

STATE OF MARYLAND
Public Service Commission

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

**4Q23
REPORT**

FY 04.01.2023 –
23 06.30.2023



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 4Q23

APRIL 2023

- 8 Constellation NewEnergy
- 6 SunSea Energy
- 5 Major Energy
- 5 Palmco Power d/b/a Indra Energy
- 4 CleanChoice Energy
- 4 SFE Energy
- 3 Inspire Energy
- 3 Reliant Energy d/b/a NRG Home

MAY 2023

- 6 Palmco Power d/b/a Indra Energy
- 4 IDT Energy
- 4 SFE Energy
- 3 Direct Energy Business t/a NRG Business
- 3 Inspire Energy
- 3 Major Energy
- 3 Titan Gas d/b/a CleanSky Energy

JUNE 2023

- 3 Ambit Northeast
- 3 Clearview Energy
- 3 RPA Energy d/b/a Green Choice Energy

MOST COMPLAINTS 4Q23

- 12 Palmco Power d/b/a Indra Energy
- 9 Major Energy
- 9 SFE Energy

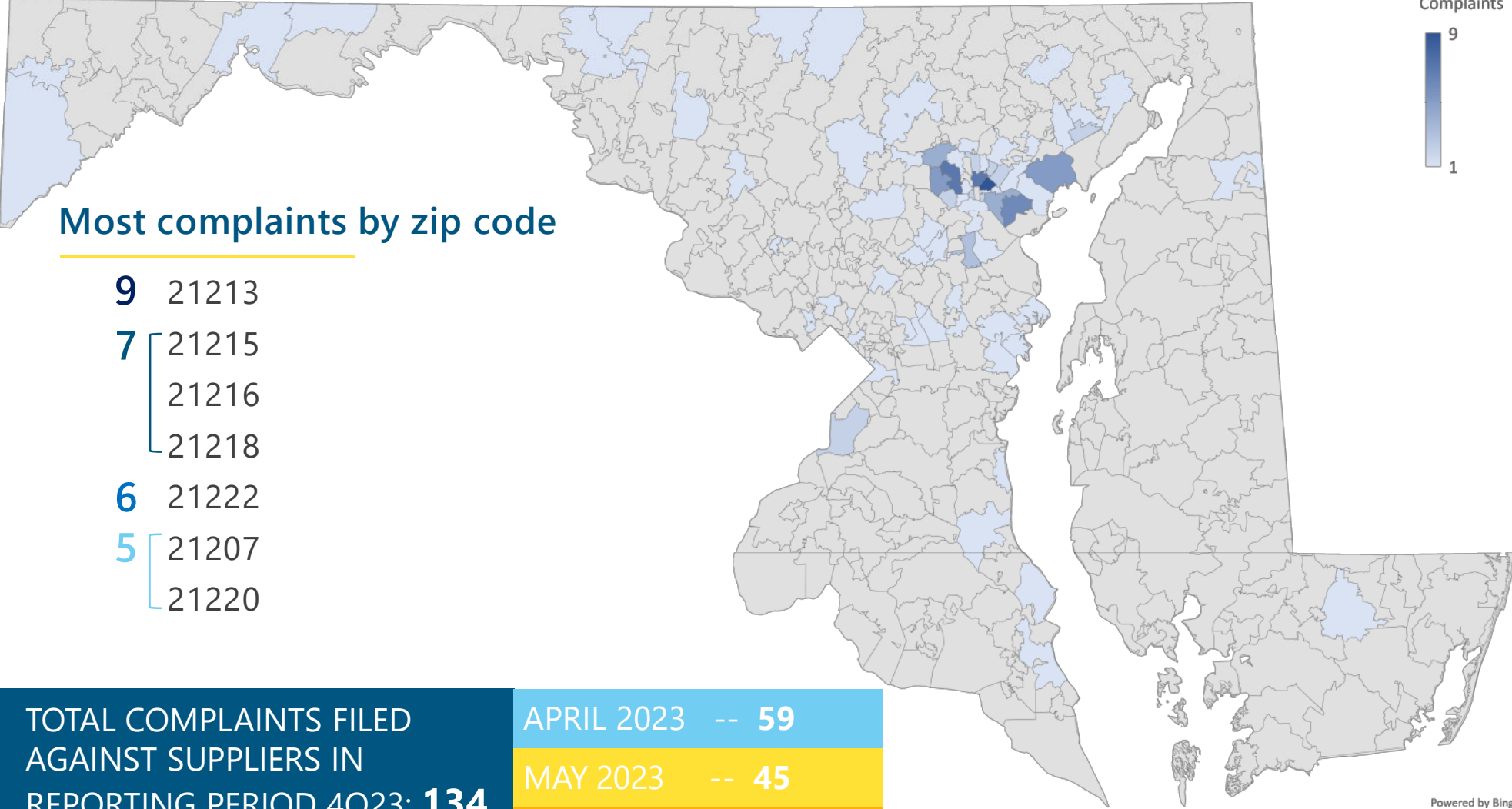
*Complaints reflect informal complaints filed with the Commission's Consumer Affairs Division (CAD) pursuant to the dispute resolution procedures in Code of Maryland Regulations (COMAR) 20.32.01. CAD investigates and renders an initial decision on each complaint received; some complaints are awaiting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

4Q23 04.01.2023 – 06.30.2023

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Most complaints by zip code

- 9 21213
- 7 [21215
21216
21218
- 6 21222
- 5 [21207
21220

TOTAL COMPLAINTS FILED AGAINST SUPPLIERS IN REPORTING PERIOD 4Q23: 134	APRIL 2023 -- 59
	MAY 2023 -- 45
	JUNE 2023 -- 30

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