

COMMISSIONERS

JASON M. STANEK
CHAIRMAN

MICHAEL T. RICHARD
ANTHONY J. O'DONNELL
ODOGWU OBI LINTON
MINDY L. HERMAN



CONTACT: Tori Leonard
410-767-8054
443-680-1619 (c)
tori.leonard@maryland.gov



For Immediate Release

Maryland PSC Revamps Utility Complaint Division, Adds Capabilities

(BALTIMORE, MD-December 4, 2018) – The division within the Maryland Public Service Commission that is responsible for handling utility complaints from customers will get a new name to better reflect its mission. The newly-branded Consumer Affairs Division (formerly the Office of External Relations) serves as a troubleshooting liaison between customers and utilities, working to resolve disputes regarding billing and service quality.

“Changing the name to ‘Consumer Affairs Division’ will help customers better identify where they can get help with issues related to their electric, gas or water utility, retail energy supplier or telephone service provider,” said Jason M. Stanek, Chairman of the Maryland Public Service Commission. “We are committed to providing the high-quality, consumer-centered experience utility customers deserve and ensure that Maryland ratepayers receive safe and reliable utility services.”

In addition to the name change, the Consumer Affairs Division will now offer more services to Spanish-speaking customers. Prompts in Spanish have been added to the Commission’s automated phone system (410-767-8000 or toll-free, 800-492-0474) and an Administrative Specialist who is fluent in the language will be able to assist Spanish-speaking callers with all utility-based complaints. In addition to calling, customers can file complaints online (at www.psc.state.md.us). Information and forms in Spanish will soon be added to the Commission’s website.

###

About the Public Service Commission:

The Maryland Public Service Commission regulates electric and gas utilities, telephone companies (land lines), certain water and sewer companies, passenger motor vehicle carriers for hire (sedans, limousines, buses, Uber, Lyft), taxicab companies (in Baltimore City and County, Cumberland and Hagerstown) and bay pilot rates.

Follow us on Twitter: [@MarylandPSC](https://twitter.com/MarylandPSC)

Like us on Facebook: [Facebook.com/MarylandPSC.gov](https://www.facebook.com/MarylandPSC.gov)

Watch us on YouTube: [Maryland PSC](https://www.youtube.com/MarylandPSC)