

## Maryland Public Service Commission Current Operations

### **OUR OFFICES:**

The Commission's **physical offices** at 6 Saint Paul Street in Baltimore are open to the public. Please note that **as of February 22, 2022, Maryland state employees and visitors will no longer be required to wear masks while in state owned and leased buildings.** This directive supersedes any local mask mandates while in state-owned or leased space, however local mandates are applicable in public or common areas of buildings where the state leases office space. The wearing of masks will be voluntary. Unvaccinated state employees and visitors are encouraged to continue to wear masks in state-owned and leased buildings.

Individuals entering buildings will be asked to self-screen for COVID symptoms and expected to refrain from entering if symptoms are present. Members of the public who need to conduct business with any Commission division are encouraged to notify the office first that they plan to visit. [Contact information for PSC offices.](#)

**The Commission's Frank O. Heintz Hearing Room (16th Floor) reopened for in-person proceedings on Wednesday, May 4, 2022.** Please note that most evening public comment hearings will remain virtual for the time being. More details in the Commission's [notice](#) issued February 23, 2022.

**The Public Utility Law Judge Division's Hearing Room (19th Floor) also reopened for in-person hearings on May 4, 2022.** Please see the [notice](#) issued March 31, 2022 for more details. The PULJs hearings will also continue to be livestreamed on YouTube: [MD PSC PULJs](#)

### **MEETINGS AND HEARINGS:**

The Commission's regular Administrative Meeting will be held on Wednesday, March 29, 2023 at 10 a.m. [AGENDA](#)

Visit the Commission's [homepage](#) for further updates on **Administrative Meetings** and **rulemaking sessions.**

Most upcoming **public comment hearings are still being held virtually**—more details [here.](#)

### **FILING REQUIREMENTS:**

The Commission's waiver of the paper filing requirements of COMAR [20.07.04.13](#) continues. (The Office of the Executive Secretary retains the right to require paper copies of documents or other material in its discretion on a case-by-case basis.) All entities are strongly encouraged to use the E-File system that handles both public and proprietary/confidential filings. More information can be found in this [notice.](#)

For correspondence other than official filings, entities can mail such documents to the Commission's offices.

**Full mailing address:**

Maryland Public Service Commission  
William Donald Schaefer Tower  
6 St. Paul Street — 16th Floor  
Baltimore, MD 21202

**CONSUMER COMPLAINTS:**

If you have a **consumer complaint**, you may file your complaint electronically using the Commission website, [pscmaryland.com](http://pscmaryland.com), and on the 'How Do I...' menu click on "[File a Complaint](#)".

**UTILITIES:**

Information on steps utilities are taking to help customers can be found [here](#).

**FISCAL MATTERS:**

To pay invoices, fees, citations, etc., make payable to the "Public Service Commission" and mail to:

Maryland Public Service Commission  
P.O. Box 58  
Baltimore, MD 21203-0058

Any questions regarding amounts due, please contact the Fiscal Division at (410) 767-8068.

**WORKGROUPS:**

Many of the Commission's workgroups will continue to meet virtually or by conference call. The workgroup calendar with meeting information can be found on the homepage of the Commission's website.

**TRANSPORTATION MATTERS:****[Transportation Division Contact Information and Office Schedule](#)**

For **TRANSPORTATION NETWORK OPERATOR (TNO)** inquiries: send an email to [tno.inquiry@maryland.gov](mailto:tno.inquiry@maryland.gov) with the following information: full name, address, date of birth, phone number and specify which company you drive for. Please note that you will not receive a response if all of the information is not provided in the email.

**For immediate assistance or additional information regarding Transportation issues, please call 410-767-8128.**