

STATE OF
MARYLAND
PUBLIC SERVICE
COMMISSION

1Q24

FY 07.01.2023
24 09.30.2023



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



**SUPPLIER
REPORT**



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/

STATE OF MARYLAND
Public Service Commission

1Q24 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.



MARYLAND
Public Service Commission

COMPLAINTS

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SUPPLIERS WITH 3 OR MORE COMPLAINTS* PER MONTH 1Q24

JULY 2023

32

Palmco Power d/b/a Indra Energy	4
IDT Energy, Inc.	3
SFE Energy Maryland, Inc	3

AUGUST 2023

33

CleanChoice Energy	3
IDT Energy, Inc.	3
Tomorrow Energy Corp (formerly Sperian)	3

SEPTEMBER 2023

25

Inspire Energy Holdings LLC	3
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TOTAL COMPLAINTS FILED AGAINST SUPPLIERS IN REPORTING PERIOD 1Q24: 90

Complainants citing a primary issue of slamming or misrepresentation: 59

WHAT IS SLAMMING?

An illegal practice of switching a customer's electricity or gas supply service without the customer's permission

*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.

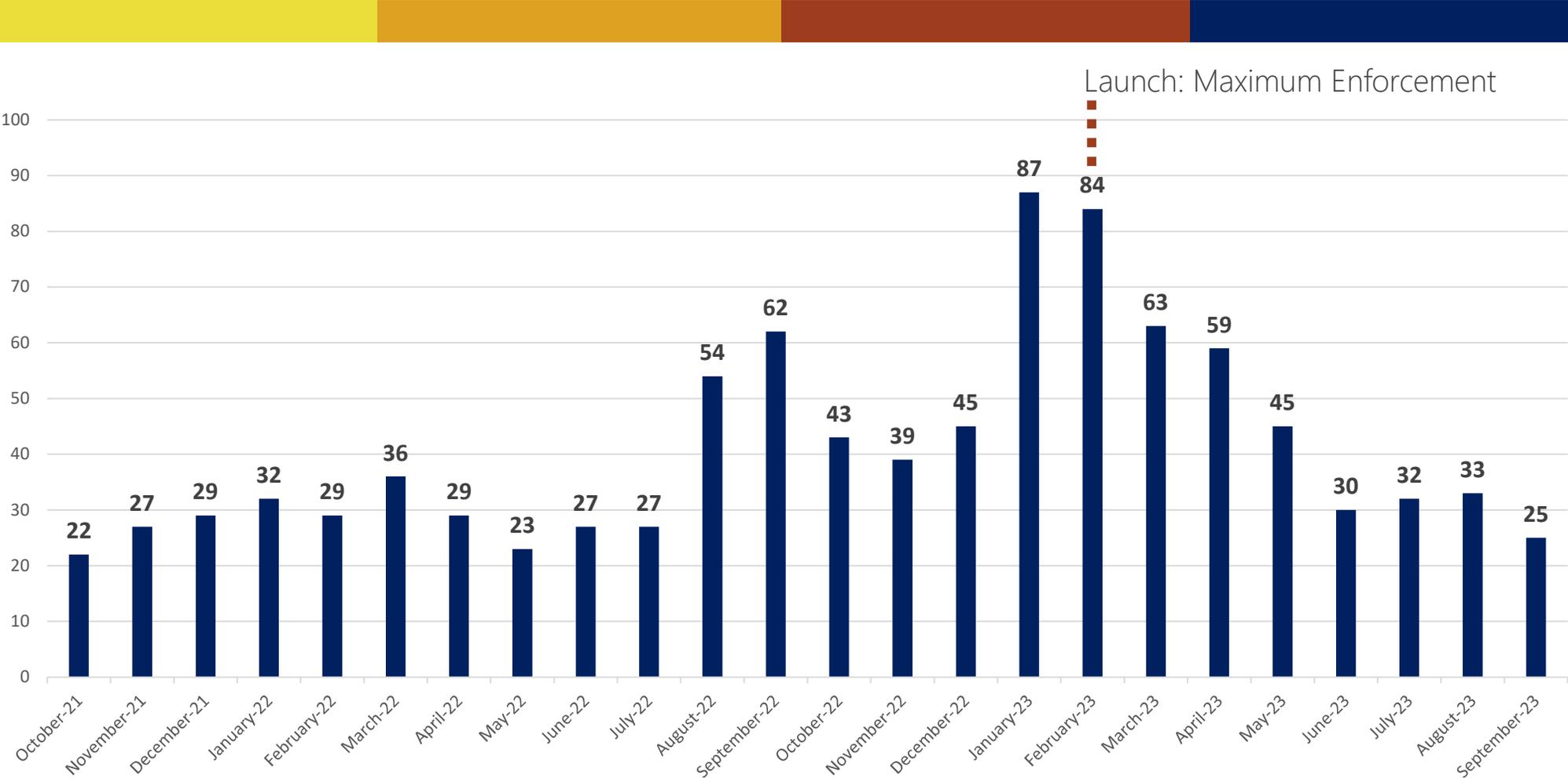


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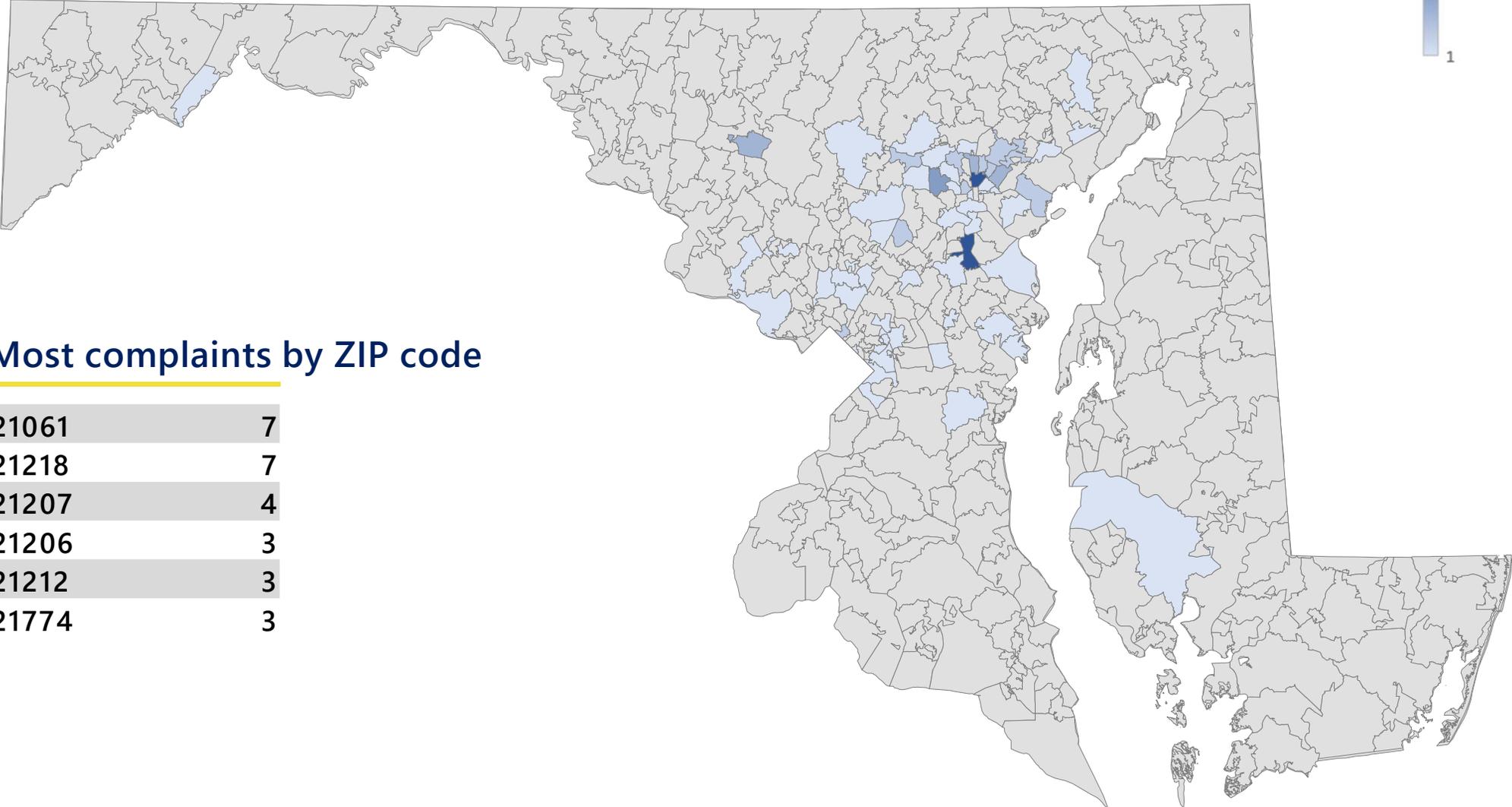
SUPPLIER COMPLAINTS: 2 YEAR OVERVIEW THROUGH 1Q24



COMPLAINTS

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Most complaints by ZIP code

21061	7
21218	7
21207	4
21206	3
21212	3
21774	3

