



STATE OF MARYLAND

Public Service Commission

Complaints filed against
Maryland's third-party retail
gas and electric suppliers

1Q23 REPORT

07.01.2022 – 09.30.2022



MARYLAND
Public Service Commission

OVERVIEW

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.

As an alternative to your utility company, **you can choose to buy gas or electricity for your home from a retail energy supplier**. The Public Service Commission licenses suppliers and is authorized to regulate aspects of supplier marketing practices, but not the rates that suppliers charge to their customers.

FOR MORE INFORMATION

410.767.8028

psc.state.md.us/consumers/

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The Maryland Public Service Commission wants you to **understand your choices** when you are shopping for gas or electricity supply. Visit mdenergychoice.com/ to learn more.

COMPLAINTS

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SUPPLIERS WITH 3 OR MORE COMPLAINTS* PER MONTH 1Q23

JULY 2022	AUGUST 2022	SEPTEMBER 2022
4 RPA Energy, Inc d/b/a Green Choice Energy	6 SFE Energy Maryland, Inc	9 SFE Energy Maryland, Inc
3 SFE Energy Maryland, Inc	5 Indra Energy	7 SunSea Energy, LLC
3 Titan Gas, LLC d/b/a CleanSky Energy	5 SunSea Energy, LLC	5 Indra Energy
	4 CleanChoice Energy, Inc	5 Tomorrow Energy Corp f/k/a Sperian Energy Corp
	4 Inspire Energy Holdings LLC	4 Major Energy Services, LLC
	3 ENGIE Power & Gas LLC	4 Reliant Energy Northeast d/b/a NRG Home
		3 Inspire Energy Holdings LLC
		3 RPA Energy, Inc d/b/a Green Choice Energy
		3 Titan Gas, LLC d/b/a CleanSky Energy

MOST COMPLAINTS 1Q23

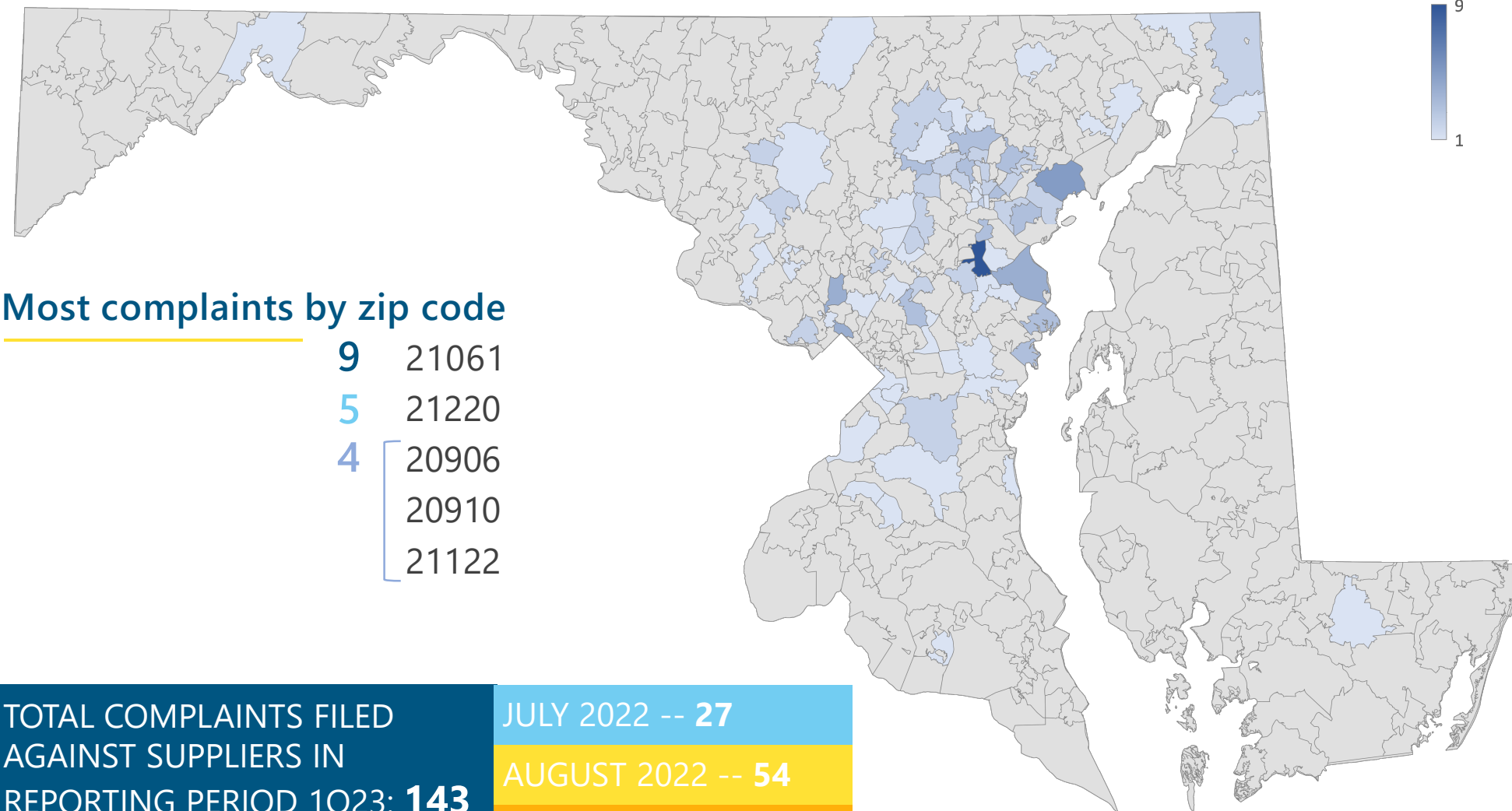
- 18** SFE Energy Maryland, Inc
- 14** SunSea Energy, LLC
- 11** Indra Energy

*Complaints reflect informal complaints filed with the Commission's Consumer Affairs Division (CAD) pursuant to the dispute resolution procedures in Code of Maryland Regulations (COMAR) 20.32.01. CAD investigates and renders an initial decision on each complaint received; some complaints are awaiting resolution as of the time of this reporting. The appearance of a complaint in this report does not imply a resolution in favor of any party.

COMPLAINTS

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