BILL ASSISTANCE: Helping low income people pay their utility bill.

NEUAC conference 2015
• Councilwoman Victorine Q. Adams – 1978
• Baltimore City Fuel Fund - 1981
• Fuel Fund of Central Maryland – 1987
• Fuel Fund of Maryland – 2002
• Fuel Fund of Maryland 2.0 – 2015 aka AFFORDABILITY SOLUTIONS
• 17 nonprofit agencies in our network, 5 are community action agencies
• Defined service territories for each
• Largest have 7 to 10 people doing bill assistance
• Smallest have 1 or 2 volunteers
• All offer other services
• All follow broadly defined FFM program and policy guidelines but have internal flexibility in implementation of bill assistance
• Traditionally have served 7,000-7,500 HH
• OHEP – 65,000; 200,000+ eligible
• Maximum grant $250 in FFM cash
• Matching credits added toward bill payment
• Clients pay about 54% of total bill
• Average bill size between $1,200-$1,300
• Average HH income between $900 and $1,300
• Annual outlay $850,000-$1M until recently
Traditional Way

- Client has trouble paying utility bill
- Makes in-person appointment
- Brings documents, proves eligibility (hopefully)
- Application completed, bill financial analysis
- Go and get $$
- Make 2\textsuperscript{nd} appointment, bring money, receipts, promissory notes (not allowed anymore really)
- Staff completes paperwork, pay request, reports
- Average total staff time 2 hours/client
Payment to

Electric & Bulk Fuel Companies
Online Bill Assistance

Welcome
IRINA FEDOROVA

Message Board
Welcome to the FFM module in OHEP! If any issues arise as you use this system please contact Irina and Dick by email to explain the problem. Thank you and use this tool in good health! :-)

mission:
The Fuel Fund of Maryland serves the citizens of Maryland by offering them high quality services. Our mission is to improve the quality of life by providing energy savings and reducing the cost of energy for each household.
Online Bill Assistance

Commitment and Payment to Utility or Bulk Fuel Companies

Financial Calculation

FFM Eligibility Income

Turn off Notice

OHEP

Once a year
Reconciliation and Program Fees

- Monthly Reconciliation with Utility Companies
- $22.00 per successful application