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PUBLIC SERVICE COMMISSION

Maryland Public Service Commission Launches New Website *Enhancements Include Streamlined, User-Friendly Features and New Customer Choice Portal*

(Baltimore, January 27, 2015)— The Maryland Public Service Commission today formally launched a new, improved website. In an endeavor for better transparency, the upgraded site enables users to more easily navigate the site for information, filings, and resources and to better understand the Commission’s areas of regulation.

Commission staff representing all divisions in the agency reviewed the former site, including functionality, organization and visual aspects. The new site features enhanced search options, designated customer and industry pages, links to resources and information alerts.

The Commission’s customer choice portal, which provides information on retail energy suppliers, is also part of the redesign. The new portal includes an educational component with information on customer choice, a glossary of common contract terms, frequently asked questions and guidance on the switching process. Customers interested in switching may visit a shop-and-compare page that allows users to view side-by-side price comparisons, contract terms and other offers from retail suppliers. This portal reflects input received from the Commission’s workgroup on customer choice and education (known as Public Conference 25).

Channel Communications, a Towson-based firm, provided web design services for the site based on the recommendations of the Commission staff team and feedback from various user groups.

“We are pleased to be able to present the new website to our many constituent groups, which include users both in and outside of Maryland,” said Commission Chair W. Kevin Hughes. “Our goal is to provide enhanced functionality and intuitive features that allow our users to easily locate the information and resources they need in a timely manner.”

The Commission intends to continue to introduce new features and upgrades as needed to ensure that the site meets the needs of all users. The new website may be found at the same address as its former website, www.psc.state.md.us.

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