



# STATE OF MARYLAND

## Public Service Commission

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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

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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/](https://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/](https://mdenergychoice.com/) to learn more.



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# COMPLAINTS

1Q23 07.01.2022 –  
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## SUPPLIERS WITH 3 OR MORE COMPLAINTS\* PER MONTH 1Q23

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

## MOST COMPLAINTS 1Q23

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

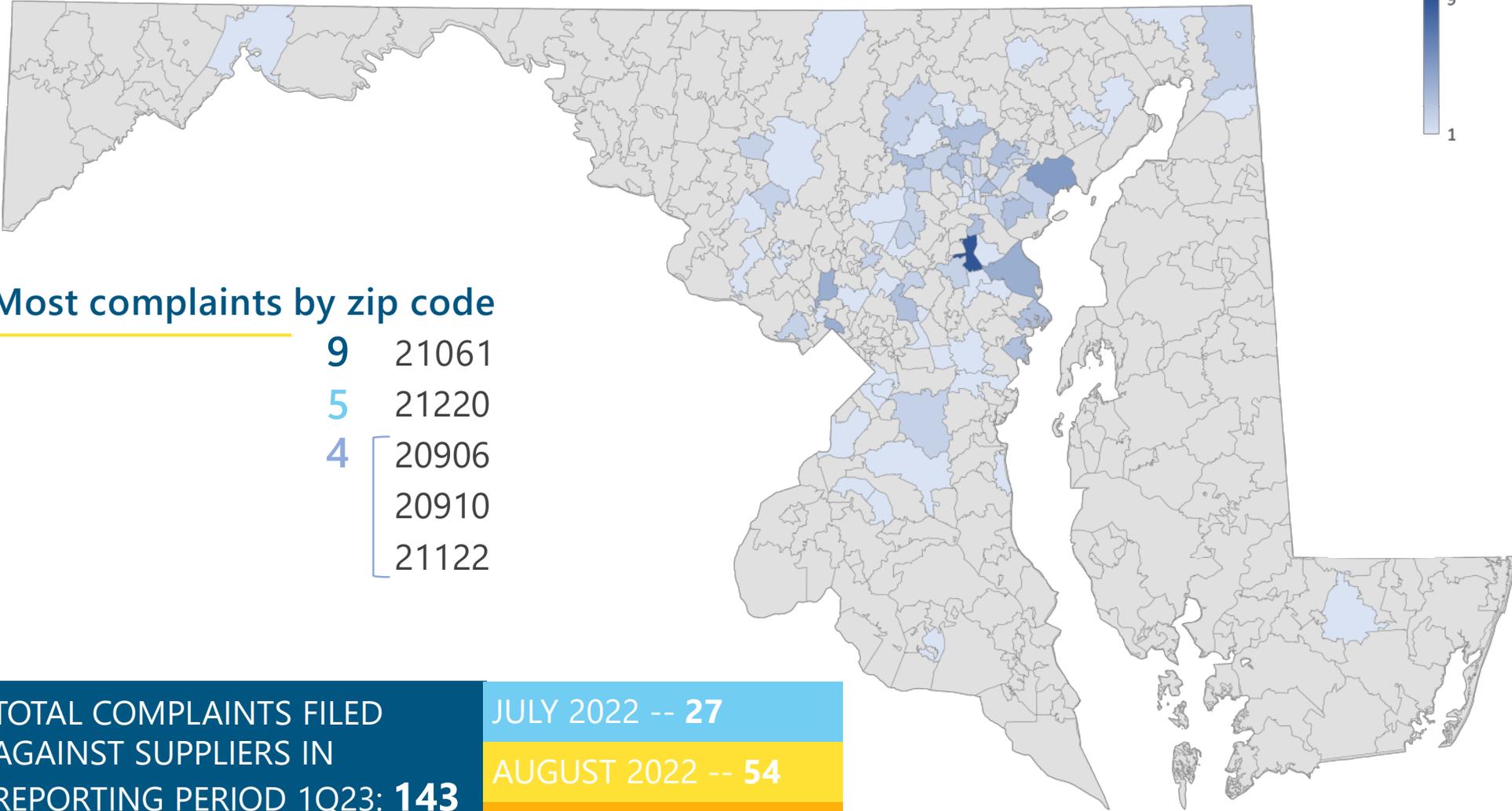
\*Complaints reflect informal complaints filed with the Commission's Consumer Affairs Division (CAD) pursuant to the dispute resolution procedures in Code of Maryland Regulations (COMAR) 20.32.01. CAD investigates and renders an initial decision on each complaint received; some complaints are awaiting 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.



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## Most complaints by zip code

- 9 21061
- 5 21220
- 4 [ 20906  
20910  
21122

TOTAL COMPLAINTS FILED AGAINST SUPPLIERS IN REPORTING PERIOD 1Q23: <b>143</b>	JULY 2022 -- 27
	AUGUST 2022 -- 54
	SEPTEMBER 2022 -- 62

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