

ORDER NO. 89866

Impacts of COVID-19 Pandemic on
Maryland’s Gas and Electric Utility
Operations and Customer Experiences

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BEFORE THE
PUBLIC SERVICE COMMISSION
OF MARYLAND

PC53

Issue Date: June 25, 2021

ORDER ON ARREARAGE FORGIVENESS BILL MESSAGING

As part of its June 21, 2021 Order directing the distribution of State funds to utilities for customer arrearage forgiveness, the Commission required those utilities to file with the Commission proposed on-bill messaging to inform affected customers about the arrearage forgiveness program.¹

Between June 21 – 22, 2021, the Commission received fifteen filings containing proposed bill messaging,² as well as comments from Commission Staff.³

Some of the utilities requested clarification whether the bill messaging could take the form of a letter, citing various concerns with placing the messaging directly on customer bills.

Staff stated that, although it had spoken with the utilities, it had not reviewed the proposed messaging prior to filing. Nonetheless, Staff provided a list of recommendations for utilities to follow, based on its interpretation of Order No. 89856.

¹ Order No. 89856.

² Maillog Nos. 235845; 235832; 235831; 235829; 235825; 235824; 235823; 235822; 235821; 235819; 235818; 235817; 235814; 235812; and 235808.

³ Maillog No. 235820.

The Commission notes the filings by the utilities and Staff. The requests to provide bill messaging which satisfied the requirements of Order No. 89856 via a letter and any necessary waivers therefore are granted.

IT IS THEREFORE, this 25th day of June, in the year Two Thousand Twenty One, by the Public Service Commission of Maryland,

ORDERED: That the utilities' requests to provide bill messaging via letter that satisfy the requirements of Commission Order No. 89856 and any requested waivers are hereby granted.

By Direction of the Commission,

/s/ David J. Collins

David J. Collins
Deputy Executive Secretary