

## Documents Needed to Apply for the Office of Home Energy Programs (OHEP)

If you are falling behind on your gas and electric bills, the Office of People's Counsel (OPC) encourages you to reach out to your local utility to set up a payment plan. You also may be eligible to apply for energy assistance through OHEP.

**Lack of proper documentation:** This is the number one reason people get denied for the program. Denials slow down the process and approval of your grant. We have highlighted some common forms of documentation you can use for your OHEP application, but **this list is not exhaustive**. If you need further assistance figuring out what documents you need, call OHEP at 800-332-6347 or contact your local OHEP office.

**Complete Applications: The person applying for assistance must submit the following items in order for an application to be considered complete:**

- 1) A completed, signed, and dated application form.
- 2) A copy of the applicant's photo identification.
- 3) Proof of residence for the applicant.
- 4) A copy of the Social Security card for the applicant and ALL household members.
- 5) Proof of ALL income for the last 30 days for the applicant and ALL household members.
- 6) Copy of the current utility bill or termination notice.

### **1) Ways to fill out an OHEP application:**

- Apply online at: <https://mydhrbenefits.dhr.state.md.us/>
- Go online and print out an application at:  
<https://dhs.maryland.gov/office-of-home-energy-programs/how-do-you-apply/>
- Call your local OHEP office and request an application. Some locations are taking appointments/walk-ins. You must contact your local office to find out what services they are offering.
- Call the DHS call center to request an application or any other forms to be mailed to you or to locate your local OHEP office. The number to call is: 800-332-6347

**The charts of acceptable documentation were taken from the Office of Home Energy Programs. <https://dhs.maryland.gov/office-of>**

[home-energy-programs/acceptable-documents-energy-assistance/](#)

**2) Photo ID: Acceptable documentation for photo identification for the applicant:**

- Valid driver's license (current or expired)
- Out-of-State driver's license may be accepted
- Valid identification card issued by Maryland Motor Vehicle Administration (current or expired)
- MTA Mobility identification card
- Employment Identification Card with picture (current or expired)
- Valid U.S. Passport (current or expired)
- Valid out-of-country passport with visa and valid I-94/ADIT stamp evidencing lawful admission (current or expired)
- Valid U.S. military identification card (current or expired)
- Other state-issued identification card (jail/prison IDs)
- Certificate of U.S Citizenship (INS Form N-560 or N-561)
- Valid alien registration card (I-551)
- Valid employment authorization card (I-688 or I-688-B)
- Valid employment authorization document (I-766)
- Valid temporary resident card (I-688)
- Certificate of naturalization (INS Form N-550 or N-570)
- I-94 arrival and departure record (refugee)
- Out-of country driver's license (valid or expired)
- Valid International driver's license (current or expired)
- Valid U.S. government driver's license including military licenses (current or expired)

<b>For persons 25 or Younger</b>	- Valid school photo identification card (current or expired) from a high school, college or vocational/technical school
<b>Applicants Age 62 and Over or Disabled/Homebound</b>	<ul style="list-style-type: none"> <li>- Birth Certificate or Medicaid/Medicare card</li> <li>- Any valid document that displays the applicant's full SSN</li> <li>- Valid insurance policy document or health insurance card</li> </ul> <p><b>**Another document with a photo is not required**</b></p>

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 410-767-8150; 800-207-4055  
[www.opc.maryland.gov](http://www.opc.maryland.gov)

**3) Proof of Residence: Acceptable documentation of residence for the applicant:**

- Major utility bill that includes the applicant's name and delivery address; e.g., electric or heating bill, cable bill, telephone bill,
- Major credit card bill
- Current (not expired) Driver's license or Photo Identification issued by the MVA. Address on the license must be verified as the delivery address (no P.O. Boxes)
- Current (within 12 months of application) Residential lease/rental contract
- Current (within last 30 days) letter or rent receipt that includes ALL of the following: applicant's name/current address/landlord's signature/dated in the last 30 days from date of application -
- Current (within program year July 1, 2020-June 30, 2021) OHEP Landlord Agreement -
- Rent-Living Arrangements Form (OHEP form found on website) signed by the landlord - Social Security benefit letter
- Department of Social Services benefit letter (if within the last 6 months)
- Valid Voter registration card
- Current (within calendar year) Property tax bill or receipt
- Printout from the Department of Assessments and Taxation website showing homeownership at [www.dat.maryland.gov/RealProperty](http://www.dat.maryland.gov/RealProperty)
- Mortgage account statement

If the address on your application matches the address on your photo ID and the address on your utility bill, this will provide for your proof of residence. If your address on your application does not match, then you will need to provide further documentation.

**4) SSNs: Acceptable documentation of Social Security numbers for ALL household members:**

- Copy of the Social Security card
- Medicare Card if the number shown is the person's SSN)
- Federally-issued IRS tax return documents (e.g. 1099, W-2)
- Official letter or benefits notice with the FULL social security number displayed. This letter must be on government letterhead.

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<b>5) Income: Acceptable documentation</b>	<b>for 30 days of income for ALL household</b>
<b>TCA or TDAP</b>	<b>Social Security/SSDI/SSI</b>

<ul style="list-style-type: none"> <li>- Award Letter from DSS</li> <li>- A letter from a state agency on the agency's official letterhead showing the applicant's name, benefit and the date income was received</li> <li>- Bank statement clearly delineating type and amount of income. Deposit must be within the last 30 days</li> </ul>	<ul style="list-style-type: none"> <li>- Benefit Letter from Social Security Administration (SSA)</li> <li>- Verification from SSA Office</li> <li>- The latest award letter within the calendar year. If necessary, the applicant may request an award letter online at <a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a>.</li> <li>- Bank statement from the current calendar year, since the amount received from SSA would not have changed. Bank statements must show the recipient's name, along with the amount of the direct deposit.</li> </ul>
<p><b>Pension, Retirement, Worker's Compensation</b></p>	<p><b>Wages &amp; Employment</b></p>
<ul style="list-style-type: none"> <li>- Benefit letter or signed statement on official letterhead containing: name of the person receiving the benefits, name of the entity providing the benefits, amount of money provided, how often money is provided, and duration of benefits</li> <li>- A copy of the latest benefit check, only if it shows the gross amount, any applicable deductions, name of recipient, and date</li> <li>- Federal tax forms from the IRS showing the gross amount and any applicable deductions - Computerized Annual Benefit Card (civil service retirement).</li> </ul>	<ul style="list-style-type: none"> <li>- Pay stubs associated with prior 30-day income. All pay stubs must show the employer's name, employee's name and date of pay.</li> <li>- Weekly earnings statements from rideshare companies or other "gig economy" work reflecting income for the past 30 days may be accepted. Must include name of customer, dates received, and the amount received.</li> <li>- A signed statement from the employer, on official company letterhead, showing the employee's name, gross pay, and date income received.</li> </ul>

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<p><b>Unemployment</b></p>	<p><b>Self-Employment</b></p>
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<ul style="list-style-type: none"> <li>- Monthly statement</li> <li>- Maryland Unemployment Benefits email from Bank of America if the applicant has a debit card for unemployment benefits</li> <li>- Print out from Unemployment WEBCERT</li> <li>- Benefit Letter</li> <li>- A copy of the Determination of Monetary Eligibility Form (DHS/ESA 212)</li> <li>- Notice of Available Continued Claims with check for the prior 30-day period</li> </ul>	<ul style="list-style-type: none"> <li>- Federal Form 1040 Schedule SE or other applicable tax form AND</li> <li>- Income Verification of Self-Employment form (on OHEP website)</li> <li>- Customers who do not file taxes must provide proof of all income and expenses for the last 30 days AND Income Verification of Self-Employment form</li> </ul>
<p><b>Child Support</b></p>	<p><b>Rental Income</b></p>
<ul style="list-style-type: none"> <li>- Printout from the online e-Child Support system</li> <li>- Copy of the legal decree that established the support or alimony payments</li> <li>- Verification of Alimony/Child Support form</li> <li>- A signed statement from the person providing the money, or from the recipient, showing: name and address of person giving the money, to whom the money is paid, for whom the money is paid, telephone number of person giving the money, amount of money given, how often money is given</li> </ul>	<ul style="list-style-type: none"> <li>- Federal Form 1040 Schedule E</li> <li>- A signed statement from the renter, roomer or boarder, showing all required information: to whom the money is paid, name and address of person giving the money, amount of money given, how often the money is given, the statement must be dated within 30 days of the application</li> </ul>
<p><b>Interest Received from Savings, Checking Accounts, or Bonds</b></p>	<p><b>Monetary Gifts &amp; Loans</b></p>
<ul style="list-style-type: none"> <li>- Statement from bank or other financial institution</li> </ul>	<ul style="list-style-type: none"> <li>- Resource Provider form (found on OHEP website)</li> <li>- Letter from Provider containing all pertinent information</li> </ul>

All income documentation must be based on the last 30 days prior to application. It is always better to provide more supporting documentation than less in order to prove that you qualify for the program. This income documentation list is not exhaustive.

You should include any and all income that you received in the past 30 days. Income eligibility is based on GROSS income. Gross income means your total income before taxes are taken out.

If a household member is 18 or older and does not have any income they must fill out a Declaration of Zero Income form. You can find this form and all other OHEP forms on their [website](#).

**6) Acceptable documentation of CURRENT utility bill or termination:**

- Current utility bill
- Current utility termination notice
- Print out from utility website or other utility provided document that documents account number, name, and address

**If you apply online you will need to upload your documents to your online application.**

- Scan your document and then upload it to your application online.
- Take a photo of your document with your phone.
  - o Make sure all pertinent information is in the photo and easy to read (EX: name, dates, amounts and account numbers).
- Mail-in or drop off your documents (not preferred if you are applying online) at the local OHEP office.
- Connect with a trusted friend or family member to help you upload documents if that is an option. Also consider a library or local community center if you need to upload documents.

**If you need extra assistance applying for OHEP contact your local office to see what options exist.**

