Greetings, my name is Christy Velez and I reside in a project based section 8 HUD building, Johnston Square Apartments, at 501 E Preston St, Apt 511, Baltimore, MD. 21202.

I have resided at this location for 14.5 years and have utilized energy assistance programs throughout this time based on financial hardship and disability. I am a registered " Special Needs" applicant/ customer based on home oxygen and portable oxygen.

On September 25, 2026 I went to the CAP Center in my community on Chase Street. Because there is no available free parking, I walked from Broadway using my mobility walker. It was extremely arduous for me to

do so, I had to stop and rest 5 times to just walk 2.5/ 3 city blocks.

Upon my arrival, I retrieved an energy assistance application and stood in line behind 2 other clients. I filled out the front page of the energy assistance application, yet was unable to complete the remaining pages because I was unsure which program / grant I needed to apply for based on my particular situation.

When it was my turn a female employee stepped forward and asked how she could help me. I asked if there were any disabled advocates/ counselors / case managers to assist with the remaining part of application. She said she didn't know what I meant. I stated I am on the Special Needs program due to disability and needed assistance

filing the paperwork. She then stated that she didn't know what the Special Needs Program was. I then explained to her it is for registered clients with doctor verification and in my case, for being an in-home and portable oxygen user.

After which she literally snatched the application out of my hand, huffed and puffed and said she would have to retrieve her computer. Her computer was 3 steps away on a table behind the desk. It was so unnecessary, rude and discriminatory for her to conduct herself in this manner with me. I was shocked and dumbfounded.

From there, behind a tall counter, she began checking off a bunch of things on my application. I could not see what she was

doing with my application and she was not telling me either.

I tried to politely advise her that due to an electrical generator explosion at my HUD building on July 24, 2026, that suddenly my bill shot up to close to $500 per one month. I was only saying this so she could be aware of the situation in regards to my extremely high monthly bill. She was very dismissive and snapped that i had to take that issue up with BGE. Again, I was shocked by her mean, uncalled for rudeness in the tone and manner of her voice. I replied I was aware of that and would do so yet was just giving a heads up due to a large tenant population in my building all receiving extremely, unbelievable high bills like this.

As she continued doing things (?) with my application and not stating to me what she was actually doing. I politely addressed her as "Miss" and then proceeded to let her know I did not want to be put on any program that would put me back on budget billing.

She replied once again, nasty tone, humiliating me saying " I could just call BGE and have them remove me from Budget Billing". To which I sated " I understand ma'am but if that occurs. I will need to pay my entire balance off at one time and I can not afford to do that. "

Please note: I worked extremely hard in the Spring of 2026 with population health case management at Chase Brexton, also vulnerable adult case management through

the Department of Social Services and FUEL FUND to get my bill to zero dollars and get off of budget billing.

She did not reply to me in regards to anything I stated in regards to this. After which she spoke to me in that same rude, nasty humiliating tone and asked if I needed anything else.. I asked what prograns/grants she applied me for and she did not give me a clear answer.

I left without any receipt, copy or confirmation afterwards because she did not provide me with any of that. And I was exhausted, fatigued, confused and stressed by the way she dogged me put the entire time I was there. I never once spoke to her harshly or out of line. I treated her with dignity and respect while she put me

through a humiliation ritual in front of everyone there.

A friend accompanied me because of my serious mobility issues which include: Stage c heart failure, COPD, Emphysema, Chronic Brochitis, Severe osteoarthritis in right hip and pelvic, arthritis in knees and severe scoliosis and was a witness to the entire incident if statement to back up my complaint/grievance is required.

As I was leaving I saw a notice on the wall in regards to filing a complaint or grievances yet I was by then in such a destroyed emotional state, I just want to get outside of the building and away from all that abuse.

Once I was outside, I immediately sat down in my mobility walker and became upset and had breathing issues/hyper ventilating. I asked my friend who came to assist me physically if he saw and heard all that, which he stated he did and could not believe how badly she treated me.

I was starting to feel extremely upset and angry so I asked if he would go inside and take a picture of the file complaint/ grievance notice on the wall. He is legally blind per Social Security and also is under care of a neurosurgeon due to extreme hand tremors. Yet even so he stepped up to the plate for me and went back inside and attempted to take a picture of notice yet was unable to due to his disabilities.

I now have to return to this office ax I do not see any updates to my case online and also to request proof I was there and proof an application was submitted on my behalf. I did forger to mention that the employee never asked for any of my supporting documents even though I brought a folder containing all paperwork that was required of me.

I end this detailed description to humbly and politely ask for some type of action and/ or relief for the way I was treated/ discriminated against. I need professional, accurate and supportive help from CAP and Dept of Social Services to be sure that as a vulnerable, impoverished disabled adult I don't end up homeless because of Bge disconnection due to an employee who had an enormous chip on her shoulder with me.

I appreciate any and all time and assistance with this matter,

Sincerely signed on Wednesday, October 7th, 2026.

Ms. Christy Velez
443-203-8504
443-271-9817

501 E Preston St
APT 511
Baltimore, MD
21202