

STATE OF
MARYLAND
PUBLIC SERVICE
COMMISSION

4Q24

FY 04.01.2024
24 06.30.2024



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



**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.** 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/

STATE OF MARYLAND
Public Service Commission

4Q24 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

4Q24 04.01.2024 – 06.30.2024

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SUPPLIERS WITH 3 OR MORE COMPLAINTS* PER MONTH 4Q24

APRIL 2024

17

Palmco Power MD LLC d/b/a Indra Energy 3

MAY 2024

13

No suppliers were the subject of 3 or more complaints

JUNE 2024

15

No suppliers were the subject of 3 or more complaints

MOST COMPLAINTS 4Q24

TOTAL COMPLAINTS FILED AGAINST SUPPLIERS IN REPORTING PERIOD 4Q24: 45

Complainants citing a primary issue of **slamming** or **misrepresentation**: 29

WHAT IS SLAMMING?

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

Just Energy: 6

SFE Energy: 5

Tomorrow Energy (f/k/a Sperian Energy): 4

*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.

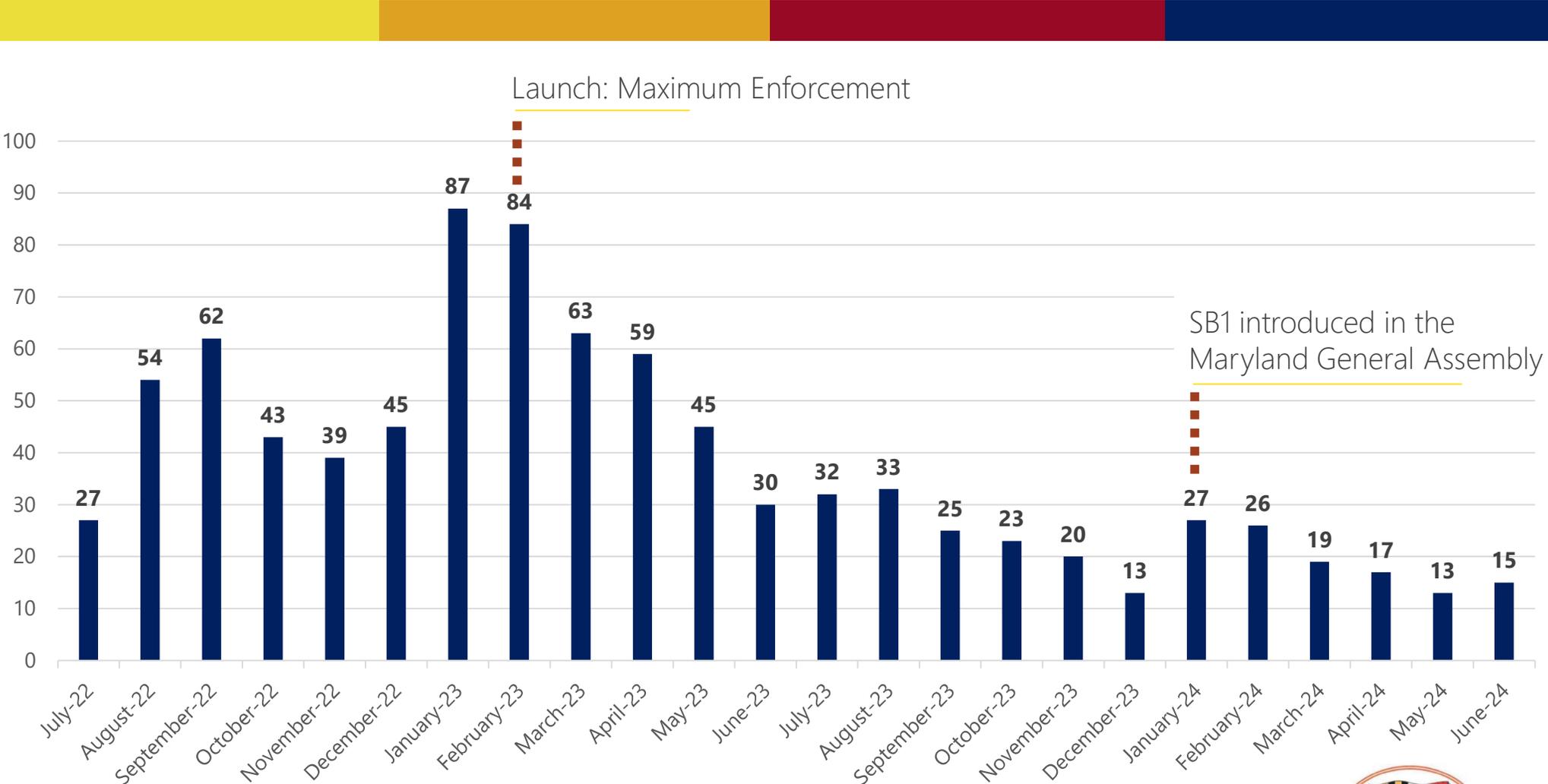


COMPLAINTS

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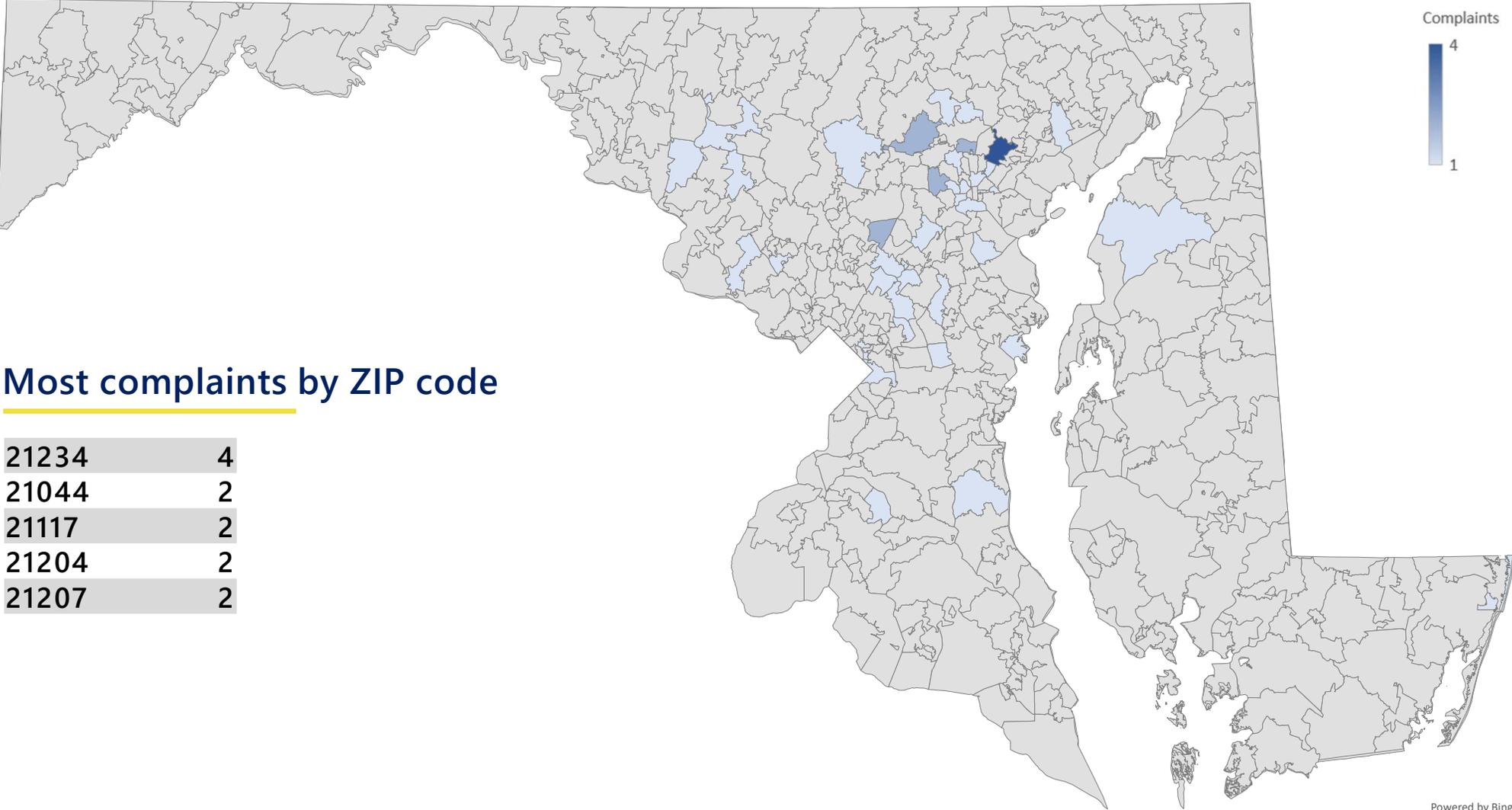
SUPPLIER COMPLAINTS: 2 YEAR OVERVIEW THROUGH 4Q24



COMPLAINTS

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Most complaints by ZIP code

21234	4
21044	2
21117	2
21204	2
21207	2

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