

Where Do I File a Complaint?

January 2023

Maryland Public Service Commission (PSC)

6 St. Paul Street, 15th Floor
Baltimore, Maryland 21202
410-767-8028; 800-492-0474
410-333-6844 (facsimile)

www.psc.state.md.us

[https://mdpsc.force.com/
complaints/](https://mdpsc.force.com/complaints/)

The MD PSC regulates natural gas, electric, local landline telephone, and private water companies. The PSC is the licensing agency for retail natural gas and electric suppliers. The MD PSC does **not** regulate heating oil and propane companies, public water, wireless carriers, Voice Over Internet Protocol (VOIP) companies, Internet Service Providers (ISP), international and interstate telephone service providers, broadband services or cable services.

Maryland Office of Attorney General Consumer Protection Division (CPD)

200 St. Paul Place
Baltimore, Maryland 21202
Hotline: 410-528-8662
Toll-free 888-743-0023

www.oag.state.md.us

www.oag.state.md.us/consumer/complaint.htm

The CPD is responsible for enforcement of the Consumer Protection Act and other consumer protection laws, such as the Door-to-Door Solicitation Act and the Telephone Solicitation Act. These laws prohibit unfair and deceptive practices by businesses operating in Maryland. This office also takes complaints for heating oil and propane companies, wireless carriers, Voice Over Internet Protocol (VOIP) companies, Internet Service Providers (ISP), international and interstate telephone service providers, and broadband services or cable services.

Federal Communications Commission (FCC)

Consumer & Governmental Affairs Bureau

445 12th Street, SW

Washington, D.C. 20554

1-888-225-5322

888-418-0232 (facsimile)

Email: fccinfo@fcc.gov

www.fcc.gov

www.fcc.gov/cgb/consumers_contacts.html

www.fcc.gov/complaints.html

The FCC handles complaints about telemarketing, pre-recorded messages and the Do-Not-Call registry, landline telephone service (international and interstate), wireless telephone, Internet service and VOIP, junk faxes and disability access to communications services and equipment.

Federal Trade Commission (FTC)

www.ftc.gov

www.ftccomplaintassistant.gov

The FTC collects complaints about business practices in order to identify patterns to use in investigations and prosecutions. The complaints are entered into a Consumer Sentinel database. The FTC does **not** resolve individual consumer complaints.

Department of Labor

www.dlr.state.md.us

The Department of Labor takes complaints about licensed labor professionals like electricians, plumbers, and HVAC.

Department of Human Services

1-800-332-6347

www.dhr.state.md.us

The Department of Human Services, Constituent Services Office takes complaints about any Department of Human Services Program. Examples of

some of these programs include Department of Social Services, Office of Home Energy Programs, and Adult Protective Services.

Complaints about Public Water

If you have a complaint about a public water or sewer system, you must speak with the local entity that oversees the water and go through their internal complaint process. If you are not satisfied with their response, you might consider reaching out to your local representative about the issue.

Complaints about Propane

- The Maryland Public Service Commission (PSC) regulates propane transport and safety. The PSC only has authority to regulate rates of centralized propane distributors (i.e. propane distributed through underground pipes from a centralized facility). The PSC has no statutory authority over propane bottle rates/service.
- Maryland Occupational Safety oversees worker safety.
- Maryland Assessment and Taxation oversees taxes and miscellaneous fees for propane.
- The Maryland Attorney General would handle complaints related to consumer protection and deceptive marketing.

Complaints about Verizon

If you have a complaint about Verizon internet or cell services, you may file a complaint with the Office of the Attorney General and with Verizon.
Verizon

Executive Relations Team
65 Franklin Street, 08 Floor Room N/A
Buffalo, NY 14202

CERSVCMAgency@verizonwireless.com

When filing a complaint, include the following information:

Name on account.

Billing phone number and/or account number.

Contact name (if different than the name on the account).

Can be reached number/email.

Details of the complaint.