

# PUBLIC SERVICE COMMISSION OF MARYLAND

## *Residential Arrearage and Termination Data Report*

January 13, 2026

*Prepared as a supplemental 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 2025 - November 2025*



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## I. Introduction

The Public Service Commission of Maryland (“PSC” or “Commission”) hereby submits this supplemental 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 2025 through November 2025. The November 2025 data was not available at the time of the previous report submission. This supplemental report now includes all of the requested information.

## 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.”<sup>1</sup> 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 91031<sup>2</sup> 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.<sup>3</sup> It is this data that forms the basis of the following tables and charts.

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<sup>1</sup> [Administrative Docket PC 53](#).

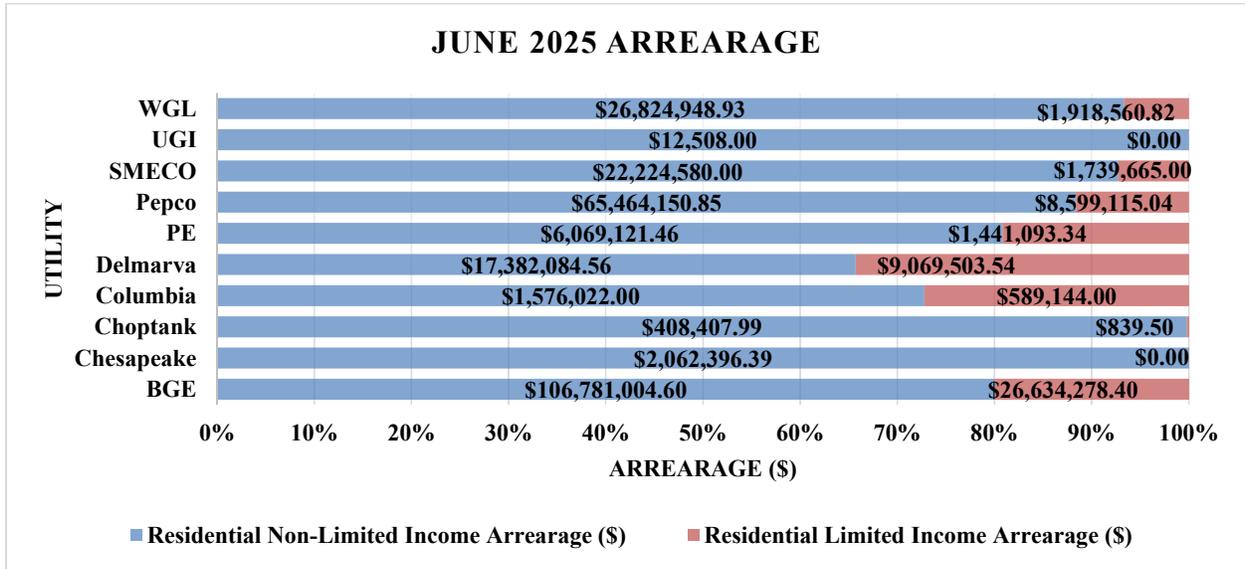
<sup>2</sup> Maillog No. 307724.

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

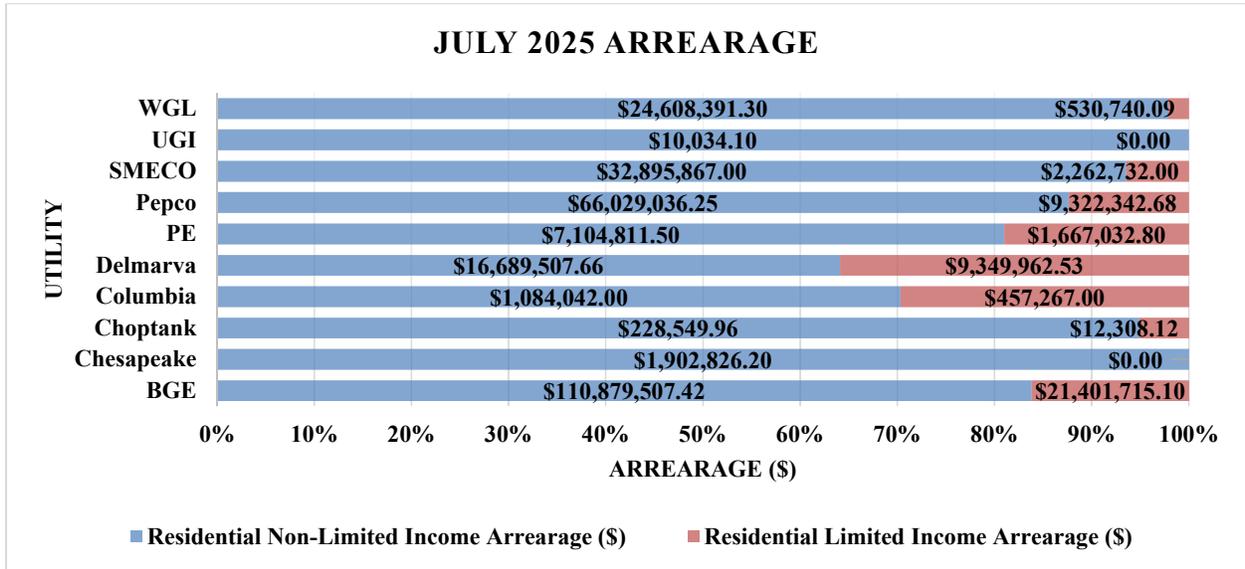
**Terms and Metrics Defined**

| <b>Term</b>   | <b>Definition</b>   |
|---|---|
| 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. <i>See</i> 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"> <li>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.</li> <li>2. The customer fails to fulfill their contractual obligations for service subject to regulation by the Commission.</li> <li>3. The customer fails to permit the utility to have reasonable access to its equipment on a customer premises.</li> <li>4. The customer fails to provide the utility with a deposit as authorized in COMAR 20.30.02.</li> <li>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.</li> </ol> <p><i>See</i> 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 2025 through November 2025.

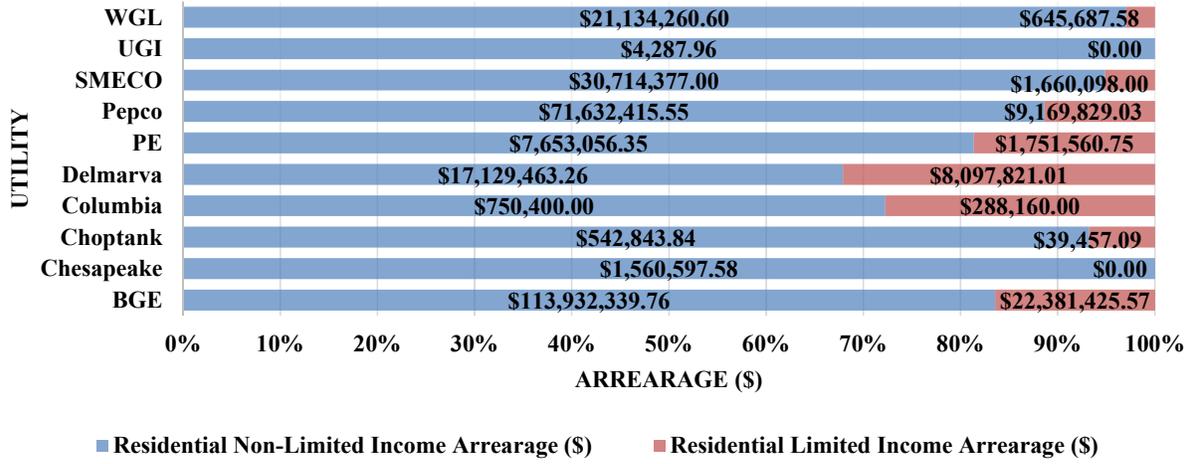


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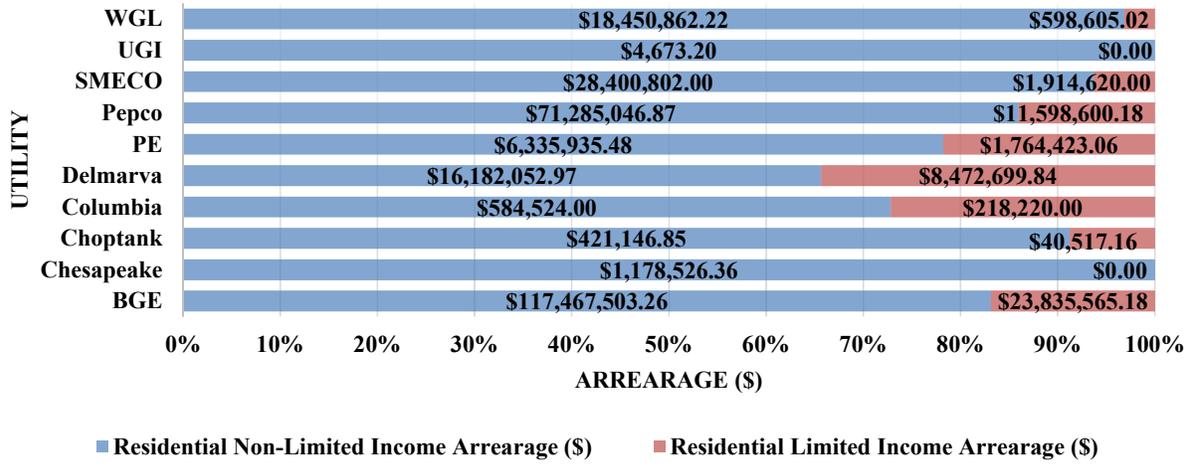


<sup>4</sup> The arrearage data separated by non-low-income and low-income residential customers is unavailable for Chesapeake.

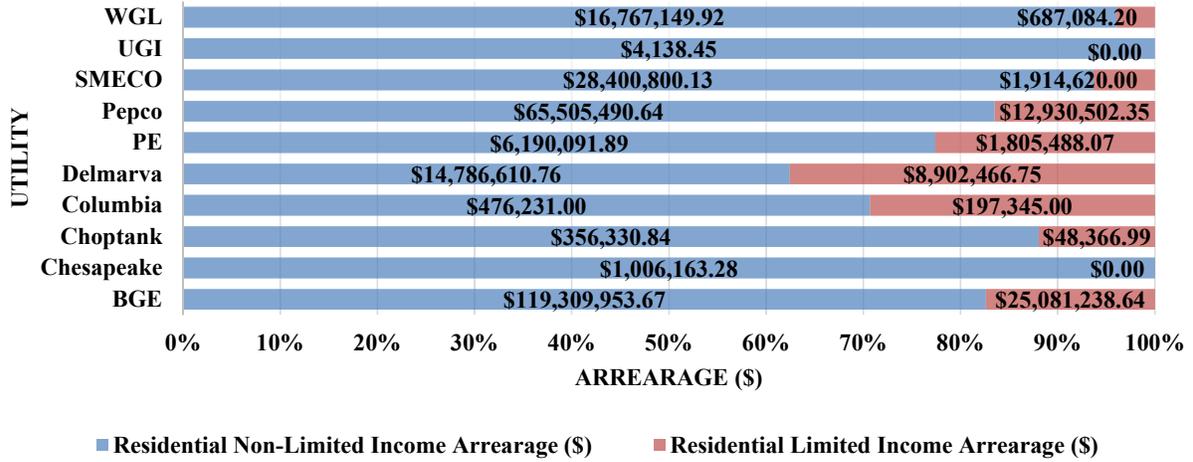
### AUGUST 2025 ARREARAGE



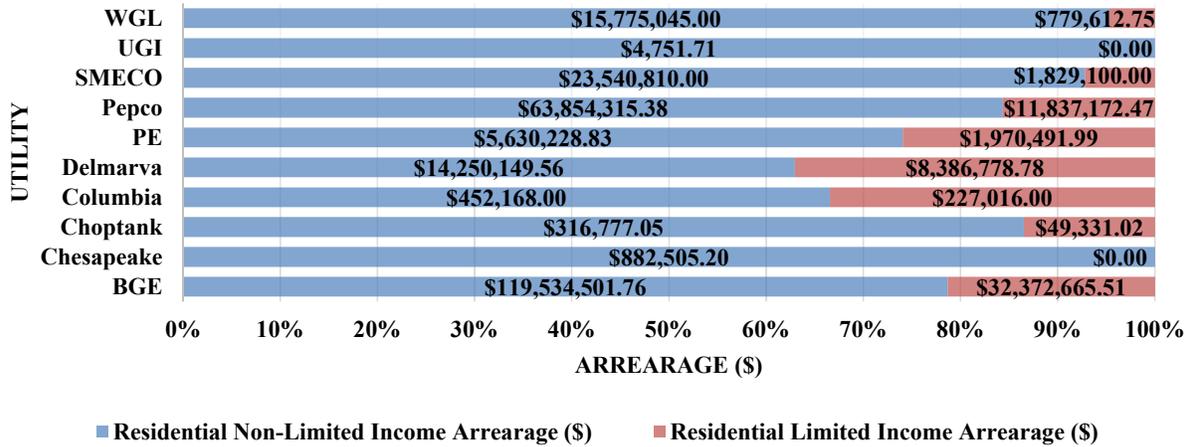
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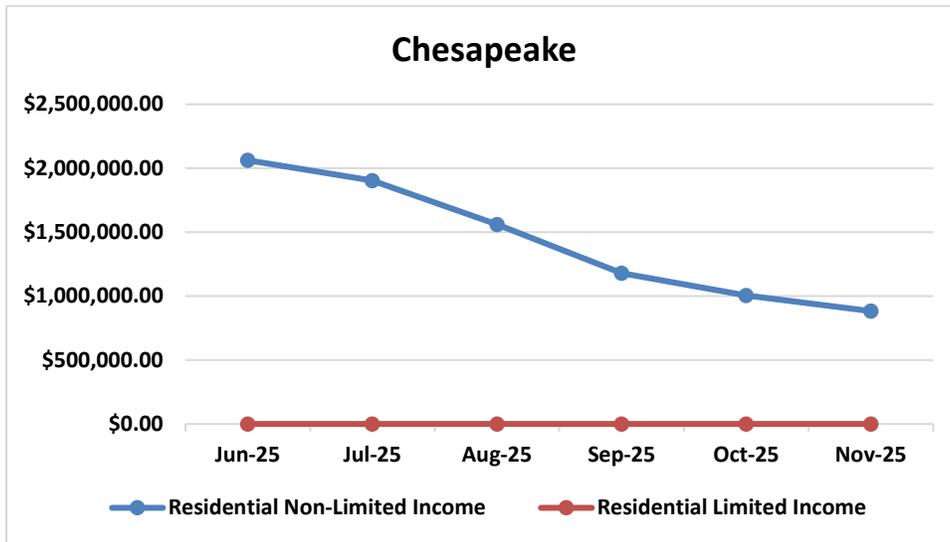
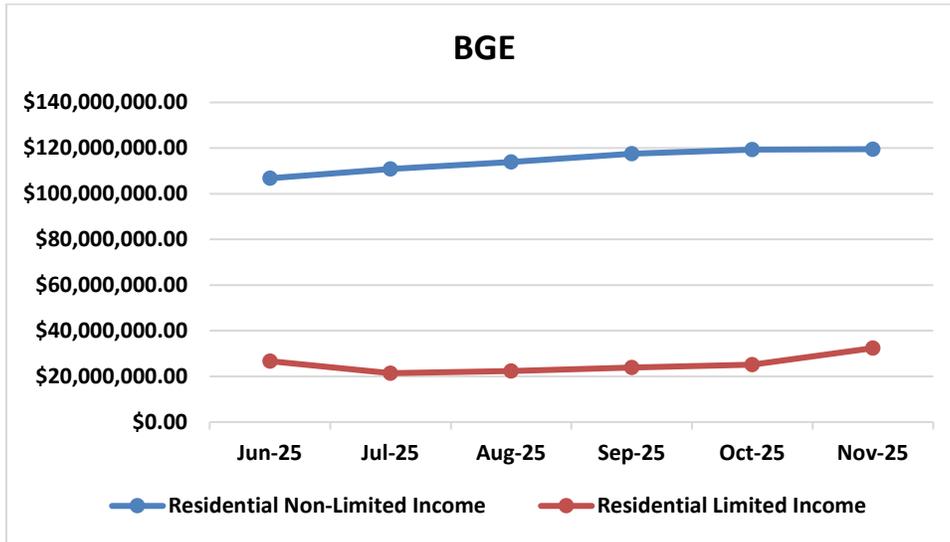
### OCTOBER 2025 ARREARAGE

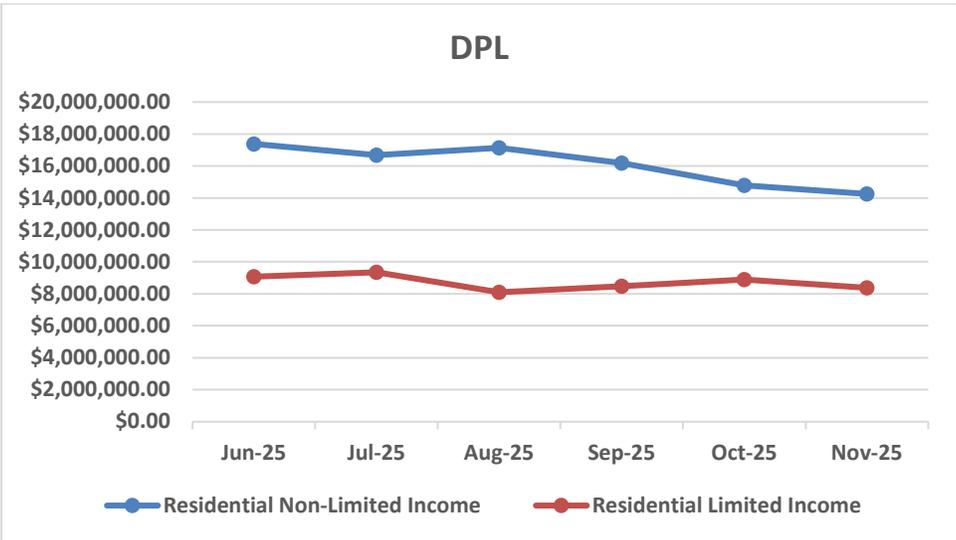
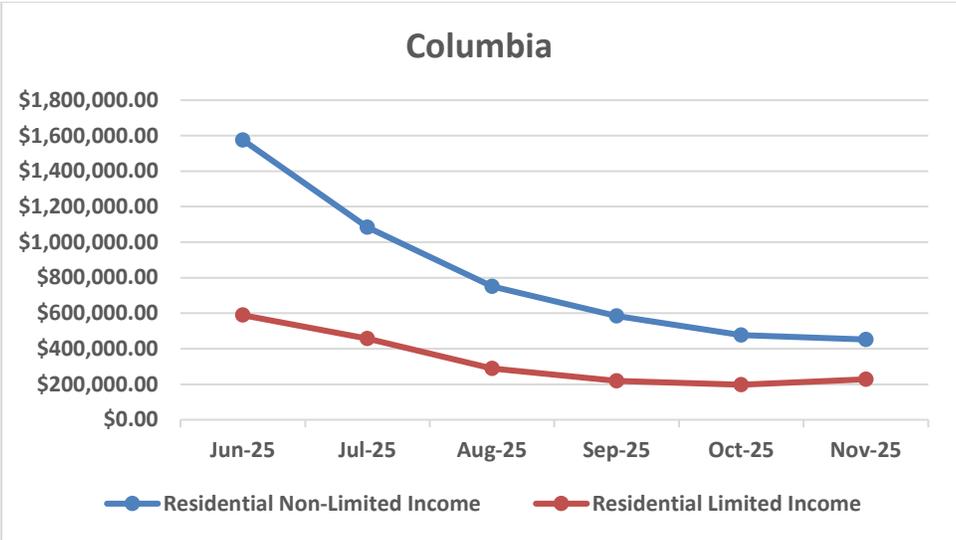
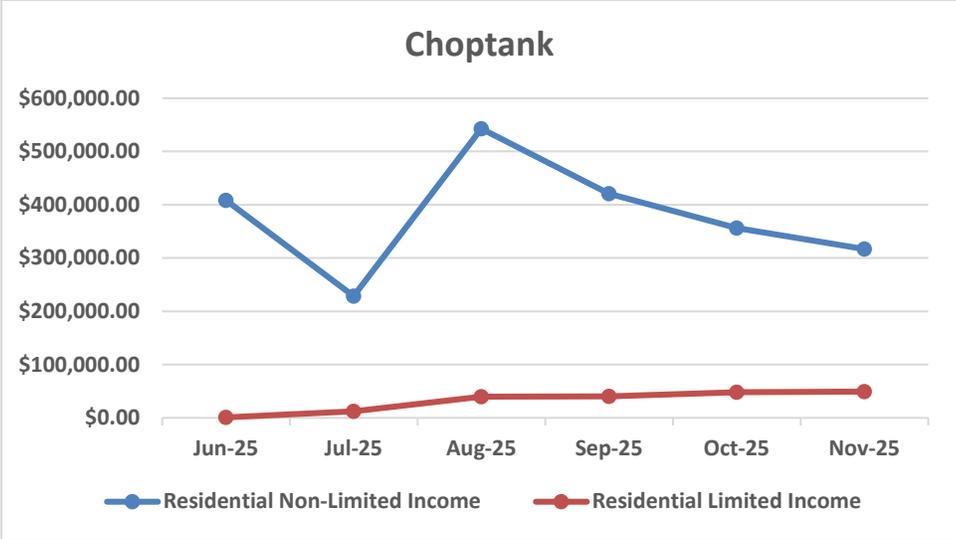


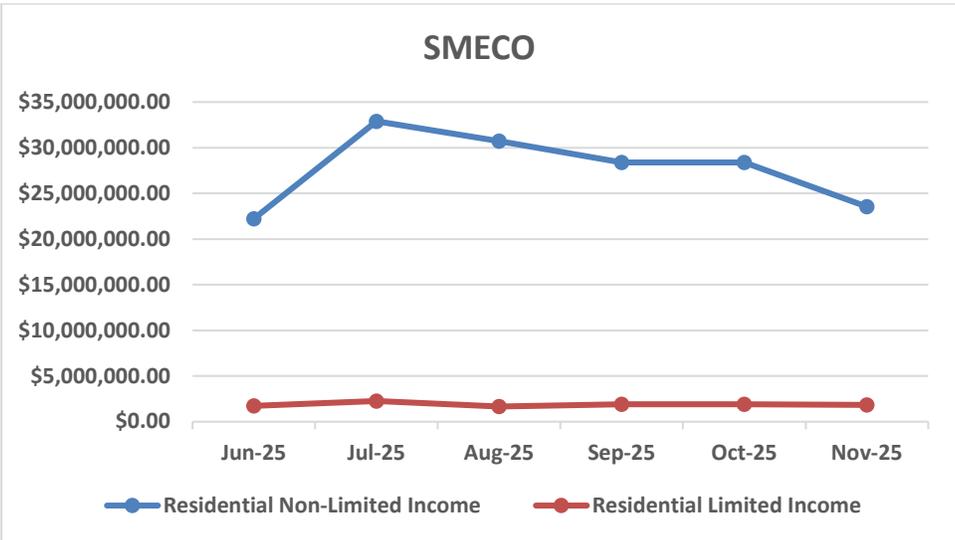
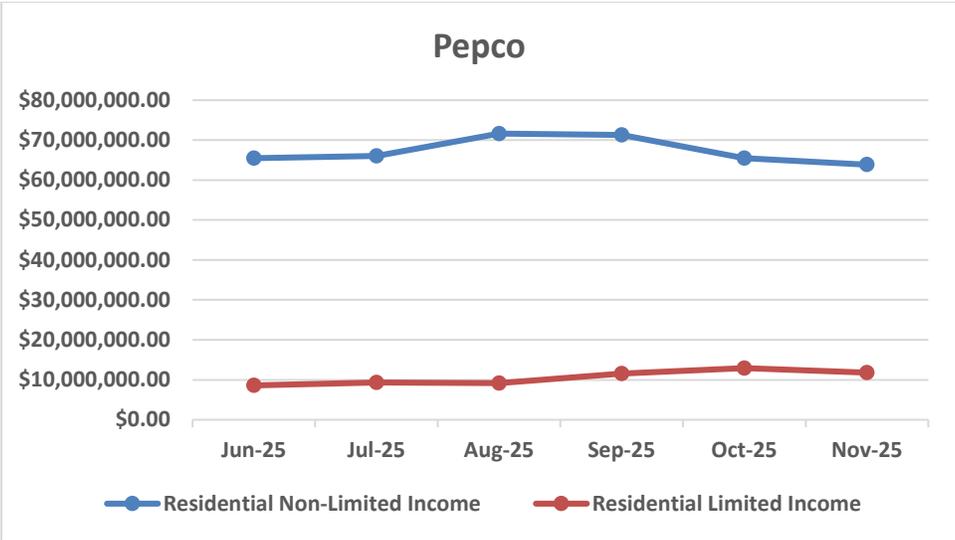
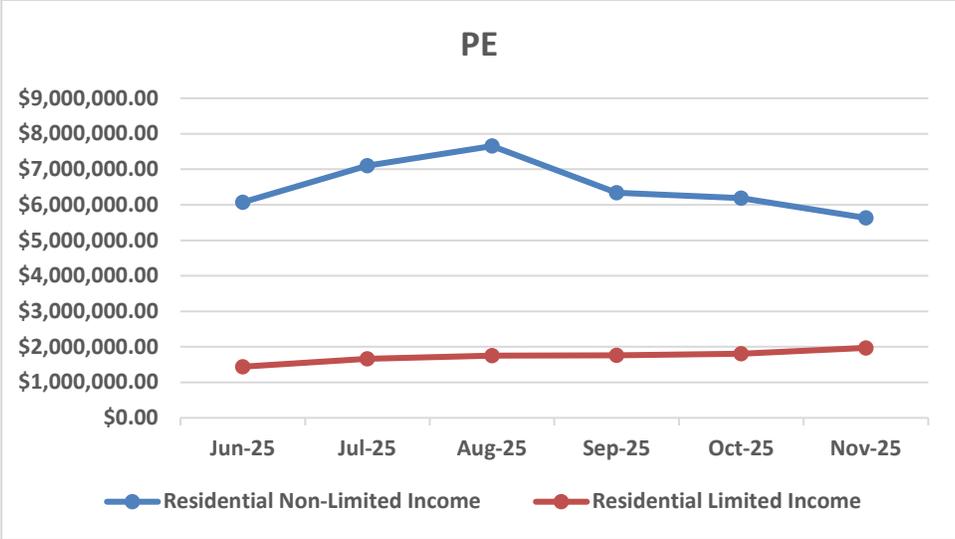
### NOVEMBER 2025 ARREARAGE

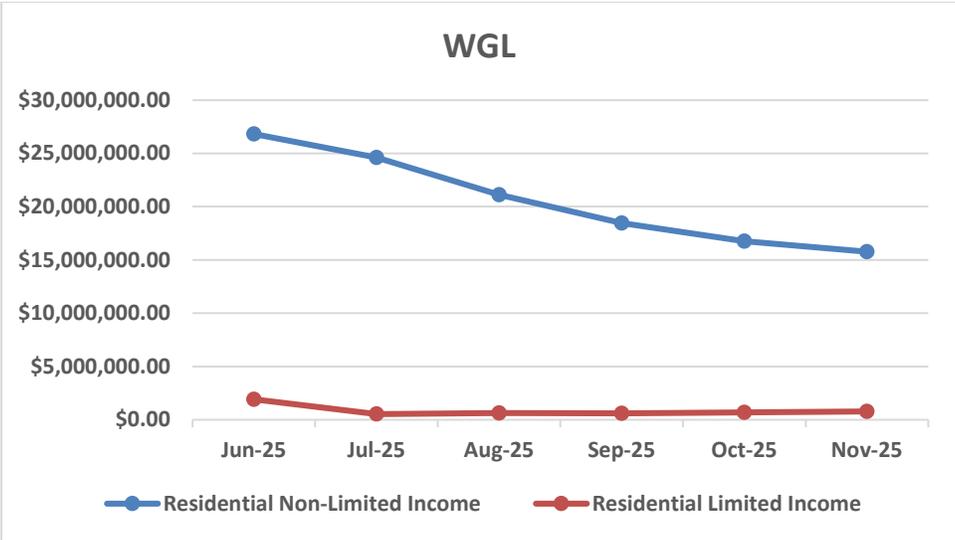
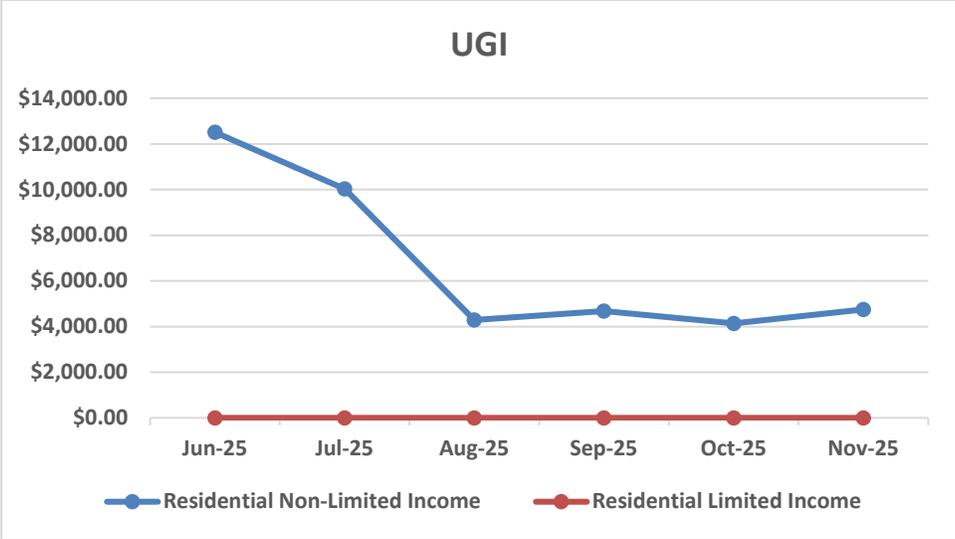


### Monthly Residential Arrearages by Utility (June 2025-November 2025)









| <b>Table 1: Monthly Residential Arrearage by Utility</b> |                         |                         |                         |                         |                         |                         |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| <b>Utility</b>   | <b>Jun-25</b>           | <b>Jul-25</b>           | <b>Aug-25</b>           | <b>Sep-25</b>           | <b>Oct-25</b>           | <b>Nov-25</b>           |
| <b>BGE Non-Limited Income</b>                            | \$106,781,004.60        | \$110,879,507.42        | \$113,932,339.76        | \$117,467,503.26        | \$119,309,953.67        | \$119,534,501.76        |
| <b>BGE Limited Income</b>                                | \$26,634,278.40         | \$21,401,715.10         | \$22,381,425.57         | \$23,835,565.18         | \$25,081,238.64         | \$32,372,665.51         |
| <b>Chesapeake Non-Limited Income</b>                     | \$2,062,396.39          | \$1,902,826.20          | \$1,560,597.58          | \$1,178,526.36          | \$1,006,163.28          | \$882,505.20            |
| <b>Chesapeake Limited Income</b>                         | \$0.00                  | \$0.00                  | \$0.00                  | \$0.00                  | \$0.00                  | \$0.00                  |
| <b>Choptank Non-Limited Income</b>                       | \$408,407.99            | \$228,549.96            | \$542,843.84            | \$421,146.85            | \$356,330.84            | \$316,777.05            |
| <b>Choptank Limited Income</b>                           | \$839.50                | \$12,308.12             | \$39,457.09             | \$40,517.16             | \$48,366.99             | \$49,331.02             |
| <b>Columbia Non-Limited Income</b>                       | \$1,576,022.00          | \$1,084,042.00          | \$750,400.00            | \$584,524.00            | \$476,231.00            | \$452,168.00            |
| <b>Columbia Limited Income</b>                           | \$589,144.00            | \$457,267.00            | \$288,160.00            | \$218,220.00            | \$197,345.00            | \$227,016.00            |
| <b>DPL Non-Limited Income</b>                            | \$17,382,084.56         | \$16,689,507.66         | \$17,129,463.26         | \$16,182,052.97         | \$14,786,610.76         | \$14,250,149.56         |
| <b>DPL Limited Income</b>                                | \$9,069,503.54          | \$9,349,962.53          | \$8,097,821.01          | \$8,472,699.84          | \$8,902,466.75          | \$8,386,778.78          |
| <b>PE Non-Limited Income</b>                             | \$6,069,121.46          | \$7,104,811.50          | \$7,653,056.35          | \$6,335,935.48          | \$6,190,091.89          | \$5,630,228.83          |
| <b>PE Limited Income</b>                                 | \$1,441,093.34          | \$1,667,032.80          | \$1,751,560.75          | \$1,764,423.06          | \$1,805,488.07          | \$1,970,491.99          |
| <b>Pepco Non-Limited Income</b>                          | \$65,464,150.85         | \$66,029,036.25         | \$71,632,415.55         | \$71,285,046.87         | \$65,505,490.64         | \$63,854,315.38         |
| <b>Pepco Limited Income</b>                              | \$8,599,115.04          | \$9,322,342.68          | \$9,169,829.03          | \$11,598,600.18         | \$12,930,502.35         | \$11,837,172.47         |
| <b>SMECO Non-Limited Income</b>                          | \$22,224,580.00         | \$32,895,867.00         | \$30,714,377.00         | \$28,400,802.00         | \$28,400,800.13         | \$23,540,810.00         |
| <b>SMECO Limited Income</b>                              | \$1,739,665.00          | \$2,262,732.00          | \$1,660,098.00          | \$1,914,620.00          | \$1,914,620.00          | \$1,829,100.00          |
| <b>UGI Non-Limited Income</b>                            | \$12,508.00             | \$10,034.10             | \$4,287.96              | \$4,673.20              | \$4,138.45              | \$4,751.71              |
| <b>UGI Limited Income</b>                                | \$0.00                  | \$0.00                  | \$0.00                  | \$0.00                  | \$0.00                  | \$0.00                  |
| <b>WGL Non-Limited Income</b>                            | \$26,824,948.93         | \$24,608,391.30         | \$21,134,260.60         | \$18,450,862.22         | \$16,767,149.92         | \$15,775,045.00         |
| <b>WGL Limited Income</b>                                | \$1,918,560.82          | \$530,740.09            | \$645,687.58            | \$598,605.02            | \$687,084.20            | \$779,612.75            |
| <b>Grand Total</b>                                       | <b>\$298,797,424.42</b> | <b>\$306,436,673.71</b> | <b>\$309,088,080.93</b> | <b>\$308,754,323.65</b> | <b>\$304,370,072.58</b> | <b>\$301,693,421.01</b> |

**Table 2: Monthly Terminations Effectuated by Utility**

| Utility                              | Jun-25        | Jul-25       | Aug-25        | Sep-25        | Oct-25        | Nov-25       |
|--------------------------------------|---------------|--------------|---------------|---------------|---------------|--------------|
| <b>BGE Non-Limited Income</b>        | 4,465         | 2,063        | 5,789         | 8,911         | 10,148        | 4,927        |
| <b>BGE Limited Income</b>            | 1,175         | 408          | 498           | 780           | 1,466         | 724          |
| <b>Chesapeake Non-Limited Income</b> | 88            | 80           | 239           | 112           | 319           | 0            |
| <b>Chesapeake Limited Income</b>     | 0             | 0            | 0             | 0             | 0             | 0            |
| <b>Choptank Non-Limited Income</b>   | 290           | 187          | 235           | 308           | 420           | 205          |
| <b>Choptank Limited Income</b>       | 0             | 1            | 6             | 7             | 26            | 7            |
| <b>Columbia Non-Limited Income</b>   | 135           | 102          | 88            | 68            | 57            | 0            |
| <b>Columbia Limited Income</b>       | 65            | 4            | 6             | 25            | 20            | 0            |
| <b>DPL Non-Limited Income</b>        | 472           | 123          | 848           | 924           | 751           | 81           |
| <b>DPL Limited Income</b>            | 234           | 77           | 356           | 279           | 214           | 28           |
| <b>PE Non-Limited Income</b>         | 449           | 259          | 627           | 775           | 628           | 0            |
| <b>PE Limited Income</b>             | 222           | 59           | 217           | 248           | 214           | 0            |
| <b>Pepco Non-Limited Income</b>      | 1,028         | 214          | 1,246         | 1,584         | 4,189         | 1,137        |
| <b>Pepco Limited Income</b>          | 222           | 48           | 210           | 185           | 533           | 142          |
| <b>SMECO Non-Limited Income</b>      | 258           | 357          | 752           | 839           | 919           | 80           |
| <b>SMECO Limited Income</b>          | 56            | 54           | 73            | 84            | 87            | 12           |
| <b>UGI Non-Limited Income</b>        | 0             | 0            | 1             | 0             | 0             | 0            |
| <b>UGI Limited Income</b>            | 0             | 0            | 0             | 0             | 0             | 0            |
| <b>WGL Non-Limited Income</b>        | 1,798         | 2,267        | 1,731         | 1,595         | 903           | 1            |
| <b>WGL Limited Income</b>            | 132           | 50           | 24            | 38            | 31            | 0            |
| <b>Grand Total</b>                   | <b>11,089</b> | <b>6,353</b> | <b>12,946</b> | <b>16,762</b> | <b>20,925</b> | <b>7,344</b> |