

JASON M. STANEK  
CHAIRMAN

MICHAEL T. RICHARD  
ANTHONY J. O'DONNELL  
ODOGWU OBI LINTON  
PATRICE M. BUBAR



**PUBLIC SERVICE COMMISSION**

November 1, 2022

The Honorable Guy Guzzone  
Chairman  
Senate Budget and Taxation Committee  
3 West Miller Senate Office Building  
11 Bladen Street  
Annapolis, Maryland 21401

The Honorable Benjamin S. Barnes, Esq.  
Chairman  
House Appropriations Committee  
151 Lowe House Office Building  
6 Bladen Street  
Annapolis, Maryland 21401

**Re: Response to 2022 Joint Chairmen's Report on the Fiscal 2023 State Operating Budget (SB 290) And the State Capital Budget (SB 291) And Related Recommendations**

Dear Chairman Guzzone and Chairman Barnes:

In response to the 2022 Joint Chairmen's Report on the Fiscal 2023 State Operating Budget (SB 290) and the State Capital Budget (SB 291) and Related Recommendations, enclosed is the Public Service Commission's Report.

By Direction of the Commission,

*/s/ Andrew S. Johnston*

Andrew S. Johnston  
Executive Secretary

ASJ:tj

Enclosure

cc: Sarah T. Albert, Department of Legislative Services (5 copies)

# PUBLIC SERVICE COMMISSION OF MARYLAND

## *Posting and Tracking of Utility Complaint Data*

November 1, 2022

*Prepared in response to the 2022 Joint Chairmen's Report from the Senate Budget and Taxation Committee and House Appropriations Committee, addressing the Commission's progress in compilation and publication of complaint-related performance metrics for regulated utilities*



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Baltimore, Maryland 21202-6806  
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## I. Introduction

The Public Service Commission of Maryland (“PSC” or “Commission”) hereby submits this report in response to the 2022 Joint Chairmen’s Report (“JCR”) from the Senate Budget and Taxation Committee and House Appropriations Committee (collectively, “Committees”), pertaining to the Commission’s progress in compilation and publication of complaint-related performance metrics for regulated utilities. In this report, the Commission provides an update on our Consumer Affairs Division’s complaint database transition and next steps to improve the user experience of citizens communicating with us through our online complaint portal.

## II. Background

The Consumer Affairs Division (“CAD”) is the department within the PSC responsible for the investigation and resolution of complaints by Maryland ratepayers against utilities in accordance with applicable laws, regulations, and utility tariffs. CAD collects and tracks information regarding complaints received to identify potential patterns of regulatory noncompliance.

Beginning in December 2019, the Commission posts its report of suppliers that are the subject of three or more customer complaints over the course of a month. At present, this report is updated quarterly and is available on the Commission’s website.<sup>1</sup> As a point of comparison, CAD developed a quarterly report and a monthly snapshot of gas and electric utility complaints, new for fiscal year 2023. The utility quarterly report and monthly snapshot covers complaints received by CAD against Baltimore Gas and Electric Company (“BGE”), Potomac Electric Power Company (“Pepco”), Delmarva Power and Light Company (“DPL”), The Potomac Edison Company (“PE”), Southern Maryland Electric Cooperative, Inc. (“SMECO”), and Washington Gas Light Company (“WGL”).

Accurate, comprehensive, and readily available complaint data is essential to CAD’s mission to ensure that public service companies comply with established regulations. In concert with an extensive legacy data migration process, CAD worked with a contractor to develop and launch a new online customer complaint portal as well as a cloud-based complaint data management system (“CDMS” or “system”) through Salesforce Service Cloud. Our new consumer complaint portal launched publicly on February 22, 2022. This system upgrade simplifies the sharing of raw data and analytics in line with the Commission’s commitment to innovation that encourages the efficient delivery of public utility services.

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<sup>1</sup> Public Service Commission of Maryland, “Retail Energy Supplier Complaint Report.” The report is updated quarterly and can be found at: <https://www.psc.state.md.us/retail-energy-supplier-complaint-reports/>

### **III. Next Steps**

The PSC will post its first utility quarterly report and monthly snapshots to its website within weeks, if not days, of this report's release. Attached to this report, the monthly snapshot provides more readily available data, lightly formatted into a table, while the quarterly report provides analysis on a broader range of utility complaint data.

Since the launch of the complaint portal, the PSC has received feedback from members of the public and stakeholders suggesting that user experience improvement may be warranted. The portal is fully functional and meets the efficiency and data processing needs of the CAD team. However, some portal users have expressed frustration with issues such as the quantity of required fields, the readability of block text, or difficulty in reporting an issue that is not directly connected to a consumer's utility account (for example: policy issues and viewpoints, general non-emergency safety or equipment concerns, unscrupulous marketing practices). In establishing a CDMS service and maintenance agreement with a contractor, the PSC plans to explore these and other process improvements concerning the customer portal and CDMS.

### **IV. Conclusion**

The PSC appreciates the opportunity to provide information about the status of its utility complaint information sharing endeavors. The Commission understands that data collection and sharing practices are constantly evolving, and the Commission will continue to assess feedback it receives regarding our processes.



# STATE OF MARYLAND Public Service Commission

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Complaints filed against  
Maryland's gas and electric  
utility companies

## 1Q23 REPORT

07.01.2022 – 09.30.2022



**MARYLAND**  
Public Service Commission

# OVERVIEW

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The **Consumer Affairs Division** of the Public Service Commission investigates and responds to consumer complaints relating to gas, electric, for-profit water, and local landline phone service.

This report covers complaints received against Maryland's six largest electric and/or gas utilities:

- Baltimore Gas and Electric Company (BGE)
- Potomac Electric Power Company (Pepco)
- Washington Gas Light Company (WGL)
- The Potomac Edison Company (PE)
- Delmarva Power and Light Company (DPL)
- Southern Maryland Electric Cooperative, Inc. (SMECO)

## FOR MORE INFORMATION

**410.767.8028**

[psc.state.md.us/consumers/](https://psc.state.md.us/consumers/)

STATE OF MARYLAND  
Public Service Commission

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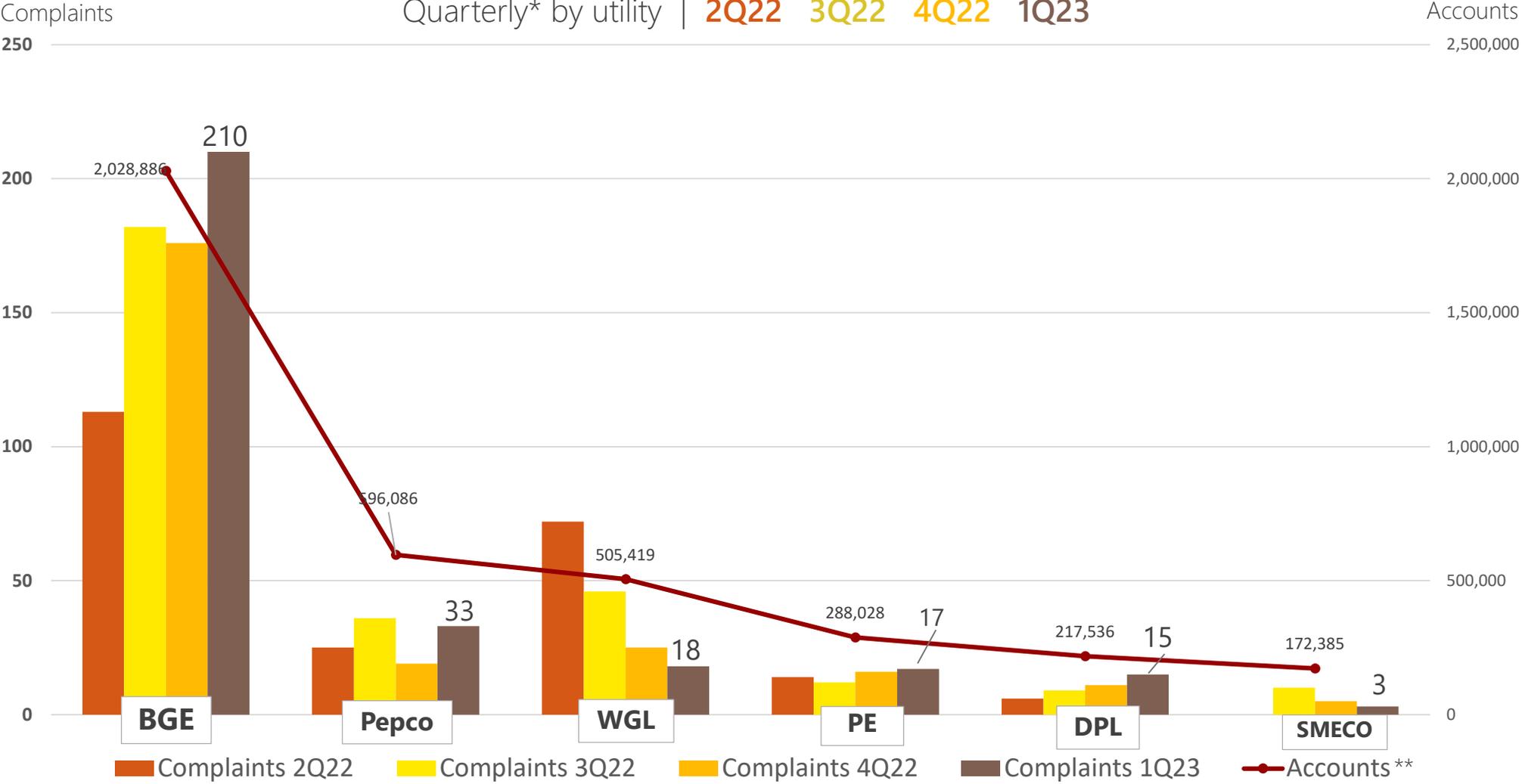
1Q23  
REPORT

This first Quarterly Report was prepared in response to the 2022 Joint Chairmen's Report from the Senate Budget and Taxation Committee and House Appropriations Committee, addressing the Commission's progress in compilation and publication of complaint-related performance metrics for regulated utilities.

# COMPLAINTS

Filed against Maryland's gas and electric utility companies

Quarterly\* by utility | 2Q22 3Q22 4Q22 1Q23



\*Fiscal year: July 1st – June 30th

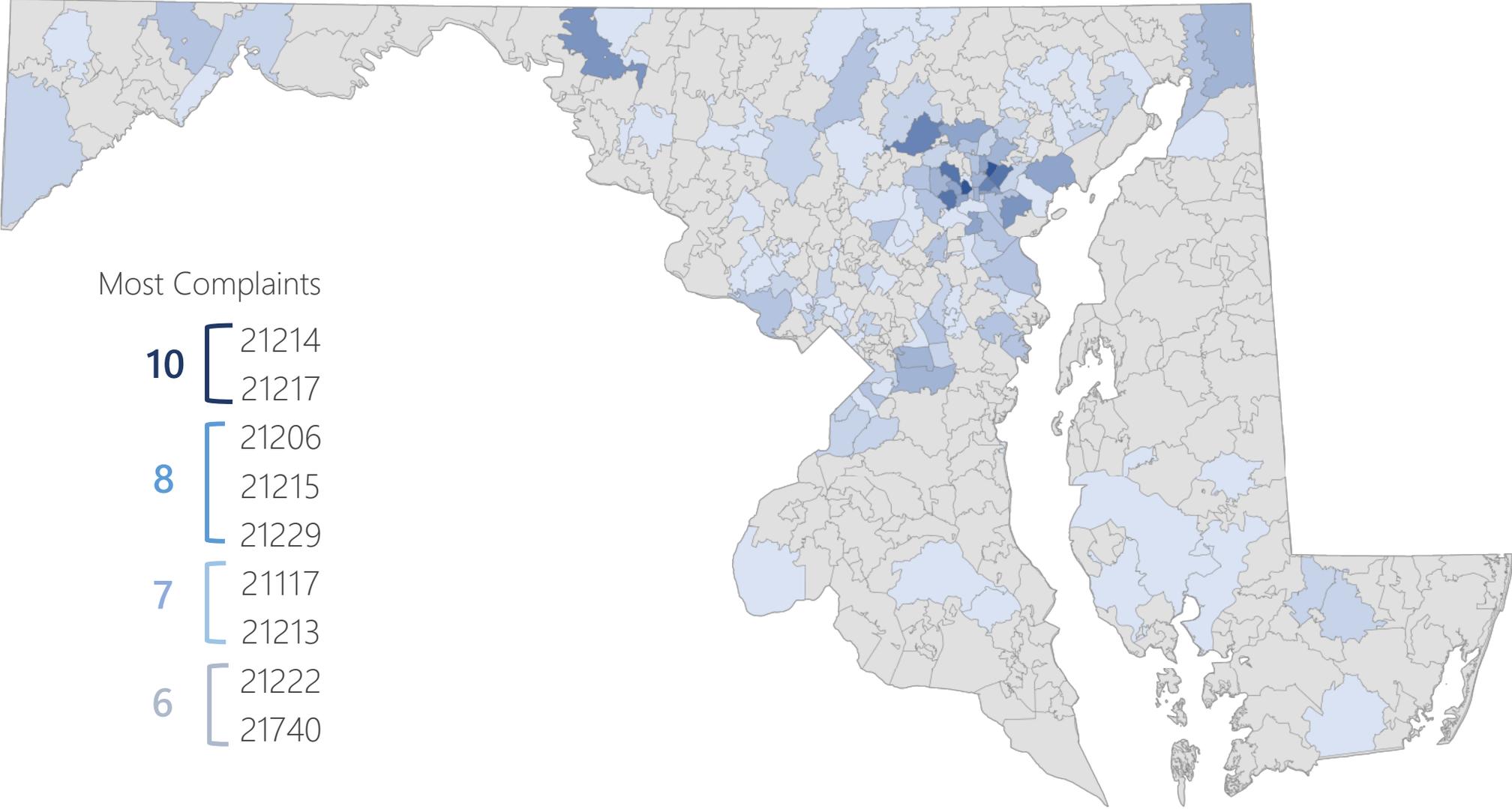
\*\*Account totals from MD PSC's Electric Choice Monthly Enrollment Report through 08.31.2022 and Gas Choice Enrollment Report through 12.31.2021



# COMPLAINTS

Filed against Maryland's gas and electric utility companies

By zip code | **1Q23** 07.01.2022 – 09.30.2022



Most Complaints

- 10 [ 21214  
21217
- 8 [ 21206  
21215  
21229
- 7 [ 21117  
21213
- 6 [ 21222  
21740

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# COMPLAINTS

1Q23 07.01.2022 –  
09.30.2022

Filed against Maryland's gas and electric utility companies

## PRIMARY DISPUTE ISSUE 1Q23

- Billing dispute 108
- Termination of Service Issue 58
- Unable to start/stop service 26
- Electric Utility - Other Issue 22
- Outage(s) 19
- Meter concerns 14
- Payment dispute 14
- Security deposit issue 13
- Reporting safety concern(s) 12
- Poor customer service 11
- Gas Utility - Other Issue 6
- Meter tampering 2

TOTAL COMPLAINTS FILED\* IN  
REPORTING PERIOD 1Q23: **305**

BILLING DISPUTE AS PRIMARY  
ISSUE\*\* 1Q23: **35.4%**

Compare with 1Q22: 20.8%

TERMINATION OF SERVICE  
ISSUE AS PRIMARY ISSUE\*\*  
1Q23: **19%**

Compare with 1Q22: 3.9%

### Highest termination of service complaints by zip code:

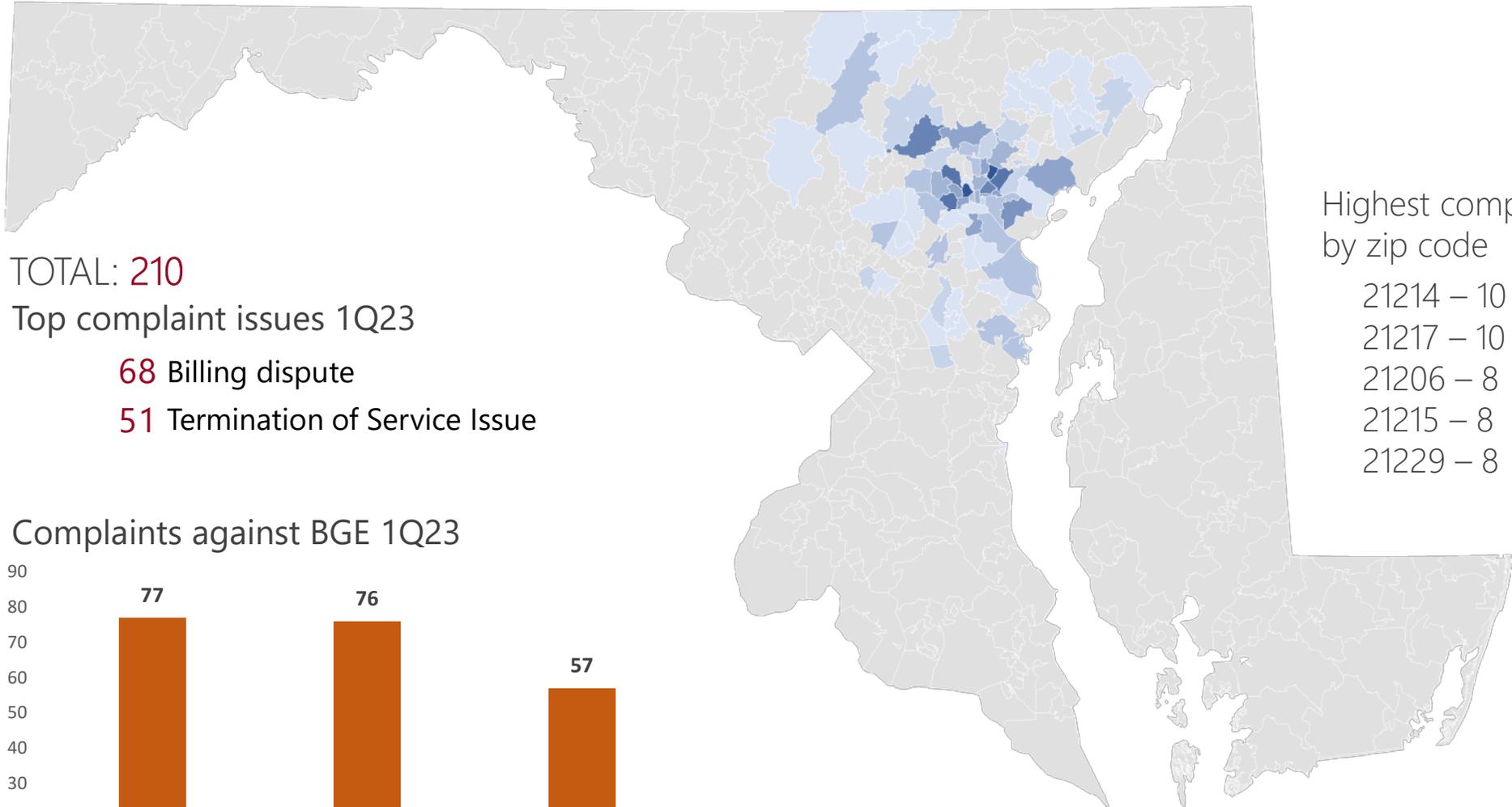
- 4 complaints: 21220
- 3 complaints: 21117, 21206, 21222, 21229

\*Filed against gas and electric utility companies

\*\*Among complaints filed against gas and electric utility companies

# COMPLAINTS BGE

1Q23 07.01.2022 – 09.30.2022



TOTAL: 210

Top complaint issues 1Q23

68 Billing dispute

51 Termination of Service Issue

Highest complaints by zip code

21214 – 10

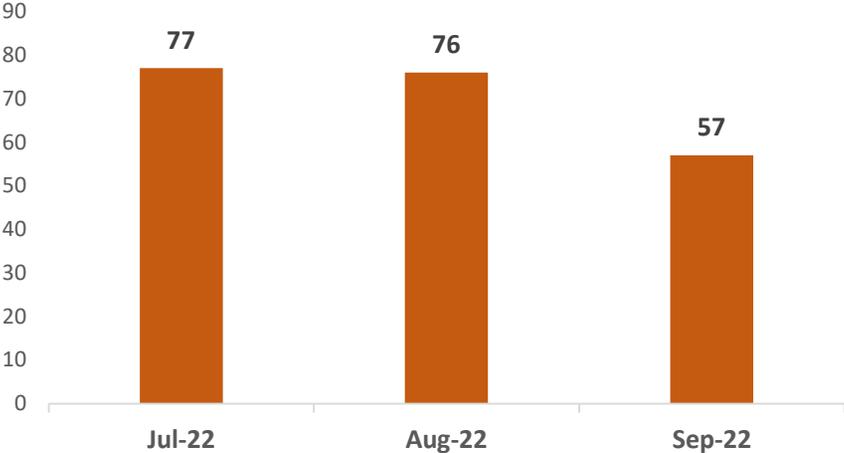
21217 – 10

21206 – 8

21215 – 8

21229 – 8

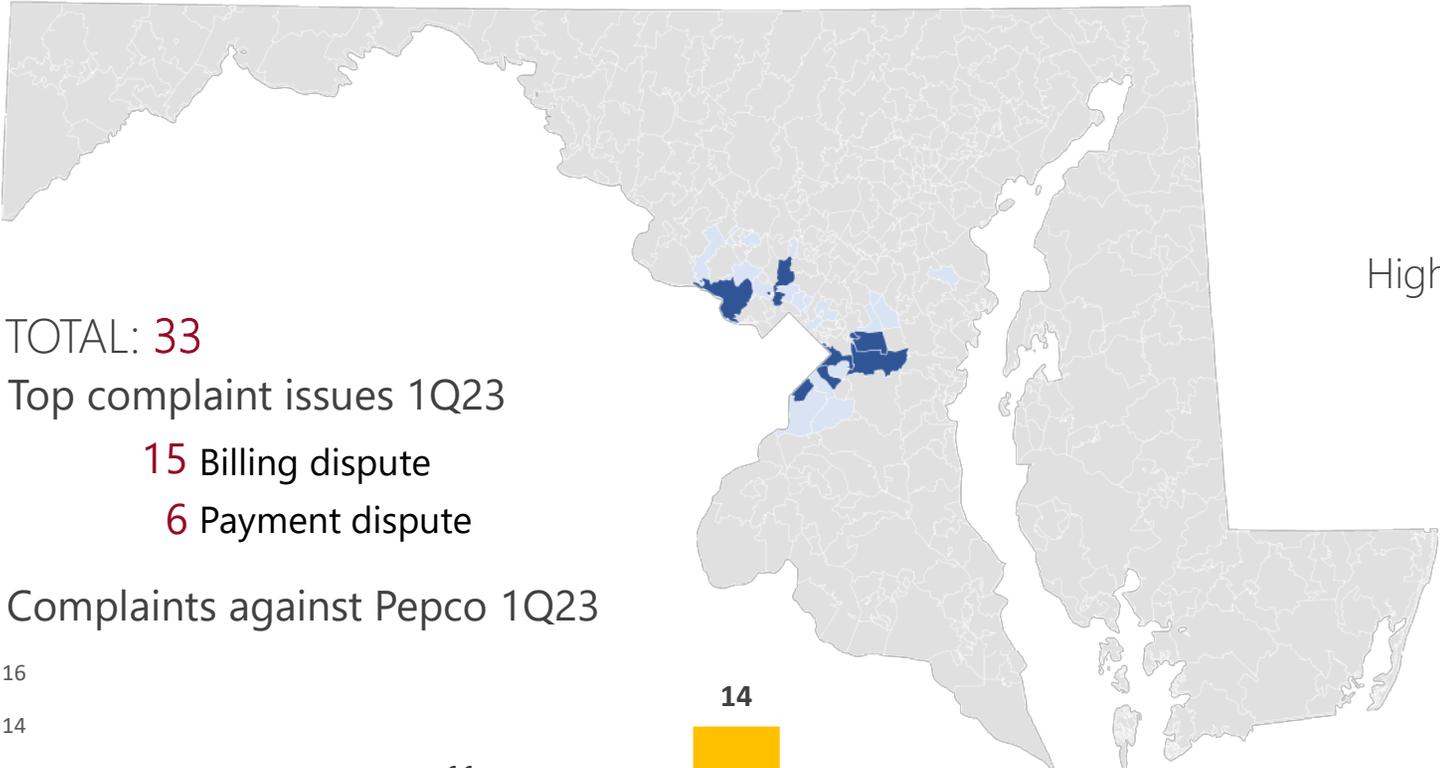
Complaints against BGE 1Q23



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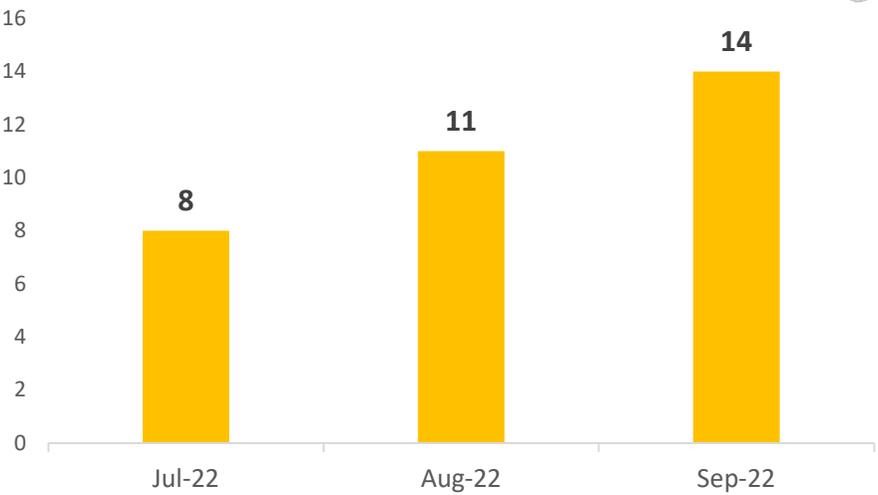
# COMPLAINTS Pepco

1Q23 07.01.2022 – 09.30.2022



TOTAL: **33**  
 Top complaint issues 1Q23  
 15 Billing dispute  
 6 Payment dispute

Complaints against Pepco 1Q23

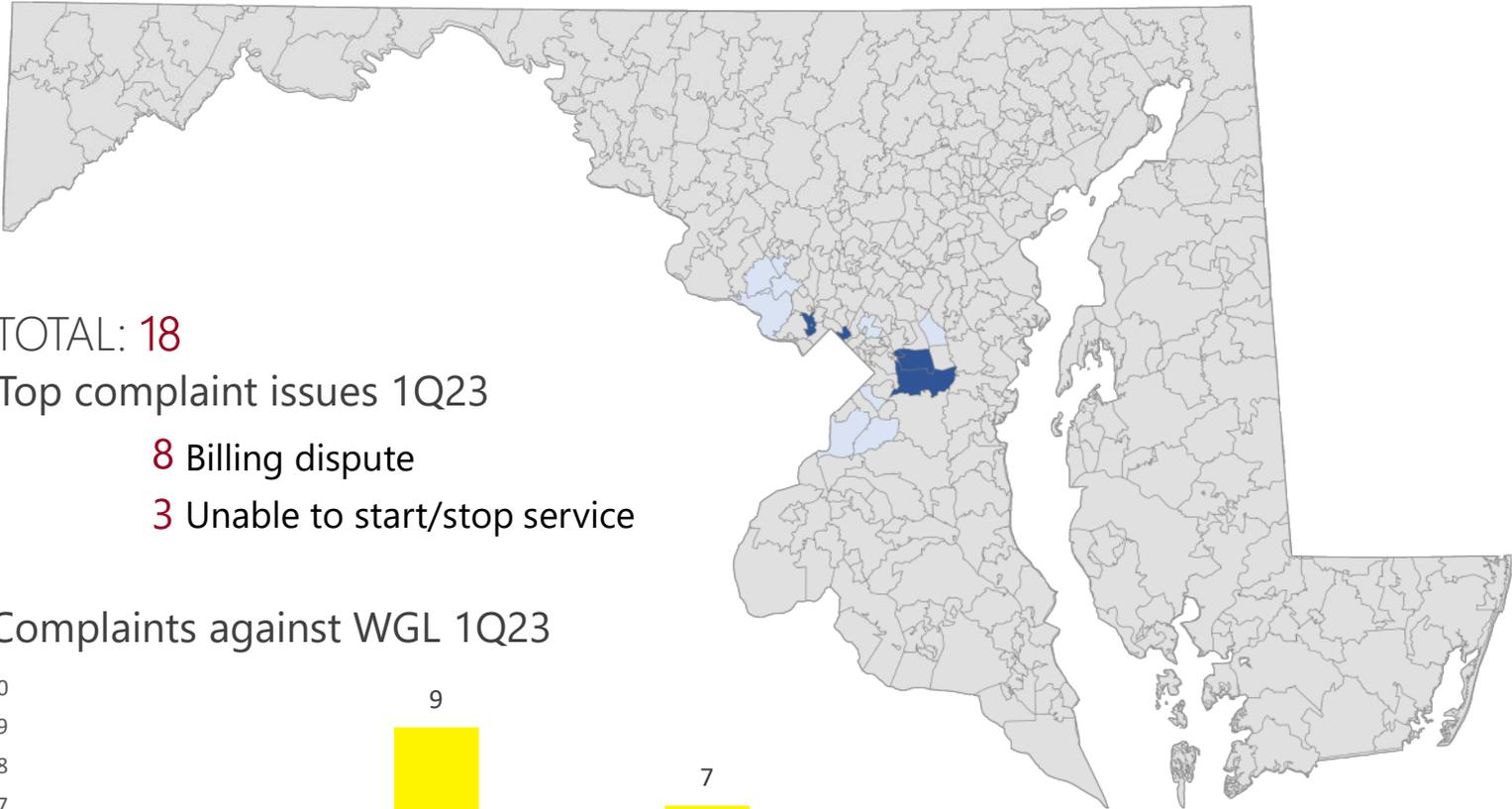


- Highest complaints by zip code
- 2
  - 20721
  - 20743
  - 20745
  - 20746
  - 20774
  - 20854
  - 20895
  - 20906
  - 1
  - 20715
  - 20720
  - 20735
  - 20740
  - 20744
  - 20747
  - 20748
  - 20782
  - 20850
  - 20852
  - 20860
  - 20874
  - 20879
  - 20901
  - 20902
  - 20903
  - 21146

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# COMPLAINTS WGL

1Q23 07.01.2022 – 09.30.2022



Highest complaints by zip code

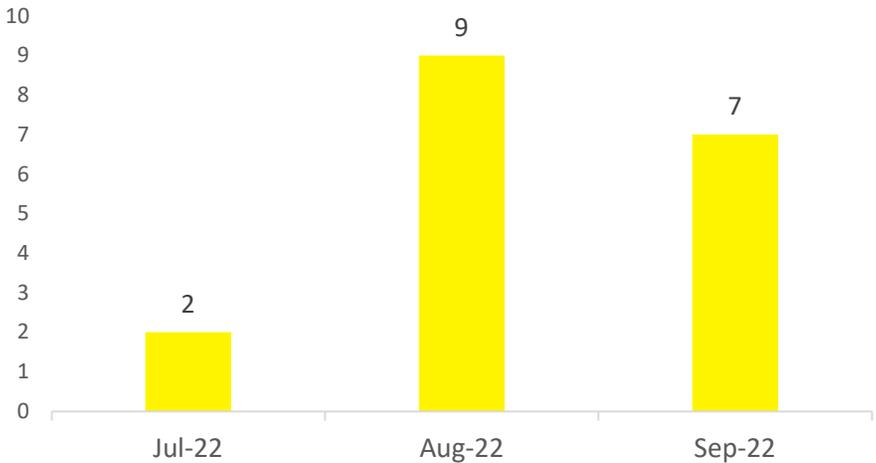
- 2 [ 20721, 20774, 20814, 20912, 20712 ]
- 1 [ 20715, 20735, 20740, 20744, 20746, 20850, 20854, 20877, 20878 ]

TOTAL: 18

Top complaint issues 1Q23

- 8 Billing dispute
- 3 Unable to start/stop service

Complaints against WGL 1Q23



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# COMPLAINTS PE

1Q23 07.01.2022 – 09.30.2022

TOTAL: 17

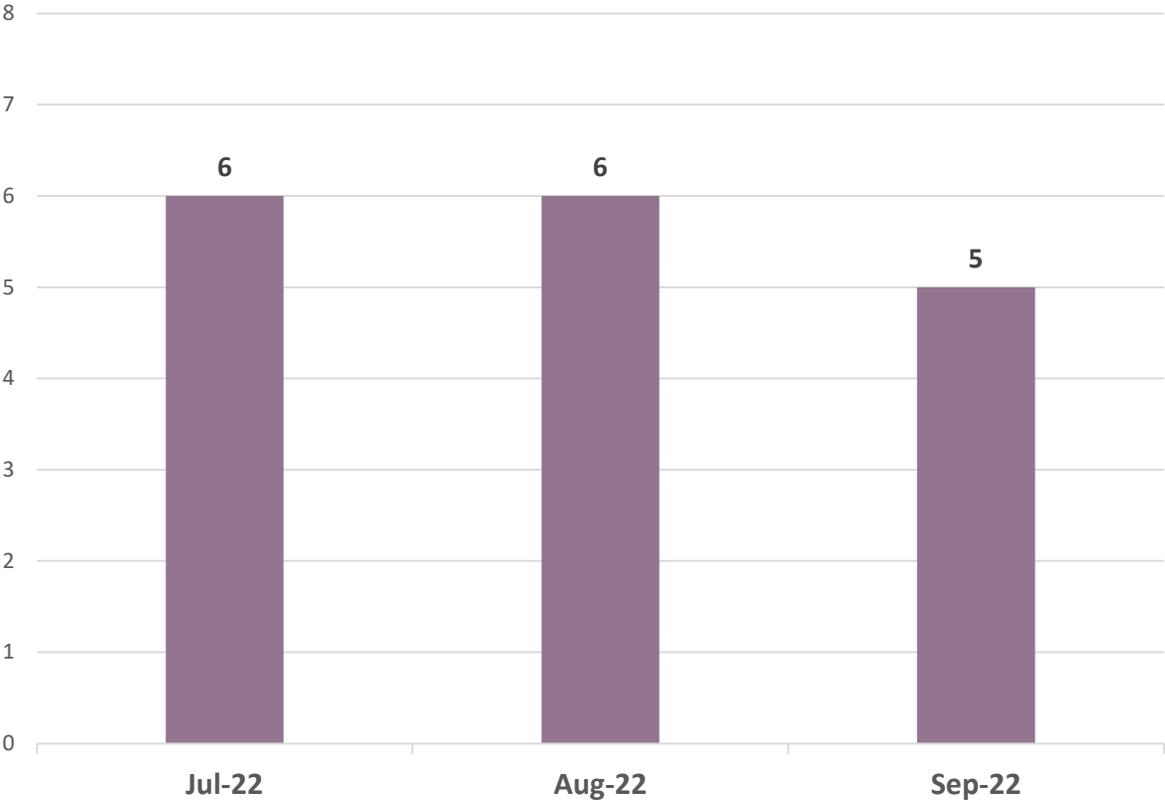
Top complaint issues 1Q23

- 6 Billing dispute
- 3 Outage(s)

Highest complaints by zip code

- 5 [ 21740
- 2 [ 21502
- 2 [ 21550
- 1 [ 20871
- 1 [ 21520
- 1 [ 21532
- 1 [ 21557
- 1 [ 21701
- 1 [ 21742
- 1 [ 21769
- 1 [ 21779

Complaints against PE 1Q23



# COMPLAINTS DPL

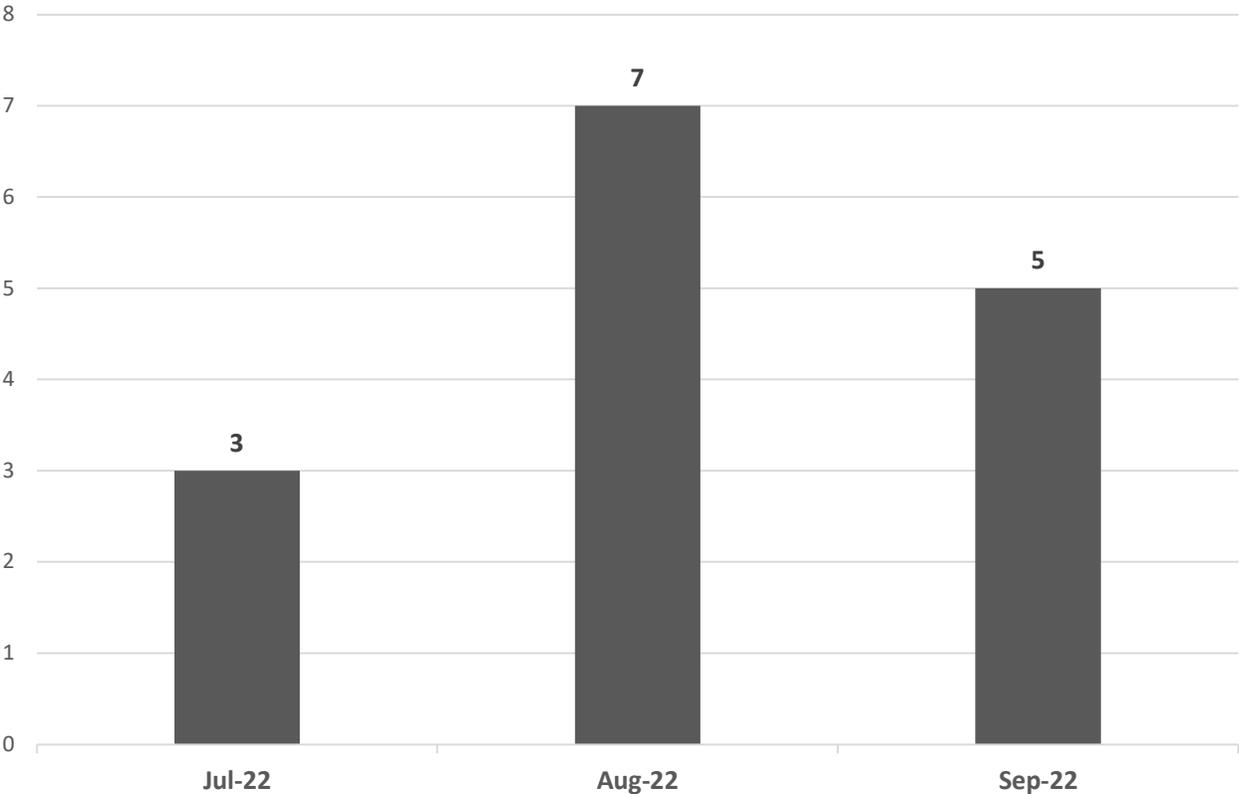
1Q23 07.01.2022 – 09.30.2022

TOTAL: 15

Top complaint issues 1Q23

- 6 Electric utility – other issue
- 3 Billing dispute

Complaints against DPL 1Q23



Highest complaints by zip code

- 3 [ 21901, 21921
- 2 [ 21801, 21804
- 1 [ 21613, 21622, 21643, 21654, 21851



# COMPLAINTS SMECO

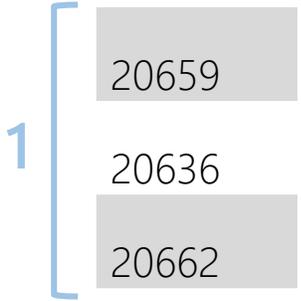
1Q23 07.01.2022 – 09.30.2022

TOTAL: 3

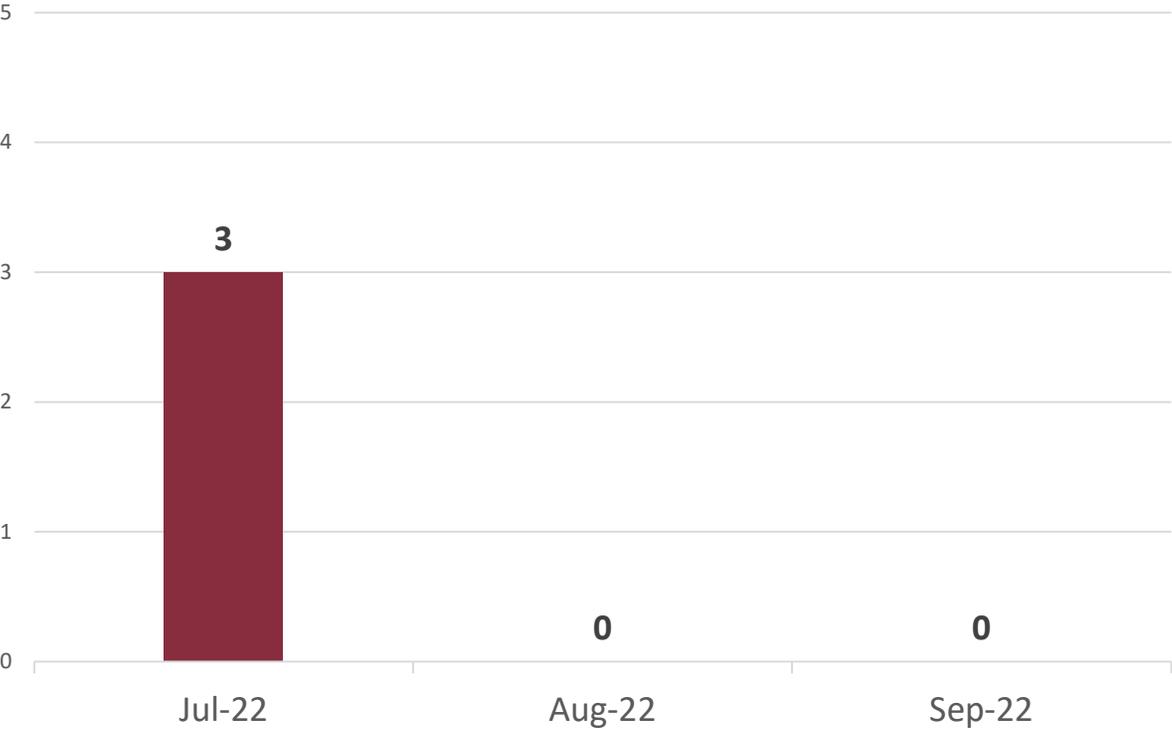
Top complaint issues 1Q23

- 2 Billing dispute
- 1 Reporting safety concern(s)

Highest complaints by zip code



Complaints against SMECO 1Q23



**COMPLAINTS AGAINST UTILITIES RECEIVED BY THE CONSUMER AFFAIRS DIVISION (CAD)**

September 2022

Opened Date	Service Zip/Postal Code	Utility/Supplier Name
9/30/2022	21113	BGE
9/30/2022	21207	BGE
9/30/2022	21401	BGE
9/30/2022	20854	Washington Gas - Maryland Division
9/29/2022	20774	Washington Gas - Maryland Division
9/29/2022	21239	BGE
9/29/2022	20902	Potomac Electric Power Company (PEPCO)
9/29/2022	21215	BGE
9/28/2022	21202	BGE
9/28/2022	21403	BGE
9/27/2022	21234	BGE
9/26/2022	21804	Delmarva Power and Light Company
9/26/2022	20860	Potomac Electric Power Company (PEPCO)
9/26/2022	21214	BGE
9/26/2022	21921	Delmarva Power and Light Company
9/26/2022	21223	BGE
9/23/2022	21228	BGE
9/23/2022	20854	Potomac Electric Power Company (PEPCO)
9/22/2022	20744	Washington Gas - Maryland Division
9/22/2022	21216	BGE
9/22/2022	21117	BGE
9/21/2022	21214	BGE
9/21/2022	21146	Potomac Electric Power Company (PEPCO)
9/21/2022	21208	BGE
9/21/2022	21226	BGE
9/20/2022	21047	BGE
9/20/2022	21223	BGE
9/20/2022	21239	BGE
9/20/2022	21061	BGE
9/20/2022	20720	Potomac Electric Power Company (PEPCO)
9/20/2022	21201	BGE
9/20/2022	21060	BGE
9/19/2022	20745	Potomac Electric Power Company (PEPCO)
9/19/2022	21225	BGE
9/19/2022	21740	Potomac Edison
9/18/2022	21502	Potomac Edison
9/18/2022	21206	BGE
9/16/2022	21217	BGE
9/16/2022	21613	Delmarva Power and Light Company
9/16/2022	21202	BGE
9/16/2022	21234	BGE
9/15/2022	21136	BGE
9/15/2022	21550	Potomac Edison
9/15/2022	21157	BGE
9/15/2022	20906	Potomac Electric Power Company (PEPCO)
9/15/2022	21921	Delmarva Power and Light Company
9/14/2022	21215	BGE
9/14/2022	20878	Washington Gas - Maryland Division
9/14/2022	21239	BGE
9/14/2022	21223	BGE
9/13/2022	21218	BGE
9/13/2022	21229	BGE
9/13/2022	21201	BGE
9/13/2022	20721	Potomac Electric Power Company (PEPCO)
9/12/2022	20721	Potomac Electric Power Company (PEPCO)
9/12/2022	21286	BGE
9/12/2022	21214	BGE
9/12/2022	21208	BGE
9/12/2022	21205	BGE
9/12/2022	21234	BGE
9/9/2022	20782	Potomac Electric Power Company (PEPCO)
9/9/2022	21214	BGE
9/9/2022	21215	BGE
9/9/2022	21146	BGE
9/8/2022	20748	Potomac Electric Power Company (PEPCO)
9/8/2022	21212	BGE
9/8/2022	21550	Potomac Edison
9/8/2022	21215	BGE
9/7/2022	21217	BGE
9/7/2022	21222	BGE
9/7/2022	21205	BGE
9/7/2022	21901	Delmarva Power and Light Company
9/6/2022	20862	BGE
9/6/2022	20743	Potomac Electric Power Company (PEPCO)
9/6/2022	21774	Utility Not Listed (Must provide copy of your bill)
9/6/2022	21222	BGE
9/5/2022	20721	Washington Gas - Maryland Division
9/5/2022	20854	Potomac Electric Power Company (PEPCO)
9/3/2022	20850	Washington Gas - Maryland Division
9/2/2022	21213	BGE
9/2/2022	20740	Washington Gas - Maryland Division
9/2/2022	21532	Potomac Edison
9/2/2022	21012	BGE
9/2/2022	21122	BGE
9/1/2022	21220	BGE
9/1/2022	20901	Potomac Electric Power Company (PEPCO)
9/1/2022	21229	BGE
9/1/2022	20866	BGE
9/1/2022	21213	BGE