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*Customer Rights  
and Responsibilities*



**HLD**



*Hagerstown Light Department*

**City of Hagerstown**

MARYLAND

**2021/2022**

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## DEAR HAGERSTOWN LIGHT DEPARTMENT CUSTOMER:

This pamphlet summarizes your customer rights and responsibilities. We hope you will find it useful and that you will keep it handy for future reference.

Additional information can be found in our tariff as filed with the Public Service Commission and in the regulations issued by the Commission. These documents are available for public inspection at our office and online at [www.hagerstownlight.org](http://www.hagerstownlight.org).

Our staff is dedicated to providing you with the best possible customer service. Please contact us if you need assistance with any of the following:

- Discontinuing service when you move
- Understanding your bill
- Making payment arrangements on your account

We will gladly assist you with any question or problems you might have concerning your electric service. In addition, the City is committed to providing quality service without regard to disability. If you have a special need, please contact customer service at (301) 790-4160 or TDD/Voice (301) 797-6617 for individuals with hearing impairments.

*This pamphlet was prepared in cooperation with the Maryland  
Public Service Commission (COMAR 20.30.04)*

### **HOW TO CONTACT US**

*Support Services Office*  
City Hall — 1 E. Franklin Street  
P.O. Box 1498  
Hagerstown, Maryland 21741

E-mail: [customerservice@hagerstownmd.org](mailto:customerservice@hagerstownmd.org)  
Tel. No. (301) 790-4160 Fax: (301) 739-4028  
8:00 AM to 4:00 PM Monday – Friday,  
except Holidays

*HLD – Administration, Engineering, and Distribution*  
425 E. Baltimore Street  
Hagerstown, Maryland 21740  
(301) 790-2600

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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 ANY TIME

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 a service charge of \$85 or more after business hours.**

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 to transfer existing service at least two (2) business days in advance. You may come in person to the Support Services Office located at City Hall or fax a completed application form to (301) 739-4028 or [movers@hagerstownmd.org](mailto: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. Fax transmission of the application is not proof that a service will be given. Application forms are available at [www.hagerstown-light.org](http://www.hagerstown-light.org) or [www.hagerstownmd.org](http://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. An \$85 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.

## **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.

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)

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. The Support Services Office will issue a receipt at the time of deposit. Keep this receipt until your deposit is applied or refunded. 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.

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 Support Services Office located at City Hall 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 connection 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 Support Services Office located at City Hall. 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 the Support Services Office if you do not receive a monthly bill or if you want your bills delivered via email.

## **PAYING YOUR BILL**

Bills are due within 21 days of the billing date which appears on the stub of your bill.

We offer the following payment options:

1. By mail. Be certain to include the bill stub with your payment. Send a check or money order. **DO NOT SEND CASH.** Please write your account number on your check or money order.
2. In person at the Support Services Office in City Hall.
3. Automatic debit from a checking or savings bank account (ACH).
4. Internet payment by credit card only (Visa, MasterCard, Discover) available at [www.hagerstownmd.org](http://www.hagerstownmd.org), convenience fee may apply.
5. Walk-up drop box at City Hall, next to the East Franklin St exit. Do not place CASH in the drop box. Check or money order only.
6. With credit or debit card by telephone, convenience fee applies.

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](http://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 items 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 15 and 20.

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

# Sample Bill



## HAGERSTOWN

1 East Franklin Street  
 301-790-4160 (Tel.), 301-739-4028  
 Office Hours - 8:00 a.m. to 4:00 p.m.

<b>Customer</b>	JOHN DOE		<b>Service</b>
<b>Account No.</b> ③	1234567	<b>Customer No.</b> ④	123456

Due Date applies only to Current Bill. Failure to pay the previous balance will not relieve the obligation to pay bill and late payment charge of up to 5% per month.

Meter Number/s	Read Code	Number Of Days	Start Date	End Date
			MM/DD/YY	MM/DD/YY
12000	ACTUAL	29		

### Current Charges

EL Residential Rate ⑩	at \$0.062630/kwh
EL Purch Power Residential ⑪	at \$0.009990/kwh
MD Environmental Surcharge ⑫	at \$0.000143/kwh
MD Franchise Tax ⑬	at \$0.000620/kwh
MD Universal Serv.Charge(Res) ⑭	

### Total Current Charges

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

①



### HAGERSTOWN LIGHT DEPARTMENT

1 East Franklin Street  
 Hagerstown, MD 21740  
 Address Service Requested

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



JOHN DOE 6  
 123 MAIN STREET 1176  
 HAGERSTOWN, MD 21740

# WATER LIGHT DEPARTMENT

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

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

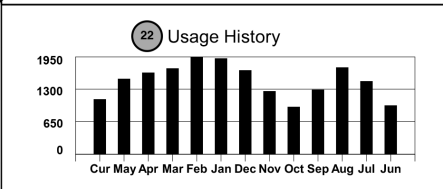
Failure to pay may result in an interruption of service. Failure to receive bill does not constitute an interruption of service. Failure to receive bill does not constitute an interruption of service.

Meter Reads			Meter Multiplier	Usage in kWh (kW for demand)
Date	Start Read	End Read		
MM/DD/YY	78921	79921	x1	1000
6		7	8	9

Account Summary		
\$62.63	Previous Balance 15	\$50.00
\$9.99	Adjustments 16	\$0.00
\$0.14	Late Payment Charge 17	\$0.38
\$0.62	Payments through MM/DD/YY 20	\$25.00
\$0.32	Current Charges 18	\$73.70
	Deposits Applied 19	\$0.00

21 **Total Amount Due** **\$99.08**

**\$73.70**



Visit our website for additional information and payment options. Do not send cash.

MD28269F

<b>Location</b>	123 MAIN STREET	
<b>Account No.</b>	<b>Statement Date</b>	MM/DD/YY
1234567	<b>Due Date</b>	MM/DD/YY
<b>Customer No.</b>	<b>Past Due Balance</b> 23	\$122.31
123456	<b>Current Due</b> 18	\$73.70
<b>Bill No.</b>	<b>Total Due</b> 21	\$99.08
1001001	<b>Amount Paid</b>	

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 the Support Services Office at City Hall 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. The charge for reconnecting service at your meter is currently \$15.00 during normal working hours. **Additional charges apply for reconnection after normal working hours or for reconnection at a location other than the meter.** 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 Support Services Office in City Hall 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 the Support Services Office at City Hall 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. Telephoning 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 the Support Services Office. 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 calling the Support Services Office at 301-790-4160 or in person at City Hall. 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. The Support Services Office 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 Support Services at 301-790-4160 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 the Support Services 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](http://www.psc.state.md.us)

## **TRASH AND RECYCLING**

Within the incorporated area, the City provides a full service solid waste collection program. All City residents are provided totes or bins for recycling and they can commingle plastic, mixed paper, and aluminum items where they are collected at curbside by the City once a week. The majority of solid waste can be recycled and re-used over and over again. This saves landfill space and natural resources. For more information on all the solid waste programs including commercial trash and recycling collection, please visit the City's website at [www.hagerstownmd.org](http://www.hagerstownmd.org) or call 301-739-8577 Ext. 106.

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## **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.

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## **AVERAGE PAYMENT PLAN**

This payment option is available to residential customers who wish to avoid the payment fluctuations caused by electric heating and air-conditioning 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 Support Services for more details at (301) 790-4160.

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.



*This pamphlet is printed on recycled paper.*