



STATE OF MARYLAND

Public Service Commission

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

2Q23 REPORT

10.01.2022 – 12.31.2022



MARYLAND
Public Service Commission

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/

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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/ to learn more.

COMPLAINTS

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SUPPLIERS WITH 3 OR MORE COMPLAINTS* PER MONTH 2Q23

OCTOBER 2022	NOVEMBER 2022	DECEMBER 2022
9 SunSea Energy, LLC	7 Major Energy Services, LLC	8 Major Energy Services, LLC
4 CleanChoice Energy, Inc	6 Inspire Energy Holdings LLC	5 Inspire Energy Holdings LLC
4 Constellation NewEnergy, Inc	5 SunSea Energy, LLC	4 CleanChoice Energy, Inc
3 Just Energy Solutions, Inc	4 SFE Energy Maryland, Inc	4 Constellation NewEnergy, Inc
	3 Indra Energy	4 SunSea Energy, LLC

MOST COMPLAINTS 2Q23

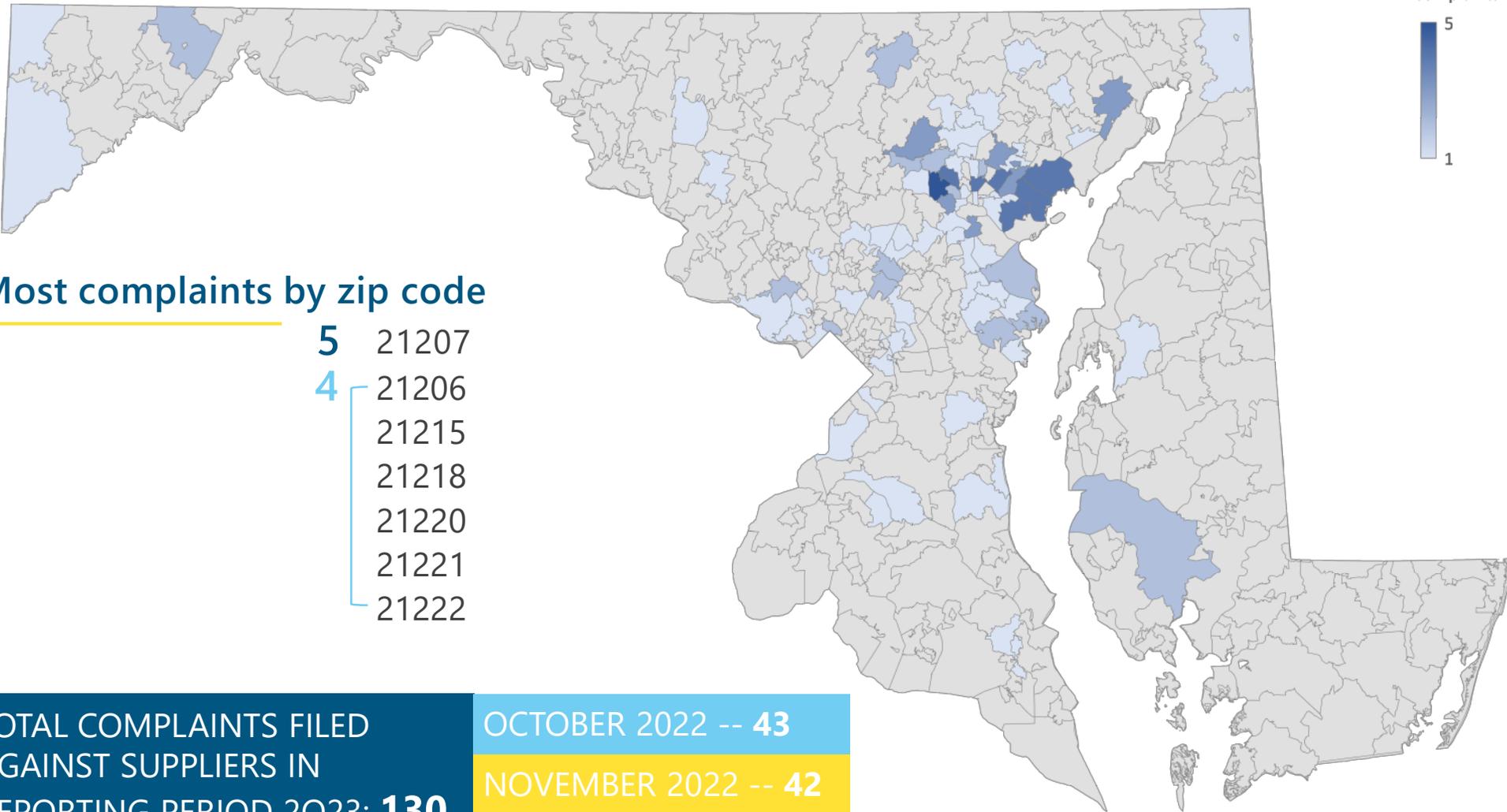
- 18** SunSea Energy, LLC
- 16** Major Energy Services, LLC
- 12** Inspire Energy Holdings, LLC

*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.

COMPLAINTS

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Most complaints by zip code

- 5 21207
- 4 21206
- 21215
- 21218
- 21220
- 21221
- 21222

TOTAL COMPLAINTS FILED AGAINST SUPPLIERS IN REPORTING PERIOD 2Q23: 130	OCTOBER 2022 -- 43
	NOVEMBER 2022 -- 42
	DECEMBER 2022 -- 45

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