

STATE OF
MARYLAND
PUBLIC SERVICE
COMMISSION

1Q25

FY 07.01.2024
25 09.30.2024

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.**

FOR MORE INFORMATION

410.767.8028

psc.state.md.us/consumers/

STATE OF MARYLAND
Public Service Commission

1Q25 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

1Q25 07.01.2024 –
09.30.2024

Filed against Maryland's [retail energy suppliers](#)

SUPPLIERS WITH 3 OR MORE COMPLAINTS* PER MONTH 1Q25

07
2024

15 TOTAL

3 OR MORE COMPLAINTS

- CONSTELLATION NEWENERGY (3)
- PALMCO POWER d/b/a INDRA ENERGY (3)

08
2024

15 TOTAL

3 OR MORE COMPLAINTS

- PALMCO POWER d/b/a INDRA ENERGY (5)

09
2024

17 TOTAL

3 OR MORE COMPLAINTS

- PALMCO POWER d/b/a INDRA ENERGY (3)
- DIRECT ENERGY (3)

47 TOTAL COMPLAINTS

Misrepresentation or slamming: 23

WHAT IS SLAMMING?

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

MOST COMPLAINTS 1Q25

Palmco Power d/b/a Indra Energy: 12

Constellation NewEnergy: 5

Direct Energy: 5

*Complaints reflect 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 1Q25

