (millions)
2016	16,321	$1,002	-	$16.3	$16.3
2015	17,815	$954	-	$17.0	$17.0
2014	22,384	$944	-	$21.1	$21.1
2013	16,423	$969	-	$15.9	$15.9
2012	14,011	$929	-	$13.0	$13.0
2011	19,243	$931	-	$17.9	$17.9
2010	30,078	$1,025	-	$30.8	$30.8
2009	22,295	$936	$1.5	$19.4	$20.9
2008	7,957	$801	$1.5	$4.9	$6.4

Cured Applications

The table below provides the number of applications denied for missing information that were corrected by the applicant and approved in the 90 day curing period by Local Administering Agency in SFY 2025.

Local Administrating Agency	Cured Applications
Allegany County Department of Social Services	432
Anne Arundel County Community Action Agency, Inc.	2,312
Baltimore City MOCFS	2,615
Baltimore County Department of Social Services	4,166
Caroline County Department of Social Services	114
Human Service Programs of Carroll County, Inc.	213
Cecil County Department of Social Services	750
Dorchester County Department of Social Services	210
City of Frederick Housing and Human Services	391
Garrett County, Maryland Community Action Committee, Inc.	83
Harford Community Action Agency, Inc.	343
Community Action Council of Howard County, MD, Inc.	1,324

Local Administrating Agency	Cured Applications
Kent County Department of Social Services	65
Montgomery County Dept. of Health and Human Services	1,736
Prince George's County Department of Social Services	2,417
Queen Anne's County Department of Social Services	94
Southern Maryland and Tri-County Community Action Committee	610
Neighborhood Service Center, Inc. (Talbot County)	23
Washington County CAC	562
SHORE UP! Inc.	390
Utility Advisors[8]	2
STATEWIDE	**19,016**

[8] In Baltimore City and County, the Critical Medical Needs Program (CMNP) is run by Utility Advisors rather than by the LAA. In the course of running CMNP, Utility Advisors processes energy assistance applications. The Baltimore City and County data from Utility Advisors is reported separately.

Attachments

Attachment A	FY25 LIHEAP Household Report
Attachment B	SFY 2025 Approved Applications, Benefits Remitted, and Average Benefit for EUSP Bill Assistance, EUSP Arrearage Retirement, and MEAP, by Jurisdiction
Attachment C	Distribution of EUSP Grants by KwH Usage
Attachment D	SFY 2025 EUSP Monthly Income Eligibility Guidelines
Attachment E	SFY 2025 Living Arrangements by Poverty Level
Attachment F	SFY 2025 Legislative Report as of 06/30/2024
Attachment G	SFY 2025 Legislative Report as of 09/30/2024
Attachment H	SFY 2025 Distribution of Household Income for EUSP Recipients
Attachment I	SFY 2025 Service Status of Recipients at Time of Application

Attachment A - Federal FY 2025 LIHEAP Household Report

Please note that this report is for federal FY 2025 (October 1, 2024 to September 30, 2025) not state FY 2025 (July 1, 2024 to June 30, 2025). Therefore the counts provided below do not align with state FY 2025 counts provided elsewhere in this document.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM
LIHEAP HOUSEHOLD REPORT-LONG FORM

I. Number of assisted households		
Number of assisted households		
Type of LIHEAP assistance	**A. Select if estimated data**	**B. Total Number of Households**
1. Heating	☐	137,840
Crisis		
a. Year-Round	☐	3,490
b. Winter	☐	2,543
c. Emergency Furnace Repair and Replacement	☐	207
d. Other Crisis Assistance	☐	31,873
e. Weatherization	☐	42,976
f. Any type of LIHEAP assistance	☐	137,840
g. Bill Payment Assistance	☐	137,840
h. Nominal Payments	☐	251,240

I. Assisted Households by Poverty Intervals for Each Type of LIHEAP Assistance					
Applicable HHS Poverty Guidelines, in effect at the beginning of FFY					
Type of LIHEAP assistance	**A. Under 75% poverty**	**B. 75%-100% poverty**	**C. 101%-125% poverty**	**D. 126%-150% poverty**	**E. Over 150% poverty**
1. Heating	51,054	26,474	20,008	17,402	22,902
Crisis					
a. Year-Round	2,013	578	453	362	642
b. Winter	1,129	348	249	224	381
c. Emergency Furnace Repair & Replacement	60	36	28	30	51
d. Other Crisis Assistance	14,195	4,837	3,803	3,475	5,563
e. Weatherization	16,794	7,725	5,922	5,246	7,289

II. Number of Assisted Households by Vulnerable Populations					
At least one household member who is a member of one of the following target groups					
Type of LIHEAP assistance	**A. 60 years or older (elderly)**	**B. Disabled**	**C. Age 5 years or under (young child)**	**D. Elderly, disabled, or young child**	
Heating	59,902	49,121	33,261	117,078	
Crisis					
a. Year-Round	638	1,027	1,350	2,689	

b. Winter	463	631	824	1,715	
c. Emergency Furnace Repair and Replacement	126	39	19	154	
d. Other Crisis Assistance	7,427	9,734	10,525	24,266	
e. Weatherization	15,374	15,859	11,819	35,739	
f. Any type of LIHEAP assistance	59,902	49,121	33,261	117,078	

III. Number of Assisted Households by Young Child Age Category (Optional)		
At least one member who is		
Type of LIHEAP assistance	**A. Age 2 years or under**	**B. Age 3 years through 5 years**
Crisis		
a. Year-Round	578	772
b. Winter	375	449
c. Emergency Furnace Repair & Replacement	17	10
d. Other Crisis Assistance	4,572	5,953
e. Weatherization	5,179	6,640

IV. Number of Assisted Households Owner/Renter Status	
A. Owner/Renter Status	**Total Number of Households**

1. Own	37,321
2. Rent with utilities billed separately	98,890
3. Rent with utilities in rental fee	478
4. Other	808
5. Unknown/not reported	343
6. TOTAL	137,840

V. Number of Assisted Household Applicants by Race and Ethnicity	
A. Ethnicity	**Total Number of Households**
1. Hispanic, Latino, or Spanish Origins	3,298
2. Not Hispanic, Latino, or Spanish Origins	46,044
3. Unknown/not reported	88,498
4. TOTAL	137,840
B. Race	**Total Number of Households**
1. American Indian or Alaska Native	175
2. Asian	2,748
3. Black or African American	55,730
4. Native Hawaiian or Other Pacific Islander	189
5. White	31,303

V. Number of Assisted Household Applicants by Race and Ethnicity	
A. Ethnicity	**Total Number of Households**
6. Multi-race (two or more of the above)	35,843
7. Other	8,554
8. Unknown/not reported	3,298
9. TOTAL	137,840

VI. Number of Assisted Household Applicants by Sex	Total Number of Households
1. Male	33,627
2. Female	104,044
4. Not reported	169
5. TOTAL	137,840

VII. Number of Assisted Household Members by Race and Ethnicity	
A. Ethnicity	**Total Number of Household Members**
1. Hispanic, Latino, or Spanish Origins	5,593
2. Not Hispanic, Latino, or Spanish Origins	204,454
4. TOTAL	210,047
B. Race	**Total Number of Household Members**

1. American Indian or Alaska Native	90
2. Asian	2,439
3. Black or African American	48,783
4. Native Hawaiian or Other Pacific Islander	187
5. White	18,482
6. Multi-race (two or more of the above)	35,559
7. Other	10,416
8. Unknown/not reported	94,091
9. TOTAL	210,047

VII. Assisted Household Members by Sex	**Total Number of Household Members**
1. Male	60,508
2. Female	60,979
3. Other	
4. Not reported	88,560
5. TOTAL	210,047

Attachment B - SFY 2025 Approved Applications, Benefits Remitted, and Average Benefit for EUSP Bill Assistance, EUSP Arrearage Retirement, and MEAP, by Jurisdiction

Note: The tables in Attachment B include applications submitted in SFY 2025 and cured after July 1, 2025.

EUSP Bill Assistance[9]

Jurisdiction	Total Applications Approved	Total Benefit Remitted	Average Benefit
Allegany County	4,811	$2,547,954	$529.72
Anne Arundel County	5,999	$3,298,355	$549.82
Baltimore City	30,976	$16,847,982	$544.10
Baltimore County	17,886	$9,544,583	$542.86
Calvert County	976	$563,723	$578.18
Caroline County	1,420	$780,696	$550.56
Carroll County	2,276	$1,192,421	$523.91
Cecil County	3,776	$2,089,741	$553.57
Charles County	2,325	$1,338,712	$576.04
Dorchester County	2,418	$1,310,338	$542.13
Frederick County	3,509	$1,826,145	$520.42
Garrett County	2,076	$1,063,399	$512.23
Harford County	5,132	$2,730,384	$532.03
Howard County	3,162	$1,739,880	$550.25
Kent County	841	$450,180	$535.93
Montgomery County	11,786	$6,321,669	$536.37
Prince George's County	14,312	$8,249,074	$576.50
Queen Anne's County	1,045	$572,030	$547.40
Somerset County	1,436	$845,681	$588.91
St. Mary's County	1,975	$1,118,153	$566.44
Talbot County	989	$555,249	$561.42
Washington County	4,642	$2,494,216	$537.78
Wicomico County	4,659	$2,741,914	$588.52

[9] The data in this table come from a point-in-time snapshot captured on October 9, 2025. Subsequent data validation resulted in slightly different counts of approved EUSP Bill Assistance applications and amounts of benefits remitted, as provided elsewhere in this report.

Jurisdiction	Total Applications Approved	Total Benefit Remitted	Average Benefit
Worcester County	1,619	$937,169	$578.86
Statewide	**130,046**	**$71,159,648**	**$548**

EUSP Arrearage Retirement Assistance[10]

Jurisdiction	Total Applications Approved	Total Benefit Remitted	Average Benefit
Allegany County	830	$597,251.87	$719.58
Anne Arundel County	2,077	$2,255,585.72	$1,085.98
Baltimore City	9,234	$8,193,580.77	$887.33
Baltimore County	5,272	$4,861,918.89	$922.22
Calvert County	206	$186,151.41	$903.65
Caroline County	299	$297,358.28	$994.51
Carroll County	398	$437,797.55	$1,099.99
Cecil County	1,111	$1,226,686.17	$1,104.13
Charles County	508	$461,846.74	$909.15
Dorchester County	643	$609,520.40	$947.93
Frederick County	683	$520,707.72	$762.38
Garrett County	124	$94,730.39	$763.95
Harford County	1,259	$1,291,157.04	$1,025.54
Howard County	791	$911,815.37	$1,152.74
Kent County	141	$124,301.94	$881.57
Montgomery County	3,351	$3,532,307.47	$1,054.11
Prince George's County	4,960	$5,375,317.14	$1,083.73
Queen Anne's County	258	$235,100.36	$911.24
Somerset County	424	$479,530.08	$1,130.97

[10] The data in this table come from a point-in-time snapshot captured on October 9, 2025. Subsequent data validation resulted in a slightly different total amount of benefits remitted for EUSP Arrearage Retirement Assistance, as provided elsewhere in this report.

Jurisdiction	Total Applications Approved	Total Benefit Remitted	Average Benefit
St. Mary's County	360	$313,648.02	$871.24
Talbot County	117	$79,984.69	$683.63
Washington County	698	$512,213.71	$733.83
Wicomico County	1,344	$1,606,472.83	$1,195.29
Worcester County	382	$410,103.41	$1,073.57
Statewide	**35,470**	**$34,615,087.97**	**$975.90**

MEAP

Jurisdiction	Total Applications Approved	Total Benefit Remitted	Average Benefit
Allegany County	4,605	$2,222,037.60	$482.53
Anne Arundel County	6,039	$2,778,753.46	$460.13
Baltimore City	30,818	$14,258,863.23	$462.68
Baltimore County	17,797	$8,273,183.561	$464.86
Calvert County	1,012	$441,712.34	$436.47
Caroline County	1,409	$659,178.81	$467.83
Carroll County	2,224	$963,758.48	$433.34
Cecil County	3,819	$1,823,382.77	$477.45
Charles County	2,391	$1,110,844.96	$464.59
Dorchester County	2,370	$1,078,622.36	$455.11
Frederick County	3,506	$1,480,925.72	$422.40
Garrett County	2,155	$1,260,074.70	$584.72
Harford County	4,947	$2,241,767.94	$453.16
Howard County	3,160	$1,316,446.83	$416.60
Kent County	851	$414,261.00	$486.79
Montgomery County	11,690	$4,899,442.50	$419.11
Prince George's County	13,777	$7,197,489.07	$522.43

Jurisdiction	Total Applications Approved	Total Benefit Remitted	Average Benefit
Queen Anne's County	1,051	$493,469.57	$469.52
Somerset County	1,454	$691,419.10	$475.53
St. Mary's County	2,048	$978,351.76	$477.71
Talbot County	993	$452,392.67	$455.58
Washington County	4,556	$2,070,655.20	$454.49
Wicomico County	4,598	$2,056,322.42	$447.22
Worcester County	1,636	$734,003.21	$448.66
Statewide	**128,906**	**$59,897,359.23**	**$464.66**

Attachment C - Distribution of EUSP Grants by KwH Usage

Distribution of EUSP Grants by KWH Usage Within Benefit Levels

Program: BILL PAYMENT
County: ALL
Vendor: ALL
Year: 2025

Run Date: 12/17/2025 6:34:44 PM

KWH Range	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7	Level 8	Level 9	Total
0 - 6000	4,270	1,574	6,684	7,342	3,953	11,591	345	0	0	35,759
6001 - 7000	1,334	442	1,824	2,205	1,243	2,671	100	0	0	9,819
7001 - 8000	1,263	500	1,823	2,089	1,241	2,559	123	0	0	9,598
8001 - 9000	1,216	472	1,780	2,000	1,173	2,109	110	0	0	8,860
9001 - 10000	1,156	454	1,536	1,777	1,160	1,885	86	0	0	8,054
10001 - 11000	1,053	448	1,448	1,678	973	1,647	84	0	0	7,331
11001 - 12000	882	399	1,392	1,430	926	1,308	87	0	0	6,424
12001 - 13000	825	389	1,210	1,304	865	1,145	65	0	0	5,803
13001 - 14000	770	366	1,131	1,275	882	1,060	81	0	0	5,565
14001 - Above	4,603	2,380	7,337	7,910	5,052	5,110	443	0	0	32,835
Total	**17,372**	**7,424**	**26,165**	**29,010**	**17,468**	**31,085**	**1,524**	**0**	**0**	**130,048**

[11]

[11] The SFY 2025 Distribution of EUSP Grants by KwH Usage data contains a discrepancy of five households due, in part, to historical data challenges with the OHEP data system. OHEP is currently collaborating with Maryland Benefits to resolve this issue.

Attachment D - SFY 2025 EUSP Monthly Income Eligibility Guidelines

SFY 2025 Income Eligibility Guidelines for EUSP	
HOUSEHOLD SIZE	**EUSP Maximum Monthly Gross Income (based on 200% of the Federal Poverty Level)**
1	$2,510.00
2	$3,406.67
3	$4,303.33
4	$5,200.00
5	$6,096.67
6	$6,993.33
7	$7,890.00
8	$8,786.67
9	$9,683.33
10	$10,580.00
For each additional person, add	$897

Attachment E - SFY 2025 Living Arrangements by Poverty Level

Living Arrangements by Poverty Level

Program: BILL PAYMENT

Agency: ALL

County: ALL

Year: 2025

Run Date: 12/17/2025 6:44:02 PM

Type of Income	Poverty Level 1	Poverty Level 2	Poverty Level 3	Poverty Level 4	Poverty Level 5	Poverty Level 6	Poverty Level 7	Poverty Level 8	Total
HOMEOWNER	4,559	1,836	9,083	12,213	6933	446	0	0	35,070
PUBLIC / SUBSIDIZED	4,712	3,605	13,046	6,376	2307	117	0	0	30,163
RENTER	12,718	5,558	16,995	16,738	10508	948	0	0	63,465
ROOMER/BOARDER	38	12	53	36	13	1	0	0	153
SUBMETERED	51	31	88	77	56	4	0	0	307
SUBSIDIZED SUBMETERED	123	79	265	90	33	4	0	0	594
unknown	96	29	88	56	24	4	0	0	297
County Totals for: ALL	**22,297**	**11,150**	**39,618**	**35,586**	**19874**	**1524**	**0**	**0**	**130,049**

12

[12] The SFY 2025 Living Arrangements by Poverty Level data contains a discrepancy of six households due, in part, to historical data challenges with the OHEP data system. OHEP is currently collaborating with Maryland Benefits to resolve this issue.

Attachment F - SFY 2025 Legislative Report as of 06/30/2025

Year	SFY 2024	SFY 2025	CHANGE	% CHANGE
	7/1/23-6/30/24	7/1/24-6/30/25	2024-2025	2024-2025
Applications YTD				
Total	243,252	174,522	-68,730	-28.3%
MEAP	231,542	161,202	-70,340	-30.4%
EUSP Bill Payment	238,165	162,729	-75,436	-31.7%
EUSP Arrearage Retirement	165,436	96,014	-69,422	-42.0%
Gas Arrearage Retirement	119,003	44,565	-74,438	-62.6%
Crisis	N/A	1,522	N/A	N/A
Receiving Benefits YTD				
MEAP	94,198	125,956	31,758	33.7%
EUSP Bill Payment	109,077	127,070	17,993	16.5%
EUSP Arrearage Retirement	28,197	34,491	6,294	22.3%
Gas Arrearage Retirement	8,550	11,379	2,829	33.1%
Crisis	N/A	1,256	1,256	100%

Attachment G - SFY 2025 Legislative Report as of 09/30/2025

Note: Due to OHEP's 90-day application curing period, applications received late in SFY 2025 may be approved between July 1 and September 30. For example, a household that applied in June 2025 could initially have their application denied for incomplete information and then have it cured and approved up to 90 days later, such as in August 2025. That application would still be considered as a SFY 2025 application, since it was initially submitted in June.

Year	**SFY 2024**	**SFY 2025**	**CHANGE**	**% CHANGE**
	7/1/23-6/30/24	**7/1/24-6/30/25**	**2024-2025**	**2024-2025**
Applications YTD				
Total	243,866	165,397	-78,469	-32.2%
MEAP	231,683	161,772	-69,911	-30.2%
EUSP Bill Payment	239,514	163,269	-76,245	-31.8%
EUSP Arrearage Retirement	164,533	95,982	-68,551	-41.7%
Gas Arrearage Retirement	119,536	44,360	-75,176	-62.9%
Crisis	N/A	1,522	1,522	100%
Receiving Benefits YTD				
MEAP	94,197	128,926[13]	34,729	36.9%
EUSP Bill Payment	112,132	130,043	17,914	16.0%
EUSP Arrearage Retirement	29,605	35,470	5,865	19.8%
Gas Arrearage Retirement	8,675	11,729	3,054	35.2%
Crisis	N/A	1,258	1,258	100%

[13]DHS has preserved the total number of households receiving MEAP benefits in SFY 2025 in this attachment as 128,926, which was reported to DLS in the Legislative Report as of 9/30/2025. Elsewhere in this report, DHS has reported 128,906 households receiving MEAP benefits in SFY 2025, which is the figure we believe to be accurate as of February 2026. DHS continues to work on improving data consistency and seeks to be transparent as revise previously reported data.

Attachment H - SFY 2025 Distribution of Household Income for EUSP Recipients

Distribution Of Household Income

Program: BILL PAYMENT
Agency: ALL
County: ALL
Year: 2025

Run Date: 12/17/2025 6:46:47 PM

Type Of Income	Benefit Level 1	Benefit Level 2	Benefit Level 3	Benefit Level 4	Benefit Level 5	Benefit Level 6	Benefit Level 7	Benefit Level 8	Benefit Level 9
EMPLOYMENT	1350	2082	7301	10667	9770	6528	1133	0	0
UNEMPLOYMENT	38	120	409	816	111	168	5	0	0
TCA	231	1624	217	9	4	1697	0	0	0
TDAP	59	344	13	0	2	314	0	0	0
SOCIAL SECURITY	194	993	12016	15022	6341	12457	182	0	0
SSI	137	769	3673	657	130	4857	8	0	0
VA/PENSION	76	109	320	536	463	246	48	0	0
ZERO INCOME	7007	27	26	27	15	1711	2	0	0
OTHER	4291	558	883	573	325	1258	58	0	0
SELF-EMPLOYED	335	535	1112	617	275	223	86	0	0
CHILD - NO INCOME	3280	26	49	67	33	1188	4	0	0
CHILD SUPPORT	383	237	158	32	7	443	1	0	0
Total :	**17381**	**7424**	**26177**	**29023**	**17476**	**31090**	**1527**	**0**	**0**

Attachment I - SFY 2025 Service Status of Recipients at Time of Application

Service Status of Recipients at Time of Application

Supplier	On	Off	Total
Totals For All Electric*	124,881	4,662	129,543
Totals For All Gas	53,830	2,815	56,645

*Includes EUSP and MEAP-only electric