

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

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3Q24

FY 01.01.2024  
24 03.31.2024



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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## 3Q24 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

3Q24 01.01.2024 – 03.31.2024

Filed against Maryland's retail energy suppliers

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

### JANUARY 2024

27

Reliant Energy Northeast d/b/a NRG Home	4
Constellation NewEnergy, Inc.	3

### FEBRUARY 2024

26

Palmco Power MD LLC d/b/a Indra Energy	5
IDT Energy, Inc.	3

### MARCH 2024

19

SFE Energy Maryland, Inc	3
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TOTAL COMPLAINTS FILED AGAINST SUPPLIERS IN REPORTING PERIOD 3Q24: 72

Complainants citing a primary issue of slamming or misrepresentation: 39

### 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.

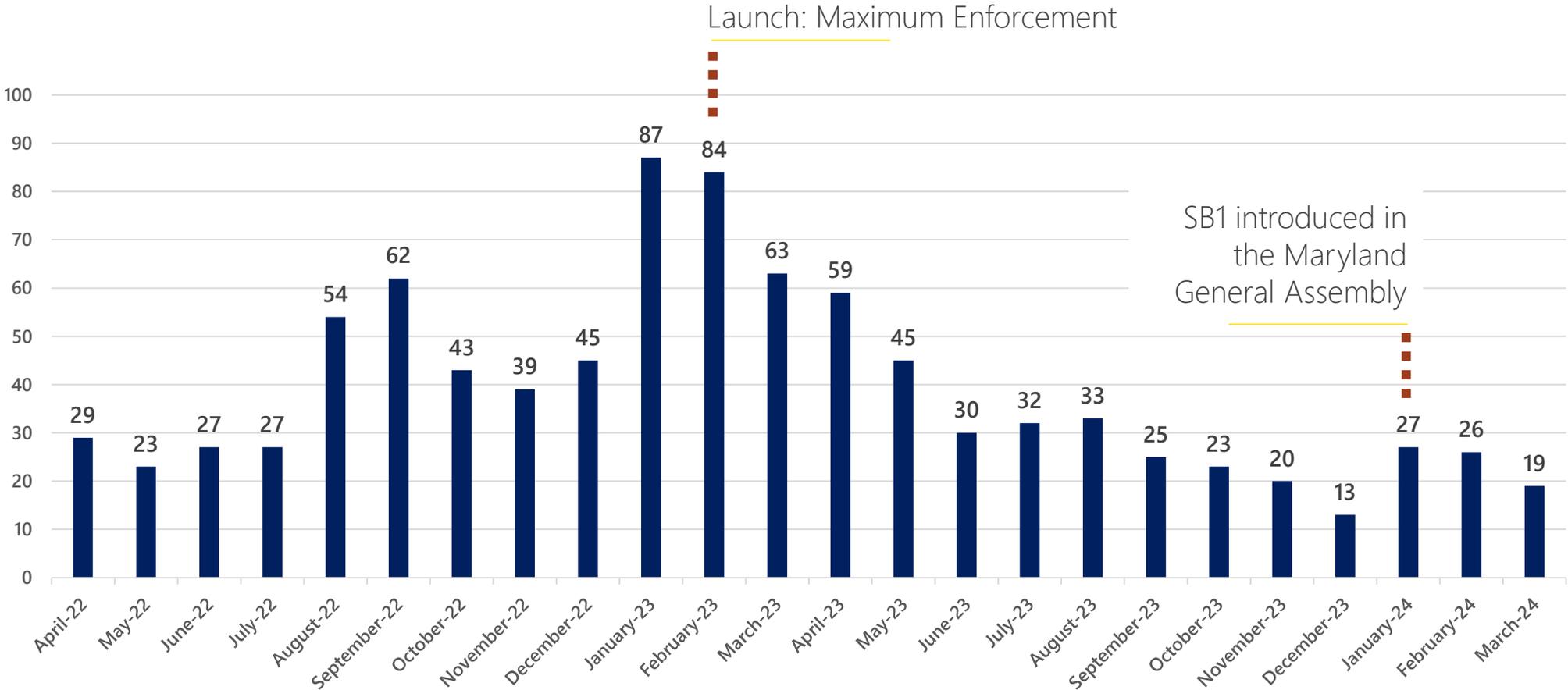


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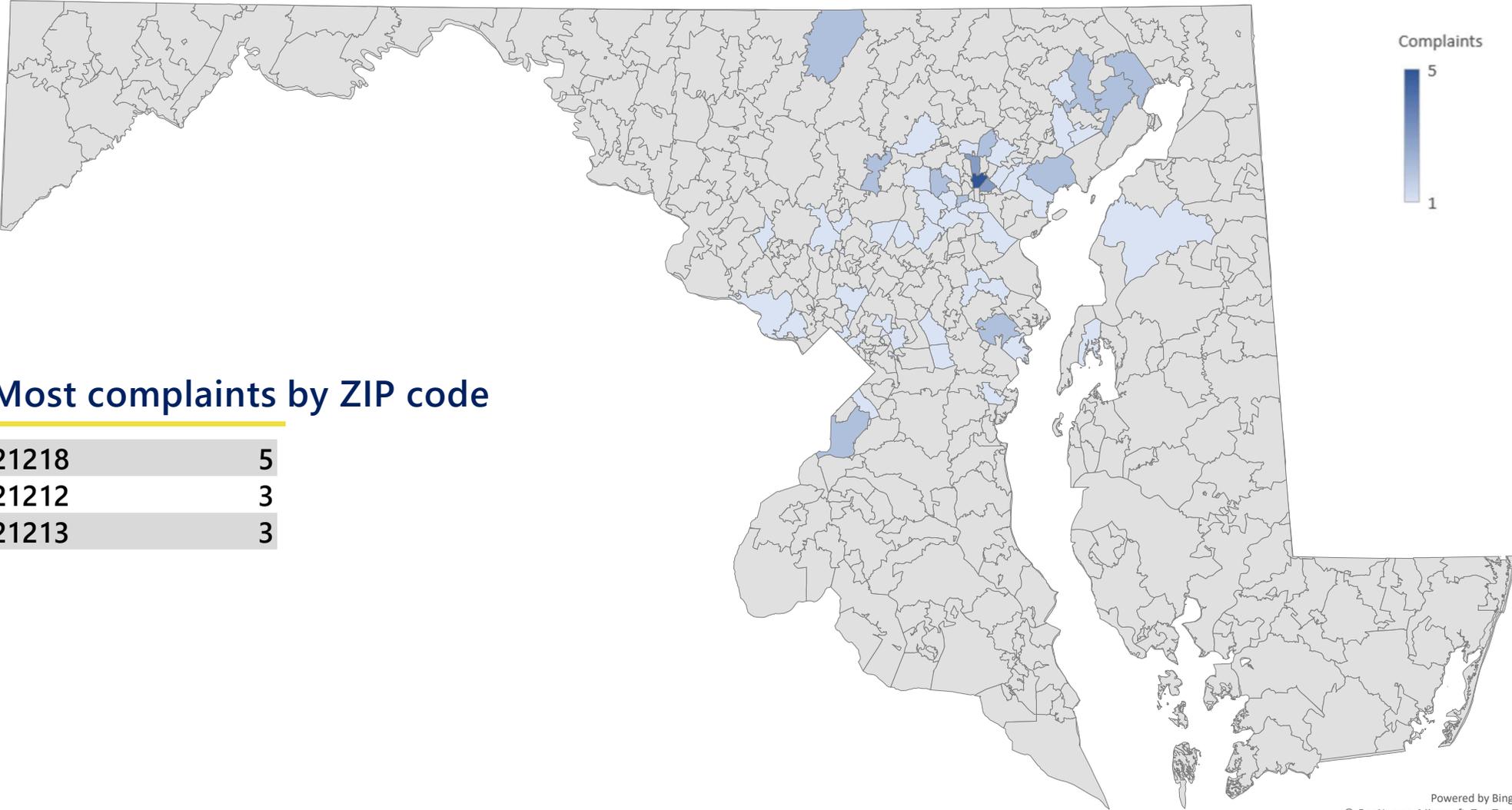
## SUPPLIER COMPLAINTS: 2 YEAR OVERVIEW THROUGH 3Q24



# COMPLAINTS

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## Most complaints by ZIP code

21218	5
21212	3
21213	3

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