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## Maryland PSC Clarifies its Customer Complaint Process re: Service Terminations

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(BALTIMORE, MD) – The Maryland Public Service Commission’s Consumer Affairs Division (CAD) has received numerous complaints related to the Baltimore Gas and Electric Company’s installation of exterior gas regulators at residences in Baltimore City. Some of those complaints involve the utility’s shutoff of gas service to properties where BGE’s contractors have been refused access to perform the installations.

In response to these particular complaints, CAD’s letters to customers are consistent with service termination procedures outlined in Commission regulations. The Commission notes that BGE is required to halt terminations of service when there is a pending complaint to CAD related to a billing dispute. BGE asserts that the terminations at homes where exterior regulators are to be installed are due to safety disputes and not billing disputes, a position that is being challenged by residents in a class-action lawsuit in Baltimore City Circuit Court.

CAD will continue to follow its normal procedures when receiving customer complaints about the exterior gas regulators. That is, to verify that the customer has attempted to first resolve the issue with their utility. If the customer is still not satisfied with the outcome, CAD will communicate with the utility on the customer’s behalf in an effort to resolve the dispute. In closing out a complaint and issuing a decision, CAD will take into account the utility’s actions and the applicable rules and regulations.

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### ***About the Public Service Commission:***

*The Maryland Public Service Commission regulates electric and gas utilities and suppliers, telephone companies (land lines), certain water and sewer companies, passenger motor vehicle carriers for hire (sedans, limousines, buses, Uber, Lyft), taxicab companies (in Baltimore City and County, Charles County, Cumberland and Hagerstown) and bay pilot rates.*