

How to file a complaint against a retail supplier

September 2023

Complaints against retail suppliers are made to the Public Service Commission (PSC), Consumer Affairs Division (PSC/CAD). The PSC licenses all retail suppliers, and CAD handles consumer complaints about retail suppliers. *You must contact the retail supplier first to try to resolve your problem before you make a complaint to the PSC.*

Possible examples as to why you may choose to file a complaint with PSC/CAD against a retail supplier:

- You have a dispute about a retail supplier amount on your bills.
- You were signed up without your knowledge.
- Someone who was not the account holder signed you up for a retail supplier.
- You believe that the retail supplier was deceptive in its marketing when you signed up.
- They did not clearly identify the retail supplier company or stated/ implied that they had a relationship with your local utility.
- They do not have a license that is registered with the PSC.
- They did not give you a copy of the signed contract.
- They did not give you a Contract Summary or a Notice of Cancellation form.
- The agent implied discounts or savings that are not reflected in the rate charged.

To file a complaint, you have 4 options:

- 1) File a complaint online at <https://mdpsc.force.com/complaints/>.
- 2) Download a PSC complaint form at www.psc.state.md.us and mail it with your documents.

Maryland Public Service Commission
6 St. Paul Street
15th Floor
Baltimore, MD 21202

- 3) You can fax your written complaint to 410-333-6844.
- 4) If you do not have a computer or access to one, call CAD at 410-767-8000 or 1-800-492-0474 and ask them to mail you a complaint form.

When filling out the PSC/CAD complaint form:

- Before you file a complaint, make sure you have spoken with your retail supplier.
- Be clear about your complaint and why you are making the complaint.
- List both your local utility and supplier in the complaint.
- List out what actions you have already taken to try and resolve the issue with the retail supplier. Be specific and include any details about documents, dates, and people.
- Have a well-documented response from the retail supplier about your complaint: who you spoke with, on what date, and what was said. Details matter.
- Contact your local utility and let them know what is going on so you do not get shut off for any disputed portion of the bill.

If you are having difficulty filling out the PSC complaint form, contact OPC for guidance.

Checklist

- Contact the retail supplier and demand to be released from the contract immediately with no fees and a re-rate for any amounts charged over the utility's default price.
- File a complaint with the Public Service Commission.
- Be specific about why you are making the complaint -- the more details the better.
- In your complaint, include copies of:
 - Your most recent utility bill
 - All marketing materials from the retail supplier
 - ALL documents your retail supplier gave to you when you signed up
 - Notes about your calls to the retail supplier -- when, who you spoke with, what they said
 - Any other written communication with the retail supplier