

MARYLAND PUBLIC SERVICE COMMISSION

Reporting of Complaints Filed Against Utilities

September 1, 2023

Prepared in response to the 2023 Joint Chairmen's Report from the Senate Budget and Taxation Committee and House Appropriations Committee, addressing the Commission's compilation and publication of complaint-related performance metrics for regulated utilities



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I. Introduction

The Maryland Public Service Commission (PSC or Commission) hereby submits this report in response to the 2023 Joint Chairmen’s Report (JCR) from the Senate Budget and Taxation Committee and House Appropriations Committee pertaining to the Commission’s compilation and publication of complaint-related performance metrics for regulated utilities. In this report, the Commission provides an update on complaints received by the Consumer Affairs Division against utilities, against third-party retail energy suppliers, and where quarterly complaint reports are available on the Commission's website.

II. Background and Report Availability Status

The Consumer Affairs Division (CAD) is the division within the PSC responsible for the investigation and resolution of complaints by Maryland ratepayers against utilities and third-party retail energy suppliers in accordance with applicable laws, regulations, and tariffs. CAD collects and tracks information regarding complaints received to identify potential patterns of regulatory non-compliance.

The Commission tracks and reports on suppliers that are the subject of three or more customer complaints over the course of a month. Reporting began in FY2019; reports are published quarterly and are available on the Commission’s website.¹ In FY2023, CAD developed a quarterly report on gas and electric utility complaints. The utility quarterly report is available on the Commission’s website² and covers complaints received by CAD against Maryland’s six largest electric and/or gas utilities:

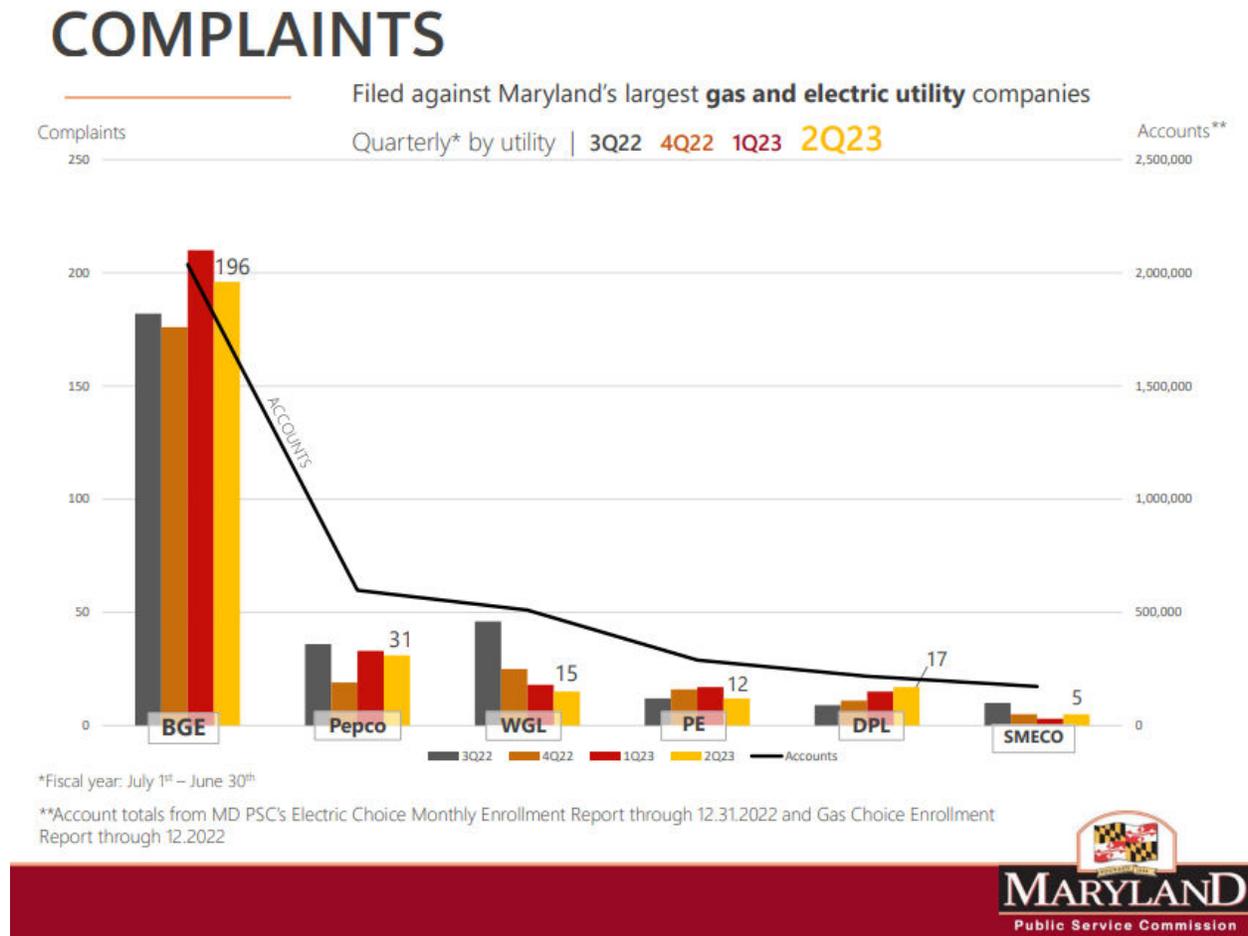
- Baltimore Gas and Electric Company (BGE),
- Potomac Electric Power Company (Pepco),
- Delmarva Power & Light Company (DPL),
- The Potomac Edison Company (PE),
- Southern Maryland Electric Cooperative, Inc. (SMECO), and
- Washington Gas Light Company (WGL).

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

² Public Service Commission of Maryland, “Gas and/or Electric Utility Complaint Report.” New reports are published quarterly and can be found, with supplier reports, on the same web page as above.

The utility report includes the number of complaints filed against each utility and references the total number of accounts³ held by each utility to provide context.

Figure 1 – Quarterly complaints by utility with account totals



The utility report includes zip code-level data of complainants' service address to create a visualization of the complaint concentrations in the state of Maryland while preserving complainant anonymity.

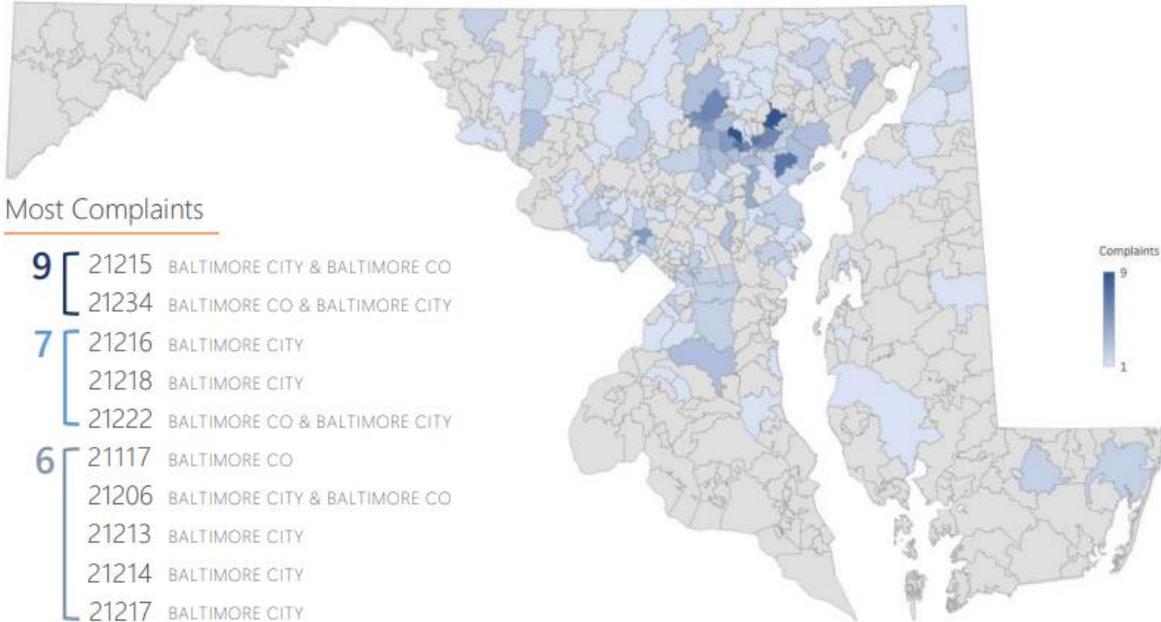
³ Account totals from the Commission's Electric Choice Monthly Enrollment Report (<https://www.psc.state.md.us/electricity/electric-choice-monthly-enrollment-reports/>) and the Commission's Gas Choice Enrollment Report (<https://www.psc.state.md.us/gas/gas-choice-enrollment-report-2/>).

Figure 2 – Quarterly complaints against utilities by zip code, FY2023 / Q2

COMPLAINTS

Filed against Maryland's largest **gas and electric utility** companies

By zip code | **2Q23** 10.01.2022 – 12.31.2022



III. 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 its processes.