

FACT SHEET 10 - PSC COMPLAINT PROCESS

1. The Public Service Commission (PSC) regulates utilities and the services they provide and is the licensing agency for energy suppliers.
2. A utility customer can use the PSC complaint process for unresolved disputes with utilities and energy suppliers:
 - Solicitation and contracts with energy suppliers
 - Billing disputes;
 - Service denials and terminations;
 - Service quality.
3. The customer should take the following steps:
 - Contact the utility (or supplier) to try to work out dispute:
 - Customer Service representative; and if not satisfied;
 - Supervisor.
 - If problem not resolved, customer can file a complaint with Public Service Commission's Office of External Relations (OER):
 - Always send a written complaint or follow-up letter
4. Complaint options:
 - File a complaint online at www.psc.state.md.us
 - Download a PSC complaint form at www.psc.state.md.us and mail it with your documents
 - Call OER at 410-767-028 or 1-800-492-0474 to make a complaint

IMPORTANT: CALL 1-800-492-0474 and press #3 if you have a turn off notice and need an extension or a payment plan.

Supplier Complaint: If your complaint involves a supplier and you have a past due bill, file a complaint with the PSC against both the supplier and utility that bills you.

5. The customer is entitled to a written decision or complaint
6. The customer has a right to appeal the decision by OER
7. A utility cannot terminate service for a bill amount in dispute
 - The customer is responsible for the undisputed portion of bill
8. Check out the OPC **Complaint brochure**