

**PUBLIC SERVICE COMMISSION
OF MARYLAND**

**INTERIM REPORT ON CUSTOMER EDUCATION
AND CHOICE SHOPPING WEBSITES**

Pursuant to SB 517/Chapter 305(2(b)2), 2019

Prepared for the Senate Finance Committee and the House
Economic Matters Committee

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I. OVERVIEW

Under SB 517/Chapter 305(2)(b)2, 2019 (“Act”), it was the intent of the General Assembly that the Public Service Commission (“Commission”) revamp the customer education section of its website, and establish the customer choice shopping websites required under §§ 7–510.2 and 7–604.1 of the Public Utilities Article, as enacted by this Act, no later than October 1, 2020.

II. STATUS

The Commission is pleased to report that two new customer choice shopping websites for residential electric and residential natural gas customers have been developed and are fully operational in compliance with this Act. The Commission’s electric choice website (www.MDElectricChoice.com) launched in March 2020, and the gas choice website (www.MDGasChoice.com) launched in September 2020. The two new websites are separate and distinct from the Commission’s main website and are hosted by a separate vendor procured for this project by the Commission.

Under the Act, the Commission was required to establish separate customer choice websites with enhanced functionality and features that allows residential customers to shop for and sort offers to supply their home energy needs. The new websites feature attractive user-friendly designs and layout making it easy for energy shoppers to navigate and find products beneficial to them. In addition to many shop-and-compare features required by the Act, the website also contains a plethora of resources and educational information to help customers make more informed decisions when choosing their energy supplier as well as to help answer many questions that consumers may have regarding their home energy needs. Furthermore, the new websites contain links to the Commission’s complaint process that provides access for the consumer to protect their customer rights and to make use of consumer protections through the Commission.

III. FUTURE UPDATES

As required by the Act, the Commission will include additional information regarding its compliance with this Act in its 2020 annual report on the customer choice website required under § 7–510.1(f) of the Public Utilities Article in 2021.