

**OFFICE OF PEOPLE'S COUNSEL
AGENCY ALERT
Public Service Commission Case 9340
2014 Utility Arrearage, Collection and Termination Practices
COMMENTS AND HEARING**

The Public Service Commission has issued a notice for a new case to review:

- The extent of current and projected arrearages owed to utilities
- The policies and procedures of each utility on:
 - Assistance to customers with arrearages
 - Bill collections
 - Terminations of service
- How the utilities are addressing the expected increases in gas and electricity bills as a result of the recent extreme cold weather and increase in wholesale prices (and some supplier retail prices).

The utilities will submit responses to a number of questions about their policies and procedures by February 21 (Friday).

Written comments: Deadline is noon on February 28, 2014. Any interested person or agency can submit written comments on these Utility filings, including any proposed solutions for customers facing service termination due to problems paying their utility bills.

Send an original and 17 copies to:

David J. Collins, Executive Secretary
Maryland Public Service Commission
6 St. Paul Street, 16th Floor
Baltimore, Maryland 21202

File electronic copies at www.psc.state.md.us (E-File system)

Hearing: Tuesday, March 4, 2014 at 10: am.

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February 21, 2014