

**THE PUBLIC SERVICE COMMISSION OF MARYLAND'S
UTILITY SERVICE PROTECTION PROGRAM (USPP)
ANNUAL REPORT
WINTER 2007-2008 RESULTS**

Submitted to the
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In Compliance with Section 7-307 of
The Public Utility Companies Article
Annotated Code of Maryland
(MSAR #522)

By the
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Winter Heating Season 2007-2008

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EXECUTIVE SUMMARY

The data collected for the 2007-2008 winter heating season show that the Utility Service Protection Program (“USPP”) continued to accomplish its goal of minimizing the number of service terminations among low-income customers despite increasing numbers of customers participating in the program. However, the overall average arrearage for participating customers increased by 28% from \$453 in 2006-2007 to \$578 in 2007-2008. There were 67,916 USPP participants for the 2007-2008 winter heating season, which is 13.6% more than the 59,796 USPP participants in the 2006-2007 winter heating season, and 83% more than the 37,079 USPP participants in the 1997-1998 winter heating season. The average Maryland Energy Assistance Program (“MEAP”) grant provided to USPP participants during 2007-2008 was \$332 compared with \$359 in 2006-2007.

The primary purpose of the USPP is to minimize service terminations during the winter, and the 2007-2008 data reported by the participating utility companies indicate that the percentage of terminations among the USPP population was low. Eight tenths of one percent (0.008) of the USPP population was terminated during the 2007-2008 winter heating season compared to 0.7 percent (0.007) of the USPP participants terminated during the 2006-2007 heating season. The low percentage of terminations indicates that the USPP is effective in keeping low-income customers’ service connected during the winter. The 2007-2008 winter heating results reflect the capability of the USPP, and the utilities managing the program, to provide this benefit to low-income customers.

The data in this USPP report provide information on Poverty Levels 1, 2, 3 and 4¹ compared with previous reports, which provided data on Poverty Levels 1, 2, and 3.² These changes are consistent with changes in the poverty levels used by the Department of Human Resources (“DHR”) to establish eligibility for grants from MEAP. Comparisons between the 2007-2008 winter heating season and the previous season are

¹ Poverty Levels 1, 2, 3 and 4 represent households with incomes measured against the federal poverty levels as follows: 0-75%, <75-110%, <110-150%, and <150-175%, respectively.

² Poverty Levels 1, 2 and 3 represent households with incomes measured against the federal poverty levels as follows: 0-50%, <50-100% and <100-150%, respectively.

therefore not precise across poverty levels, but are made nonetheless as a point of reference and to provide information on the MEAP assistance provided.³

Baltimore Gas and Electric Company's ("BGE") data response reported information on USPP participants for a fifth category of customers, which is not positively identified as one of the above-mentioned Poverty Levels, but which could not be excluded from the analysis for the 2007-2008 heating season. This category was also included to be consistent with the data magnitudes in previous reports and to prevent averages being inadvertently skewed downward.⁴

BACKGROUND

On March 1, 1988, the Maryland Public Service Commission ("Commission") issued Order No. 67999 in Case No. 8091, which established the Utility Service Protection Program as required by §7-307 of the Public Utility Companies Article, *Annotated Code of Maryland* ("PUC Article"). Section 7-307 of the PUC Article provides for the promulgation by the Commission of regulations relating to when and under what conditions there should be a prohibition against or a limitation upon the authority of a public service company to terminate, for nonpayment, gas or electric service to low-income residential customers during the heating season. Regulations governing the USPP are contained in the *Code of Maryland Regulations* ("COMAR") Section 20.31.05.

³ In addition, some companies stated that they did not have data available for Poverty Level 4 for this report due to existing computer programs that did not collect data on this poverty level. However, that does not mean there are no customers in Poverty Level 4 who are USPP-eligible. In other words, the data presented in this report for Poverty Level 4 may be understated.

⁴ As a result of its inclusion, the "Total" columns for BGE in the tables at the end of the report, as well as the "Totals" rows in these tables may not be horizontally aggregated by the reader of this report. Staff included the additional data and performed the relevant calculations in its excel worksheets (not included in this report).

The USPP is available to utility customers who are eligible for and have made application for a grant from the Maryland Energy Assistance Program administered by DHR's Office of Home Energy Programs ("OHEP"). The USPP is designed to protect eligible low-income residential customers from utility service termination during the winter. The USPP helps low-income customers avoid the accumulation of arrearages, which could lead to service terminations, by providing equal monthly utility payments for participants based on the estimated cost of annual service to the household. The USPP allows customers in arrears to restore service by accepting the USPP equal payment plan and by bringing outstanding arrearages down to \$400. The program encourages the utility to establish a supplemental monthly payment plan for customers with outstanding balances to reduce those arrearages. Maryland's gas and electric utilities are required to publicize and offer the USPP prior to November of each year. *See* COMAR 20.31.05.03.

Section 7-307 of the PUC Article requires the Commission to submit an annual report to the General Assembly on terminations of service during the previous heating season. To facilitate the compilation of such reports, the Commission directs all gas and electric utilities to collect specific data (COMAR 20.31.05.09). Through a data request issued by Commission Staff, the utilities are asked to report the following: 1) the number of USPP participants, MEAP eligible non-participants, total utility customers, and current participants who also participated the previous year; 2) the number of customers for whom the utility's service is the primary heating source; 3) the number of customers making supplemental payments, average supplemental payment amounts, and the amount of arrearage leading to those payments; 4) the number of USPP participating and eligible non-participating customers in arrears, the amount of the arrearage, and the amount of the average monthly payment obligations; 5) the average MEAP grant amount; 6) the number of customers dropped from the USPP for non-payment of bills; 7) the number of service terminations for USPP participants; 8) the number of customers consuming more than 135% of system average for the heating season; and 9)

the average cost of actual usage for the heating season.⁵ This report provides the summary and analysis of that information.

DATA REPORTING

Utilities serving residential customers in Maryland submitted data for this report. The Commission's March 2008 data request contained the same questions as those in all USPP data requests since the 1990-1991 reporting season. The eligible income brackets are separated into four categories: Poverty Level 1; Poverty Level 2; Poverty Level 3; and Poverty Level 4, with Poverty Level 1 being the lowest income bracket. The poverty levels are based on Federal Guidelines.

Pursuant to COMAR 20.31.05.01C, Hagerstown Electric Light Plant ("Hagerstown") operates an approved alternative program that allows MEAP-eligible customers to receive USPP-type assistance as needed during the heating season. As such, Hagerstown does not distinguish between USPP participants and all MEAP-eligible customers and does not maintain records indicating the number of individual customers who received assistance beyond that provided under MEAP.

PROGRAM PARTICIPATION

Table 1 shows the number of USPP participants and eligible non-participants. The data collected show that, during the 2007-2008 heating season, there were 67,916 participants in the USPP program. This represents an increase of 13.6% over that recorded for the 2006-2007 heating season, and an increase of 83% compared to the USPP participation in the 1997-1998 winter heating season. The total eligible population

⁵ Some of the questions in this year's data request were broken down to include snapshot data (as of March 31, 2008) and cumulative data (for the period November 1, 2007 through March 31, 2008). Some companies were unable to differentiate the responses for this year, and, therefore, did not provide responses for cumulative data. Of those companies that provided responses for cumulative data, it was evident that the data were inconsistently reported, and reflected various interpretations and mathematical calculations across categories. Staff was therefore unable to draw meaningful conclusions and did not include the data in this formal report.

for the 2007-2008 heating season was 80,448, which represents an increase of 14% compared to the 2006-2007 heating season, and an increase of 38.5% compared to the 1997 – 1998 winter heating season.

Baltimore Gas and Electric Company (“BGE”) accounted for 57.4% of all the 2007-2008 USPP participants, totaling 38,960. This represents an increase of 17% when compared with the number of USPP participants reported by BGE during the 2007-2008 heating season. Of all utility companies, BGE also had the highest percentage of eligible non-participants for the 2007-2008 heating season, which was 29.4%.

The Potomac Electric Power Company (“Pepco”) enrolled 8,857 customers in the USPP, which was the second highest number enrolled by any utility company. This number represented 13% of all USPP 2007-2008 participants, and it was an increase of 10% compared with the number enrolled in the 2006-2007 heating season. Delmarva Power and Light Company (“Delmarva”) had the third highest USPP participation level, with 6,718 customers enrolled for the 2007-2008 winter heating season, representing 10% of the total number enrolled by all companies, and an increase of 6.4% compared to the number enrolled in the 2006-2007 heating season. Washington Gas Light Company (WGL)–Maryland Division enrolled 3,995 (5.9%) customers in the USPP, while the Potomac Edison Company d/b/a Allegheny Power (“AP”) recorded 3,584 (5.3%) customers enrolled in the USPP.

Southern Maryland Electric Cooperative’s (“SMECO”) participation grew during 2007-2008, during which 852 customers were enrolled, compared to participation in 2006-2007, in which 669 customers were enrolled.

Table 2 presents USPP participation as a percentage of the total number of MEAP-eligible customers for 2007-2008 and 2006-2007. The overall rate of customer participation in the USPP for all utility companies for the 2007-2008 winter heating season was 84%, which is 5% lower than the 2006-2007 results, and 2% lower than the 2005-2006 results. The overall participation rate in 2007-2008 was 21% higher

compared to the participation rate in the 1997-1998 winter heating season. One hundred percent of eligible Pepco, Choptank Electric Cooperative (“Choptank”), and Somerset Rural Electric Cooperative (“Somerset”) customers participate in the USPP, 93% of eligible AP customers, 91% of eligible BGE customers, 75% of eligible WGL – Maryland Division customers, and 77% of Delmarva customers participate in the USPP program. There were lower participation rates of eligible customers among some of the other utilities, such as 57% of Columbia Gas of Maryland (“Columbia”) eligible customers, 66% of eligible Pivotal Utilities, Inc. d/b/a Elkton Gas (“Elkton”) customers and 36% of Chesapeake Utilities – Cambridge Gas Division, and 30% of eligible SMECO customers.

Table 3 presents the percentage of USPP participants who were also enrolled in the program during the 2006-2007 heating season. There was a 1% increase in the overall percentage of USPP participants between 2006-2007 and 2007-2008, where 56% of the 2007-2008 participants were also participants in the 2006-2007 heating season. Historical data show that 53% of the 1997-1998 participants also participated in the 1996-1997 heating season. The highest percentage of 2007-2008 USPP participants who also participated in 2006-2007 was represented by Pepco with 75%, followed by Delmarva with a 72% participation level.

EQUAL MONTHLY PAYMENTS AND ACTUAL HEATING SEASON USAGE

Table 4 provides a comparison of the average equal monthly billings to actual usage for USPP participants. The average monthly payments are calculated based on the previous year’s actual usage. The actual monthly payments are an average of five billing months, November 2007 – March 2008. The overall average monthly payment for all utilities was \$119.94 while the overall average monthly usage for the 2007-2008 heating season was \$128.20. During the 2006-2007 winter heating season, the overall average monthly payment was \$99.81, and the overall average monthly usage was \$157.47. The overall average monthly payment for the 1997-1998 winter heating season was \$85.92, with an overall average actual monthly usage of \$83.84.

SUPPLEMENTAL PAYMENTS AND ARREARAGES

Table 5 shows the percentage of USPP participants making supplemental payments (also known as alternate payments), the average monthly amount of those payments, and the average “supplemental arrearage” which led to those payments. The USPP encourages utilities to offer customers who have outstanding arrearages with the utility to place all or part of those arrearages in a special agreement or an alternate payment plan, to be paid off over an extended period of time. The deferred payment arrangements vary across utilities, and in some cases, the customer is automatically enrolled, while in other cases, the customer must request the special payment arrangement. For the purpose of this report, these special agreements are called “supplemental payments.” Placing outstanding arrearages in such special agreements allows customers to enroll in USPP and to be considered current in their utility payments as long as they continue to make their USPP equal monthly payments and their supplemental payments in a timely fashion.

The average monthly supplemental payment for Poverty Level 1 as of March 31, 2008 was \$34.95, and the average supplemental arrearage amount for the same period was \$561.14. Eighteen percent of Poverty Level 1 customers for all utilities make supplemental payments, while 17% of Poverty Level 2 customers, 16% of Poverty Level 3 customers and 18% of Poverty Level 4 make supplemental payments. As of March 31, 2008, the average monthly supplemental payment for Poverty Levels 2, 3 and 4 were \$30.62, \$35.93 and \$40.45, respectively, while the average supplemental arrearage amounts were \$510.94, \$513.59, and \$635.23 respectively.

In 2006-2007 data, 24% of Poverty Level 1 customers, 26% of Poverty Level 2 customers, and 14% of Poverty Level 3 customers made supplemental payments. The average monthly payment for Poverty Level 1 customers in 2006-2007 was \$46.18, and the average supplemental arrearage amount was \$473.33. Following a similar trend to that of 2006-2007, the 2007-2008 percentages of the eligible population making

supplemental payments in 2007-2008 are notably highest for Columbia Gas of Maryland and Delmarva.

Data collected during 1997-1998 for all utilities show that 53% of Poverty Level 1 customers, 41% of Poverty Level 2 customers and 40% of Poverty Level 3 customers were making supplemental payments. The average monthly amounts of the supplemental payments were \$13.51 for Poverty Level 1 customers, \$16.02 for Poverty Level 2 customers, and \$20.38 for Poverty Level 3 customers. The average supplemental arrearages were \$427.16, \$333.45, and \$321.31 for Poverty Levels 1, 2, and 3 respectively.

PARTICIPANT ARREARAGES AND PROGRAM COMPLIANCE

Table 6 presents the percentage of USPP participants, MEAP-eligible non-participants, and all other utility residential customers in arrears as of March 31, 2008. In the case of USPP participants, this means that the customer has failed to pay the total amount due on at least one equal monthly billing.

Overall, 2007-2008 USPP participants were more likely to be in arrears to the utility than eligible non-participants. For all utilities, 42% of USPP participants, 36% of eligible non-participants, and 12% of non-eligible customers are currently in arrears. Overall, BGE had the highest percentage of USPP participants in arrears at 57%, which represented an increase of 12% over its 2006-2007 percentage. SMECO had the second highest percentage of USPP participants in arrears at 45%, followed by Elkton Gas with 40% of USPP participants in arrears.

In comparison with the 2006-2007 winter heating season, the following utilities reported decreased percentages of USPP participants in arrears: Chesapeake Utilities; Choptank Electric Cooperative; Mayor and Council – Berlin; Columbia; Easton Utilities; Elkton; Washington Gas – Frederick Gas Division and AP). The following utilities

reported an increase in the number of USPP participants in arrears: BGE; Pepco; Delmarva; and SMECO, while one utility remained unchanged – Washington Gas – Maryland Division.

Table 7 presents the average dollar amount of arrearages for USPP participants, eligible non-participants, and non-eligible customers currently in arrears. The overall average arrearage for USPP participants was \$578.54 (which is an increase of 28% over the 2006-2007 overall arrearage amount of \$453.17), and the overall average arrearage for MEAP-eligible non-participants was \$528.48 (which is an increase of 11% compared to the 2006-2007 overall arrearage amount of \$475.33).

Choptank recorded the highest overall average arrearage of \$664.10 for USPP participants in 2007-2008, while Delmarva recorded the highest arrearage of \$772.11 for MEAP eligible non-participants. The overall average arrearage amount for non-MEAP customers was \$318.11, which is a decrease of 3.6% over the 2006-2007 amount of \$329.98. The overall arrearage amount for the 1997-1998 winter heating season was \$261.62 for USPP participants, \$295.96 for MEAP eligible non-participants, and \$203.24 for non-MEAP customers.

Table 8 presents the percentage of USPP participants who complied with the payment provisions of the program for 2007-2008 and compares that data to the previous year's results. According to the USPP provisions, a customer can be removed from the program and a customer's service may be terminated if the amount due on two consecutive monthly bills is not paid. Compared with the 2006-2007 compliance percentage of 81%, the overall compliance for 2007-2008 was 92%. The overall compliance percentage for 1997-1998 was 83%.

There was some variation in the compliance levels across Poverty Levels for 2007-2008, where it was 87% for Poverty Level 1, 91% for Poverty Level 2, and 90% for Poverty Level 3 and 86% for Poverty Level 4. There was 100% compliance for Somerset, while AP, SMECO, Washington Gas – Maryland Division, and Elkton Gas had

compliance levels of over 90%. Chesapeake Utilities – Cambridge Division had the lowest compliance percentage of 44%, and BGE stated that it does not remove customers from USPP for failure to pay the amount due on two consecutive monthly bills.

HEATING SEASON TERMINATIONS

Table 9 presents the number of USPP participants, eligible non-participants, and non-MEAP customers who had their service terminated during the heating season. The primary purpose of the USPP is the prevention of service terminations during the heating season. At least half of the utilities did not terminate any USPP participants during the 2007-2008 winter heating season. The utilities with no USPP terminations were Columbia Gas, Easton Utilities (electric and gas divisions), Washington Gas (Maryland and Frederick Gas divisions), AP, SMECO, Somerset, and Berlin.

During the 2007-2008 winter heating season, 526 USPP participants, 128 MEAP eligible non-participants, and 6,560 non-MEAP customers had their service terminated. During the 2006-2007 heating season, the service of 419 USPP, 110 MEAP eligible non-participants, and 4,422 non-MEAP customers was terminated. Data from 1997-1998 show that 324 USPP participants, 164 MEAP eligible non-participants, and 7,954 non-MEAP customers had their service terminated during the winter heating season.

Of the total number of 2007-2008 USPP terminations (526), BGE terminated 4.2%; Pepco terminated 46.4%; Choptank terminated 20.5%; Delmarva terminated 18.8%; Chesapeake Utilities – Cambridge Gas division terminated 2.1%; Chesapeake Utilities – Citizens Gas Division terminated 6.8%; and Elkton Gas terminated 1.1%.

Of the total number of USPP participants (67,916), BGE terminated 0.03% (.0003); Delmarva terminated 0.19% (.0019); Pepco terminated 0.46% (.0046); Choptank terminated 0.20% (.002), Chesapeake Utilities–Cambridge Gas division terminated 0.02% (.0002); Chesapeake Utilities – Citizens Gas Division terminated 0.07% (.0007); and Elkton Gas terminated 0.01% (.0001). The total percentage of USPP participants

who were terminated during the 2007-2008 winter heating season was therefore less than 1%.

Of the number of each utility's USPP population, the percentages of USPP customers that were terminated during 2007-2008 are given as follows: BGE terminated 0.06% (.0006) of their USPP customers; Delmarva terminated 1.5%; Pepco terminated 2.8%; Choptank terminated 5.1%; Chesapeake Utilities – Cambridge Gas division terminated 6.8%; Chesapeake Utilities – Citizens Gas Division terminated 17.6%; and Elkton Gas terminated 2.0% of their USPP participants.

Of the number of each utility's MEAP eligible non-participants, Delmarva terminated 2.6%, Chesapeake Utilities - Citizens Gas Division terminated 5.9%, Chesapeake Utilities – Cambridge Gas Division terminated 6.6% and BGE terminated 0.5%. There were no MEAP eligible non-participant terminations for Columbia Gas, Easton Utilities – Electric Division, Washington Gas, Berlin, AP, Pepco, Somerset, and SMECO.

HIGH ENERGY CONSUMPTION

Table 10 presents the percentage of USPP participants who consumed more than 135% of the system average for the utility providing service. For the 2007-2008 heating season, 34% of Poverty Level 1, 32% of Poverty Level 2, 33% of Poverty Level 3 and 34% of Poverty Level 4 participants consumed more than 135% of the system average energy between November and March. Overall, 33% of USPP customers consumed amounts of electricity and gas greater than 135% of the system average, compared to 30% in 2006-2007 and 28% in 1997-1998. AP, BGE and Delmarva had the highest overall percentages of USPP customers consuming more than 135% of the system average in 2007-2008.

PRIMARY HEAT SOURCE

Table 11 presents the percentage of USPP participants, eligible non-participants, and non-MEAP customers whose primary heat source is the energy provided by the indicated utility. Overall, for all utilities in 2007-2008, 74% of USPP customers, 63% of eligible non-participants, and 57% of non-MEAP customers receive their primary heat source from the utility responding to the data request. The overall 2006-2007 results indicated that 72% of USPP customers, 80% of eligible non-participants, and 44% of non-MEAP customers receive their primary heat source from a utility. The ten year comparison shows that the primary heat source of 65% of USPP participants, 60% of eligible non-participants and 63% of non-MEAP customers is provided by the utility. The utilities in 2007-2008 that recorded 100% for both USPP participants and eligible non-participants receiving their primary heat source from a utility were Chesapeake Utilities – Citizens Gas Division, Washington Gas – Frederick Division, and Easton Utilities.

MEAP GRANTS

Table 12 presents the average MEAP grant payable to the utility at the time of customer enrollment. The overall average 2007-2008 MEAP grant for all utilities was \$331.76 compared with \$358.73 in 2006-2007 and 206.33 in 1997-1998. The overall average in 2007-2008 for all utilities varied from \$318.87 for Poverty Level 1 customers, \$264.34 for Poverty Level 2 customers, \$232.00 for Poverty Level 3 customers, and \$208.57 for Poverty Level 4 customers.

CONCLUSION

The data collected for the winter 2007-2008 winter heating season show that the Utility Service Protection Program continued to accomplish its goal of minimizing the number of service terminations, even though the numbers of customers participating in the program increased. However, the overall average arrearage for participating customers increased by 28% from \$453 in 2006-2007 to \$578 in 2007-2008.

Data reported by the participating utility companies indicate that only 0.8 percent (.008) of the USPP population was terminated during the 2007-2008 winter heating season.⁶ The historical ten year comparison (1997-1998) shows consistency in the efficacy of the USPP, where terminations were less than one tenth of one percent of all USPP participants. The low number of terminations indicates that the USPP is effective in keeping low-income customers' service connected during the winter.

In addition to the USPP, MEAP, and EUSP providing assistance to low-income customers, utilities providing electric or gas service in Maryland have programs dedicated to assisting low-income customers. These programs are different from utility to utility, but all are focused on helping low-income customers with billing or other related issues. The survey results of the 2007-2008 heating season reflect the capability of the Utility Service Protection Program, and the utilities managing the program, to benefit low income customers.

⁶ This number does not reflect the number of terminations that occur when the winter heating season officially ends. Utility companies terminate many consumers on or after April 1 if those customers have built up arrearages during the winter.

TABLE 1 NUMBER OF 2007 - 2008 USPP CUSTOMERS AND ELIGIBLE NON-PARTICIPATING CUSTOMERS BY POVERTY LEVEL (“PL”)⁷

UTILITY	USPP Participants					Eligible Non-Participants					Overall
	PL 1	PL 2	PL 3	PL 4	Total	PL 1	PL 2	PL 3	PL 4	Total	Total
Baltimore Gas & Electric	8,536	6,013	6,939	2,731	38,960	1,512	625	643	296	3,691	42,651
Chesapeake Utilities											
Cambridge Gas Division	102	30	21	9	162	136	85	51	17	289	451
Citizens Gas Division	111	33	40	21	205	180	176	129	41	526	731
Choptank Electric Cooperative	700	709	530	189	2,128	**	**	**	**	4	2,132
Columbia Gas of Maryland	408	453	404	170	1,435	241	319	376	144	1,080	2,515
Delmarva Power & Light	2,412	2,040	1,664	602	6,718	794	541	496	198	2,029	8,747
Easton Utilities										0	
Electric	75	44	43	19	181	50	81	75	22	228	409
Gas	21	20	22	8	71	32	36	28	4	100	171
Elkton Gas Service	*	*	*	*	307	*	*	*	*	156	463
Washington Gas-Frederick Gas Division	134	69	51	28	282	95	52	46	18	211	493
Hagerstown Municipal Electric	**	**	**	**	**	171	195	115	28	509	509
Washington Gas - Maryland Division	1,592	995	952	456	3,995	463	380	323	191	1,357	5,352
Mayor & Council - Berlin	18	11	14	3	46	18	24	17	4	63	109
Potomac Edison	1,528	1,090	966	0	3,584	131	76	78	N/A	285	3,869
Potomac Electric Power Company	3,304	2,255	2,275	1,023	8,857	0	0	0	0	0	8,857
PPL	**	**	**	**	8	*	*	*	*	*	*
Somerset Rural Electric Cooperative	37	27	48	13	125	0	0	0	0	0	125
Southern Maryland Electric Cooperative	290	232	200	130	852	795	566	461	184	2,006	2,858
Williamsport	0	0	0	0	0	1	1	3	1	6	6
TOTALS:	19,268	14,021	14,169	5,402	67,916	4,619	3,157	2,841	1,148	12,540	80,448

* Not available

** Not available by Poverty Level

*** The City of Hagerstown offers an approved alternate USPP to all MEAP eligible customers

⁷ See explanation on page 4 regarding BGE data discrepancies.

TABLE 2 USPP PARTICIPATION AS A PERCENT OF TOTAL ELIGIBLE FOR EACH POVERTY LEVEL, 2007 - 2008⁸ AND 2006- 2007

UTILITY	2007 - 2008 Participation					2006 - 2007 Participation			
	PL 1	PL 2	PL 3	PL 4	Overall	PL 1	PL 2	PL 3	Overall
Baltimore Gas & Electric	85%	91%	92%	90%	91%	86%	90%	94%	91%
Chesapeake Utilities									
Cambridge Gas Division	43%	26%	29%	35%	36%	47%	32%	41%	43%
Citizens Gas Division	38%	16%	24%	34%	28%	36%	30%	27%	32%
Choptank Electric Cooperative	100%	100%	100%	100%	100%	99%	100%	100%	100%
Columbia Gas of Maryland	63%	59%	52%	54%	57%	68%	56%	51%	59%
Delmarva Power & Light	75%	79%	77%	75%	77%	80%	80%	81%	80%
Easton Utilities									
Electric	60%	35%	36%	46%	44%	41%	32%	31%	34%
Gas	40%	36%	44%	67%	42%	44%	32%	31%	34%
Elkton Gas Service	*	*	*	*	66%	73%	62%	58%	64%
Washington Gas-Frederick Gas Division	59%	57%	53%	61%	57%	53%	54%	56%	54%
Hagerstown Municipal Electric	**	**	**	**	**	**	**	**	**
Washington Gas - Maryland Division	77%	72%	75%	70%	75%	91%	87%	84%	88%
Mayor & Council - Berlin	50%	31%	45%	43%	42%	47%	37%	50%	45%
Potomac Edison	92%	93%	93%	0%	93%	96%	96%	97%	96%
Potomac Electric Power Company	100%	100%	100%	100%	100%	100%	100%	100%	100%
Somerset Rural Electric Cooperative	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southern Maryland Electric Cooperative	27%	29%	30%	41%	30%	25%	16%	16%	20%
ALL UTILITIES:	84%	86%	87%	82%	84%	86%	88%	91%	89%

* Not available by poverty level

**Offers an approved alternate USPP to all MEAP eligible customers

⁸ See explanation on page 4 regarding BGE data discrepancies.

TABLE 3 PERCENTAGE OF 2007 - 2008 USPP PARTICIPANTS WHO ALSO PARTICIPATED IN THE PROGRAM DURING THE 2006-2007 HEATING SEASON⁹

UTILITY	Poverty Level				
	PL 1	PL 2	PL 3	PL 4	Overall
Baltimore Gas & Electric	51%	58%	59%	49%	57%
Chesapeake, Citizens Gas	25%	27%	23%	14%	24%
Choptank Electric Cooperative	30%	30%	30%	30%	30%
Columbia Gas of Maryland	*	*	*	*	*
Delmarva Power & Light	69%	79%	73%	58%	72%
Easton Utilities					
Electric	61%	61%	58%	16%	56%
Gas	48%	40%	41%	50%	44%
Washington Gas-Frederick Gas Division	18%	25%	22%	25%	21%
Washington Gas - Maryland Division	49%	37%	33%	0%	36%
Potomac Edison	46%	56%	48%	*	49%
Potomac Electric Power Company	66%	88%	85%	53%	75%
Southern Maryland Electric Cooperative	10%	6%	7%	3%	7%
ALL UTILITIES:	52%	59%	58%	43%	56%

*Data Not Available

⁹ See explanation on page 4 regarding BGE data discrepancies.

TABLE 4 AVERAGE EQUAL MONTHLY PAYMENTS AND AVERAGE ACTUAL MONTHLY HEATING SEASON USAGE FOR 2007 - 2008 USPP PARTICIPANTS BY POVERTY LEVEL¹⁰

UTILITY	Average Monthly Payments (\$)					Average Actual Monthly Usage (\$)*				
	PL 1	PL 2	PL 3	PL 4	Overall	PL 1	PL 2	PL 3	PL 4	Overall
Baltimore Gas & Electric	130.00	139.00	120.00	171.00	132.10	141.46	140.81	134.04	139.77	133.25
Chesapeake, Citizens Gas	121.00	126.00	110.00	118.00	119.35	157.80	200.60	160.20	173.60	166.78
Choptank Electric Cooperative	107.00	92.00	104.00	142.00	104.36					129.63
Columbia Gas of Maryland	64.70	70.00	78.49	88.17	73.04	174.15	168.13	179.87	180.08	174.56
Delmarva Power & Light	148.09	132.00	141.76	157.71	142.50	187.58	169.52	182.23	200.84	181.96
Easton Utilities										
Electric	260.00	301.00	147.00	0.00	215.83	188.40	157.00	164.20	167.00	172.77
Gas	0.00	205.00	167.00	0.00	109.49	107.00	98.40	110.80	99.80	104.94
Elkton	**	**	**	**	67.25	**	**	**	**	114.75
Washington Gas-Frederick Gas Division	74.00	69.00	67.00	79.00	72.01	132.60	129.60	134.00	138.00	132.66
Washington Gas - Maryland Division	102.18	97.31	94.38	91.43	97.88	148.49	135.95	139.43	89.09	136.43
Potomac Edison	119.00	109.00	120.00	***	116.23	72.80	65.80	74.00	0.00	70.99
Potomac Electric Power Company	84.00	77.00	91.00	113.00	87.37	141.00	132.00	147.00	160.00	142.44
Southern Maryland Electric Cooperative	177.50	166.88	166.35	176.46	171.83	94.56	87.30	95.70	95.65	93.02
ALL UTILITIES WEIGHTED AVERAGE:	116.24	115.69	112.50	142.18	119.94	132.52	125.98	134.24	135.33	128.20

*Average monthly usage for five billing months of November 2007 – March 2008

** Not Available by Poverty Level

***Not Available

¹⁰ See explanation on page 4 regarding BGE data discrepancies.

TABLE 5 PERCENTAGE OF 2007-2008 USPP CUSTOMERS MAKING SUPPLEMENATAL PAYMENTS*, THE AVERAGE DOLLAR AMOUNT OF THOSE PAYMENTS, AND THE AVERAGE ARREARAGE REQUIRING PAYMENTS BY POVERTY LEVEL

UTILITY	Percentage of USPP Customers Making Supplemental Payments				Average Monthly Amount of Supplemental Payments (\$)				Average Supplemental Arrearage (\$)			
	PL 1	PL 2	PL 3	PL 4	PL 1	PL 2	PL 3	PL 4	PL 1	PL 2	PL 3	PL 4
Baltimore Gas & Electric	2%	1%	1%	2%	117.00	118.00	116.00	158.00	1,373	1,318	1,355	1,867
Chesapeake												
Cambridge Gas	**	**	**	**	**	**	**	**	**	**	**	**
Citizens Gas	39%	42%	33%	29%	49.00	58.00	51.00	53.00	304.00	327.00	292.00	312.00
Choptank Electric Cooperative	0%	0%	0%	0%	***	***	***	***	***	***	***	***
Columbia Gas of Maryland	73%	57%	48%	62%	26.21	26.46	28.89	28.16	272.78	256.74	241.96	264.04
Delmarva Power & Light	52%	47%	50%	60%	10.80	10.81	14.71	16.42	610.84	582.05	542.68	641.09
Easton Utilities												
Electric	13%	7%	2%	0%	103.00	158.00	83.00	0.00	427.00	224.00	273.00	0.00
Gas	0%	10%	0%	0%	175.00	199.00	0.00	0.00	521.00	196.00	0.00	0.00
Elkton Gas Service	***	***	***	***	***	***	***	***	***	***	***	***
Washington Gas-Frederick Gas Division	9%	3%	8%	7%	21.00	13.00	26.00	20.00	470.49	438.46	365.07	424.17
Washington Gas - Maryland Division	1%	1%	4%	3%	168.71	117.35	139.41	110.59	248.00	159.00	315	244.00
Mayor & Council - Berlin	0%	0%	0%	**	**	**	**	**	**	**	**	**
Potomac Edison	17%	22%	23%	***	33.00	36.00	33.00	***	211.00	263.00	236.00	185.00
Potomac Electric Power Company	39%	35%	36%	35%	49.00	42.00	46.00	46.00	604.00	524.00	560.00	619.00
Southern Maryland Electric Cooperative	45%	29%	29%	49%	50.01	46.01	55.54	53.39	405.14	368.93	394.51	392.97
ALL UTILITIES WEIGHTED AVERAGE	18%	17%	16%	18%	34.95	30.62	35.93	40.45	561.14	510.94	513.59	635.23

*Under COMAR 20.31.01.08

**Not required to provide this information

***Not Available

TABLE 6 PERCENTAGE OF 2007 - 2008 USPP PARTICIPANTS, MEAP ELIGIBLE CUSTOMERS AND NON-MEAP CUSTOMERS IN ARREARS* BY POVERTY LEVEL¹¹

UTILITY	USPP Participants					Eligible Non-Participants					Non-MEAP Customers
	PL 1	PL 2	PL 3	PL 4	Overall	PL 1	PL 2	PL 3	PL 4	Overall	
Baltimore Gas & Electric	66%	54%	55%	64%	57%	46%	42%	38%	47%	43%	10%
Chesapeake Utilities											
Cambridge Gas Division	0%	0%	0%	0%	0%	38%	28%	33%	35%	34%	25%
Citizens Gas Division	4%	3%	5%	14%	5%	33%	28%	26%	27%	29%	18%
Choptank Electric Cooperative	8%	7%	8%	15%	8%						21%
Columbia Gas of Maryland	39%	22%	19%	25%	26%	27%	16%	15%	11%	11%	21%
Delmarva Power & Light	33%	29%	32%	45%	33%	59%	43%	42%	47%	49%	12%
Easton Utilities											
Electric	7%	5%	2%	0%	4%	28%	10%	11%	14%	14%	22%
Gas	0%	20%	14%	0%	10%	31%	19%	14%	0%	21%	20%
Elkton Gas Service	***	***	***	***	40%	**	**	**	**	**	32%
Washington Gas-Frederick Gas Division	2%	4%	4%	4%	3%	6%	4%	7%	22%	7%	33%
City of Hagerstown	****	****	****	****	****	43%	19%	26%	32%	29%	17%
Washington Gas - Maryland Division	5%	4%	1%	1%	3%	63%	34%	61%	88%	58%	21%
Mayor & Council - Berlin	***	***	***	***	4%	**	**	**	**		14%
Potomac Edison	14%	10%	12%	**	12%	15%	11%	5%	**	11%	12%
Potomac Electric Power Company	31%	29%	27%	27%	29%	0%	0%	0%	0%	0%	25%
Somerset Rural Electric Cooperative	**	**	**	**	**	**	**	**	**	**	21%
Southern Maryland Electric Cooperative	48%	37%	38%	67%	45%	37%	27%	26%	27%	31%	31%
WEIGHTED AVERAGE ALL UTILITIES:	42%	35%	37%	46%	42%	43%	30%	32%	43%	36%	12%

* Customer is in arrears if some monthly billing is past due on March 31, 2008

** Not Available

*** Not Available by poverty level.

**** Offers an approved alternate USPP to all MEAP eligible customers

¹¹ See explanation on page 4 regarding BGE data discrepancies.

TABLE 7 AVERAGE ARREARAGE FOR 2007 - 2008 USPP PARTICIPANTS, MEAP ELIGIBLE CUSTOMERS AND NON-MEAP CUSTOMERS IN ARREARS* BY POVERTY LEVEL¹²

UTILITY	USPP Participants (\$)					MEAP Eligible Non-Participants (\$)					Non-MEAP Customers (\$)
	PL 1	PL 2	PL 3	PL 4	Overall	PL 1	PL 2	PL 3	PL 4	Overall	
Baltimore Gas & Electric	679.00	639.00	691.00	732.00	646.50	771.00	751.00	754.00	773.00	744.09	582.00
Chesapeake, Citizens Gas	53.00	240.00	150.00	135.00	115.70	126.00	164.00	170.00	133.00	148.27	200.00
Choptank Electric Cooperative	694.00	697.00	644.00	579.00	664.10	886.00	303.00	0.00	0.00	594.50	169.31
Columbia Gas of Maryland	197.02	164.01	232.28	228.06	199.19	236.28	216.47	199.48	161.80	213.47	201.47
Delmarva Power & Light	601.22	553.42	544.16	626.08	577.71	773.46	728.17	801.95	808.12	772.11	375.07
Easton Utilities											
Electric	438.00	198.00	275.00	0.00	357.63	475.00	364.00	356.00	237.00	397.61	226.00
Gas	0.00	267.00	189.00	0.00	233.57	212.00	402.00	547.00	0.00	339.14	189.00
Elkton	**	**	**	**	349.00	**	**	**	**	101.50	135.00
Hagerstown	***	***	***	***	***	678.00	686.00	639.00	1038.00	693.83	220.00
Washington Gas-Frederick Gas Division	61.00	62.00	76.00	215.00	81.78	446.00	356.00	390.00	563.00	454.00	71.00
Washington Gas - Maryland Division	23.93	10.47	18.18	27.33	19.23	338.74	304.20	351.08	298.90	327.66	262.62
Potomac Edison	161.00	149.00	148.00	0.00	154.74	311.00	253.00	326.00		298.38	152.00
Potomac Electric Power Company	149.00	142.00	155.00	174.00	151.40	0.00	0.00	0.00	0.00	0.00	177.00
Southern Maryland Electric Cooperative	573.01	577.07	683.44	608.34	603.32	485.45	475.81	521.58	497.81	491.11	191.82
Overall Weighted Average:	573.00	534.72	592.53	640.77	578.54	575.03	523.06	547.07	531.54	528.48	318.11

* Customer is in arrears if some monthly billing is past due on March 31, 2008

** Not Available by poverty level

*** Offers an approved alternate USPP to all MEAP eligible customers

¹² See explanation on page 4 regarding BGE data discrepancies.

TABLE 9 NUMBER OF 2007 - 2008 WINTER HEATING SEASON TERMINATIONS¹⁵

UTILITY	USPP Participants					MEAP Eligible Non-Participants					Non-MEAP Customers
	PL 1	PL 2	PL 3	PL 4	Total	PL 1	PL 2	PL 3	PL 4	Total	
Baltimore Gas & Electric	6	6	2	0	22	8	5	0	1	19	383
Chesapeake Utilities											
Cambridge Gas Division	8	3	0	0	11	15	4	0	1	19	60
Citizens Gas Division	26	3	5	2	36	15	9	7	1	31	257
Choptank Electric Cooperative	55	23	23	7	108	1	0	0	0	1	*
Columbia Gas of Maryland	0	0	0	0	0	0	0	0	0	0	24
Delmarva Power & Light	57	17	17	8	99	29	10	10	4	53	1074
Easton Utilities											
Electric	0	0	0	0	0	0	0	0	0	0	50
Gas	0	0	0	0	0	1	0	0	0	1	1
Elkton Gas Service	*	*	*	*	6	*	*	*	*	1	62
Washington Gas-Frederick Gas Division	0	0	0	0	0	0	0	0	0	0	0
Hagerstown Municipal Electric	**	**	**	**	**	2	0	0	1	3	25
Washington Gas - Maryland Division	0	0	0	0	0	0	0	0	0	0	0
Mayor & Council - Berlin	0	0	0	0	0	0	0	0		0	0
Potomac Edison	0	0	0	0	0	0	0	0	0	0	315
Potomac Electric Power Company	117	41	65	21	244	0	0	0	0	0	3,977
PPL	*	*	*	*	*	*	*	*	*	*	0
Somerset Rural Electric Cooperative	0	0	0	0	0	0	0	0		0	0
Southern Maryland Electric Cooperative	0	0	0	0	0	0	0	0	0	0	332
Williamsport	*	*	*	*	*	0	0	0	0	0	0
TOTALS:	269	93	112	38	526	71	28	17	8	128	6,560

*Not Available

** Offers an approved alternate USPP to all MEAP eligible customers

¹⁵ See explanation on page 4 regarding BGE data discrepancies.

TABLE 10 PERCENTAGE OF USPP PARTICIPANTS WHO CONSUMED MORE THAN 135% OF SYSTEM AVERAGE ENERGY FOR NOVEMBER 2007 - MARCH 2008¹⁶

UTILITY	Poverty Level				
	PL 1	PL 2	PL 3	PL 4	Overall
Baltimore Gas & Electric	46%	45%	39%	42%	38%
Chesapeake, Citizens Gas	27%	39%	30%	24%	29%
Choptank Electric Cooperative	7%	6%	8%	10%	7%
Columbia Gas of Maryland	*	*	*	*	19%
Delmarva Power & Light	36%	28%	34%	41%	34%
Easton Utilities					
Electric	0%	0%	0%	0%	0%
Gas	0%	0%	0%	0%	0%
Washington Gas-Frederick Gas Division	19%	20%	18%	11%	18%
Washington Gas - Maryland Division	4%	6%	5%	17%	6%
Potomac Edison	42%	49%	54%	*	48%
Potomac Electric Power Company	28%	26%	32%	*	29%
Southern Maryland Electric Cooperative	2%	2%	3%	5%	3%
All Utilities:	34%	32%	33%	34%	33%

* Not Available

** Not Available by poverty level

¹⁶ See explanation on page 4 regarding BGE data discrepancies.

TABLE 11 PERCENTAGE OF 2007 - 2008 USPP PARTICIPANTS, MEAP ELIGIBLE CUSTOMERS, AND NON-MEAP CUSTOMERS WHOSE PRIMARY HEAT SOURCE IS PROVIDED BY THE UTILITY BY POVERTY LEVEL¹⁷

UTILITY	USPP Participants					Eligible Non-Participants					Non-MEAP Customers
	PL 1	PL 2	PL 3	PL 4	Overall	PL 1	PL 2	PL 3	PL 4	Overall	
Baltimore Gas & Electric	78%	82%	82%	85%	82%	76%	78%	79%	77%	77%	49%
Chesapeake, Citizens Gas	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	91%
Choptank Electric Cooperative	42%	35%	32%	35%	36%	0%	0%	0%	0%	100%	0%
Columbia Gas of Maryland	100%	100%	100%	100%	100%	34%	38%	41%	35%	38%	94%
Delmarva Power & Light	69%	68%	66%	65%	67%	89%	88%	87%	88%	88%	45%
Easton Utilities											
Electric	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	104%
Gas	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	106%
Washington Gas-Frederick Gas Division	99%	99%	102%	100%	100%	100%	100%	100%	100%	100%	99%
City of Hagerstown	**	**	**	**	**	**	**	**	**	**	**
Washington Gas - Maryland Division	100%	99%	99%	98%	99%	99%	100%	97%	0%	98%	94%
Potomac Edison	70%	81%	85%		78%	84%	100%	100%	0%	93%	40%
Potomac Electric Power Company	35%	39%	38%	40%	37%	0	0%	0%	0%	0%	25%
Southern Maryland Electric Cooperative	80%	91%	89%	76%	84%	0%	0%	0%	0%	0%	0%
TOTALS:	70%	72%	73%	74%	74%	62%	60%	62%	63%	63%	57%

* Not Available

** Offers an approved alternate USPP to all MEAP eligible customers

¹⁷ See explanation on page 4 regarding BGE data discrepancies.

TABLE 12 AVERAGE MARYLAND ENERGY ASSISTANCE PROGRAM GRANT* FOR 2007-2008¹⁸ AND 2006-2007 USPP PARTICIPANTS BY POVERTY LEVEL

UTILITY	Average 2007-2008 Grant (\$)					Average 2006-2007 Grant (\$)			
	PL 1	PL 2	PL 3	PL 4	Overall	PL 1	PL 2	PL 3	Overall
Baltimore Gas & Electric	543.00	443.00	347.00	300.00	366.28	610.00	463.00	286.00	402.24
Chesapeake, Citizens Gas	362.00	350.00	237.00	234.00	322.57	374.00	320.00	226.00	322.78
Choptank Electric Cooperative	329.00	304.00	286.00	289.00	306.41	290.00	241.00	250.00	260.52
Columbia Gas of Maryland	513.83	440.35	370.87	321.44	427.59	507.67	500.96	503.89	504.25
Delmarva Power & Light	**	**	**	**	266.00	**	**	**	258.30
Easton Utilities									
Electric	284.00	235.00	266.00	211.00	260.15	204.00	160.00	176.00	180.21
Gas	327.00	208.00	190.00	158.00	231.99	272.00	239.00	217.00	242.02
Elkton	**	**	**	**	258.25	217.00	218.00	185.00	206.69
Washington Gas-Frederick Gas Division	242.00	243.00	234.00	217.00	238.32	234.00	243.00	240.00	238.00
Washington Gas - Maryland Division	389.71	378.46	353.87	326.14	371.11	795.37	767.03	689.20	764.49
Potomac Edison	162.00	143.00	156.00	***	154.60	120.00	115.00	105.00	114.35
Potomac Electric Power Company	**	**	**	**	300.00	**	**	**	264.00
Southern Maryland Electric Cooperative	345.91	225.41	266.76	254.93	280.64	229.35	255.21	234.08	236.58
ALL UTILITIES:	318.87	264.34	232.00	208.57	331.76	375.20	285.72	242.01	358.73

* Average grant payable to the utility at the time of customer enrollment plus supplemental awards (if any)

** Not available by poverty level

*** Not available

¹⁸ See explanation on page 4 regarding BGE data discrepancies.