

STATE OF  
**MARYLAND**  
PUBLIC SERVICE  
**COMMISSION**

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2024

FY 10.01.2023  
24 12.31.2023



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

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**SUPPLIER  
REPORT**



# 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/)

STATE OF MARYLAND  
Public Service Commission

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## 2Q24 REPORT

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.

# COMPLAINTS

2Q24 10.01.2023 – 12.31.2023

Filed against Maryland's retail energy suppliers

## SUPPLIERS WITH 3 OR MORE COMPLAINTS\* PER MONTH 2Q24

OCTOBER 2023

23

SFE Energy Maryland, Inc 4

NOVEMBER 2023

20

Inspire Energy Holdings LLC 3

DECEMBER 2023

13

No suppliers were the subject of 3 or more complaints

TOTAL COMPLAINTS FILED AGAINST SUPPLIERS IN REPORTING PERIOD 2Q24: 56

Complainants citing a primary issue of slamming or misrepresentation: 32

### WHAT IS SLAMMING?

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

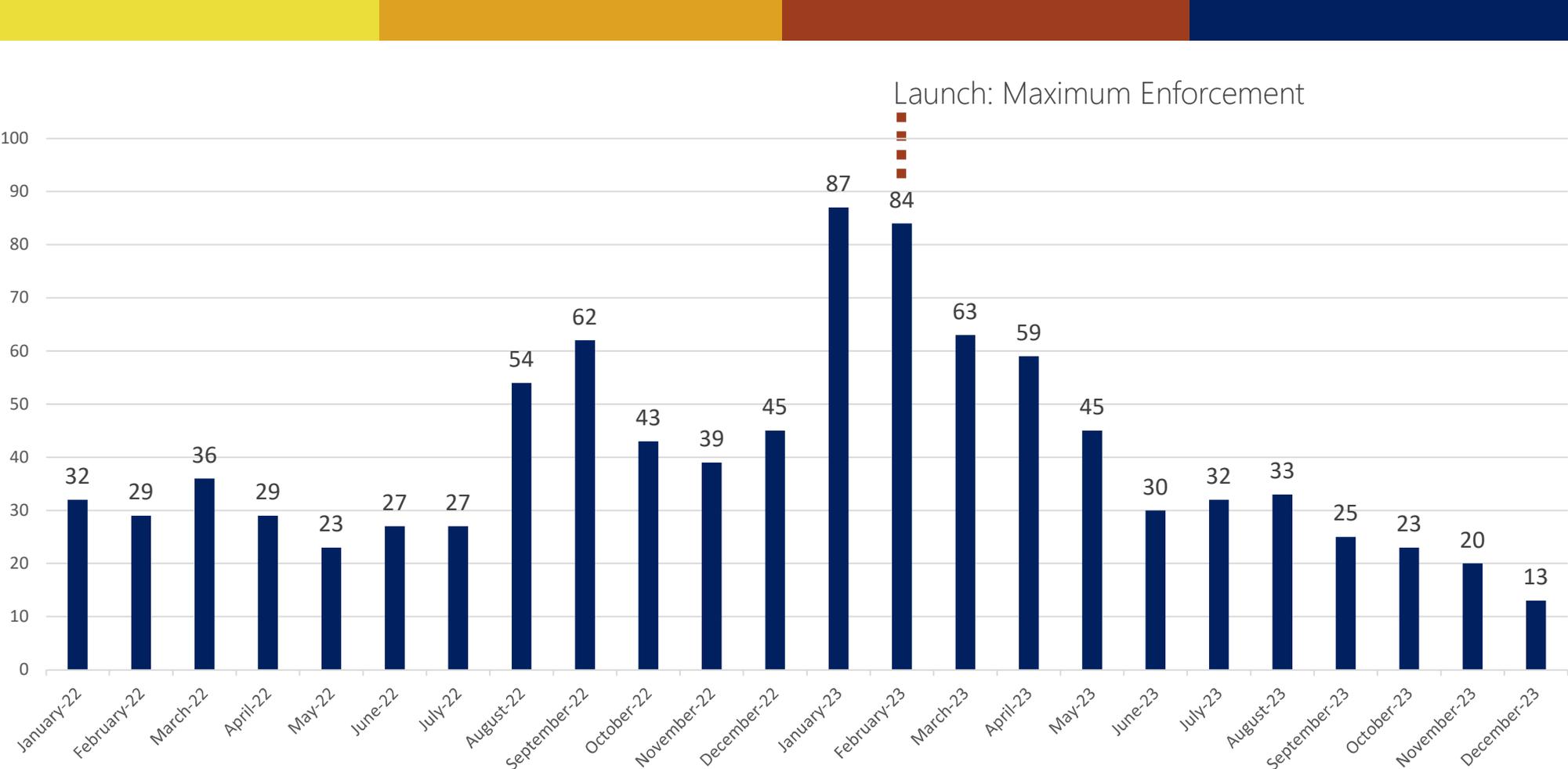
\*Complaints reflect informal complaints filed with the Commission's Consumer Affairs Division (CAD) pursuant to the dispute resolution procedures in Code of Maryland Regulations (COMAR) 20.32.01. CAD investigates and renders an initial decision on each complaint received; some complaints are awaiting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

# COMPLAINTS

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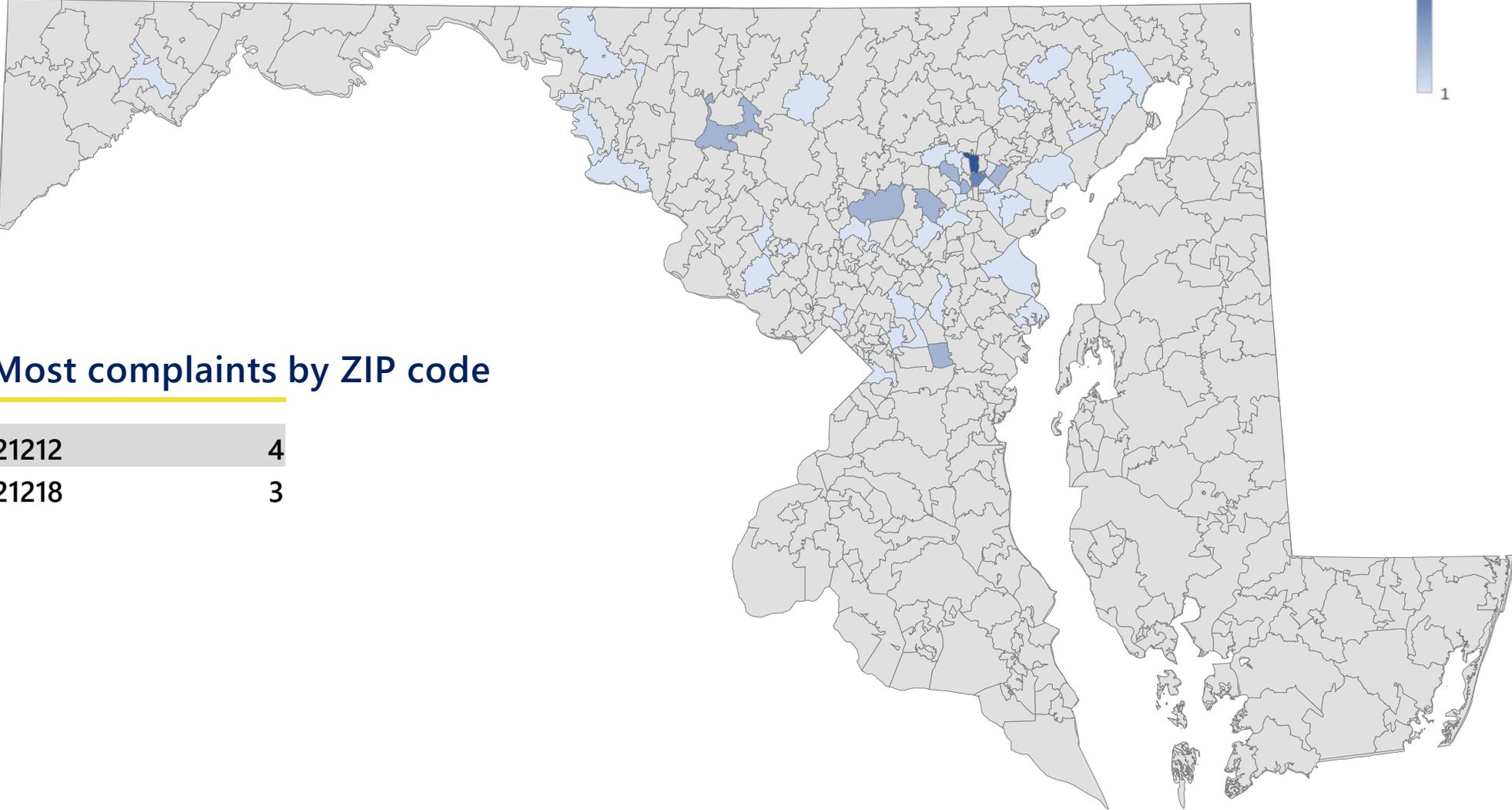
## SUPPLIER COMPLAINTS: 2 YEAR OVERVIEW THROUGH 2Q24



# COMPLAINTS

2Q24 10.01.2023 – 12.31.2023

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## Most complaints by ZIP code

21212	4
21218	3

