



# STATE OF MARYLAND

## Public Service Commission

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Complaints filed against  
Maryland's gas and electric  
utility companies

# 1Q23 REPORT

07.01.2022 – 09.30.2022



**MARYLAND**  
Public Service Commission

# OVERVIEW

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The **Consumer Affairs Division** of the Public Service Commission investigates and responds to consumer complaints relating to gas, electric, for-profit water, and local landline phone service.

This report covers complaints received against Maryland's six largest electric and/or gas utilities:

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

## FOR MORE INFORMATION

**410.767.8028**

[psc.state.md.us/consumers/](https://psc.state.md.us/consumers/)

STATE OF MARYLAND  
Public Service Commission

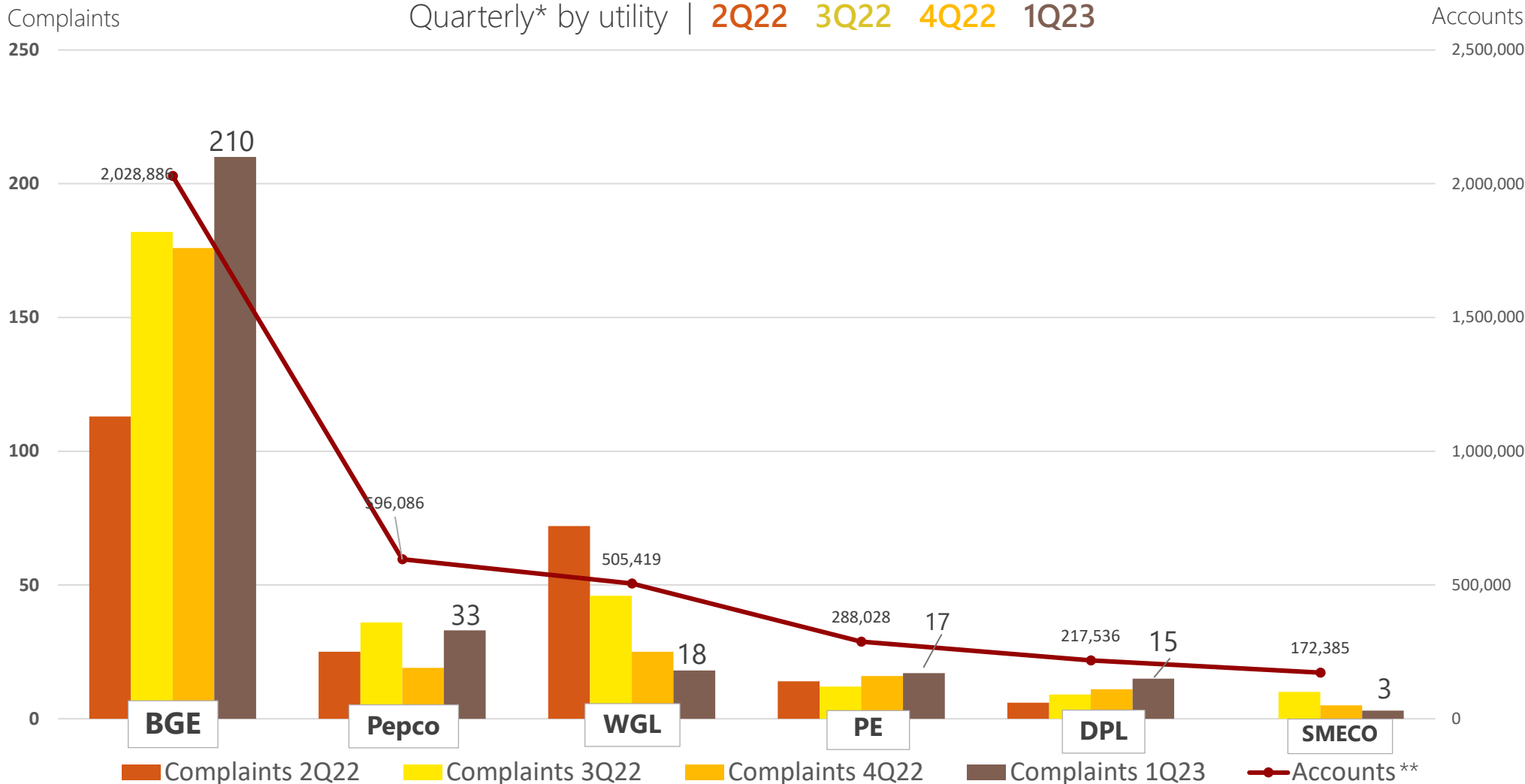
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1Q23  
REPORT

This first Quarterly Report was prepared in response to the 2022 Joint Chairmen's Report from the Senate Budget and Taxation Committee and House Appropriations Committee, addressing the Commission's progress in compilation and publication of complaint-related performance metrics for regulated utilities.

# COMPLAINTS

Filed against Maryland's gas and electric utility companies



\*Fiscal year: July 1<sup>st</sup> – June 30<sup>th</sup>

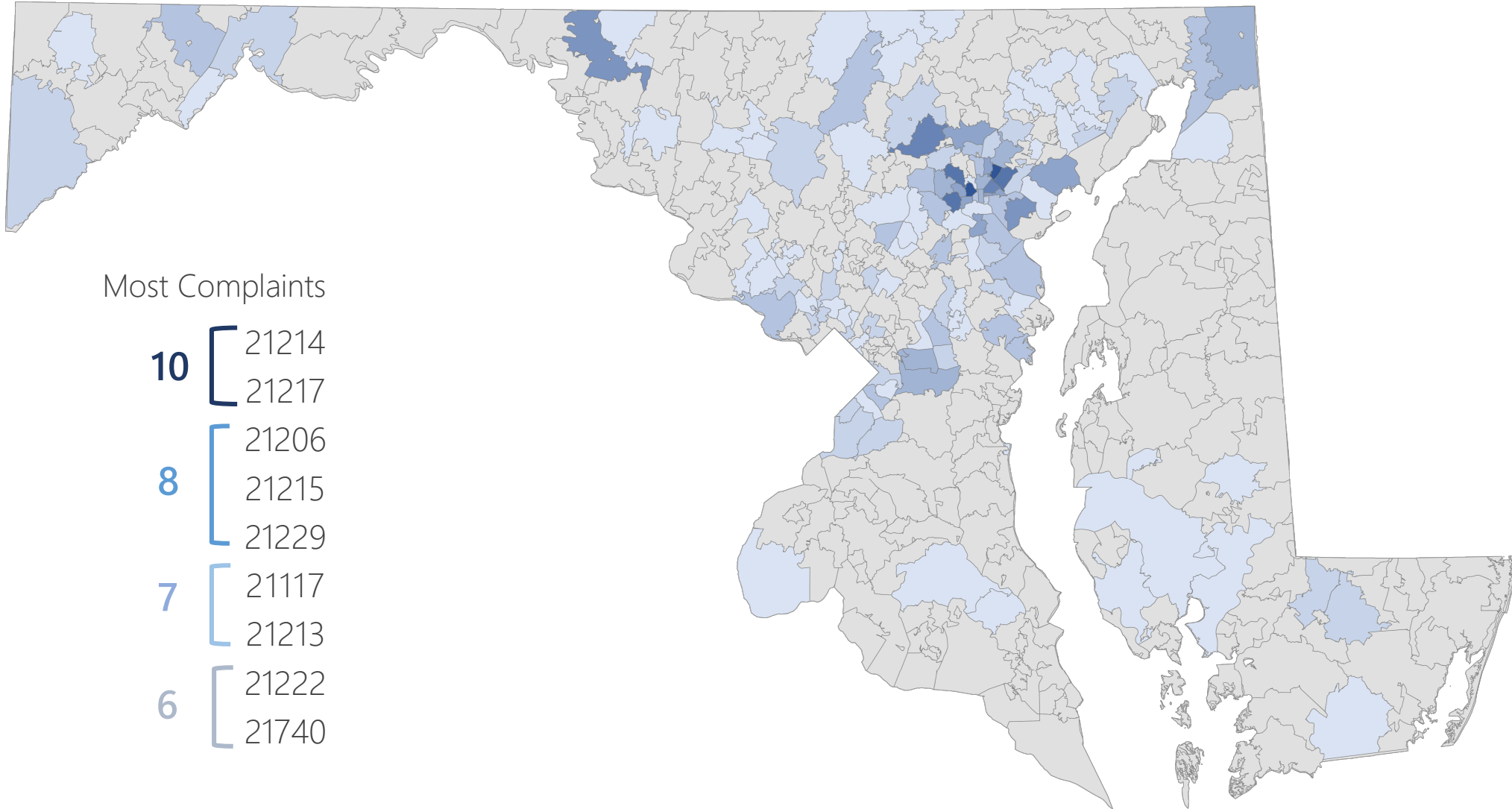
\*\*Account totals from MD PSC's Electric Choice Monthly Enrollment Report through 08.31.2022 and Gas Choice Enrollment Report through 12.31.2021



# COMPLAINTS

Filed against Maryland's gas and electric utility companies

By zip code | **1Q23** 07.01.2022 – 09.30.2022



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**MARYLAND**  
Public Service Commission

# COMPLAINTS

**1Q23** 07.01.2022 –  
09.30.2022

Filed against Maryland's gas and electric utility companies

## PRIMARY DISPUTE ISSUE **1Q23**

Billing dispute **108**  
Termination of Service Issue **58**  
Unable to start/stop service **26**  
Electric Utility - Other Issue **22**  
Outage(s) **19**  
Meter concerns **14**  
Payment dispute **14**  
Security deposit issue **13**  
Reporting safety concern(s) **12**  
Poor customer service **11**  
Gas Utility - Other Issue **6**  
Meter tampering **2**

TOTAL COMPLAINTS FILED\* IN  
REPORTING PERIOD 1Q23: **305**

BILLING DISPUTE AS PRIMARY  
ISSUE\*\* 1Q23: **35.4%**

Compare with 1Q22: 20.8%

TERMINATION OF SERVICE  
ISSUE AS PRIMARY ISSUE\*\*  
1Q23: **19%**

Compare with 1Q22: 3.9%

### Highest termination of service complaints by zip code:

4 complaints: 21220

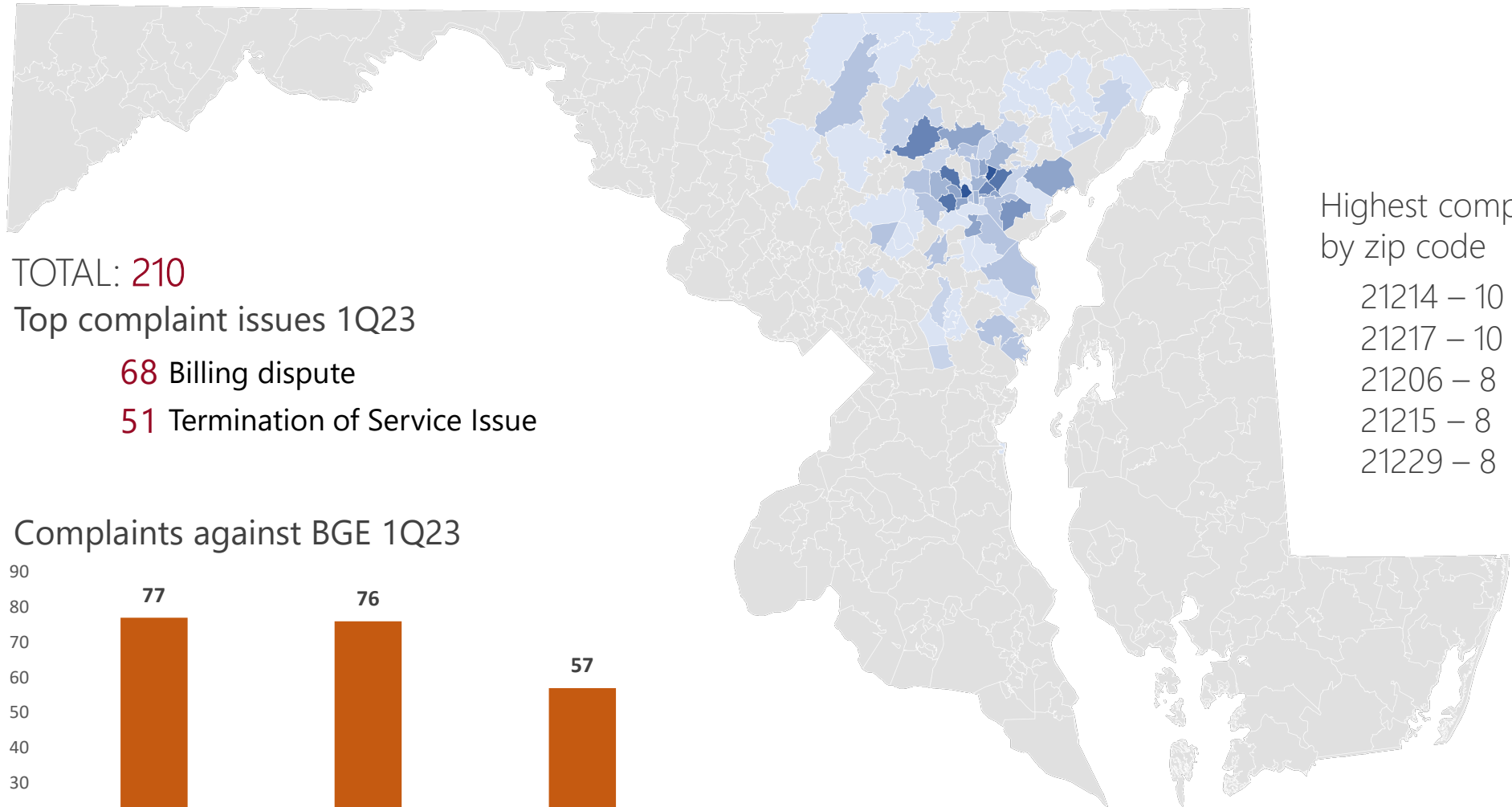
3 complaints: 21117, 21206, 21222, 21229

\*Filed against gas and electric utility companies

\*\*Among complaints filed against gas and electric utility companies

# COMPLAINTS BGE

1Q23 07.01.2022 – 09.30.2022



TOTAL: 210

Top complaint issues 1Q23

68 Billing dispute

51 Termination of Service Issue

Highest complaints by zip code

21214 – 10

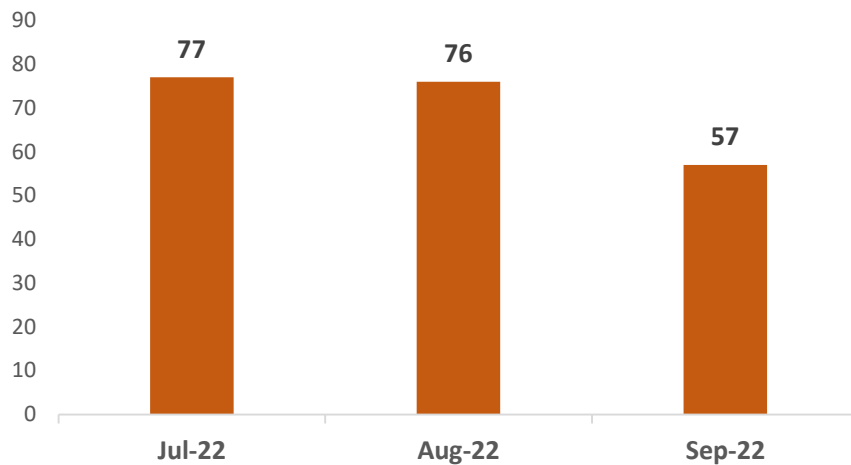
21217 – 10

21206 – 8

21215 – 8

21229 – 8

Complaints against BGE 1Q23



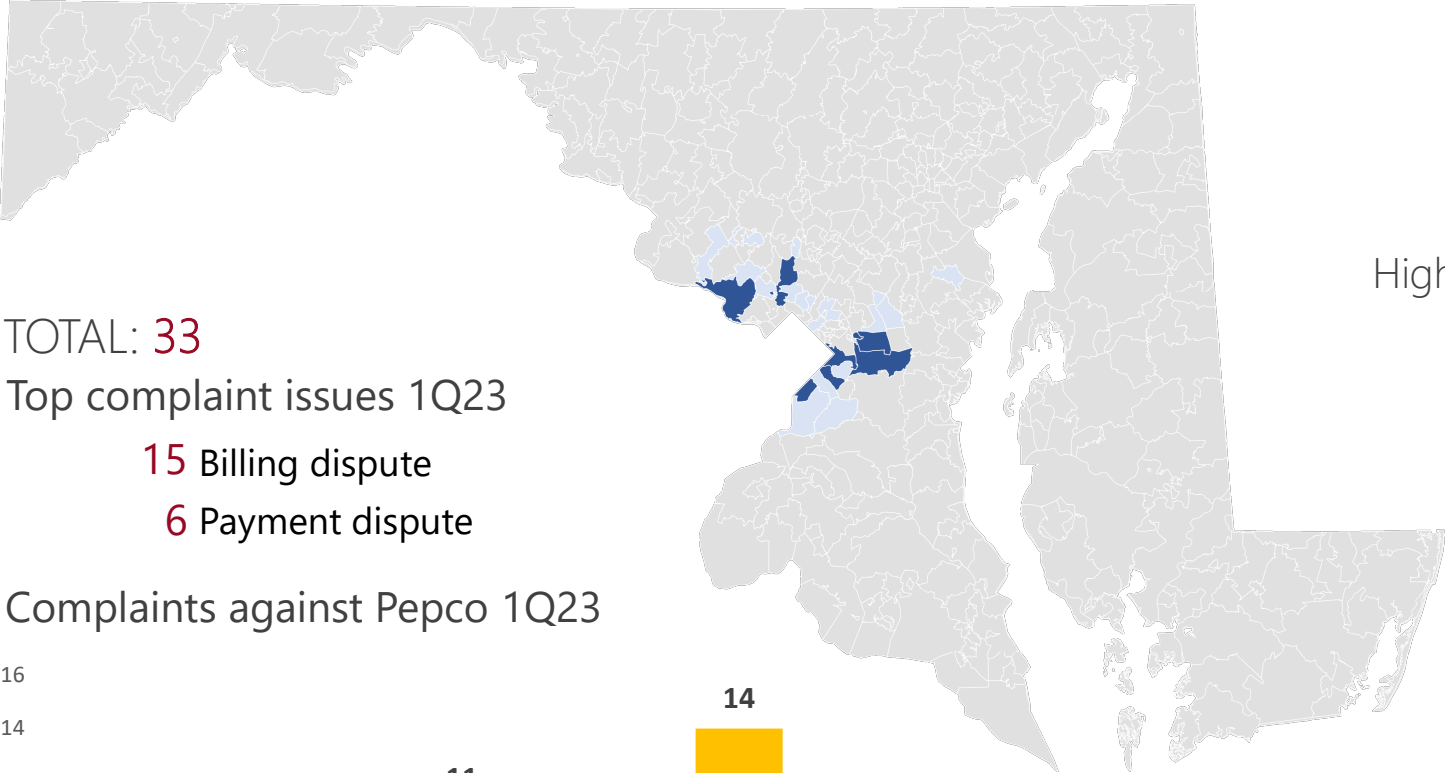
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**MARYLAND**  
Public Service Commission

# COMPLAINTS Pepco

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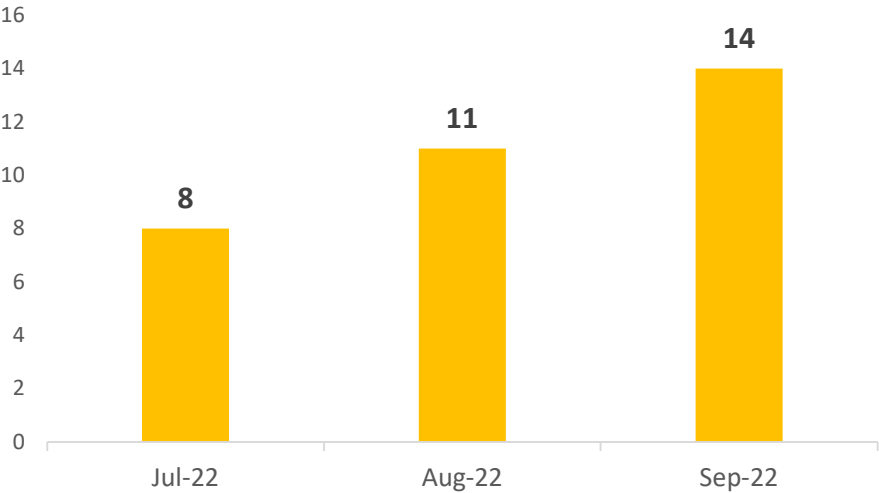


TOTAL: 33

Top complaint issues 1Q23

- 15 Billing dispute
- 6 Payment dispute

Complaints against Pepco 1Q23

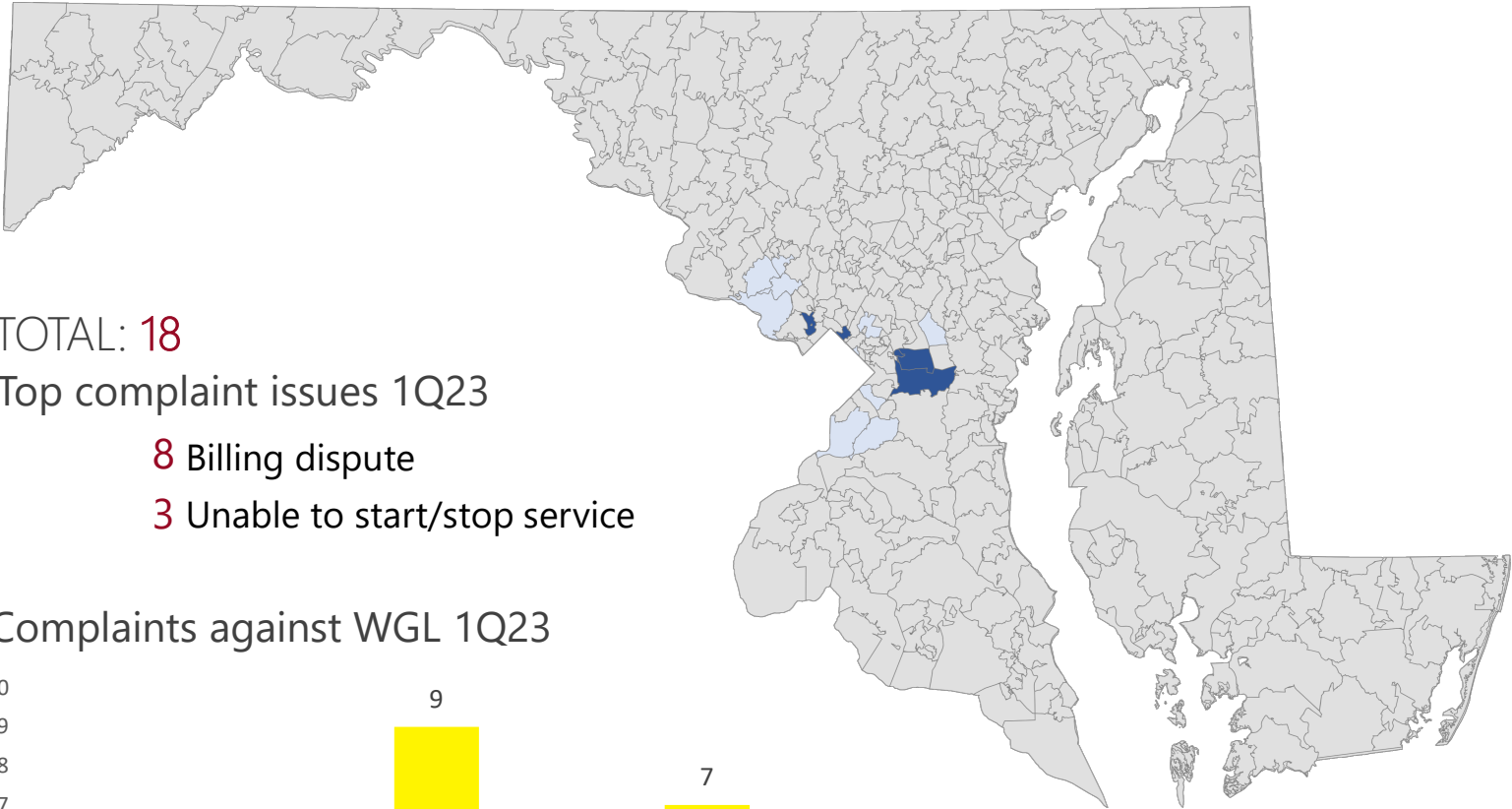


- 20721
- 20743
- 20745
- 20746
- 20774
- 20854
- 20895
- 20906
- 20715
- 20720
- 20735
- 20740
- 20744
- 20747
- 20748
- 20782
- 20850
- 20852
- 20860
- 20874
- 20879
- 20901
- 20902
- 20903
- 21146

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# COMPLAINTS WGL

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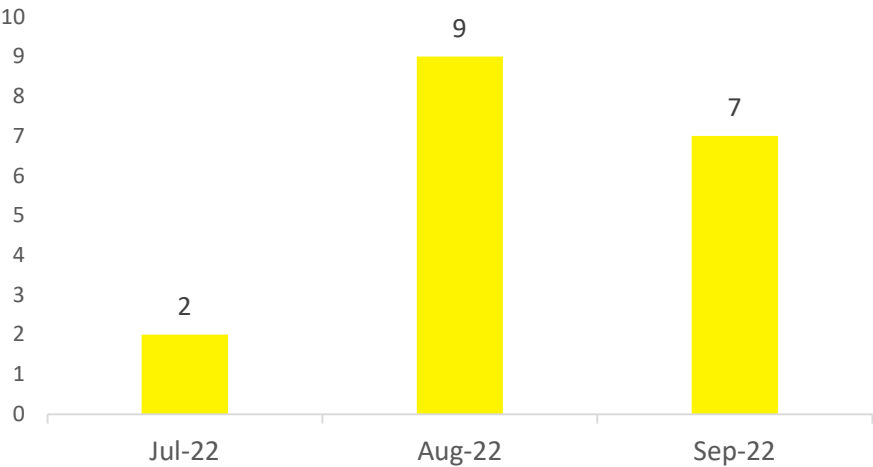


TOTAL: 18

Top complaint issues 1Q23

- 8 Billing dispute
- 3 Unable to start/stop service

Complaints against WGL 1Q23



Highest complaints by zip code

- 2
  - 20721
  - 20774
  - 20814
  - 20912
  - 20712
- 1
  - 20715
  - 20735
  - 20740
  - 20744
  - 20746
  - 20850
  - 20854
  - 20877
  - 20878

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# COMPLAINTS PE

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09.30.2022

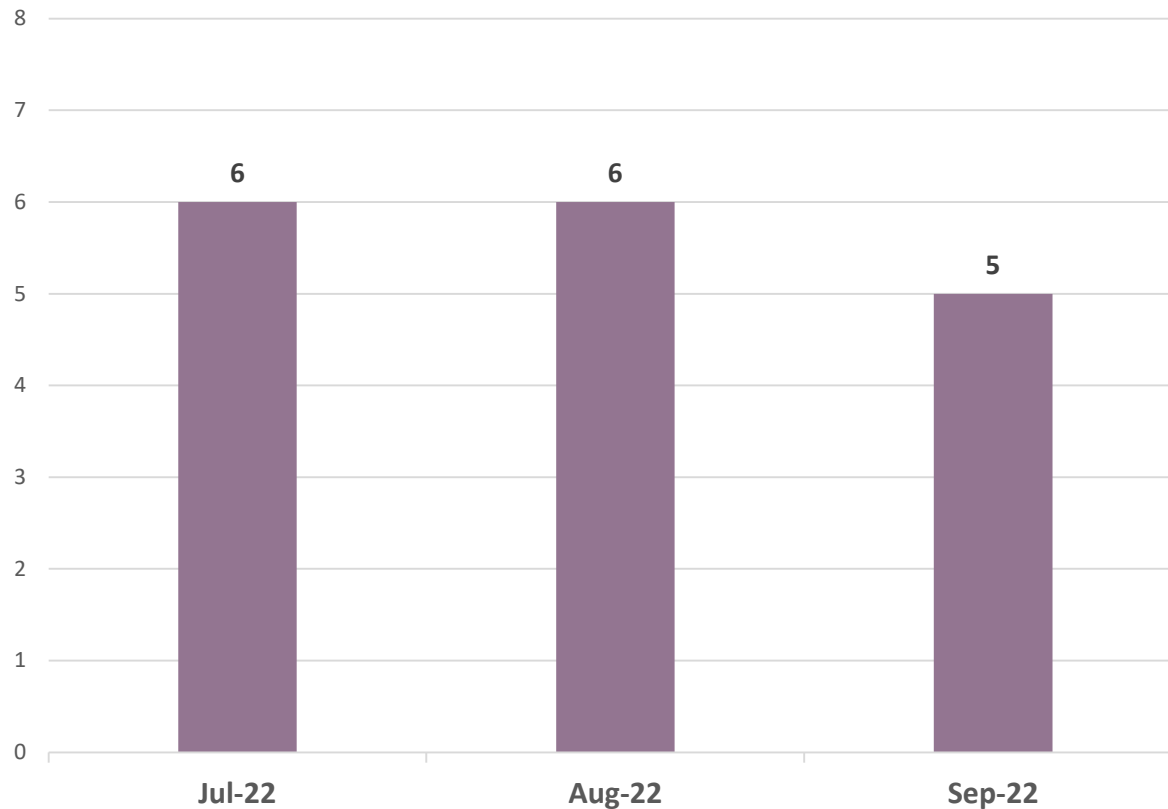
TOTAL: 17

Top complaint issues 1Q23

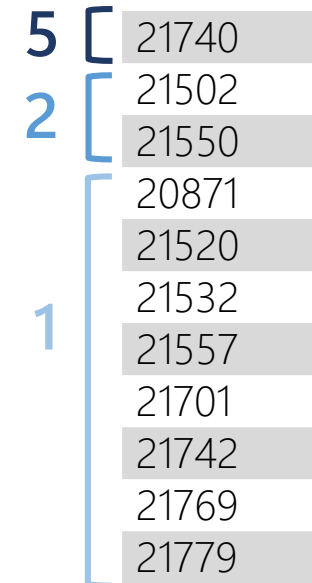
6 Billing dispute

3 Outage(s)

Complaints against PE 1Q23



Highest complaints  
by zip code



# COMPLAINTS DPL

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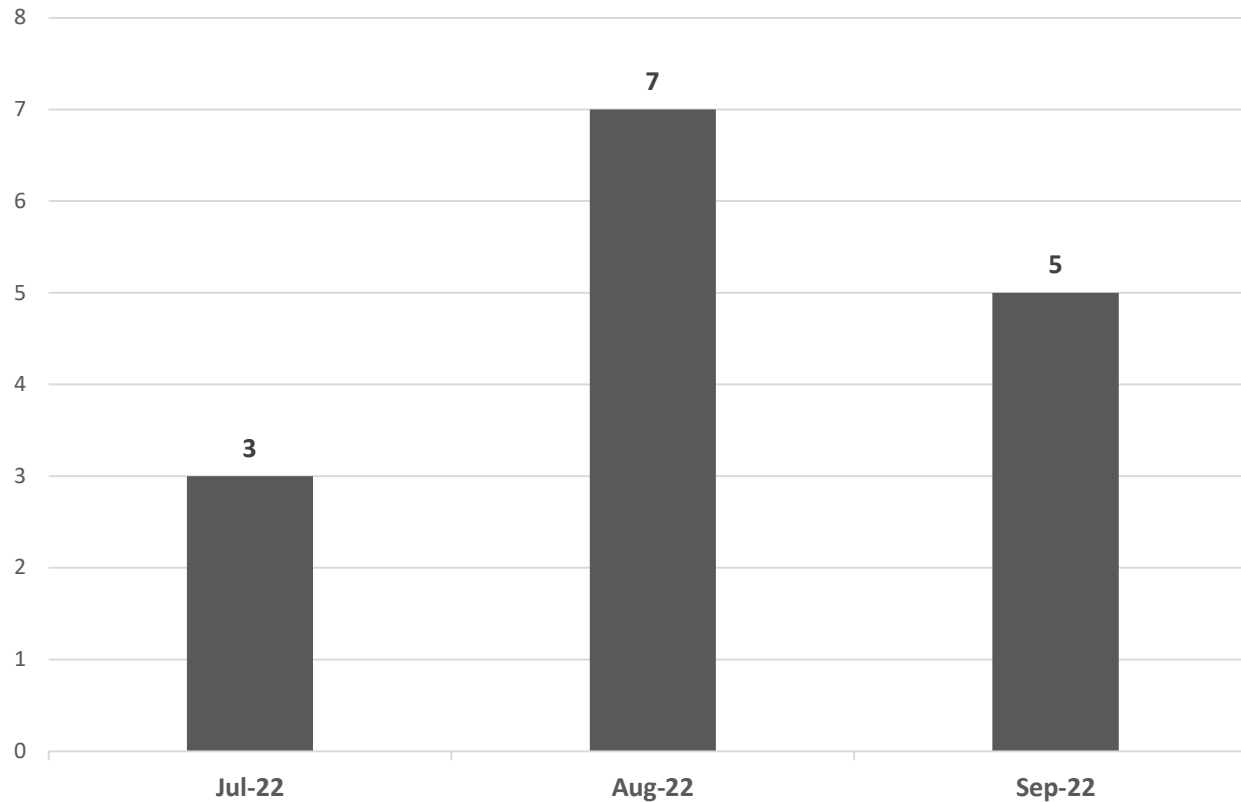
TOTAL: 15

Top complaint issues 1Q23

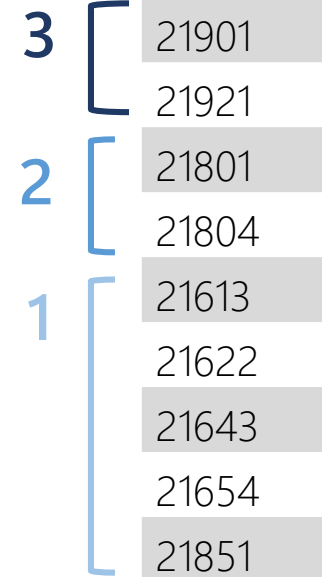
6 Electric utility – other issue

3 Billing dispute

Complaints against DPL 1Q23



Highest complaints  
by zip code



# COMPLAINTS SMECO

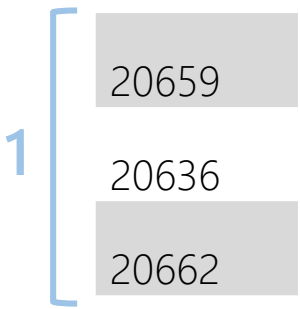
1Q23 07.01.2022 – 09.30.2022

TOTAL: 3

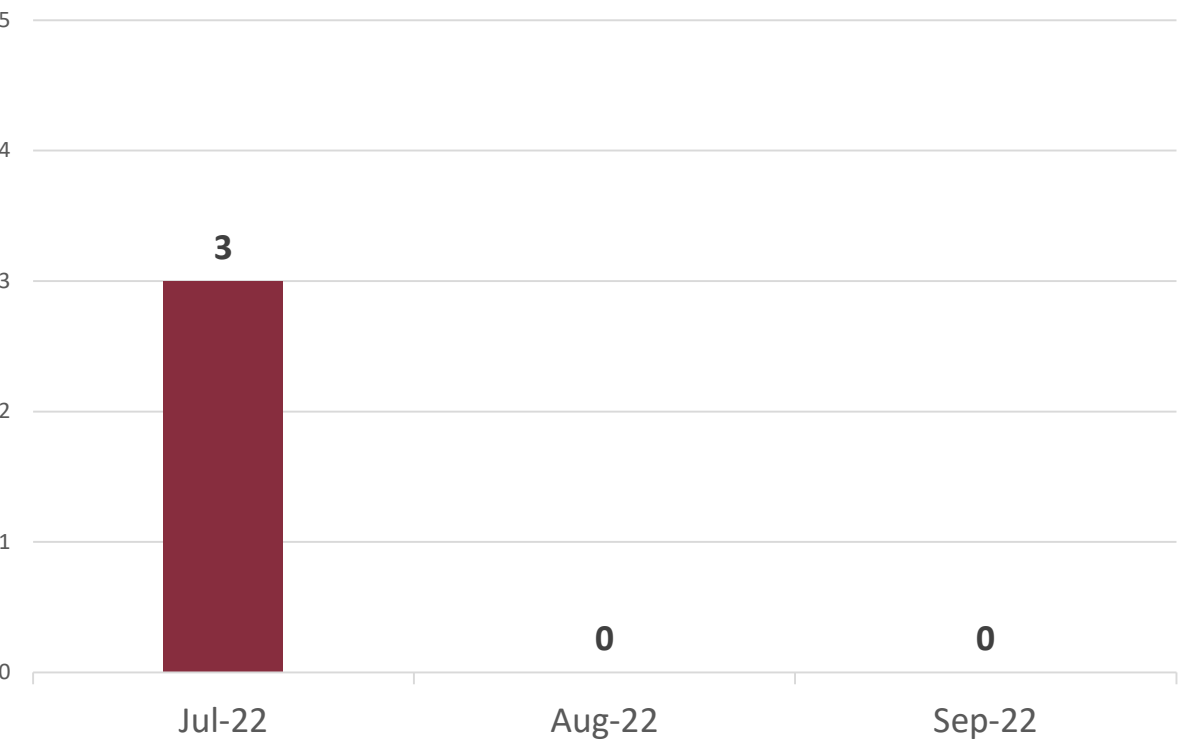
Top complaint issues 1Q23

- 2 Billing dispute
- 1 Reporting safety concern(s)

Highest complaints by zip code



Complaints against SMECO 1Q23



COMPLAINTS AGAINST UTILITIES RECEIVED BY THE CONSUMER AFFAIRS DIVISION (CAD)  
September 2022

Opened Date	Service Zip/Postal Code	Utility/Supplier Name
9/30/2022	21113	BGE
9/30/2022	21207	BGE
9/30/2022	21401	BGE
9/30/2022	20854	Washington Gas - Maryland Division
9/29/2022	20774	Washington Gas - Maryland Division
9/29/2022	21239	BGE
9/29/2022	20902	Potomac Electric Power Company (PEPCO)
9/29/2022	21215	BGE
9/28/2022	21202	BGE
9/28/2022	21403	BGE
9/27/2022	21234	BGE
9/26/2022	21804	Delmarva Power and Light Company
9/26/2022	20860	Potomac Electric Power Company (PEPCO)
9/26/2022	21214	BGE
9/26/2022	21921	Delmarva Power and Light Company
9/26/2022	21223	BGE
9/23/2022	21228	BGE
9/23/2022	20854	Potomac Electric Power Company (PEPCO)
9/22/2022	20744	Washington Gas - Maryland Division
9/22/2022	21216	BGE
9/22/2022	21117	BGE
9/21/2022	21214	BGE
9/21/2022	21146	Potomac Electric Power Company (PEPCO)
9/21/2022	21208	BGE
9/21/2022	21226	BGE
9/20/2022	21047	BGE
9/20/2022	21223	BGE
9/20/2022	21239	BGE
9/20/2022	21061	BGE
9/20/2022	20720	Potomac Electric Power Company (PEPCO)
9/20/2022	21201	BGE
9/20/2022	21060	BGE
9/19/2022	20745	Potomac Electric Power Company (PEPCO)
9/19/2022	21225	BGE
9/19/2022	21740	Potomac Edison
9/18/2022	21502	Potomac Edison
9/18/2022	21206	BGE
9/16/2022	21217	BGE
9/16/2022	21613	Delmarva Power and Light Company
9/16/2022	21202	BGE
9/16/2022	21234	BGE
9/15/2022	21136	BGE
9/15/2022	21550	Potomac Edison
9/15/2022	21157	BGE
9/15/2022	20906	Potomac Electric Power Company (PEPCO)
9/15/2022	21921	Delmarva Power and Light Company
9/14/2022	21215	BGE
9/14/2022	20878	Washington Gas - Maryland Division
9/14/2022	21239	BGE
9/14/2022	21223	BGE
9/13/2022	21218	BGE
9/13/2022	21229	BGE
9/13/2022	21201	BGE
9/13/2022	20721	Potomac Electric Power Company (PEPCO)
9/12/2022	20721	Potomac Electric Power Company (PEPCO)
9/12/2022	21286	BGE
9/12/2022	21214	BGE
9/12/2022	21208	BGE
9/12/2022	21205	BGE
9/12/2022	21234	BGE
9/9/2022	20782	Potomac Electric Power Company (PEPCO)
9/9/2022	21214	BGE
9/9/2022	21215	BGE
9/9/2022	21146	BGE
9/8/2022	20748	Potomac Electric Power Company (PEPCO)
9/8/2022	21212	BGE
9/8/2022	21550	Potomac Edison
9/8/2022	21215	BGE
9/7/2022	21217	BGE
9/7/2022	21222	BGE
9/7/2022	21205	BGE
9/7/2022	21901	Delmarva Power and Light Company
9/6/2022	20862	BGE
9/6/2022	20743	Potomac Electric Power Company (PEPCO)
9/6/2022	21774	Utility Not Listed (Must provide copy of your bill)
9/6/2022	21222	BGE
9/5/2022	20721	Washington Gas - Maryland Division
9/5/2022	20854	Potomac Electric Power Company (PEPCO)
9/3/2022	20850	Washington Gas - Maryland Division
9/2/2022	21213	BGE
9/2/2022	20740	Washington Gas - Maryland Division
9/2/2022	21532	Potomac Edison
9/2/2022	21012	BGE
9/2/2022	21122	BGE
9/1/2022	21220	BGE
9/1/2022	20901	Potomac Electric Power Company (PEPCO)
9/1/2022	21229	BGE
9/1/2022	20866	BGE
9/1/2022	21213	BGE