

PUBLIC SERVICE COMMISSION OF MARYLAND

Residential Arrearage and Termination Data

July 11, 2025

Prepared in response to the 2025 Joint Chairmen's Report from the Senate Budget and Taxation Committee and House Appropriations Committee, reporting utility residential termination and arrearage data from June 2024 through May 2025



William Donald Schaefer Tower
6 St. Paul Street
Baltimore, Maryland 21202-6806
www.psc.state.md.us

I. Introduction

The Public Service Commission of Maryland (“PSC” or “Commission”) hereby submits this report in response to the 2025 Joint Chairmen’s Report (“JCR”) from the Senate Budget and Taxation Committee and House Appropriations Committee (collectively, “Committees”), pertaining to data the utilities of Maryland provided to the Commission on residential arrearages and terminations for the months of June 2024 through May 2025.

II. Background

The Commission is an independent unit in the Executive Branch of State government and, in accordance with Public Utilities Article (“PUA”) §2-101, carries out the functions assigned to it by law. In July 2020, in response to the COVID-19 pandemic, the Commission convened “Public Conference 53 (PC 53) to elicit information from Maryland utilities and stakeholders to better understand the impacts to date of the pandemic on utilities and the services they provide.”¹ The PC 53 docket continues to be the repository of information related to utility termination and arrearage data and Commission actions related to terminations. Commission Order number 91031² was issued in the PC 53 docket on February 20, 2024 and established a uniform reporting template and directed utilities to begin reporting under the new requirements by July 1, 2024.

III. Availability of Data

With the establishment of a uniform reporting template, utilities have submitted the required data regarding arrearages and terminations monthly. The data is uploaded to the Commission’s website and is currently available for public inspection.³ It is this data that forms the basis of the following tables and charts.

¹ [Administrative Docket PC 53](#).

² Maillog No. 307724.

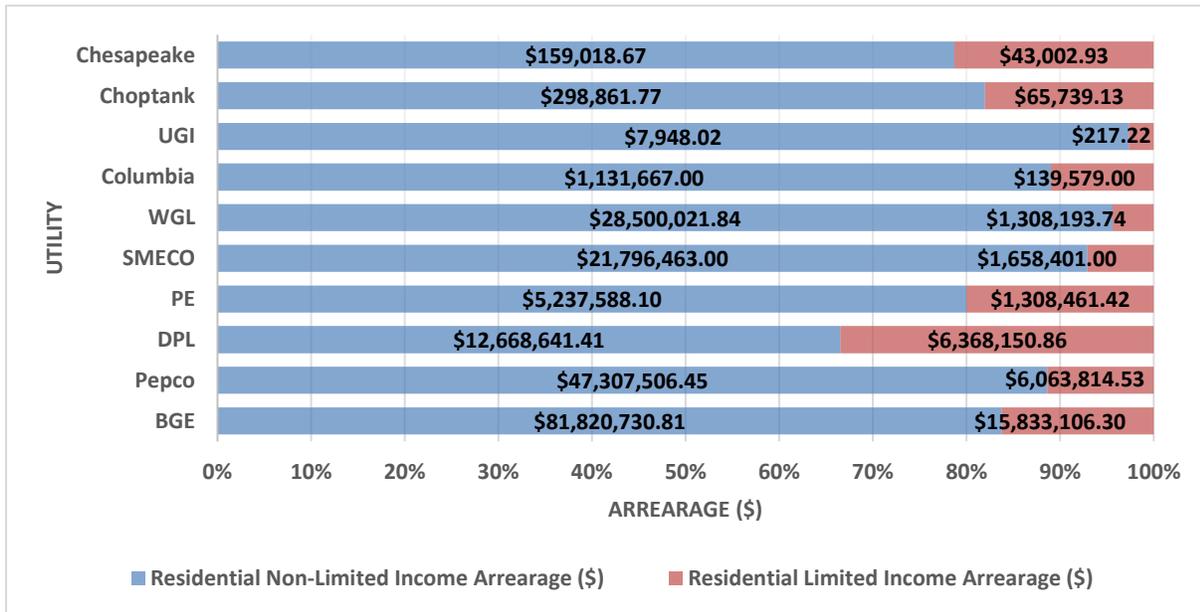
³ <https://www.psc.state.md.us/utility-termination-arrearage-reports/>.

Terms and Metrics Defined

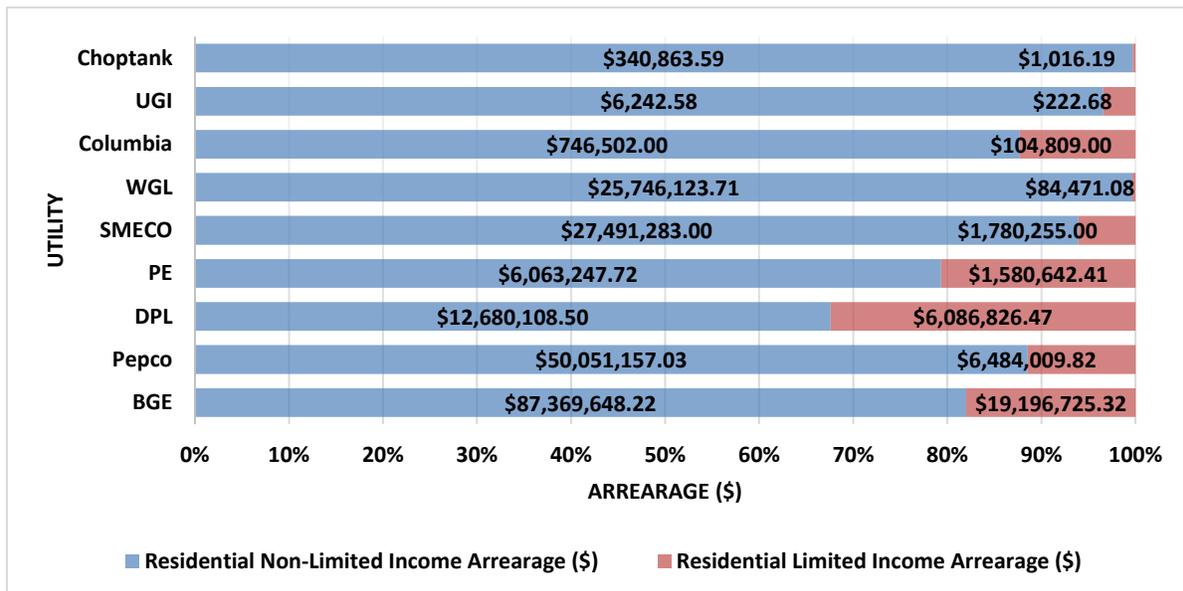
Term	Definition
Arrearage	The date in which a utility considers a bill to be past due. The utilities use timelines that are individual to each utility.
BGE	Baltimore Gas and Electric Company
Chesapeake	Chesapeake Utilities Corporation-Maryland Division
Choptank	Choptank Electric Cooperative
Columbia	Columbia Gas of Maryland
DPL	Delmarva Power and Light Company
Effective Termination	To discontinue electric, gas, or electric and gas service to a premises by a utility. See COMAR 20.31.01.02.
Low-Income Customer	Utilities identify a Low-Income Customer based on the coding and data that is provided by the Office of Home Energy Programs. For reporting purposes, customers are reported as "Low-Income Customers" for 12 months following receipt of any qualifying grant.
Non-Low-Income Customer	Utilities identify a Non-Low-Income Customer based on the absence of coding and data that is provided by the Office of Home Energy Programs.
PE	Potomac Edison Company
Pepco	Potomac Electric Power Company
SMECO	Southern Maryland Electric Cooperative, Inc.
Termination Eligibility for Terminations Requiring Notice	<p>A utility may terminate service to a customer for any of the following reasons if the utility has made reasonable attempts to collect the past-due bills using normal collection procedures:</p> <ol style="list-style-type: none"> 1. The customer is in violation or non-compliance of COMAR 20.50, 20.55, or the utility's tariff and rules filed to the Commission. 2. The customer fails to fulfill their contractual obligations for service subject to regulation by the Commission. 3. The customer fails to permit the utility to have reasonable access to its equipment on a customer premises. 4. The customer fails to provide the utility with a deposit as authorized in COMAR 20.30.02. 5. The customer fails to furnish service equipment, permits, certificates, or rights-of-way, as specified by the utility as a condition for receiving service. <p>See COMAR 20.31.02.02 and 20.31.02.05.</p>
UGI	UGI Utilities, Inc.
WGL	Washington Gas Light Company

The tables below reflect each utilities' monthly arrearage balance for residential customers and the percentage of arrearage attributable to low-income and non-low-income customers for the period June 2024 through May 2025.

June 2024 Arrearage

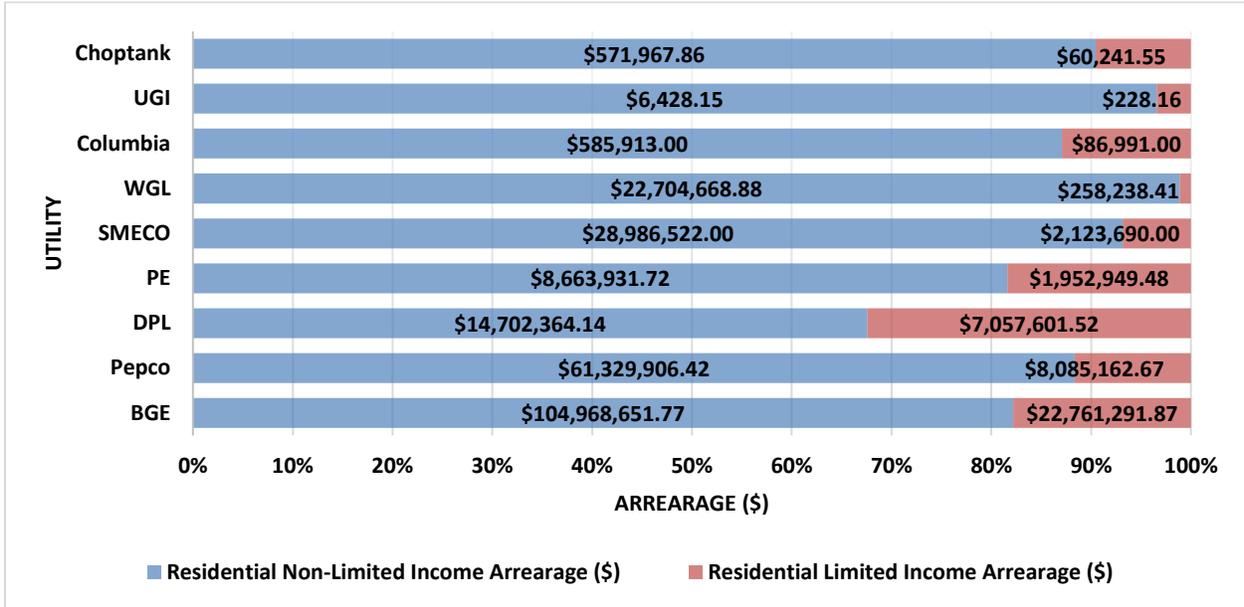


July 2024 Arrearage⁴

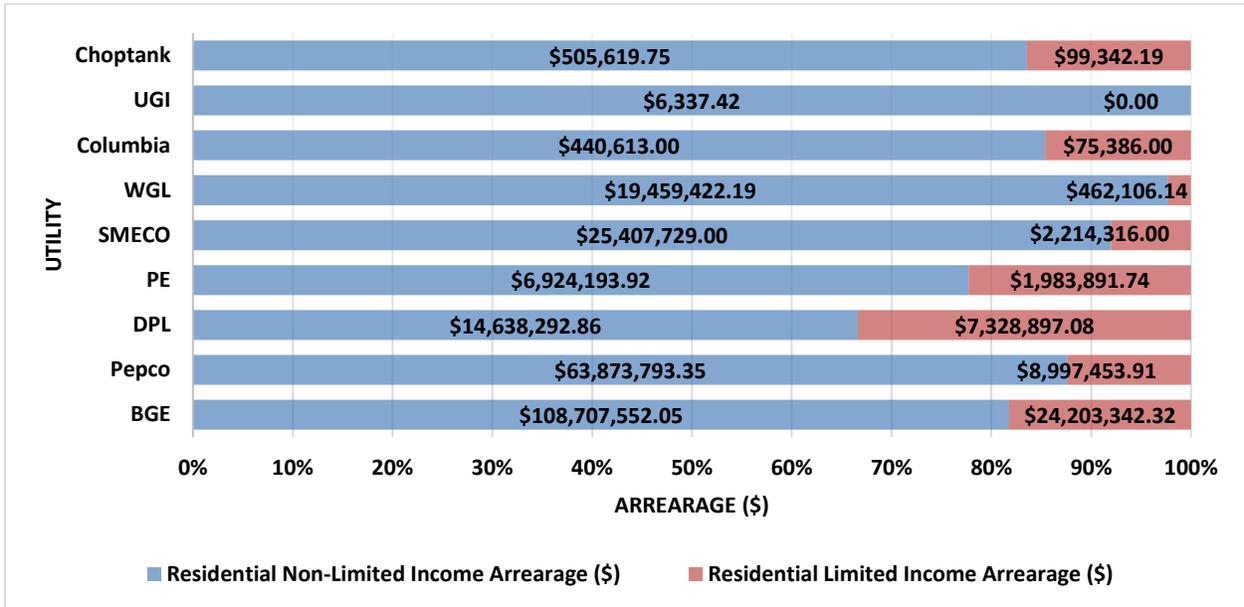


⁴ Data for Chesapeake is currently unavailable from July 2024 through February 2025 and from April 2025 through May 2025.

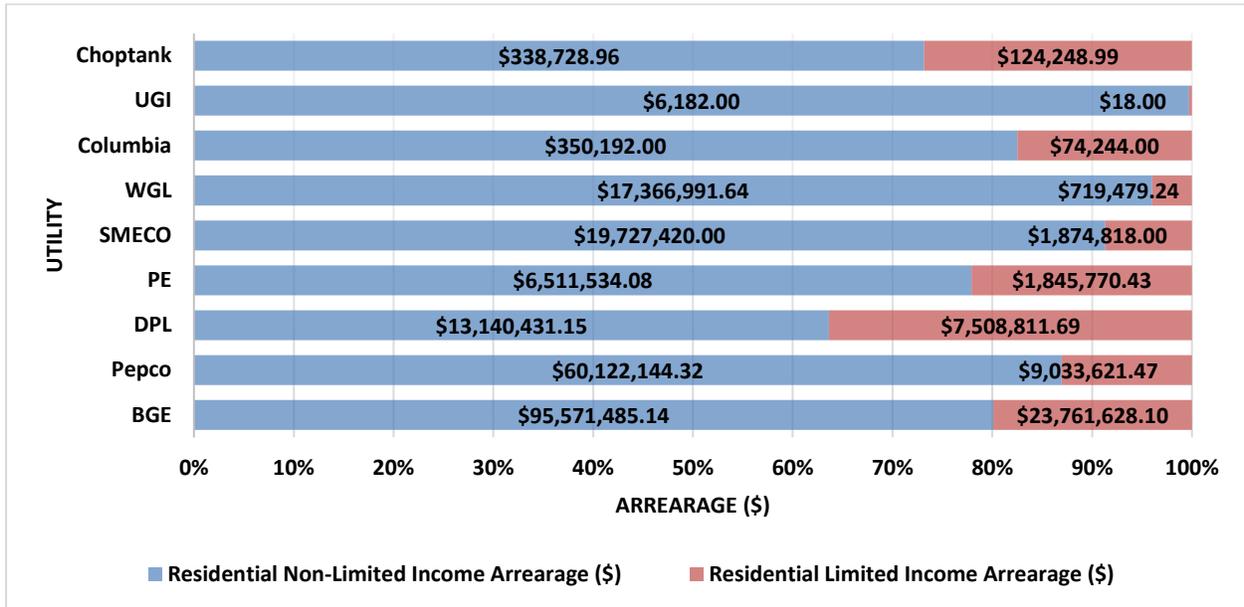
August 2024 Arrearage



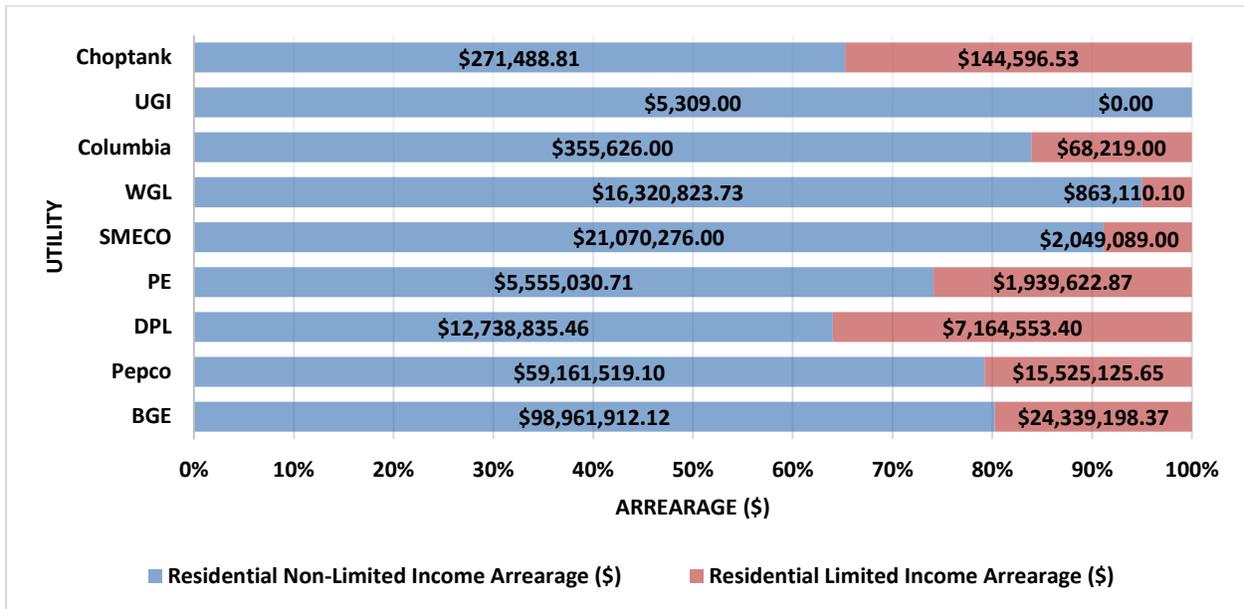
September 2024 Arrearage



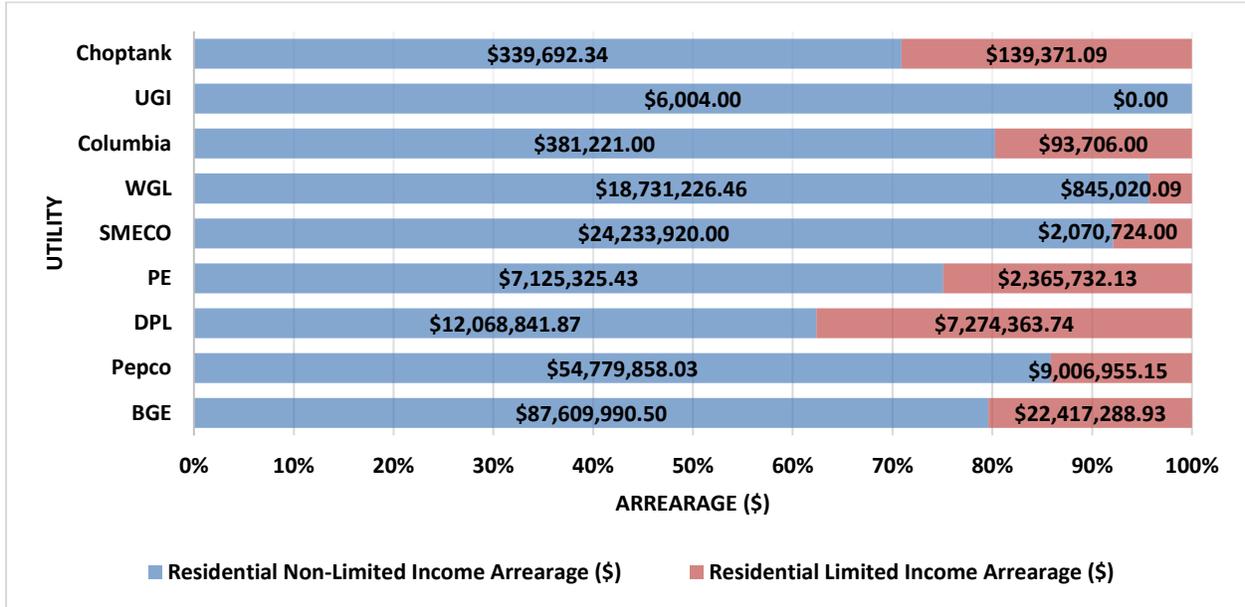
October 2024 Arrearage



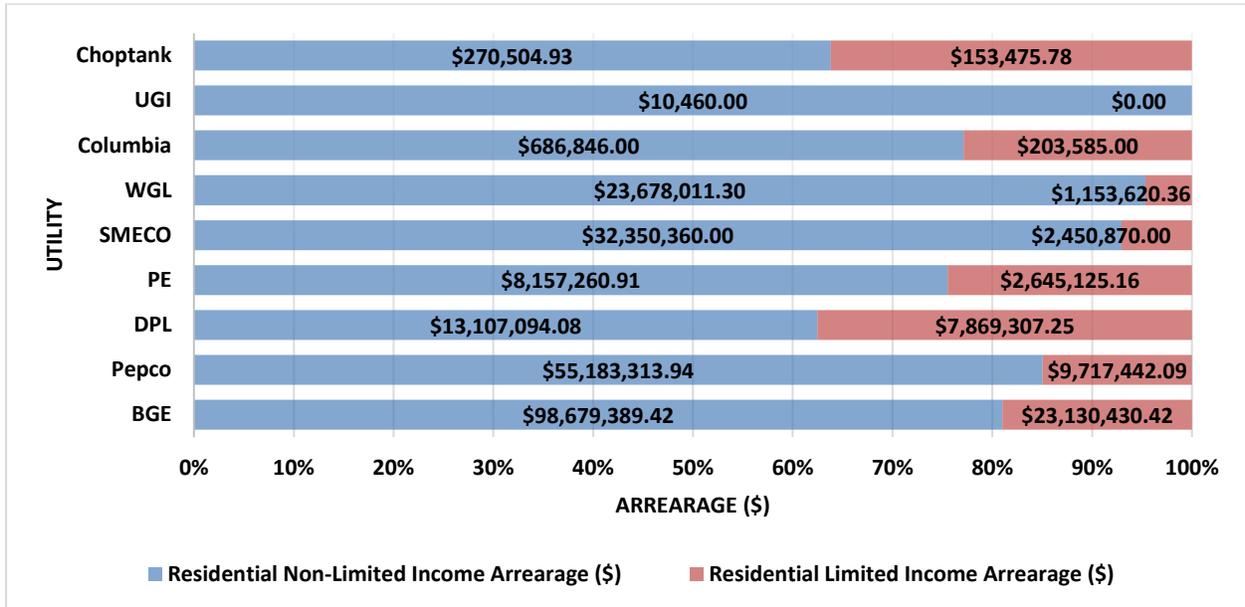
November 2024 Arrearage



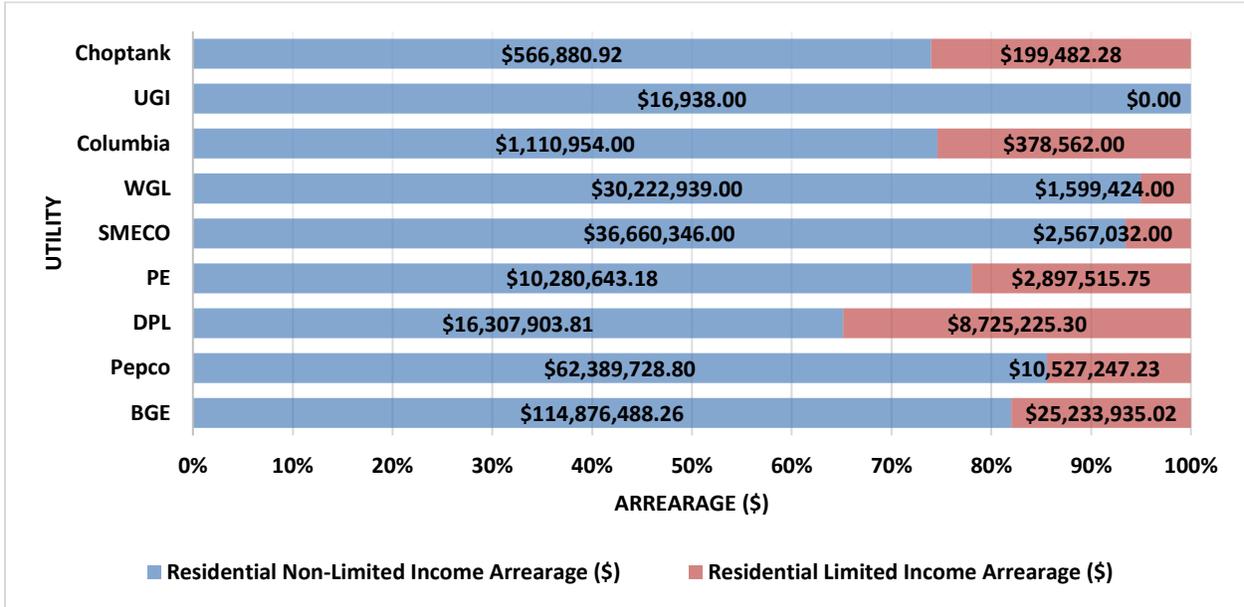
December 2024 Arrearage



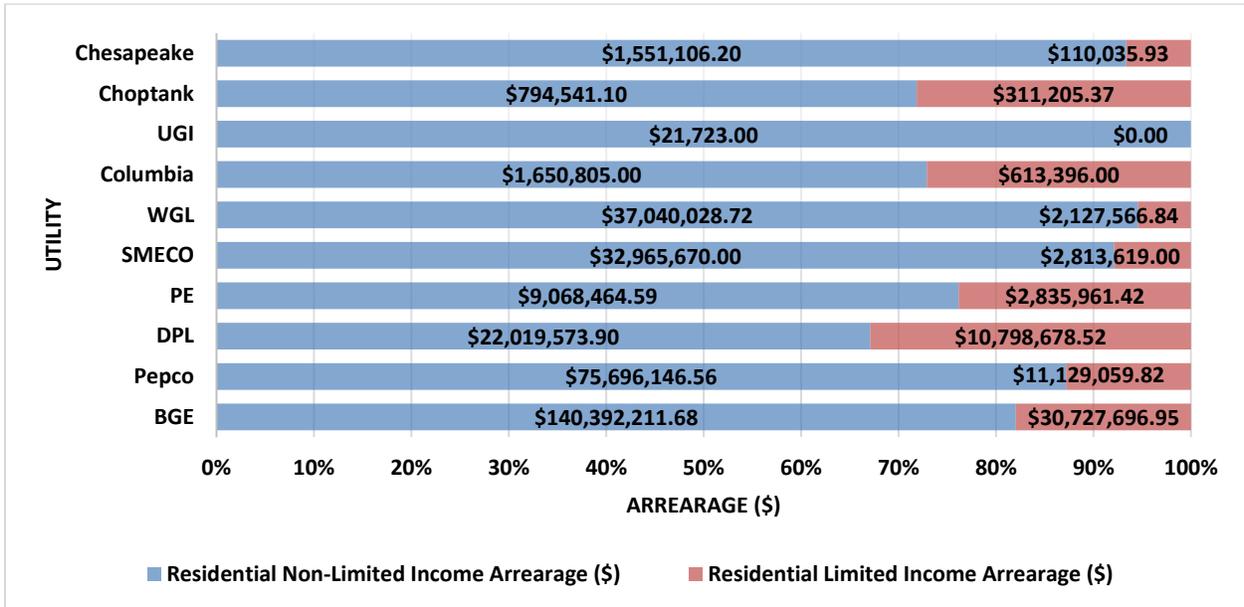
January 2025 Arrearage



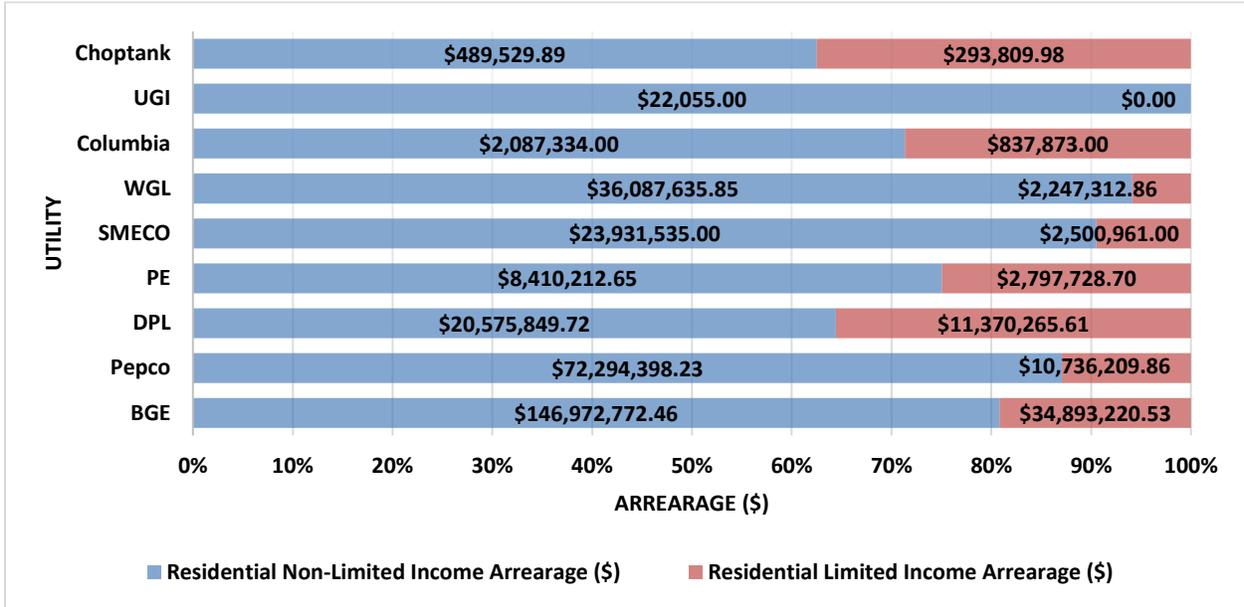
February 2025 Arrearage



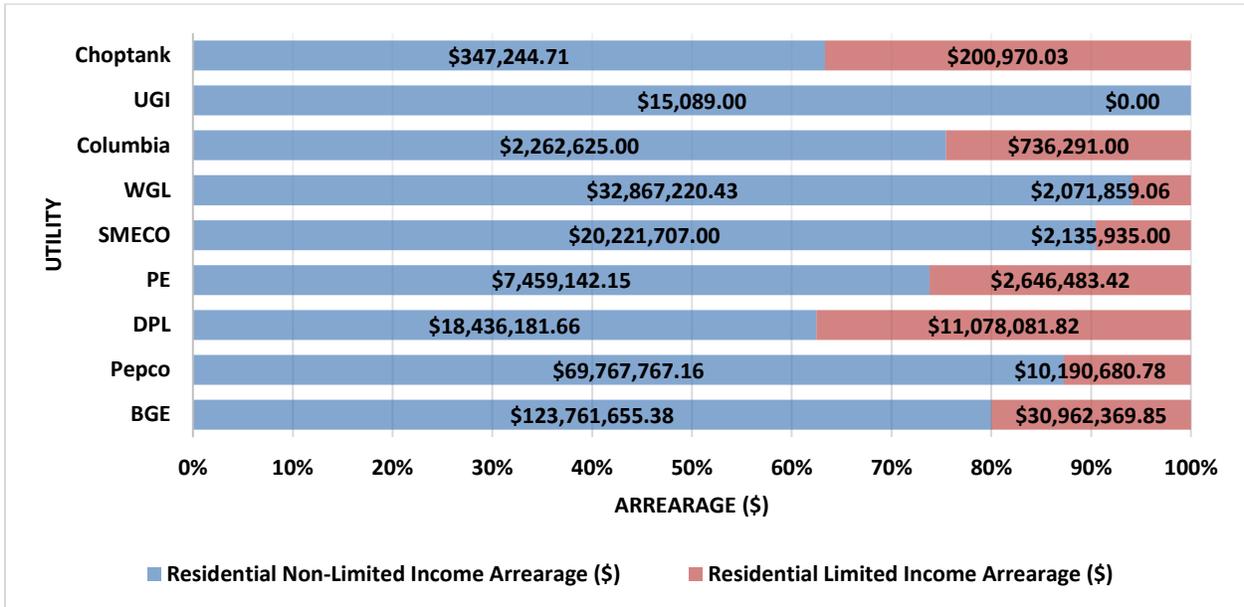
March 2025 Arrearage



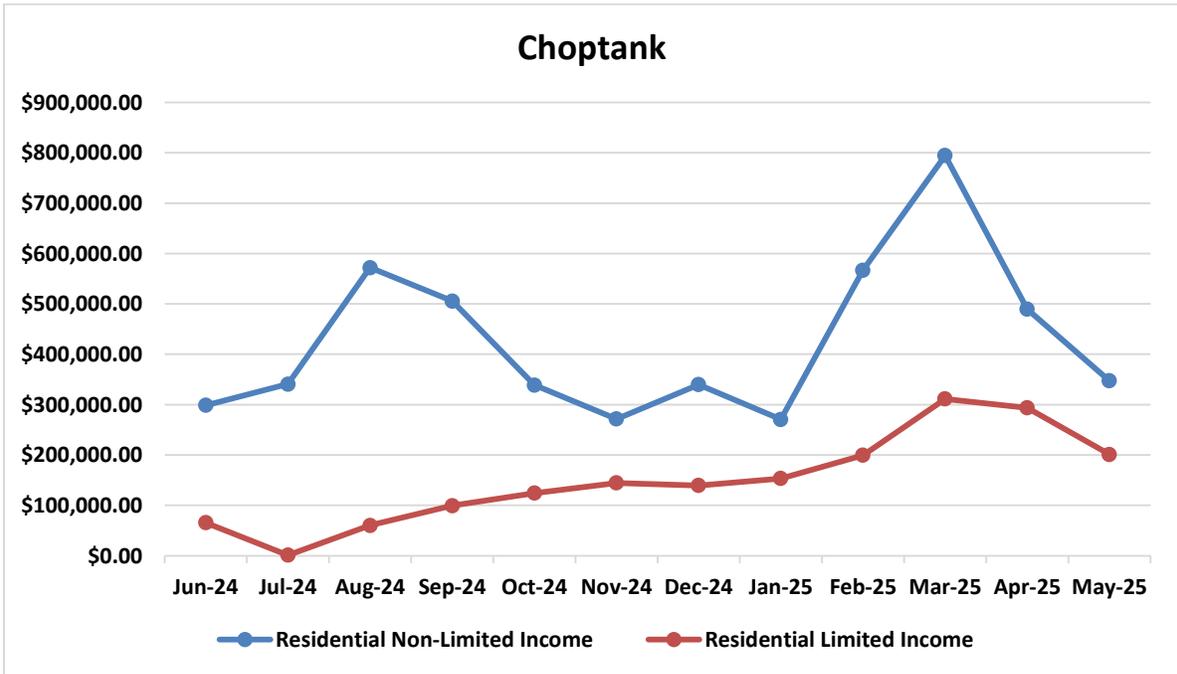
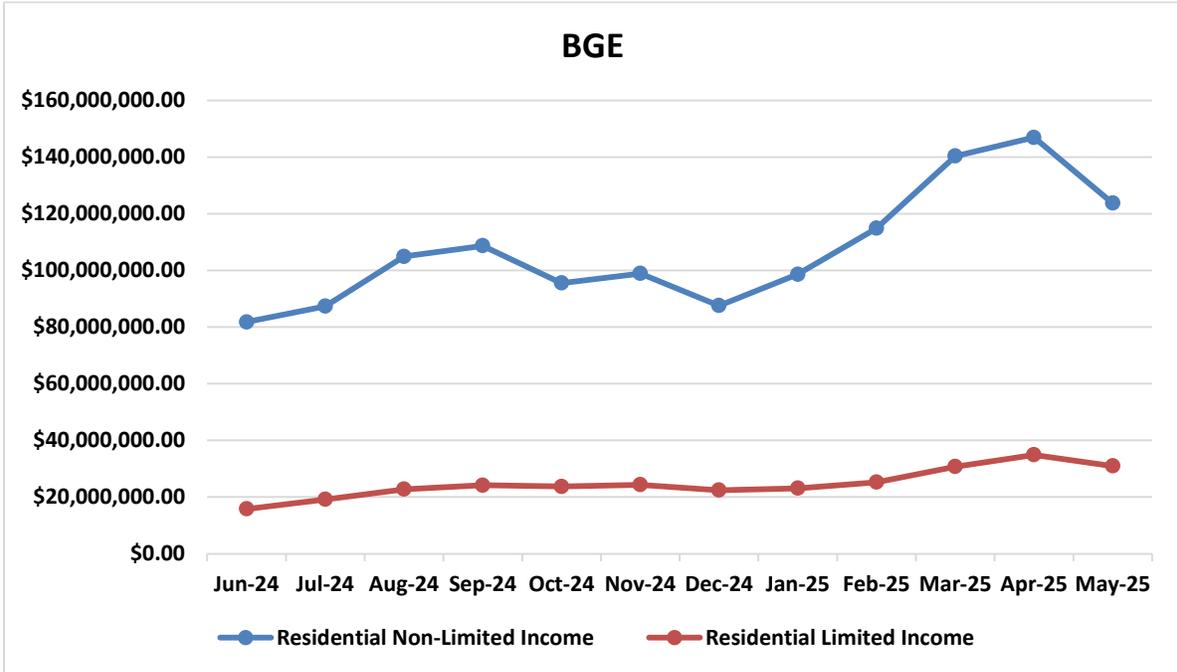
April 2025 Arrearage

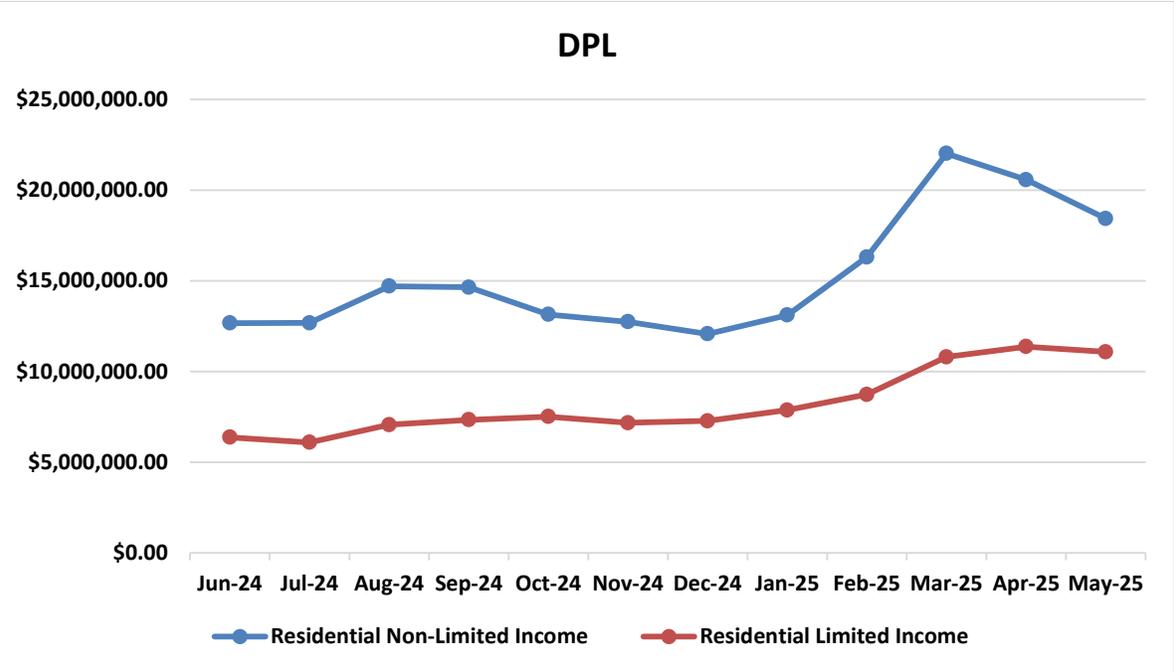
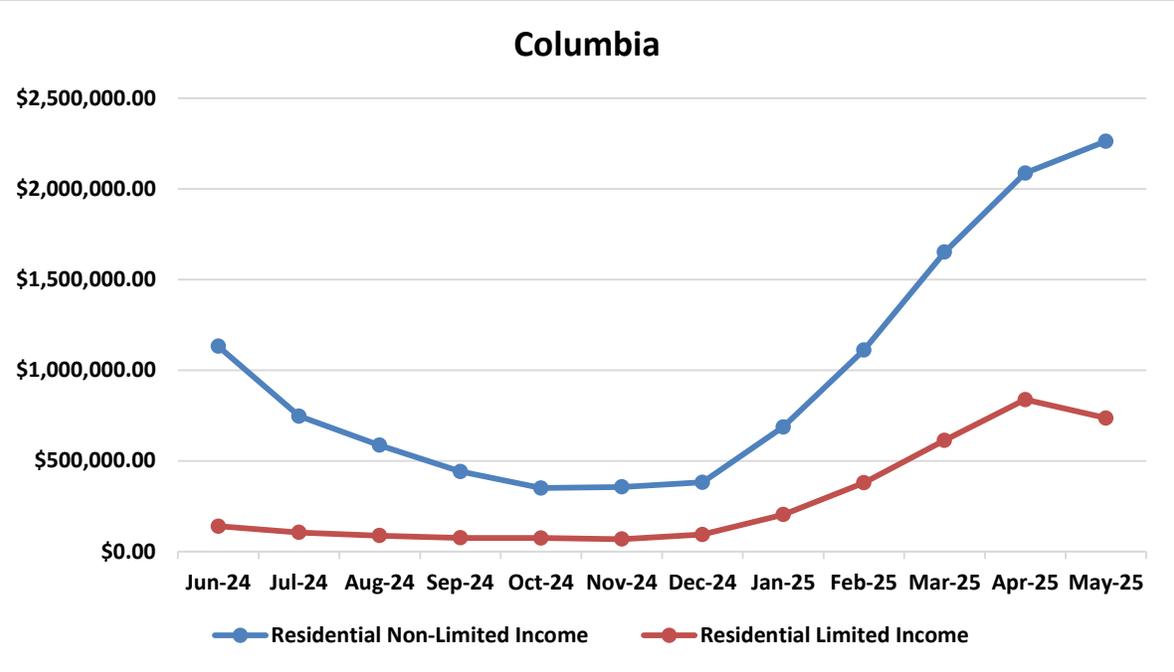


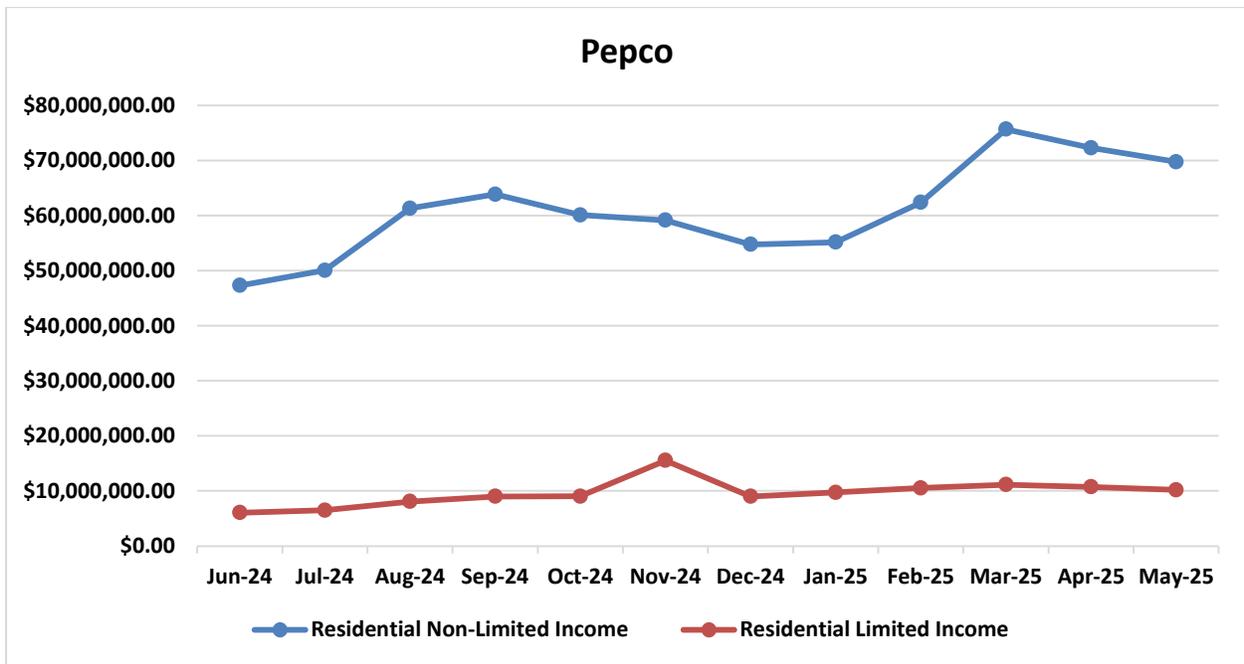
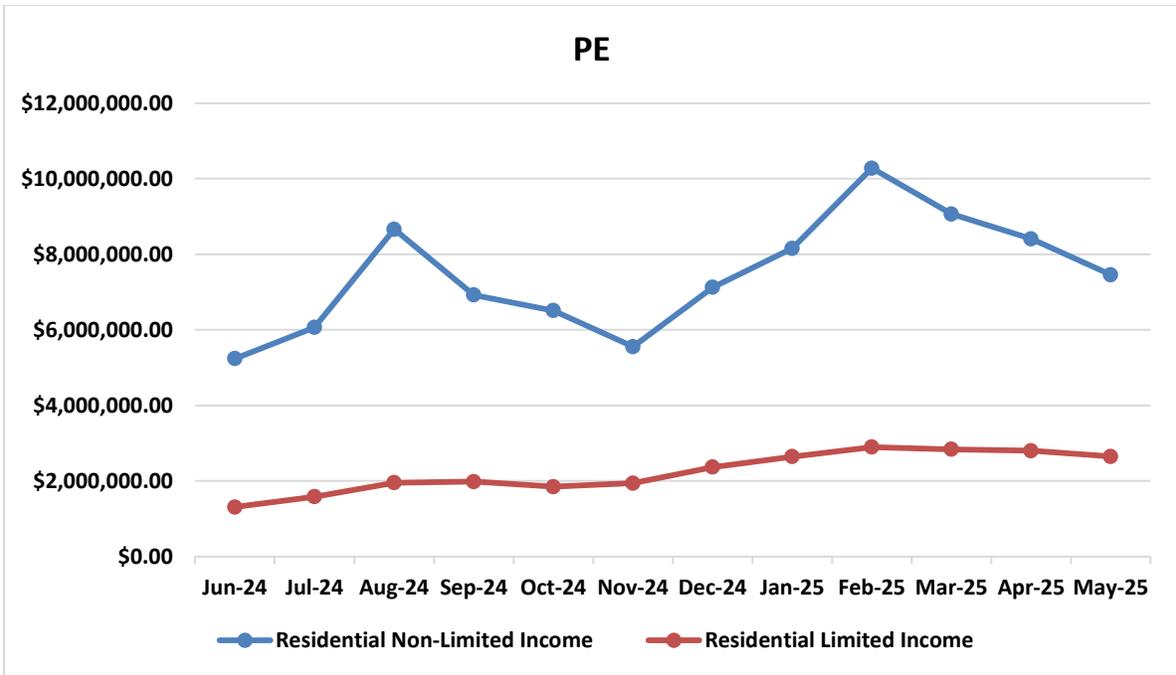
May 2025 Arrearage

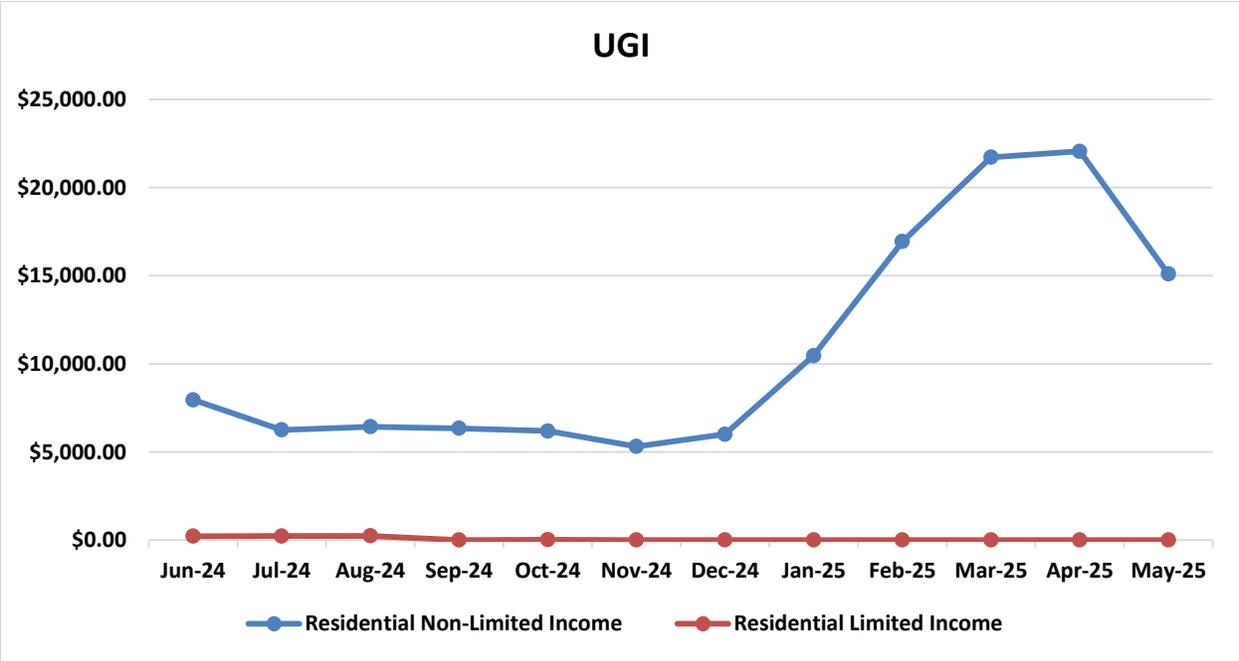
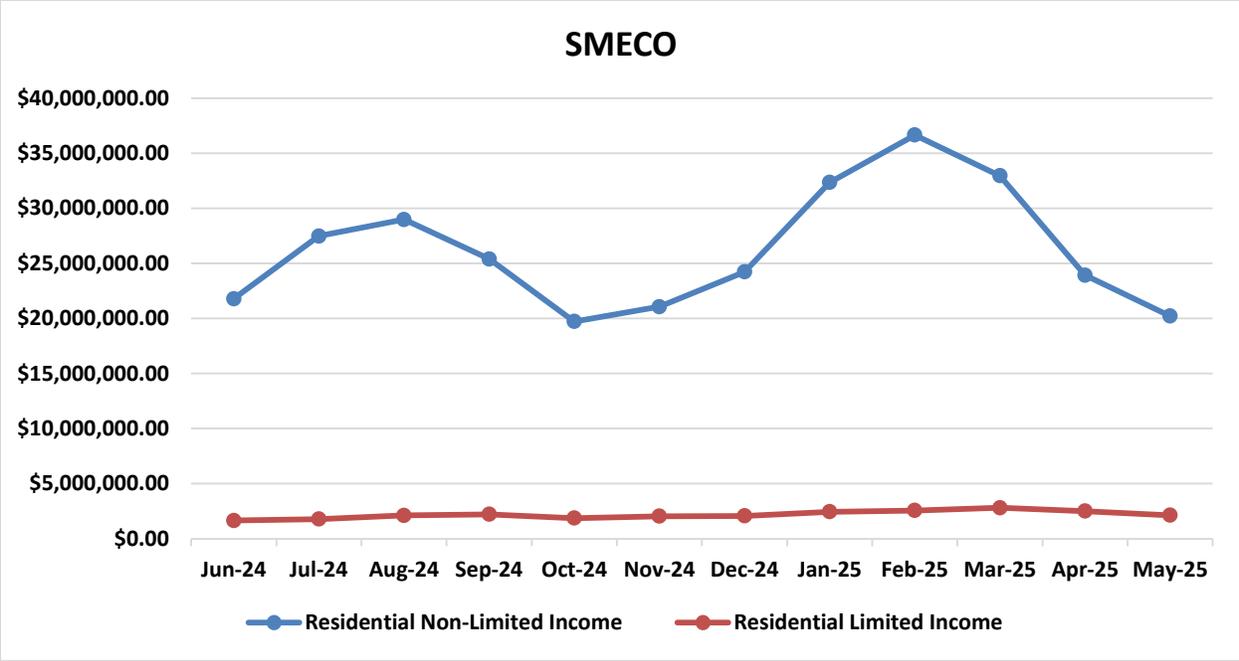


Monthly Residential Arrearages by Utility (June 2024-May 2025)









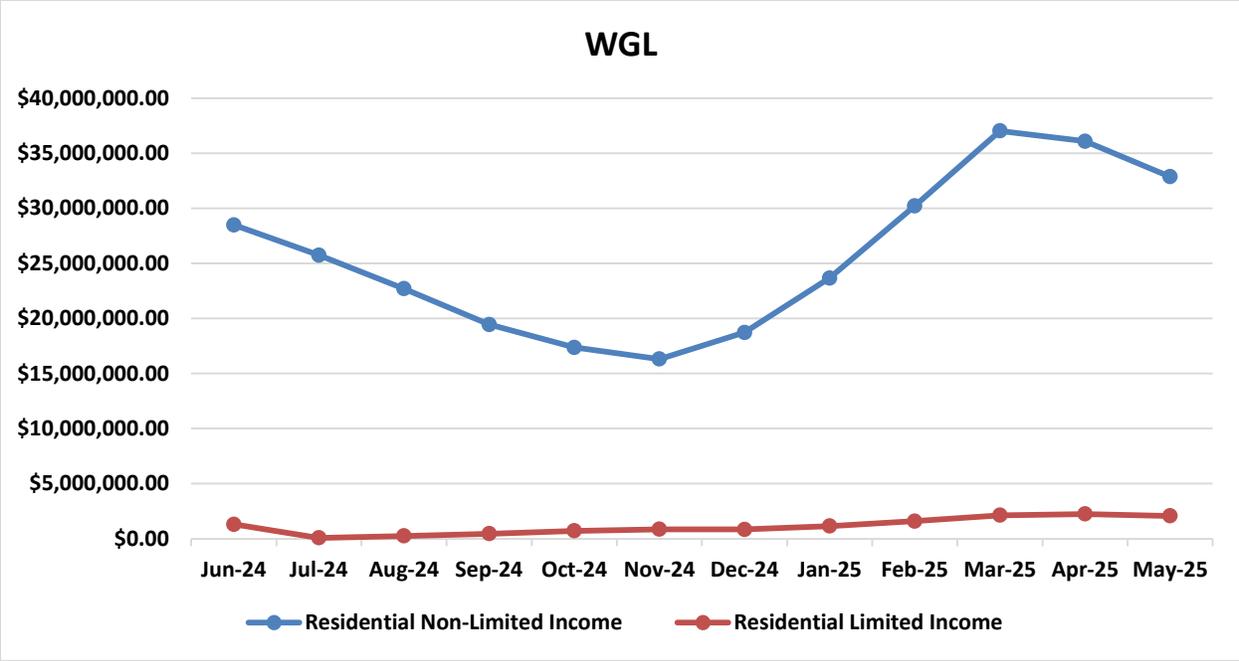


Table 1: Monthly Residential Arrearages by Utility

Utility	Jun-24	Jul-24	Aug-24	Sep-25	Oct-24	Nov-24	Dec-24
BGE Non-Limited Income	\$81,820,730.81	\$87,369,648.22	\$104,968,651.77	\$108,707,552.05	\$95,571,485.14	\$98,961,912.12	\$87,609,990.50
BGE Limited Income	\$15,833,106.30	\$19,196,725.32	\$22,761,291.87	\$24,203,342.32	\$23,761,628.10	\$24,339,198.37	\$22,417,288.93
Choptank Non-Limited Income	\$298,861.77	\$340,863.59	\$571,967.86	\$505,619.75	\$338,728.96	\$271,488.81	\$339,692.34
Choptank Limited Income	\$65,739.13	\$1,016.19	\$60,241.55	\$99,342.19	\$124,248.99	\$144,596.53	\$139,371.09
Columbia Non-Limited Income	\$1,131,667.00	\$746,502.00	\$585,913.00	\$440,613.00	\$350,192.00	\$355,626.00	\$381,221.00
Columbia Limited Income	\$139,579.00	\$104,809.00	\$86,991.00	\$75,386.00	\$74,244.00	\$68,219.00	\$93,706.00
DPL Non-Limited Income	\$12,668,641.41	\$12,680,108.50	\$14,702,364.14	\$14,638,292.86	\$13,140,431.15	\$12,738,835.46	\$12,068,841.87
DPL Limited Income	\$6,368,150.86	\$6,086,826.47	\$7,057,601.52	\$7,328,897.08	\$7,508,811.69	\$7,164,553.40	\$7,274,363.74
PE Non-Limited Income	\$5,237,588.10	\$6,063,247.72	\$8,663,931.72	\$6,924,193.92	\$6,511,534.08	\$5,555,030.71	\$7,125,325.43
PE Limited Income	\$1,308,461.42	\$1,580,642.41	\$1,952,949.48	\$1,983,891.74	\$1,845,770.43	\$1,939,622.87	\$2,365,732.13
Pepco Non-Limited Income	\$47,307,506.45	\$50,051,157.03	\$61,329,906.42	\$63,873,793.35	\$60,122,144.32	\$59,161,519.10	\$54,779,858.03
Pepco Limited Income	\$6,063,814.53	\$6,484,009.82	\$8,085,162.67	\$8,997,453.91	\$9,033,621.47	\$15,525,125.65	\$9,006,955.15
SMECO Non-Limited Income	\$21,796,463.00	\$27,491,283.00	\$28,986,522.00	\$25,407,729.00	\$19,727,420.00	\$21,070,276.00	\$24,233,920.00
SMECO Limited Income	\$1,658,401.00	\$1,780,255.00	\$2,123,690.00	\$2,214,316.00	\$1,874,818.00	\$2,049,089.00	\$2,070,724.00
UGI Non-Limited Income	\$7,948.02	\$6,242.58	\$6,428.15	\$6,337.42	\$6,182.00	\$5,309.00	\$6,004.00
UGI Limited Income	\$217.22	\$222.68	\$228.16	\$0.00	\$18.00	\$0.00	\$0.00
WGL Non-Limited Income	\$28,500,021.84	\$25,746,123.71	\$22,704,668.88	\$19,459,422.19	\$17,366,991.64	\$16,320,823.73	\$18,731,226.46
WGL Limited Income	\$1,308,193.74	\$84,471.08	\$258,238.41	\$462,106.14	\$719,479.24	\$863,110.10	\$845,020.09

Table 2: Monthly Residential Arrearages by Utility Continued

Utility	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Total ⁵
BGE Non-Limited Income	\$98,679,389.42	\$114,876,488.26	\$140,392,211.68	\$146,972,772.46	\$123,761,655.38	1,289,692,488
BGE Limited Income	\$23,130,430.42	\$25,233,935.02	\$30,727,696.95	\$34,893,220.53	\$30,962,369.85	297,460,234
Choptank Non-Limited Income	\$270,504.93	\$566,880.92	\$794,541.10	\$489,529.89	\$347,244.71	5,135,925
Choptank Limited Income	\$153,475.78	\$199,482.28	\$311,205.37	\$293,809.98	\$200,970.03	1,793,499
Columbia Non-Limited Income	\$686,846.00	\$1,110,954.00	\$1,650,805.00	\$2,087,334.00	\$2,262,625.00	11,790,298
Columbia Limited Income	\$203,585.00	\$378,562.00	\$613,396.00	\$837,873.00	\$736,291.00	3,412,641
DPL Non-Limited Income	\$13,107,094.08	\$16,307,903.81	\$22,019,573.90	\$20,575,849.72	\$18,436,181.66	183,084,119
DPL Limited Income	\$7,869,307.25	\$8,725,225.30	\$10,798,678.52	\$11,370,265.61	\$11,078,081.82	98,630,763
PE Non-Limited Income	\$8,157,260.91	\$10,280,643.18	\$9,068,464.59	\$8,410,212.65	\$7,459,142.15	89,456,575
PE Limited Income	\$2,645,125.16	\$2,897,515.75	\$2,835,961.42	\$2,797,728.70	\$2,646,483.42	26,799,885
Pepco Non-Limited Income	\$55,183,313.94	\$62,389,728.80	\$75,696,146.56	\$72,294,398.23	\$69,767,767.16	731,957,239
Pepco Limited Income	\$9,717,442.09	\$10,527,247.23	\$11,129,059.82	\$10,736,209.86	\$10,190,680.78	115,496,783
SMECO Non-Limited Income	\$32,350,360.00	\$36,660,346.00	\$32,965,670.00	\$23,931,535.00	\$20,221,707.00	314,843,231
SMECO Limited Income	\$2,450,870.00	\$2,567,032.00	\$2,813,619.00	\$2,500,961.00	\$2,135,935.00	26,239,710
UGI Non-Limited Income	\$10,460.00	\$16,938.00	\$21,723.00	\$22,055.00	\$15,089.00	130,716
UGI Limited Income	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	686
WGL Non-Limited Income	\$23,678,011.30	\$30,222,939.00	\$37,040,028.72	\$36,087,635.85	\$32,867,220.43	308,725,114
WGL Limited Income	\$1,153,620.36	\$1,599,424.00	\$2,127,566.84	\$2,247,312.86	\$2,071,859.06	13,740,402

⁵ The total number represents total arrearages from June 2024 through May 2025.

Table 3: Monthly Terminations Effectuated by Utility⁶

Utility	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Total
BGE Non-Limited Income	4,332	1,392	0	824	8,014	5,099	2,790	3,117	0	0	416	5,765	31,749
BGE Limited Income	1,125	269	0	251	1,611	1,522	1,165	1,072	0	0	189	2,697	9,901
Choptank Non-Limited Income	281	198	266	225	244	168	84	141	144	238	352	243	2,584
Choptank Limited Income	42	2	10	7	33	10	12	32	30	45	82	78	383
Columbia Non-Limited Income	183	108	84	84	43	4	2	0	0	84	402	229	1,223
Columbia Limited Income	36	25	19	14	11	2	0	0	0	11	218	111	447
DPL Non-Limited Income	241	270	1	430	847	217	85	40	0	0	480	1,359	3,970
DPL Limited Income	41	108	0	293	347	43	39	8	0	0	260	679	1,818
PE Non-Limited Income	461	280	0	385	1,005	7	5	6	16	34	931	686	3,816
PE Limited Income	167	114	0	165	388	3	7	6	14	10	367	348	1,589
Pepco Non-Limited Income	1,923	309	1	821	1,907	785	522	238	0	0	379	1,871	8,756
Pepco Limited Income	246	48	0	200	320	29	39	27	0	0	88	320	1,317
SMECO Non-Limited Income	555	538	0	415	1,277	103	113	112	267	104	1,270	790	5,544
SMECO Limited Income	82	56	0	68	160	21	33	48	59	52	179	170	928
UGI Non-Limited Income	1	0	0	1	0	0	0	0	0	0	0	0	2
UGI Limited Income	0	0	0	0	0	0	0	0	0	0	0	0	0
WGL Non-Limited Income	1,887	2,353	2,029	1,648	1,799	3	2	1	0	0	2,758	2,240	14,720
WGL Limited Income	81	17	19	31	77	0	0	0	0	0	237	141	603

⁶ The table reflects the monthly number of residential customers who have been disconnected from service.