



STATE OF MARYLAND

Public Service Commission

Complaints filed against
Maryland's gas and electric
utility companies

2Q23 REPORT

FY 10.01.2022 –
23 12.31.2022



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.

This report covers complaints received against Maryland's six largest electric and/or gas utilities:

- Baltimore Gas and Electric Company (BGE)
- Potomac Electric Power Company (Pepco)
- Washington Gas Light Company (WGL)
- The Potomac Edison Company (PE)
- Delmarva Power and Light Company (DPL)
- Southern Maryland Electric Cooperative, Inc. (SMECO)

FOR MORE INFORMATION

410.767.8028

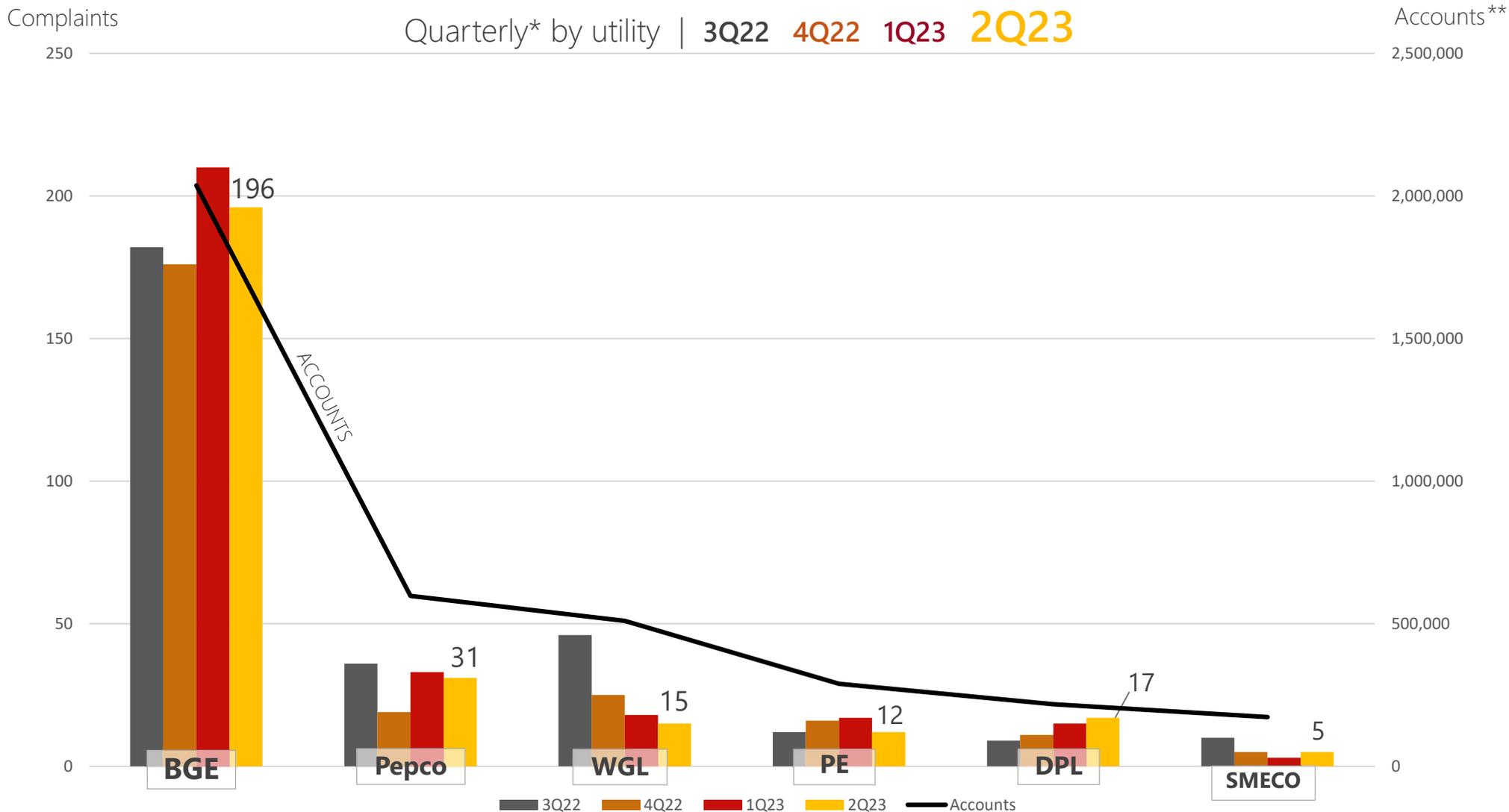
psc.state.md.us/consumers/

STATE OF MARYLAND
Public Service Commission

2Q23
REPORT

COMPLAINTS

Filed against Maryland's largest **gas and electric utility** companies



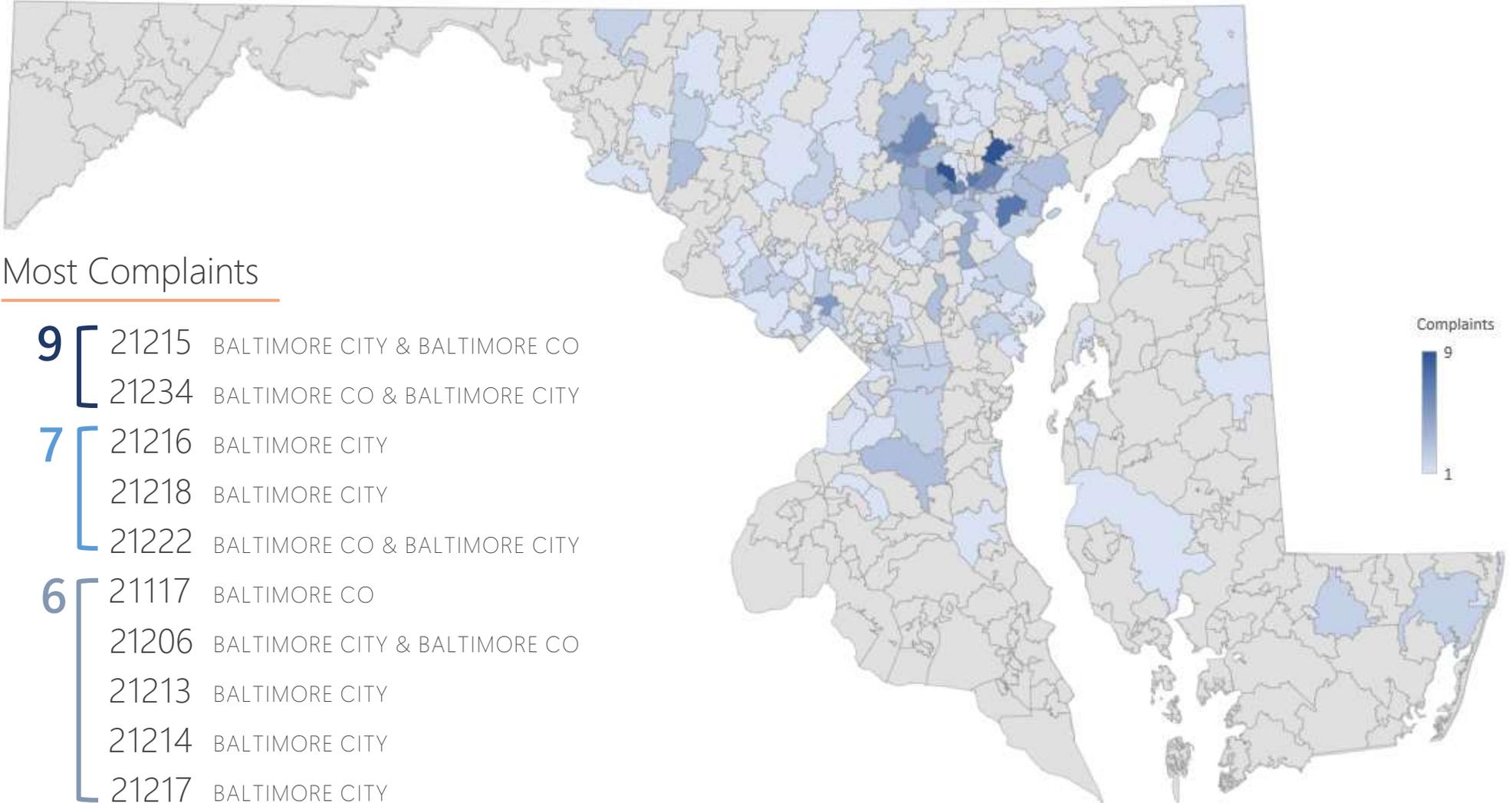
*Fiscal year: July 1st – June 30th

**Account totals from MD PSC's Electric Choice Monthly Enrollment Report through 12.31.2022 and Gas Choice Enrollment Report through 12.2022

COMPLAINTS

Filed against Maryland's largest **gas and electric utility** companies

By zip code | **2Q23** 10.01.2022 – 12.31.2022



COMPLAINTS

2Q23 10.01.2022 –
12.31.2022

Filed against Maryland's largest gas and electric utility companies

PRIMARY DISPUTE ISSUE **2Q23**

- Billing dispute **86**
- Termination of service issue **68**
- Meter concerns **21**
- Electric utility – Other issue **18**
- Unable to start/stop service **18**
- Outage(s) **17**
- Security deposit issue **15**
- Reporting safety concern(s) **11**
- Gas utility – Other issue **7**
- Poor customer service **11**
- Payment dispute **4**
- Meter tampering **3**

TOTAL COMPLAINTS FILED IN
REPORTING PERIOD 2Q23: **275**

Compare with 2Q22: 230

BILLING DISPUTE AS PRIMARY
ISSUE 2Q23: **31.3%**

Compare with 2Q22: 32.2%

TERMINATION OF SERVICE
ISSUE AS PRIMARY ISSUE
2Q23: **24.7%**

Compare with 2Q22: 9.6%

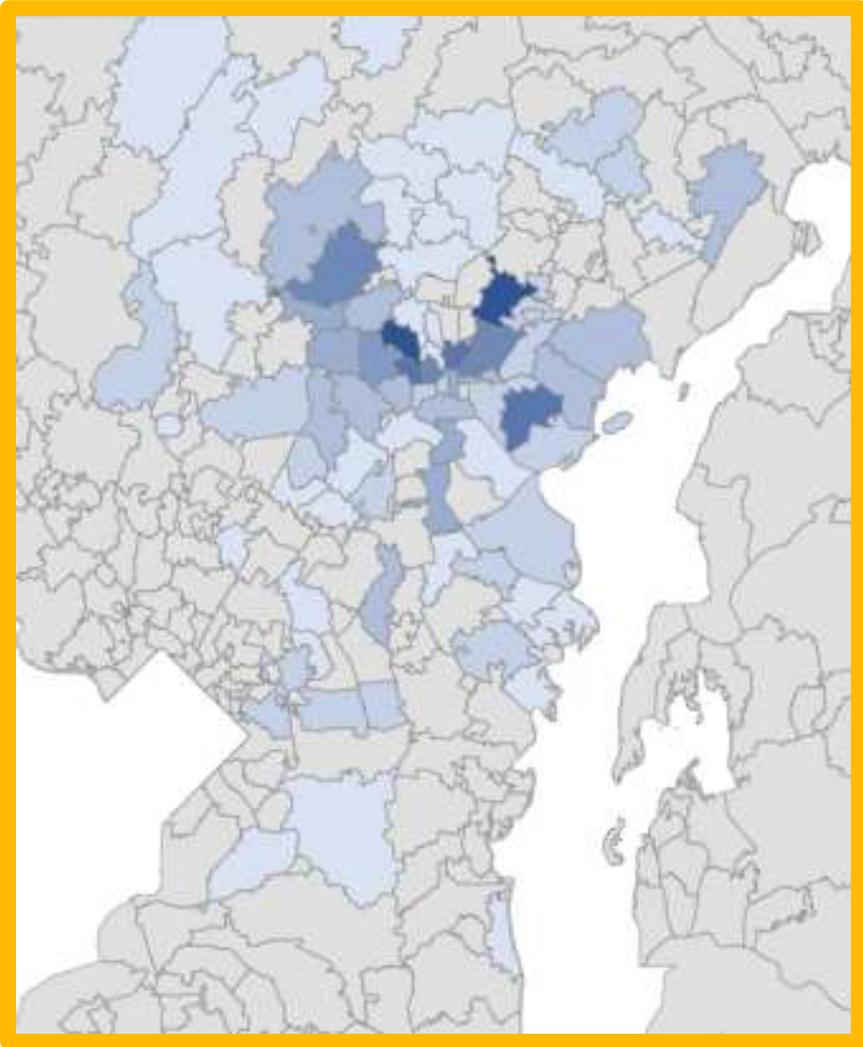
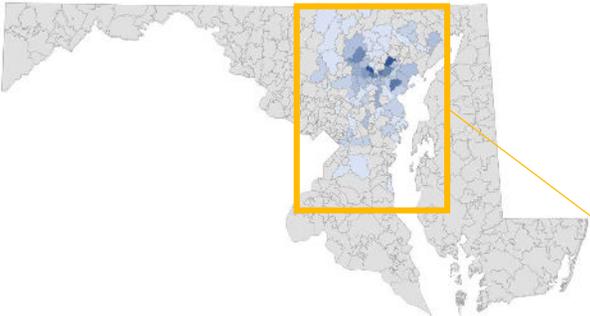
Highest termination of service complaints by zip code:

5 complaints: 21234

3 complaints: 21061, 21207, 21215, 21220, 21221

COMPLAINTS BGE

2Q23 10.01.2022 – 12.31.2022

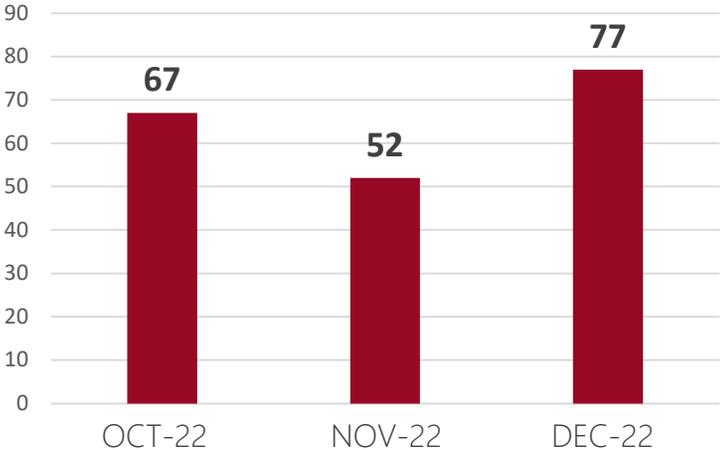


TOTAL: **196**

Top complaint issues 2Q23

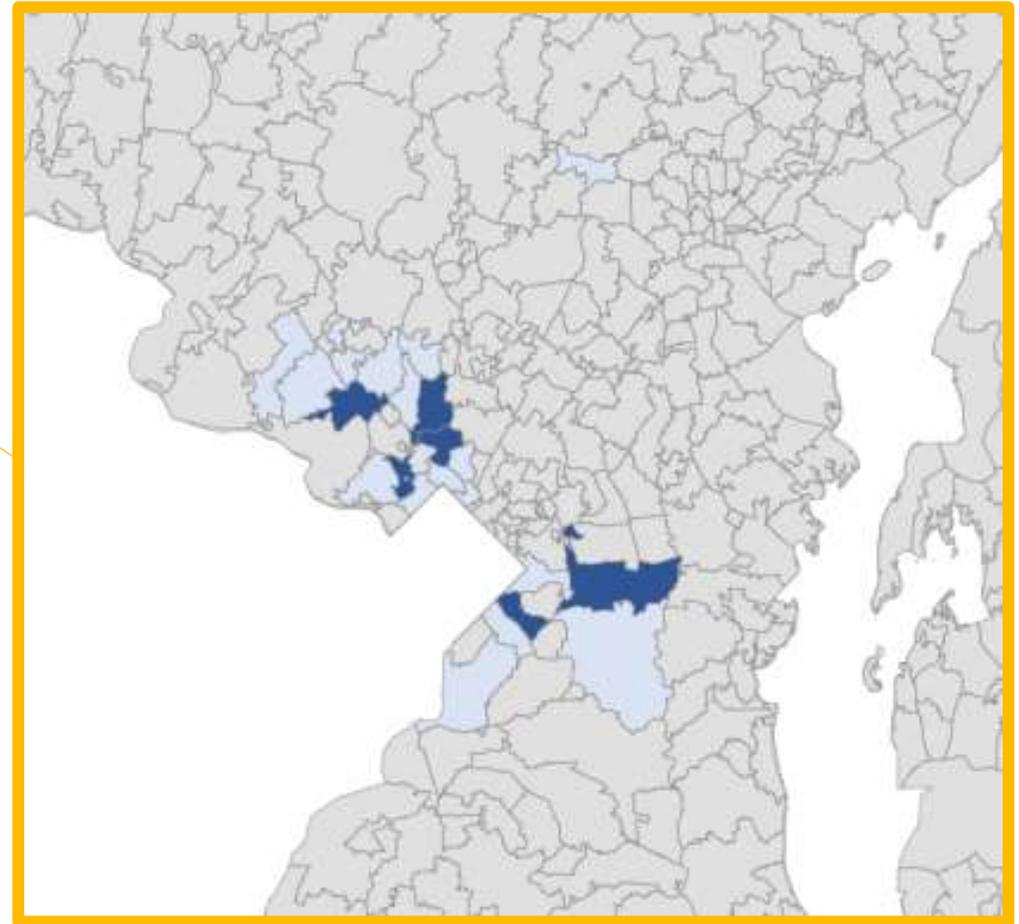
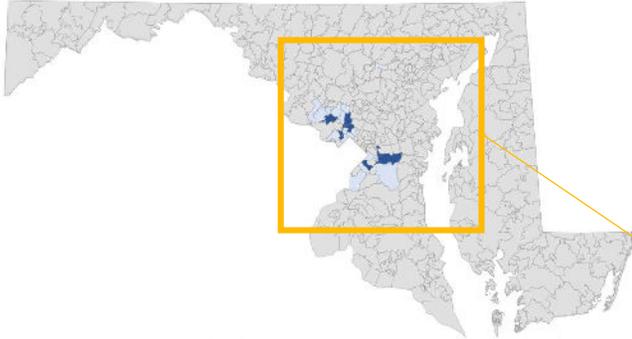
- 59** Termination of service issue
- 56** Billing dispute

Complaints against BGE 2Q23



COMPLAINTS Pepco

2Q23 10.01.2022 – 12.31.2022

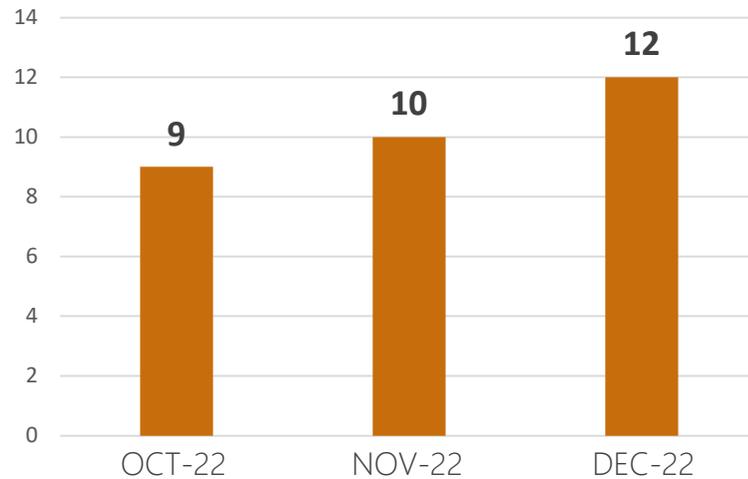


TOTAL: **31**

Top complaint issues 2Q23

- 11** Billing dispute
- 4** Meter concerns
- 4** Termination of service issue

Complaints against Pepco 2Q23



COMPLAINTS WGL

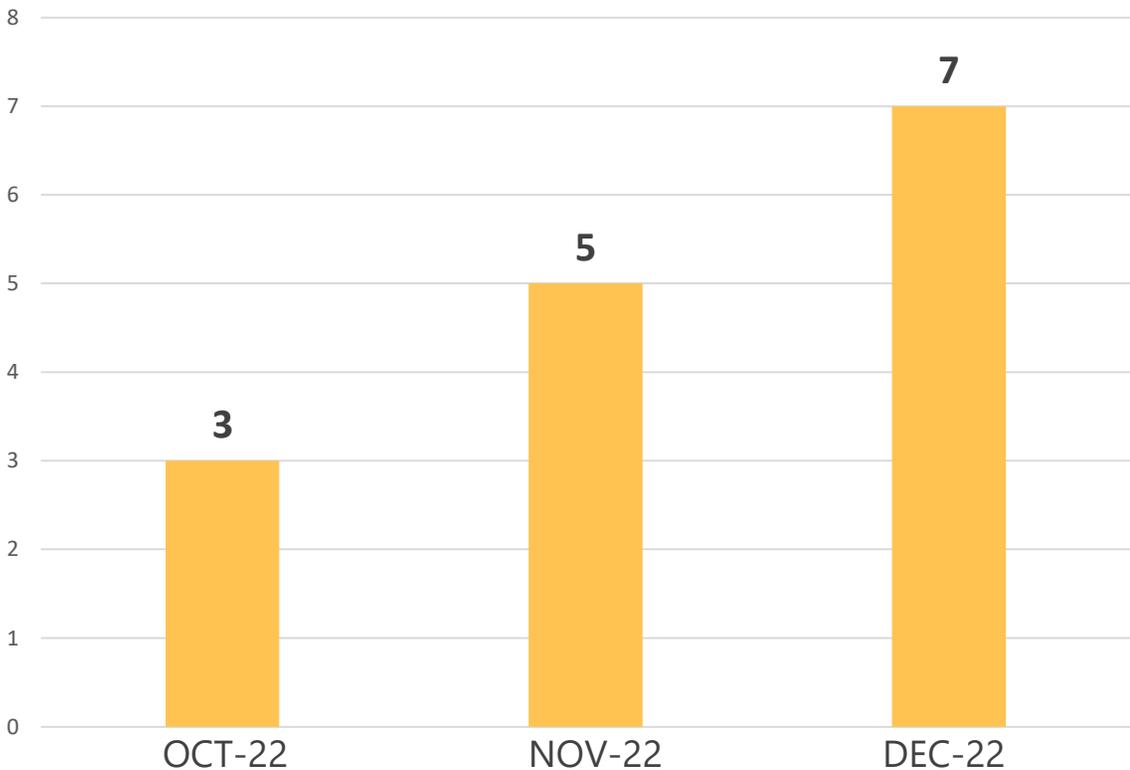
2Q23 10.01.2022 – 12.31.2022

TOTAL: **15**

Top complaint issues 2Q23

- 9** Billing dispute
- 2** Meter concerns

Complaints against WGL 2Q23



BY ZIP

- 3** 20603
- 1** 20740
- 20814
- 20854
- 20872
- 20886
- 20901
- 20902
- 20905
- 20910
- 21701
- 21769
- 21777



COMPLAINTS PE

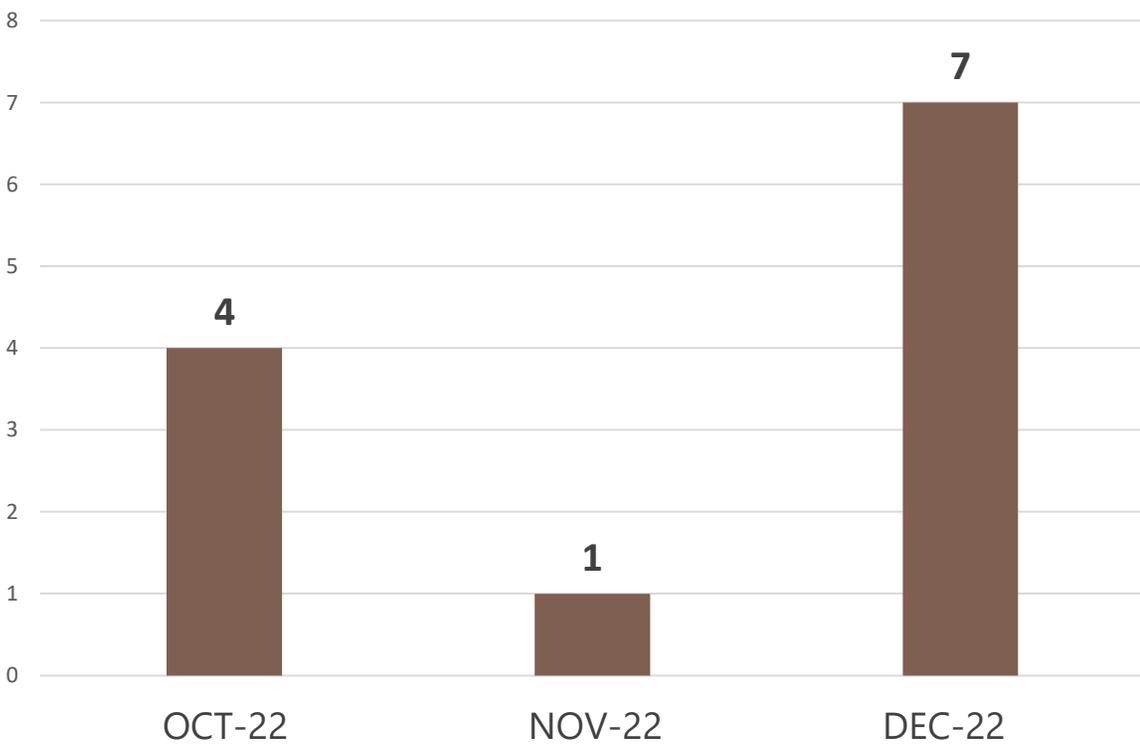
2Q23 10.01.2022 – 12.31.2022

TOTAL: **12**

Top complaint issues 2Q23

- 4 Billing dispute
- 4 Electric utility – Other issue

Complaints against PE 2Q23



BY ZIP

- 3 21703
- 2 21702
- 1 20841
- 1 21742
- 1 21758
- 1 21771
- 1 21788
- 1 21791
- 1 21793

COMPLAINTS DPL

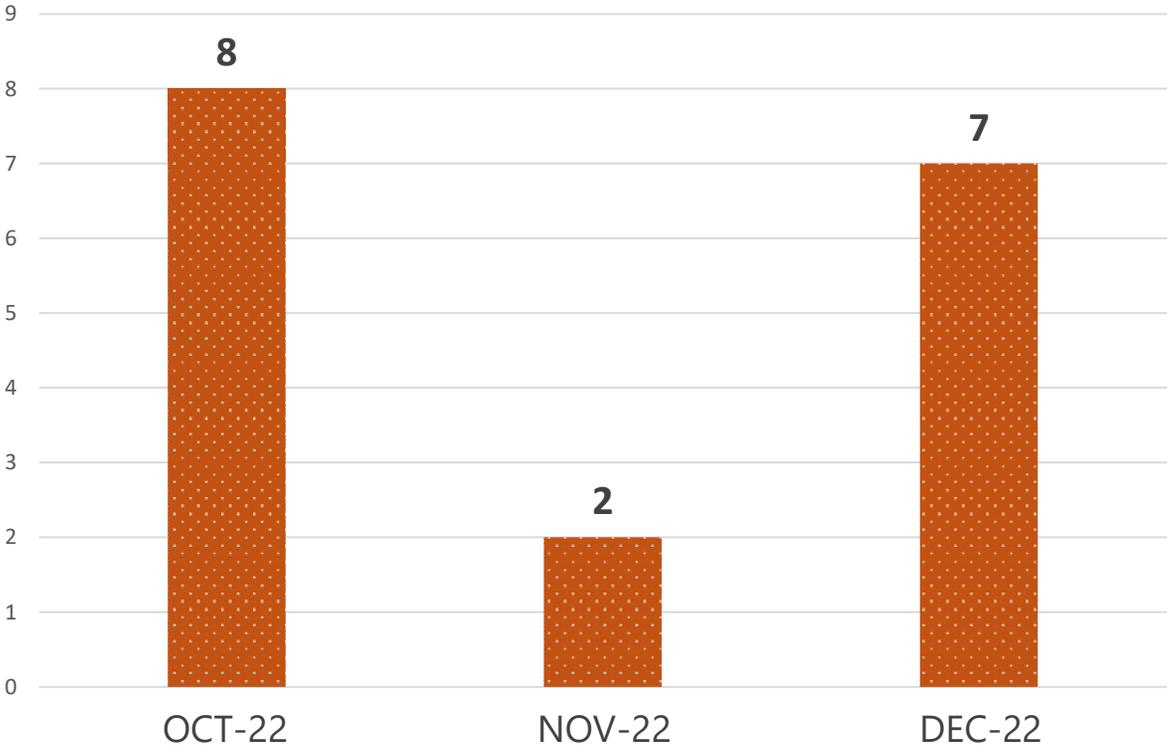
2Q23 10.01.2022 – 12.31.2022

TOTAL: **17**

Top complaint issues 2Q23

- 6 Billing dispute
- 4 Electric utility – Other issue

Complaints against DPL 2Q23



BY ZIP

- 2 [21804
21811
21915
- 1 [21154
21612
21613
21619
21620
21629
21645
21826
21842
21919
21921



COMPLAINTS SMECO

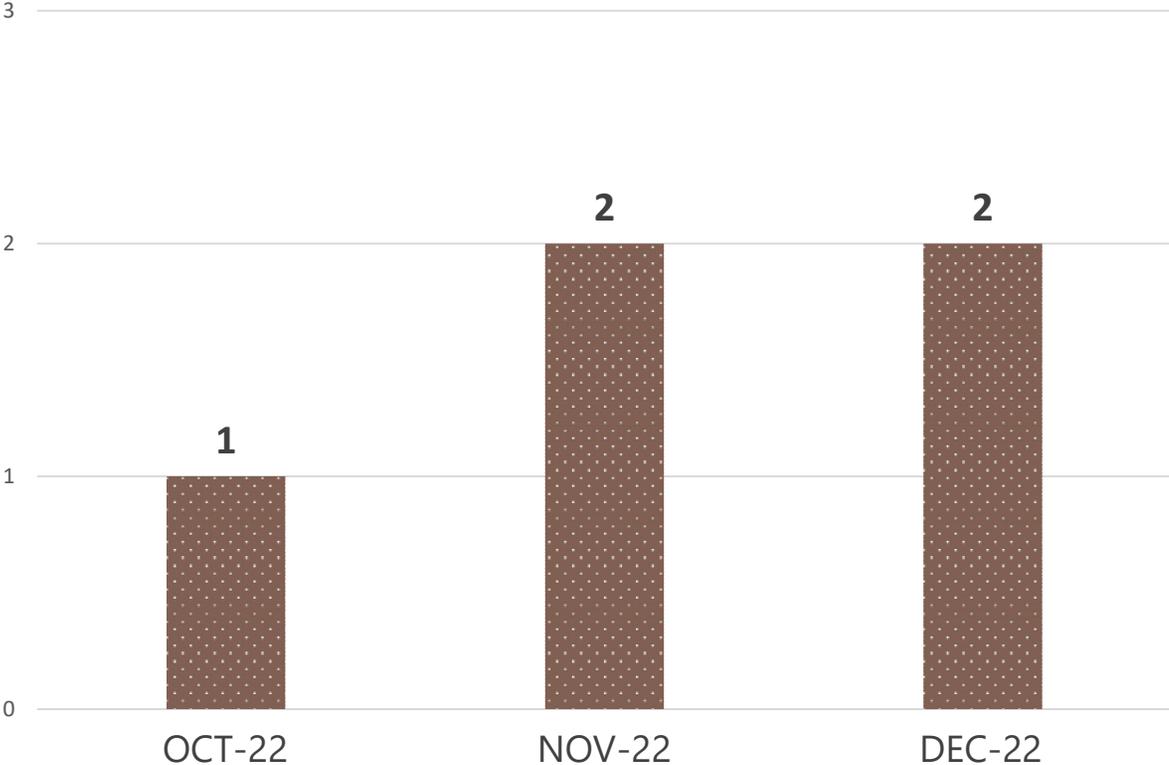
2Q23 10.01.2022 – 12.31.2022

TOTAL: **5**

Top complaint issues 2Q23

4 Termination of service issue

Complaints against SMECO 2Q23



BY ZIP

3	20613
1	20602
	20678

