
*Customer Rights
and Responsibilities*



City of Hagerstown
MARYLAND
2025/2026

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EMERGENCY CONDITIONS

In the event of emergency conditions, such as downed power lines, or if your service is interrupted you should call:

(301) 790-2600

Before calling the Hagerstown Light Department (HLD), please first examine your fuse or circuit breaker box to see whether a fuse has blown or a circuit breaker has tripped. If this is the case, you may have a defective appliance or wiring and should contact an electrician. **This inspection could save you an after-hours service fee.**

If you or any member of your family rely on a *life support system* such as a respirator or an artificial kidney machine, please submit a life support certificate in advance and remind us when you report the emergency.

APPLICATION FOR SERVICE

Customers must apply for service or request transfer of existing service at least two (2) business days in advance. You may come in person to the City of Hagerstown Customer Service Center located at 32 North Potomac Street or email a completed application form to movers@hagerstownmd.org. Customers may be required to pay past-due bills and/or, security deposit before service is provided. Customers must call (301) 790-4160 to confirm receipt and approval of application. Email transmission of the application is not proof that a service will be given. Application forms are available at www.hagerstownlight.org or www.hagerstownmd.org. All persons on an account shall be customers of record. Each customer of record may be required to show proper identification and other documents such as a lease contract. A connection fee will be collected for same day service and electric will be turned on after 4:00 pm.

All new service is provided to customers on a 30-day conditional basis. During this period, service may be discontinued after proper notice if material facts were omitted or misrepresented on the application for service. The City reserves the right to revoke service due to incarceration, death, or non-disclosure of material facts.

SECURITY DEPOSITS

The purpose of a security deposit is to guarantee the payment of a final bill. It is not intended nor can it be applied against any delinquent or current bills.

For *residential customers*, deposits may be required unless the applicant otherwise establishes credit. Alternate methods of establishing credit may be found in Commission regulations (COMAR 20.30.02). The amount of the deposit will be two-twelfths of the applicant's estimated charges for the next 12 months, but not less than \$5.00. The company will not require an initial security deposit from residential applicants 60 years of age or older, with satisfactory proof of:

- 1) Age
- 2) Intent to be the primary consumer of the service as evidenced by lease, mortgage, rental agreement, or title to the dwelling unit to be served being maintained in the name of the applicant, and

- 3) The absence of any outstanding bill owed to a utility for service.

A customer with established credit who fails to pay a bill by the expiration date of a termination notice may be required to re-establish credit by paying a deposit in addition to paying the outstanding bill and reconnection charge, if a prior deposit has been refunded or applied to the account. (COMAR 20.30.02.03 B & 20.30.01.03 B)

A present or former customer applying for service may be required to re-establish credit if he/she owes an outstanding bill, was terminated during the last 12 months because of nonpayment of a bill, failed to pay a bill by the due date on more than two occasions in the last 12 months, is more than two months in arrears, or the conditions of service or basis of original credit have materially changed. (COMAR 20.30.02.03 A & 20.30.01.03 A)

If requested by a customer, we will provide a means by which a deposit amount over \$50 may be paid in installments.

For *non-residential customers*, deposits are required if the applicant has not established satisfactory security or credit, or the customer is delinquent in paying bills. Alternate methods of establishing credit may be found in Commission regulations (COMAR 20.30.01). The amount of deposit shall not exceed the maximum estimated charge for two consecutive billing periods.

After 12 months, during which timely bill payments have been made and with no disconnection of service, the deposit, together with accrued interest, will be refunded or applied to the electric account.

Simple interest accrues on deposits retained for all customers. This rate is adjusted annually by the Commission. Security deposit and accrued interest will be applied to the customer's account when service is discontinued. A credit final balance on the account arising from State funded program(s) will be refunded back to the State.

Further details concerning security deposit regulations can be obtained by contacting the Commission's offices.

WHEN YOU MOVE

If you are moving within our service area, you must apply for service at least two business days in advance to ensure timely service connection. You may apply in person at the the City of Hagerstown Customer Service Center located at 32 North Potomac Street or you may call (301) 790-4160. Each customer is required to show proper identification or give out information over the phone to ensure identity. A security deposit and payment of past-due bills may be required prior to the move and a service fee will appear on the first bill.

If you are moving outside our service area, you must have service discontinued by calling or appearing at the City of Hagerstown Customer Service Center located at 32 North Potomac Street. We will request your new address and your final bill will be forwarded to you after we have made a final meter reading. Please request a service order confirmation number for your records.

METER READING AND BILLING POLICIES

Your meter is read approximately the same date each month. Unusual conditions such as severe weather, locked gates, unfriendly dogs, etc. may prevent reading on the scheduled day. If your meter is not read on schedule, a back-call will be completed and a special reading will be taken. If we are unable to take a special reading, your consumption will be estimated. An estimated reading is indicated on your bill by the letter "E" under Read Code.

This estimated reading will be based on your previous usage of electricity, the weather and the number of days in the billing period and may not be exact. Any difference in the reading will be automatically adjusted when the next actual reading is taken.

If you continue to get estimated bills because the meter reader cannot gain access to the meter, you should telephone (301) 790-2600 and either schedule to drop-off a key or to provide specific instructions. In those instances where a meter reader cannot gain access to your premises to obtain a meter reading, the number of estimated readings shall be limited to 2 times. Thereafter your service is subject to termination with prior notice.

Bills are mailed or emailed monthly to all customers. A sample bill is shown on page 8. Be certain your mail receptacle is properly marked so the Postal Service will deliver your bill. Please contact Customer Service if you do not receive a monthly bill. If you want your bills delivered via email, please sign into the web portal.

PAYING YOUR BILL

Bills are due within 21 days of the statement date that appears on the payment stub. We offer the following payment options:

1. By mail: Send a check or money order, with your account number noted, to: City of Hagerstown, P.O. Box 4608, Lancaster, PA 17604-4608. **DO NOT SEND CASH.**
2. Walk-up drop box at the City of Hagerstown Customer Service Center located at 32 North Potomac Street. Check or money order only with your account number noted. **DO NOT INSERT CASH.**
3. In person: At the at the City of Hagerstown Customer Service Center located at 32 North Potomac Street.
4. Over the phone: By credit card (Visa, Master Card, or Discover) or check your account balance 24/7 with our automated phone service. Call 1-844-451-1585. Please have your ACCOUNT NUMBER and CUSTOMER ID available. For in-person payments over the phone with a Customer Service Representative during normal business hours, a convenience fee will apply.
5. Internet payment: by credit card (Visa, Master Card, Discover, or PayPal credit) or automatic debit (Google Pay, Apple Pay, eCheck, PayPal, or Venmo) available at www.invoicecloud.com/cityofhagerstownmd, a convenience fee may apply. Please have your ACCOUNT NUMBER and CUSTOMER ID available.

All bills not paid within 21 days after the date of rendition will be charged 1.5% of the net bill, and at the end of the first nominal billing interval after that, an additional charge will be made equal to 1.5% of any portion of the original amount which remains unpaid at the time, and at the end of the second nominal billing interval, an additional charge will

be made equal to 2% of any portion of the original amount which remains unpaid at that time. The total late payment charge shall not exceed 5% of the original unpaid amount and shall not be applicable to taxes or, if applicable, the environmental surcharge.

UNDERSTANDING YOUR BILL

The following steps illustrate how an electric bill is calculated. By following these steps you can verify the accuracy of your bill calculation. You may obtain the rates applicable to your account by calling HLD or visiting www.hagerstownlight.org.

An explanation of the items as they appear on your bill are as follows: (Please refer to the sample bill on page 8 & 9.)

1. Detachable remittance stub: Includes your account number. Return with your payment in the remittance envelope provided.
2. Service address: This is the location to which service was furnished.
3. The account number is specific to the service location.
4. Your unique customer identification number.
5. Bill number specific to every bill. Please refer to this number when inquiring about your bill.
6. The date on which your meter was read.
7. Your current meter reading.
8. This constant is the factor by which your meter reading is multiplied to determine total kilowatt hours used.
9. The number of kilowatt hours consumed during the billing period.
10. The amount of your basic bill, calculated in accordance with the current rate schedule, as filed with the Public Service Commission. The rate schedule is available upon request.
11. Purchase power adjustment charge: This is equal to the number of kilowatt hours used, times the purchase power adjustment factor for the billing period. (See explanation on page 10.)

12. MD Siting Surcharge: This is a surcharge imposed by the State of Maryland to fund the environmental program relative to the siting of new power plants in the State. This is determined by the State each year.
13. MD Franchise Tax: This tax is imposed at a per kilowatt hour rate for all customers.
14. MD Universal Service Program Surcharge: This surcharge is to help assist low income electric customers within the state who are having difficulty paying for their electric usage. For residential customers, a flat rate per month is applied. For commercial and industrial customers, the rate is based on the customer's total prior year billings.
15. Total balance of the previous bill.
16. Any adjustments made since the previous bill.
17. Late Payment Charge: This calculation is explained on Page 5.
18. Current charges for this billing period due within 21 days after the Statement Date.
19. Deposit amount due.
20. Payment made since the previous bill.
21. Total amount due: This is the total of 15 through 19, subtracting 20.
22. Monthly usage for the last 12 months, if at the same service address more than a year.
23. Balance remaining from the previous bill; the difference between 21 and 18 .

Note: Maryland 6% retail sales tax applies to all *non-residential accounts*.



HAGERSTOWN

32 N Potomac Street
 301-790-4160 (Tel.), 301-739-4028
 Office Hours - 8:00 a.m. to 4:00 p.m.

Customer	SAMPLE BILL		Se
Account No. ③ 1234567	Customer No. ④ 123456		Bill

Due Date applies only to Current Bill. Failure to pay the previous balance does not relieve the obligation to pay bill and late payment charge of up to

Meter Number/s	Read Code	Number Of Days		
			Start Date	End Date
12000	ACTUAL	30	MM/DD/YY	MM/DD/YY

Current Charges

Residential Customer Charge	}	⑩	at \$0.019460/kwh
EL Residential Rate			
EL Purch Power Residential		⑪	at \$0.090600/kwh
MD Environmental Surcharge		⑫	at \$0.000150/kwh
MD Franchise Tax		⑬	at \$0.000620/kwh
MD Universal Serv.Charge(Res)		⑭	

Total Current Charges

THIS SPACE RESERVED FOR IMPORTANT INFORMATION REGARDING YOUR BILL

 Detach and return with your payment. Please refer to the reverse side of this bill.

①



HAGERSTOWN LIGHT DEPARTMENT
 32 N Potomac Street Suite 100
 Hagerstown MD 21740

*****AUTO**5-DIGIT 21740



SAMPLE BILL
 123 MAIN STREET
 HAGERSTOWN MD 21740



N LIGHT DEPARTMENT

et Suite 100 Hagerstown MD 21740
 (Fax) Customerservice@hagerstownmd.org (Email)
 , Monday to Friday; website - www.hagerstownmd.org

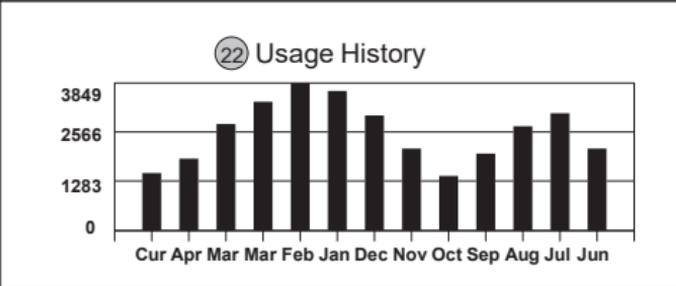
Service Address ②	123 MAIN STREET	
Account No. ⑤ 1001001	Statement Date MM/DD/YY	Due Date MM/DD/YY

may result in an interruption of service. Failure to receive bill
 to 5%.

Meter Reads			Meter Multiplier	Usage in kWh (kW for demand)
Date	Start Read	End Read		
MM/DD/YY	87448	88962	x1	1514
		⑦	⑧	⑨

Account Summary			
\$5.00	Previous Balance	⑮	189.31
\$29.46	Adjustments	⑯	0.00
\$137.17	Late Payment Charge	⑰	2.74
\$0.23	Payments through MM/DD/YY	⑳	189.31
\$0.94	Current Charges	⑱	173.12
\$0.32	Deposits Applied	㉑	0.00
Total Amount Due ⑳			\$175.86

\$173.12



ENDING YOUR BILL

Visit this page for additional information and payment options. Do not send cash.

Location	123 MAIN STREET	
Account No.	Statement Date	MM/DD/YY
1234567	Due Date	MM/DD/YY
Customer No.	Past Due Balance ㉓	\$2.74
123456	Current Due ⑱	\$173.12
Bill No.	Total Due ㉑	\$175.86
1001001	Amount Paid	

CITY OF HAGERSTOWN
 PO BOX 4608
 LANCASTER PA 17604-4608



Purchased Power Cost Adjustment:

The HLD purchases all of its electricity requirements on a monthly basis from a wholesale power provider and passes the cost to HLD customers without any profit or mark-up.

Of the total wholesale cost to the HLD, the majority is included in the HLD rates that are billed to its customers. However, it is not possible to predict what the entire costs will be, due to fluctuations caused by varying usage patterns and changing weather conditions.

The Maryland Public Service Commission (PSC) grants the HLD authority to recover the full amount of the cost variances from its customers, who are the ultimate consumer of electricity. This is done through the Purchased Power Cost Adjustment (PPCA) clause, itemized as a separate line item on each customer bill.

Calculations justifying the PPCA are filed with the MD PSC. The PPCA rate is adjusted monthly to reflect the current amount paid by the HLD for power supply. The HLD is physically audited each year by a representative of the MD PSC to verify the correctness of the PPCA.

TERMINATION POLICIES

Permissible Grounds for Service Termination:

Your electric service may be discontinued immediately, without notice, for any of the following reasons:

1. Conditions on your premises determined by the HLD to be hazardous.
2. Tampering with HLD equipment and property. If you know of tampering or suspect tampering, contact HLD at (301) 790-2600. All information will be kept confidential.
3. Unauthorized use of service by any method, including diversion of electricity around a meter.
4. Use of equipment which will adversely affect our equipment or our service to other consumers.

Your electric service may be discontinued with 3 days notice if a person or persons in possession of a residential property that are using regulated utility

service without an active account and have not tampered with HLD equipment or altered the electric service by any means.

Your electric service may be discontinued with 7 days notice for any of the following reasons:

1. Application for service was made in a fictitious name.
2. Application for service was made without disclosure of a material fact or by misrepresentation of a material fact.
3. Application for service was made by an individual for the purpose of assisting another person to avoid payment of an outstanding bill.
4. Application was made in the name of a person who does not live on the premises to be served, without disclosure of the person's actual address.
5. Application was made in the name of a third party without disclosing that fact or without obtaining bona fide authority from the third party.
6. Application was made for use in a dwelling unit where one or more co-occupants previously maintained an account for the dwelling unit and failed to pay or make arrangements to pay the bill or undisputed portion of a disputed bill.
7. Application was made for use in a dwelling unit by co-occupants and one of the co-occupants had an account at a prior dwelling and failed to pay or make arrangements to pay the outstanding bill or undisputed portion of the disputed bill.

Your electric service may be discontinued with 14 days notice for any of the following reasons:

1. Failure to pay your bill.
2. Failure to pay a required deposit.
3. Failure to provide access to our meter and equipment.
4. Violation of or non-compliance with the applicable rules of the Public Service Commission or the HLD tariff as filed with the Public Service Commission.

Prior to service being turned off for non-payment of a service bill or deposit, you will be mailed written notice. This notice will give you at least fourteen (14) days in which to make payment. This notice

will carry your mailing and service addresses, the reason why service denial is being contemplated, and the amount in question. This notice will show a final date for you to either remit payment or make mutually satisfactory payment arrangements. A new termination notice does not supercede outstanding unpaid, termination notice(s). Alternate payment plans may be made at the customer's request by contacting Customer Service in advance of actual termination.

A customer may dispute the proposed termination in accordance with the provisions of COMAR 20.32.01.

Reconnection of Service:

Your electric service will be reconnected in a reasonable time after the conditions causing the disconnection have been corrected. A reconnection fee shall apply and a security or additional security deposit may also be required. Cash, money order, and credit card payments are the ONLY forms of payments acceptable to restore service. Personal checks will NOT be accepted.

Payment must be made at the Customer Service Center to guarantee restoration of service. If payment is made online, service restoration may be delayed.

Safely Get Reconnected:

For safety reasons, we require an adult be present for reconnection or THE MAIN BREAKER/FUSE OR LARGE USE DEVICES, SUCH AS HEATERS AND STOVES ARE TURNED "OFF". If it is determined unsafe to restore service without an adult present, reconnection WILL BE DELAYED. If electric service is restored without anyone home and a large device is inadvertently left "ON", it could create a significant danger, like starting a fire.

Procedures for Special Cases:

If you or someone in your home is *seriously ill* or relies on *life-support equipment*, your service will not be terminated for an initial period of up to 30 days beyond the scheduled termination date, provided you notify us within 14 days of receiving the termination notice or before the date on which termination is scheduled, whichever comes first. It is

also your responsibility to provide us with a certificate (written in a form provided by the MD Public Service Commission) from a licensed physician stating that one or more of these conditions is present. The certificate must be given to Customer Service no later than the scheduled termination date. The certificate must be in writing and must contain all of the following:

1. The name and address of the ill person.
2. A statement that the ill person is the customer or an occupant of the premises to be disconnected.
3. The name and address of the certifying party.
4. The nature of the illness or the need for life-support equipment.
5. A statement that termination will aggravate the illness or prevent use of life-support equipment.

You must also promptly enter into an agreement with the company for payment of the unpaid bills and current amounts due for service. Certification may be renewed by providing another certificate.

If you or someone in your home is *elderly or disabled*, please notify us. Before terminating service, we will attempt to contact you by:

1. Telephone during business hours or,
2. Visiting the premises and leaving a copy of the notice of termination with you or with a responsible person aged 18 or older or,
3. Leaving a copy of the termination notice if no one is home.

If we are able to make contact with you, you will be informed of the possible sources of financial assistance and of the availability of alternate payment plans.

Please Note: It is your responsibility to notify our office that you or someone in your home is elderly, disabled, has a serious illness, or relies on life-support equipment.

Customer Rights and Remedies:

A customer who wishes to dispute the reasons for termination of service or to dispute a bill shall be responsible for contacting Customer Service. We will promptly conduct an investigation and report the findings to the customer. Pending resolution of

proceedings involving a disputed bill, the customer may be required to pay only the undisputed portion of the bill. If this portion is paid, service may not be terminated. If, following investigation into a disputed bill, we determine that the disputed service has been provided and the bill was properly executed, we will inform the customer of this determination and may require full payment of the bill.

A customer may file a complaint with the Public Service Commission of Maryland if unsatisfied with our determination. The complaint may be written or oral and should contain the following information:

1. The name, address, and account number of the customer.
2. The reason(s) for the proposed termination.
3. The amount of the bill in dispute.

Alternate Payment Plans:

A customer may request an alternate payment plan with a representative by contacting Customer Service. The plan negotiated may be put into writing and signed by the customer. If the customer fails to meet the obligations under the plan, termination procedures will commence immediately. Payment plans will not be negotiated through email messaging.

Residential Disconnections During Cold Weather:

From November 1 through March 31, we will not terminate service to occupied residential buildings for non-payment of bills unless we first certify to the Public Service Commission (PSC) by affidavit that the termination will not constitute a threat to the life or health of the residential occupants. The affidavit must be filed with the PSC at least 24 hours prior to a service termination. We will personally notify residential customers during the winter period of our intent to terminate service. Customer Service will also make every effort to arrange an acceptable payment plan with residential customers.

Residential Disconnections During Extreme Weather Periods:

We will not terminate service to occupied residential buildings for nonpayment of bills during extreme

weather period. Extreme weather period means a period of 72 hours beginning at 6 a.m. on any given day comprised of three consecutive 24-hour segments during any one of which the temperature, as forecast, is expected to be 32 degrees Fahrenheit or below or is expected to be 95 degrees Fahrenheit or above during the segments.

ENERGY ASSISTANCE

For information regarding the Maryland Energy Assistance Program (MEAP) or the Electric Universal Service Program (EUSP), please contact:

Washington County Community Action Council
101 Summit Avenue
Hagerstown, Maryland 21740
(301) 797-4161

UTILITY SERVICE PROTECTION PLAN (USPP)

In cooperation with the Maryland Public Service Commission and the Maryland Energy Assistance Program (MEAP), the HLD offers this program to further assist low-income customers:

1. No MEAP eligible customer will have service discontinued for nonpayment from November 1 through March 31. MEAP customers that would otherwise be subject to termination will be encouraged to make payment arrangements.
2. Between November 1 and March 31, reconnection will be provided to all MEAP eligible customers who have arrears of less than \$400. A security deposit or reconnection fee will not be charged. A payment plan will be arranged to amortize any arrearage of up to \$400. First-time applicants for the USPP program may elect to apply all or part of the MEAP benefit to past arrearages to qualify for reconnection.
3. A MEAP eligible customer subject to service termination as of March 31 will be offered the opportunity to arrange a payment plan to bring the account to a current status. Arrangements will take into consideration the customer's income, the annual cost of electric service, and the customer's payment history during the heating season. Each payment plan will be determined through personal counseling with the customer.

INQUIRY, SERVICE, AND COMPLAINT PROCEDURES

Customers with questions about their bill, a request for a deposit, disconnection notices, and reconnection of service may contact Customer Service during normal business hours. It will be helpful if you gather all relevant information, be sure you have your account number, bills, previous correspondence, and cancelled checks if necessary. Usually problems can be solved with just one contact. If your inquiry requires more investigation it will be referred to a supervisor for prompt resolution.

Staff will handle all customer complaints in a prompt, courteous manner. In the event of a dispute regarding any bill, we will make a thorough investigation. The customer shall permit an HLD representative entrance to their property during normal working hours.

Upon receipt of a customer's initial complaint prior to the due date, we will extend to the customer additional time to allow for investigation and review of the complaint. We will not discontinue service, send a notice of discontinuance of service, or require the customer to provide a security deposit during this investigation period. Payment time after settlement of the complaint shall not exceed the time afforded other customers of undisputed bills.

In the unlikely event that the representative cannot resolve your problem, you may ask to speak with a Supervisor who will contact the proper person that may be needed to resolve the problem.

Normally, you and our representative will be able to reach a satisfactory solution to the problem. If we are unsuccessful, you may call or write the Public Service Commission:

Office of External Relations
Public Service Commission of Maryland
6 St. Paul Street
Baltimore, Maryland 21202
Toll Free Phone: 1-800-492-0474
MD Relay Service (TT/Voice) 1-800-735-2258
www.psc.state.md.us

AVERAGE PAYMENT PLAN

This payment option is available to residential customers who wish to avoid the payment fluctuations caused by electric heating and cooling costs. To apply, customers must have been at their current residence for at least six months with no outstanding balance. Accounts with two consecutive late payments will be removed from this program. Contact Customer Service for more details.

If you were removed or opted out of the plan, you will not be allowed to enroll back into the plan until after 1 year and with zero balance.

BEFORE YOU EXCAVATE

For safety to persons and property and to prevent loss of service to the public, State law requires that persons planning to excavate notify all public service companies of their plans to excavate at least 48 hours in advance (excluding Saturdays, Sundays, and legal holidays) and to not begin excavation until they have been advised by all public service companies.

Within the corporate limits of Hagerstown, all persons excavating must notify Miss Utility (dial 811 or 800-257-7777) for the marking of underground electric lines.

CONTACT INFORMATION

CUSTOMER SERVICE CENTER
32 N POTOMAC ST
HAGERSTOWN, MD 21740

301-790-4160

customerservice@hagerstownmd.org

Business Hours:
8AM-4PM, Monday-Friday, except holidays



 *This pamphlet is printed on recycled paper.*