



STATE OF MARYLAND

Public Service Commission

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

3Q23 REPORT

FY 01.01.2023 –
23 03.31.2023



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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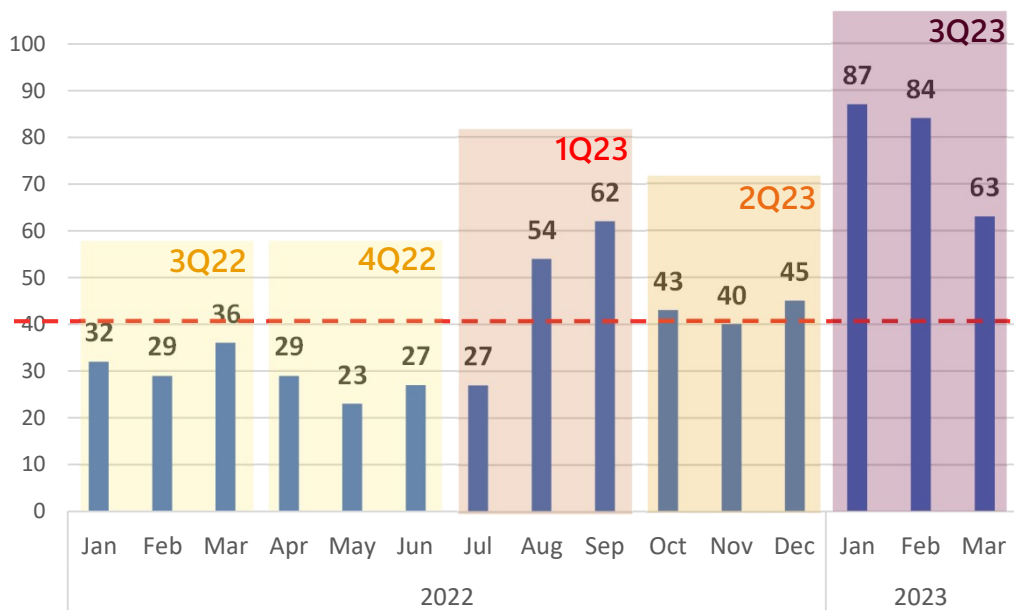
3Q23
REPORT

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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The Commission launched its **Maximum Enforcement** initiative on February 1st in response to a **recent influx of consumer complaints** against retail energy suppliers.

WHAT IS MAXIMUM ENFORCEMENT

41.8
Avg. monthly complaints filed against suppliers since 2019

ALL HANDS ON DECK

The Commission is marshaling its internal resources to prioritize and expedite supplier matters

ACTION

Staff will investigate and, if necessary, prosecute retail energy suppliers where there is evidence of failure to abide by the state's laws and regulations

AT STAKE

Suppliers found to be in violation will be subject to civil penalties, customer re-rates, cease & desist notices, license suspensions, and/or license revocations

CAD received **234** complaints against suppliers this quarter -- **133** cited a primary issue of **slamming or misrepresentation**

MOST COMPLAINTS* 3Q23

- 39** Constellation NewEnergy
- 23** SunSea Energy
- 17** Palmco Power d/b/a 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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SUPPLIERS WITH 3 OR MORE COMPLAINTS* PER MONTH 3Q23

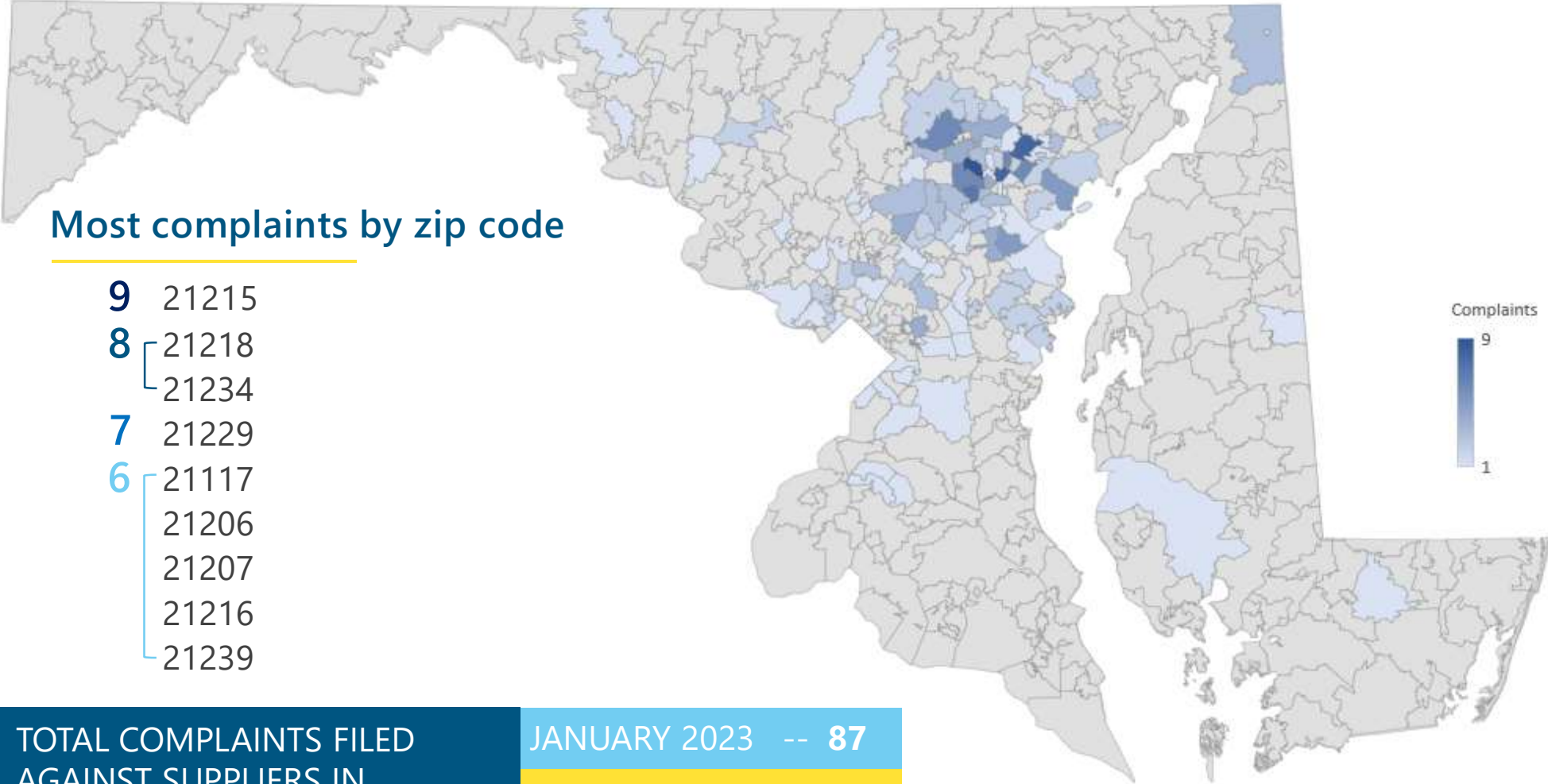
JANUARY 2023	FEBRUARY 2023	MARCH 2023
21 Constellation NewEnergy	11 Constellation NewEnergy	7 Constellation NewEnergy
11 SunSea Energy	10 SunSea Energy	6 Palmco Power d/b/a Indra Energy
7 Palmco Power d/b/a Indra Energy	7 CleanChoice Energy	5 Titan Gas d/b/a CleanSky Energy
5 Clearview Energy	7 Major Energy	4 CleanChoice Energy
5 Major Energy	5 SFE Energy	4 SFE Energy
4 Tomorrow Energy (f/k/a Sperian Energy)	4 IGS Energy d/b/a Columbia Retail	3 Direct Energy Services
3 CleanChoice Energy	4 Palmco Power d/b/a Indra Energy	3 IDT Energy
3 Inspire Energy Holdings	3 Clearview Energy	3 RPA Energy d/b/a Green Choice Energy
3 Titan Gas d/b/a CleanSky Energy	3 IDT Energy	
3 WGL Energy Services	3 Inspire Energy Holdings	
	3 Just Energy Solutions	
	3 Titan Gas d/b/a CleanSky Energy	

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Most complaints by zip code

- 9 21215
- 8 [21218
21234
- 7 21229
- 6 [21117
21206
21207
21216
21239

TOTAL COMPLAINTS FILED AGAINST SUPPLIERS IN REPORTING PERIOD 3Q23: 234	JANUARY 2023 -- 87
	FEBRUARY 2023 -- 84
	MARCH 2023 -- 63

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