

STATE OF
MARYLAND
PUBLIC SERVICE
COMMISSION



2025

FY 10.01.2024
25 12.31.2024

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

2Q25 REPORT

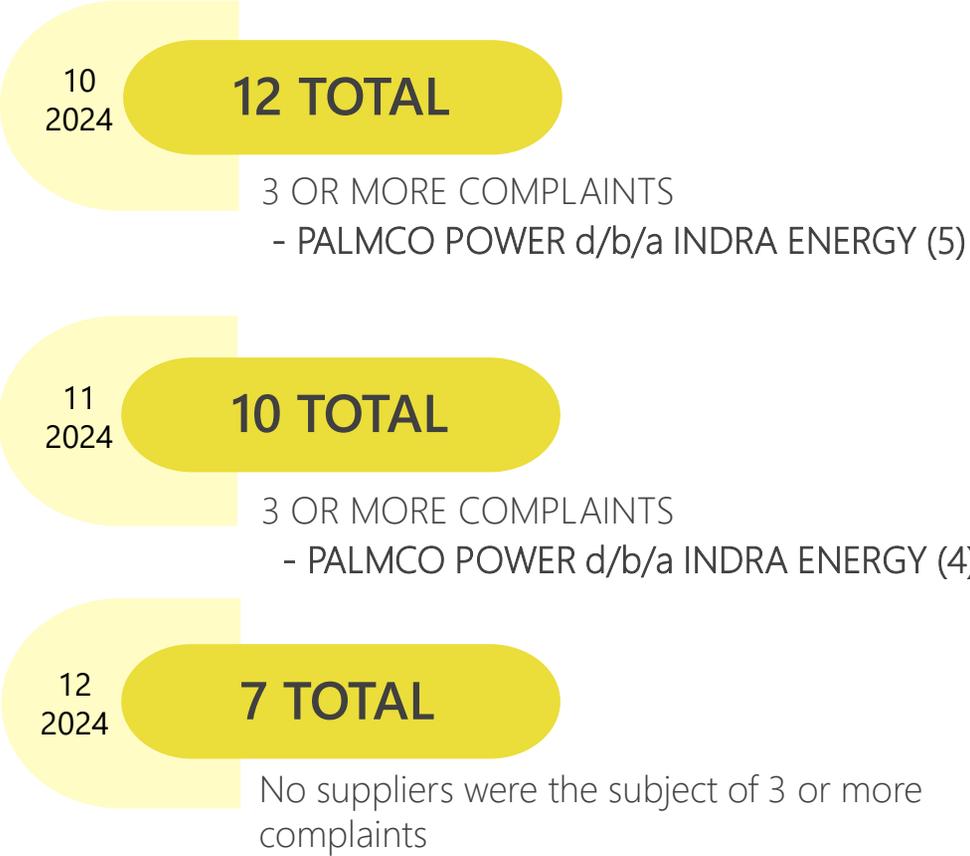
The Maryland Public Service Commission wants you to **understand your choices** when you are shopping for gas or electricity supply. Visit mdenergychoice.com/ to learn more.

COMPLAINTS

2Q25 10.01.2024 – 12.31.2024

Filed against Maryland's retail energy suppliers

SUPPLIERS WITH 3 OR MORE COMPLAINTS* PER MONTH 2Q25



29 TOTAL COMPLAINTS

Misrepresentation or slamming: 16

WHAT IS SLAMMING?

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

MOST COMPLAINTS 2Q25

- Palmco Power d/b/a Indra Energy: 10
- Reliant Energy Northeast (NRG): 3
- SFE Energy: 3

*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 2Q25

