

## Temporary Utility Rules

November 2021

The Public Service Commission (PSC) has put some temporary rules in place that the gas/electric, landline telephone, and private water utilities must follow. These temporary rules may be useful for you or your clients.

- 1) The utility must send a turn-off notice 45 days in advance of the turn-off date.
- 2) Utility companies must offer you at least a 12-month payment plan with \$0 down payment. If you are approved to participate in the Office of Home Energy Programs, you are eligible for a 24-month payment plan with \$0 down payment.
- 3) The utility cannot refuse a payment plan because the customer failed to meet the terms of an alternative payment plan during the past 18 months.

If you run into any issue or have questions, please feel free to contact us Monday-Friday, 8AM-4:30PM at 410-767-8150 or email through [opc@maryland.gov](mailto:opc@maryland.gov).