



Public Service Commission

SERVING MARYLAND SINCE 1910

Frequently Asked Questions

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General Information about the Public Service Commission

1. Which utilities are regulated by the Public Service Commission?

The Commission regulates gas, electric, gas and electric, telephone, for-profit water and sewage companies, and common carriers, such as charter bus, van and limousine companies transporting persons for hire within Maryland, and taxicabs in Baltimore City, Baltimore County, Hagerstown and Cumberland. Additionally, the Commission has authority to license gas and electric suppliers; adopt complaint procedures; and establish consumer protection standards concerning contracting, enrollment and the marketing of supplier services.

2. How do I obtain copies of information relating to utilities and Commission cases from the Public Service Commission?

- a. Use these links to find the resources you need on the MD PSC web site or other State of Maryland websites:
[Regulations](#)
- b. Tariffs, which include the utility's rates and general terms and conditions, are accessible from the [utility's website](#). Any questions about tariffs must be made to the utility. If your questions are not addressed to your satisfaction you may send an inquiry to the Commission using the [online complaint form](#) or in writing to: Consumer Affairs Division, Maryland Public Service Commission, 6 St. Paul Street, Baltimore, MD 21202; facsimile (410) 333-6088.
- c. Commission orders or other material from a [case file](#) can be downloaded here. If you are having trouble finding the document you are looking for, please call the Commission's Docket Room at (410) 767-8080. There is a \$0.50 cents per page charge for duplication of documents.

3. **How do I participate in public hearings and public administrative meetings?**

- a. If you wish to speak at a public hearing, you may attend and sign up to speak on the sign-in sheets that are always available at the Commission's public hearings. It may be necessary for the presiding officer to limit the amount of time for each person's presentation due to time restrictions on the facility.
- b. If you wish to speak at a public administrative meeting, you may attend and come forward to indicate your desire to speak when your item of interest is called by the Chairman or presiding Commissioner. Depending upon the number of individuals who wish to address the Commission, it may be necessary to limit the amount of time for each person's presentation, or to otherwise entertain comments in an orderly fashion.
- c. If you are unable to attend a [public hearing or meeting](#), but wish to express your opinion on a particular matter, you may send your written comments to:

Terry J. Romine, Executive Secretary
Maryland Public Service Commission
6 Saint Paul Street, 16th Floor
Baltimore, MD 21202-6806

The Commission does not respond to written comments. However, a copy of the written comments are recorded and maintained in the correspondence file. Consumers who have an inquiry or dispute that needs an investigation can file a [dispute](#) with the Commission's Office of External Relations.

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