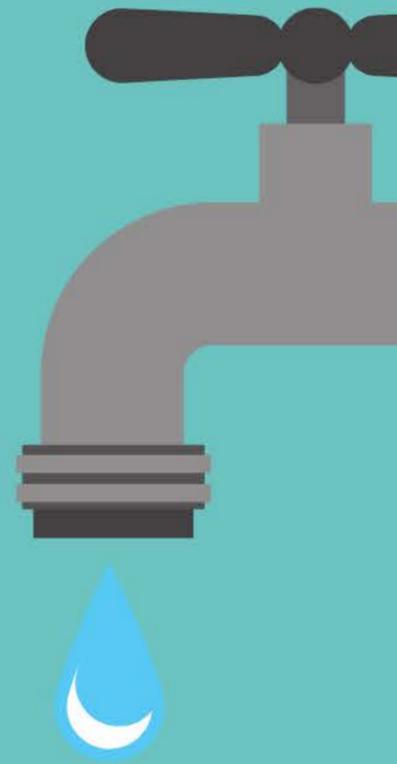




# MARYLAND PUBLIC SERVICE COMMISSION PROHIBITS UTILITY SHUT-OFFS THROUGH NOVEMBER 15, 2020



## WHAT YOU NEED TO KNOW:

- Utilities may not begin sending termination notices until October 1, 2020. Additionally, any notice must be sent at least 45 days in advance of a termination (current regulations require only a 14-day notice).
- Residential customers in arrears would have 45 days from receipt of a notice to work out a payment plan with their utility provider or to apply for energy assistance programs. Customers who take either action would not have service disconnected.
- Utilities must offer a minimum payment plan of 12 months (or 24 months for those customers receiving energy assistance from the state's Office of Home Energy Programs).
- Utilities cannot require a down payment or deposit as a condition of beginning a payment plan for any residential customer, including both current and new customers.



Angela D. Alsobrooks  
County Executive

**FOR MORE INFORMATION  
AND TO FIND ENERGY ASSISTANCE  
PROGRAMS, PLEASE VISIT:  
[www.psc.state.md.us](http://www.psc.state.md.us)**

