

Retail Energy Suppliers with 3 or more	Number of complaint submissions													FY2020 YTD	Issues alleged in complaints (all months) :				Determination in favor of (all months) :				N/A
	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Unauthorized		Misrepresentation	Early termination	Start/stop	Other	Customer	Company			
Atlantic Energy MD, LLC	4	4					4						8	3	3		4	4	4	4			
Constellation NewEnergy, Inc.	3	3	3						4				17	5	5	9	1	6	7	10			
Direct Energy Services, LLC	5	4		6			7	5		3			30	10	7		8	20	9	21			
IDT Energy, Inc.	3	5	4				4						16	11	5		5	3	9	6			
Palmetto Power MD LLC d/b/a Indra	3	4				6		6					16	7	8	1	3	11	7	9			
Inspire Energy Holdings LLC	4												4	1	3		1	1	1	3			
Josco Energy USA LLC		3	8	8	3	4				3			29	22	7		2	5	19	10			
Just Energy Solutions, Inc.						7	6	5	4				22	11	7		5	10	5	17			
Liberty Power Maryland, LLC			3			4							7	6		1	2	3	3	4			
U.S. Gas & Electric d/b/a Maryland Gas	8	5	8	3		6	6	8	5				49	31	18	12	10	15	15	34			
Reliant Energy Northeast dba NRG					3								3	2			1	1		3			
SSE Energy Maryland, Inc.	3	3		3		4			3	3		3	22	8	10	6	4	11	6	16			
Smart One Energy LLC (license revoked)		3											3	2	1		1		3				
Spark Energy LLC					4	5							9	8	2		1	2	4	5			
StateWise Energy Maryland LLC	3	4		3	3	5	6	4	5	5			38	18	10	7	6	9	11	27			
SunSea Energy, LLC						3	10	8	3		5		29	15	12		8	10	18	11			
Titan Gas, LLC dba Titan Gas and Power									4				4	3	1		1	1	3	1			
Tomorrow Energy Corporation I/K/a		4											4	4			1	1	1	3			
Unidentified Supplier 4										6			6		6			2	1	1			
TOTAL	26	42	30	26	13	37	45	37	28	25	5	3	316	167	105	36	63	115	126	185	6		

¹ The total number of issues may be higher than the number of complaints since a single complaint may concern more than one issue.

² N/A Not applicable if the dispute is still pending or the supplier or customer withdrew the complaint.

³ Also referred to as "slamming". Slamming occurs when a customer's account is switched to a supplier without the customer's authorization.

⁴ Unidentified supplier dispute is a complaint filed by customer who could not provide a name of the supplier who contacted them.