



BILL ASSISTANCE:

**Helping low income people pay
their utility bill.**

NEUAC conference 2015

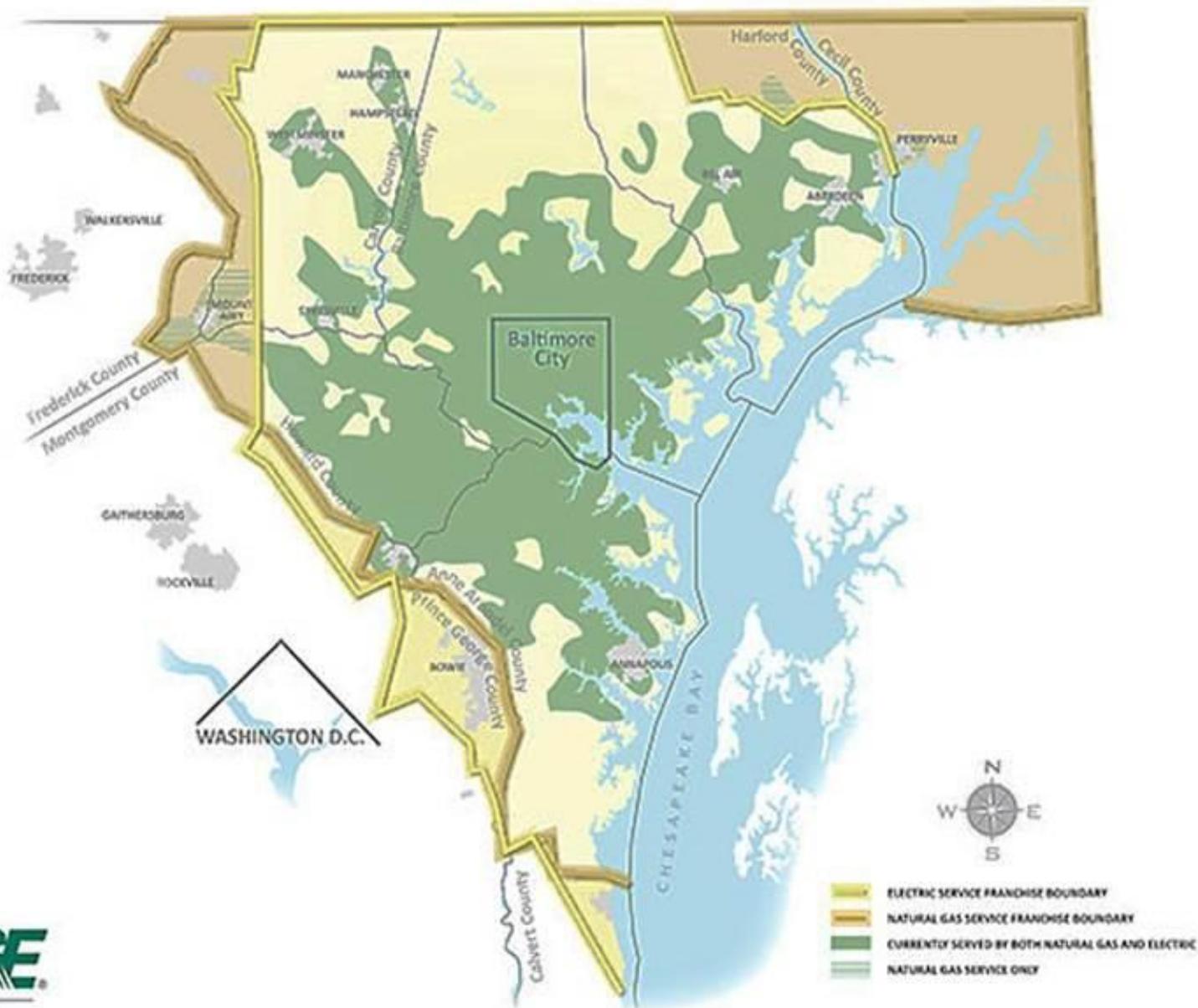


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History

- 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*

BGE SERVICE AREA



An Exelon Company



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Background

- 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



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Background

- 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



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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 2nd appointment, bring money, receipts, promissory notes (not allowed anymore really)
- Staff completes paperwork, pay request, reports
- Average total staff time 2 hours/client



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Online Bill Assistance



gg63122651 www.gograph.com



Illustration by Chris Gashi



Payment to

Electric & Bulk Fuel Companies





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www.fuefundmaryland.org

The screenshot displays a web browser window with multiple tabs open, all pointing to the Fuel Fund of Maryland website. The active tab shows the 'Apply Now for Bill Assistance' page. The browser's address bar contains the URL <http://www.fuefundmaryland.org/get-assistance/apply-now>. The website header features the Fuel Fund of Maryland logo and the tagline 'WE HELP MARYLANDERS AFFORD HOME ENERGY'. Below the header, there are navigation links for 'GET ASSISTANCE', 'GIVE ASSISTANCE', and 'SAVE ENERGY', along with links for 'ABOUT', 'NEWS & MEDIA', 'REAL STORIES', 'CONTACT US', and 'LOGIN'. The main content area includes a form with a 'Name of Deliverable Fuel Company' field, a 'Comments' field, and a 'SUBMIT & FINISH >' button. A phone number '410-235-9080' is also visible. A security badge from GoDaddy is present, indicating the site is 'VERIFIED & SECURED'. The footer contains the Fuel Fund of Maryland logo, address '1500 Union Ave., Suite 2400, Baltimore, MD 21211', and a sign-up form for e-newsletters. The Windows taskbar at the bottom shows the system clock at 2:32 PM on 6/17/2015.



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Online Bill Assistance

Windows XP Mode - Windows Virtual PC

Action USB Tools Ctrl+Alt+Del

FUEL FUND OF MARYLAND | Home - Windows Internet Explorer

http://10.1.2.200/FUELFUND/Home

File Edit View Favorites Tools Help

SSL VPN Service (DHR) Suggested Sites Free Hotmail Web Slice Gallery

FUEL FUND OF MARYLAND | Home

Welcome IRINA FEDOROVA | Logout

Agency: Fuel Fund Management

ALERT Is the message board are you reading this scrolling alert? Let me know please. DD

Home	Application	Payment	Reports	System	Utilities
------	-------------	---------	---------	--------	-----------

Welcome
IRINA FEDOROVA

Create New Application

Edit Existing Application

View Existing Application

Reports

FFM Home

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 provides resources to vulnerable Maryland families for heat and home utility needs. Our donors, board and staff support and advocates, collaborative funding and services that ensure affordable energy to families that must overcome hardship caused by poverty and assist these families to meet their human needs.

start

FUEL FUND OF MARY... https://portal.dhr.sta... FUEL FUND OF MARY...

Internet 75%

3:44 PM

Slide 10 of 14 "FFM banner header" English (U.S.)

Desktop Libraries Irena Fedorova 3:44 PM 6/17/2015



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Online Bill Assistance

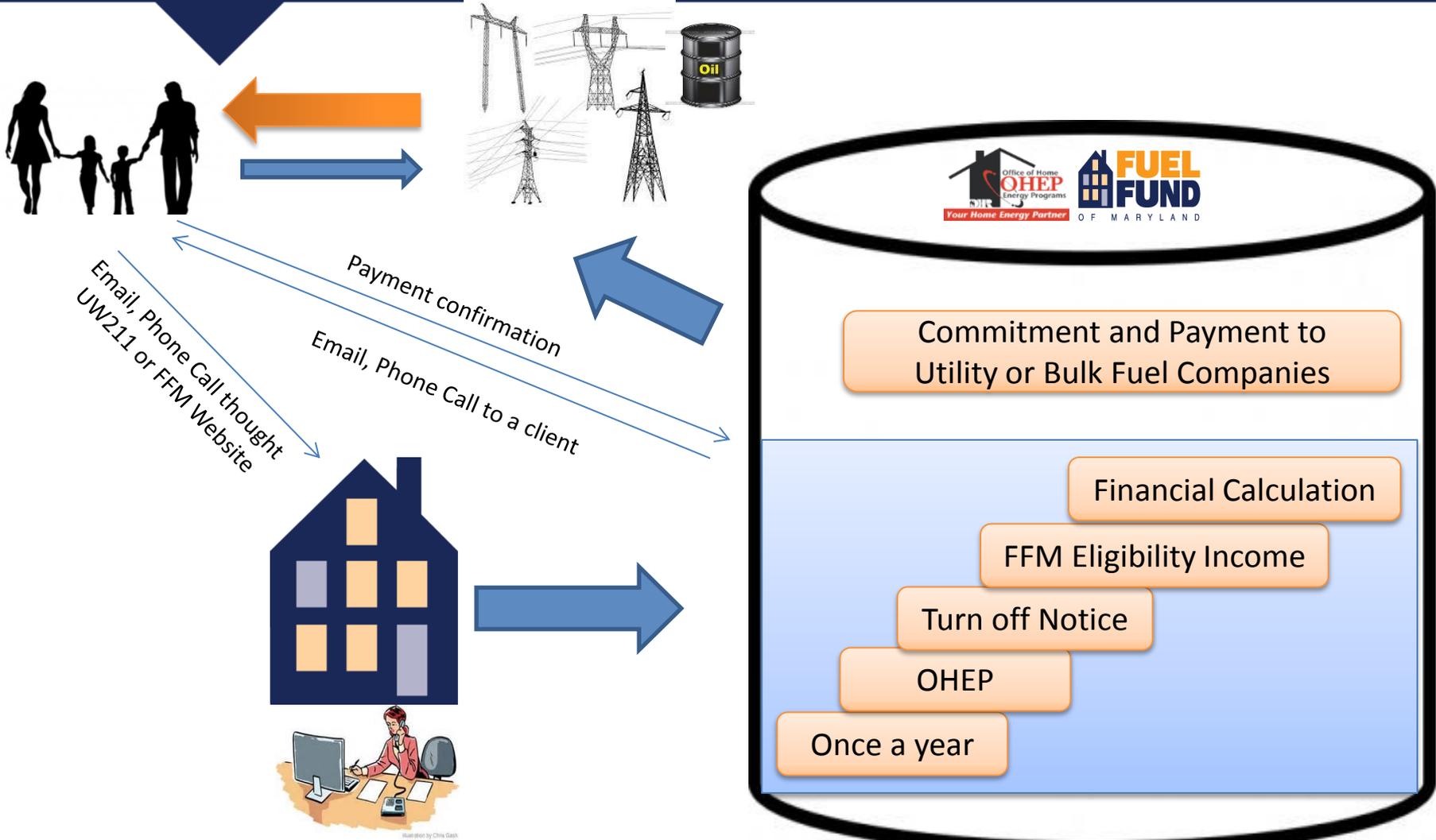


Illustration by Chris Gash



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REPORTS Traditional

Agency A



Agency B



Agency C



Data Entry



Demographic Household Financial



Data Entry



Demographic Household Financial



Data Entry



Demographic Household Financial



Data Clean Up and Consolidation





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REPORTS Technology



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Illustration by Chris Gash



REPORTS

WORKLOAD

- Summary
- Detail

DEMOGRAPHIC & HOUSEHOLD

- Summary
- Detail

FINANCIAL

- Summary
- Detail

BENEFIT DETERMINATION



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Reconciliation and Program Fees

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