



***Serving Maryland Since
1910***



www.psc.state.md.us

The mission of the Maryland Public Service Commission is to ensure safe, reliable, and economic public utility and transportation service to the citizens of Maryland.

WHAT WE DO: The Maryland Public Service Commission regulates electric and gas utilities and retail suppliers, local phone companies (land lines), private water and sewer companies, passenger motor vehicle carriers for hire (sedans, limousines, buses, Uber, Lyft), taxicab companies (in some jurisdictions) and bay pilot rates. In its decisions, the Commission must give consideration to economic, environmental, climate and labor impacts.

Utility Rates

The PSC assures that utility rates are just and reasonable for a utility to recover the costs of providing safe and reliable service to customers, while allowing a reasonable return on the fair value of the utility's property.

Energy Generation Siting

The Commission issues Certificates of Public Convenience and Necessity (CPCNs), which give authority to construct/modify a generating station (solar, wind, natural gas, etc.) or high-voltage transmission lines, or exempts certain projects from State siting requirements. The CPCN process gives local government officials, community residents and other stakeholders the opportunity to provide input on the projects. Projects that are exempt from State siting authority are still subject to local zoning.

Consumer Information

The Consumer Affairs Division (CAD) investigates and responds to consumer complaints relating to gas, electric, water and landline telephone services. Investigators act as mediators to resolve disputes between customers and utility companies. La asistencia también está disponible en español.

CAD can be reached at: (410) 767-8028.

www.psc.state.md.us/online-complaints/

Need help paying your utility bills? Energy assistance is available from the Office of Home Energy Programs (OHEP): dhs.maryland.gov/office-of-home-energy-programs/

Energy Choice

Maryland utility customers have a choice in the competitive market when it comes to their energy supply. Retail energy suppliers sell directly to customers, using the local utility's distribution system to deliver electricity and/or natural gas.



Customers can also choose to continue to receive their electric or gas supply from their utility. All retail energy suppliers, brokers and marketers must have a PSC license. More info at MDEnergyChoice.com

Office of People's Counsel (OPC)

The Maryland OPC is an independent state agency that serves as an advocate for residential consumers of electricity, natural gas, telecommunications, private water and certain transportation services in Maryland. OPC can assist customers with utility issues. opc.maryland.gov

Telecommunications

The PSC regulates local telecommunications services in Maryland, which includes landline and payphone providers. The PSC does **NOT** regulate wireless/cellphone service, cable or internet. The PSC oversees the provision of the **Lifeline** program--a federal benefit for eligible low-income Maryland customers. More at:

www.psc.state.md.us/telecommunications/



Electric Vehicle Charging

In 2019, the Commission gave the green light to a five-year electric vehicle charging infrastructure pilot program by the State's largest electric utilities. The program expects to deploy more than 5,000 Level 2 and DC fast charging stations in the service territories of BGE, Delmarva, Pepco, Potomac Edison and SMECO.

The State has a goal of 300,000 zero-emission electric vehicles on Maryland roadways by 2025 and has targeted a reduction in greenhouse gas emissions of 60 percent by 2031, and a goal of net-zero emissions by 2045.

Transportation

Taxicabs (in some parts of the state), limousines and companies such as Uber and Lyft are regulated by the PSC. For taxis, the PSC licenses drivers and approves rates. Drivers for ride-sharing services (Uber, Lyft) are also licensed by the PSC. In addition, the PSC monitors the safety of vehicles and compliance with liability insurance requirements.



EmPOWER Maryland is a program—funded by utility ratepayers—to conserve energy, providing benefits to all users of electricity and natural gas.

As part of their EmPOWER Maryland portfolios, Maryland's five largest electric utilities and Washington Gas offer many programs to save your home or business energy and money. Programs include lighting and appliance rebates, HVAC, Home Performance with Energy Star, Energy Star New Homes, combined heat and power, and other efficiency services and/or measures for homes, businesses and industrial facilities. Visit psc.state.md.us/electricity/empower-maryland for more information.

Renewable Energy

Maryland's Renewable Portfolio Standard (RPS) requires electricity suppliers to meet a certain portion of their retail electricity sales with various renewable energy sources (such as solar, wind/offshore wind, hydroelectric and geothermal). The RPS helps to achieve the economic and environmental benefits of renewable energy, including lowering the cost of obtaining electricity generated from renewable sources.

Consumers can participate by installing their own renewable energy resources such as solar panels or geothermal systems. Visit psc.state.md.us/electricity/renewable-energy for more information and application instructions.



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