
Your Rights as a Utility Customer – 10 Fact Sheets on PSC Regulations and the rights and responsibilities of utility customers (updated August 2019)

Customer Information about Retail Gas and Electricity Suppliers – 5 Fact Sheets on licensing, marketing and contracting rules governing retail energy suppliers (updated August 2019)

Energy Suppliers: A Short List of Consumer Rights and Remedies

Price Comparisons – Retail Gas and Electric Supply vs. Utility Standard Offer Service (SOS) – A comparison of price offers by retail suppliers to the utility supply price, updated monthly.

Lifeline Assistance – What You Need to Know About the FCC Changes to Lifeline (updated August 2019)


OPC Reports

“Maryland Low-Income Market Characterization Report,” (APPRISE, 2018), a report on income, demographic and energy-related characteristics of low-income households in Baltimore City and each county. Check out OPC’s Low-Income Research Tool and create your own customized profiles of low-income households.

“Maryland’s Residential Electric and Gas Supply Markets: Where Do We Go from Here,” (Susan Baldwin and Sarah Bosley, 2018), a report analyzing the residential energy supply markets in Maryland, and the need for further consumer protections.