

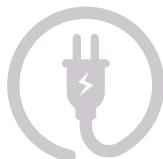
MHA Call Center

Report of Frederick County Utility Needs
July 1, 2024 - June 30, 2025

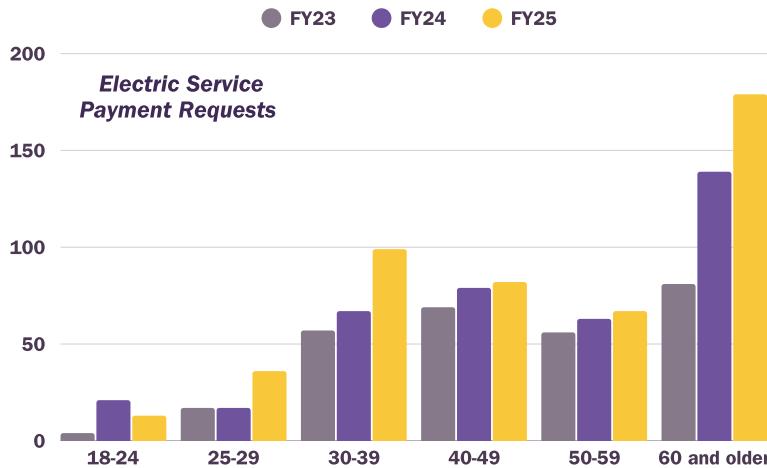


Request Type Fiscal Year Comparison

	FY22	FY23	FY24	FY25
Electric Service Payment Assistance	272	394	423	553
Gas Service Payment Assistance	58	71	69	55
Water Service Payment Assistance	75	80	105	84
Heating Fuel Payment Assistance	9	21	24	26
Internet Service Payment Assistance	4	8	8	10
Utility Bill Payment Plan Assistance	6	6	11	20



Electric Payment Assistance calls from callers 60 and older doubled from FY23 to FY25



36% of all utility requests were from callers 60 and older with a past due electric bill payment

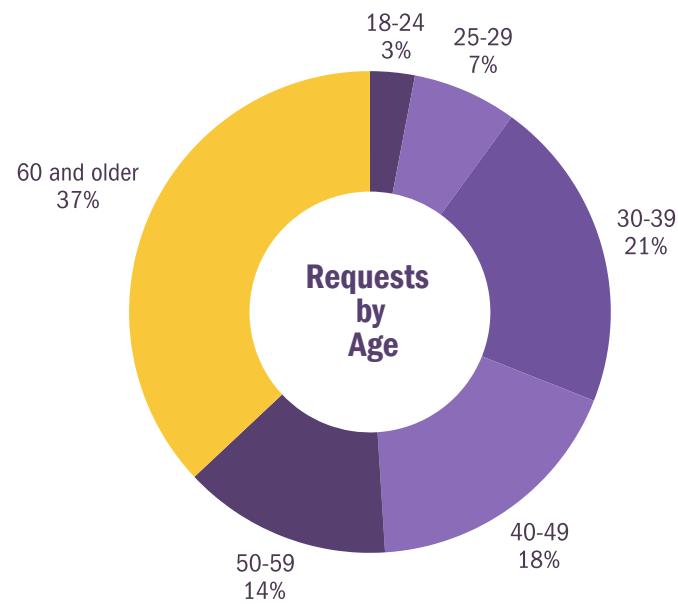


FY25 Totals

748
Utility Assistance Requests

Top Requests by Zip Code

- 1 Frederick 21702
- 2 Frederick 21701
- 3 Frederick 21703
- 4 Thurmont 21788
- 5 Brunswick 21716



11% of Water Payment Assistance requests were not fulfilled due to lack of agency options and depleted funding

