



UNDERSTAND YOUR **ENERGY** CHOICE

Maryland law allows you to decide whether to purchase electricity and natural gas supply for your home from your utility or a licensed retail electricity and natural gas supplier.

When choosing your electricity or natural gas supplier:



- ✓ You have the right to choose a retail electric or natural gas supplier or to keep all services with your utility.
- ✓ You have the right to understand your electricity or gas supply choices. This brochure is designed to educate you about your options.
- ✓ You have the right to change suppliers as long as your name appears on the bill.
- ✓ You have the right to ensure that any supplier you choose is licensed with the Maryland Public Service Commission (PSC).
- ✓ You have the right to understand your bill and how it relates to the service you receive.
- ✓ You have a right to file a complaint with the PSC's Consumer Affairs Division (www.psc.state.md.us/online-complaints/) if you have an unresolved dispute with a retail electricity or natural gas supplier or utility.
- ✓ You have a right to request a copy of the privacy policy of the retail electricity or natural gas supplier.
- ✓ You have the right not to be switched to a retail supplier without your consent.
- ✓ You have a right to have the retail electricity or gas suppliers' MD PSC license numbers on the marketing materials you receive from retail electricity or gas suppliers.
- ✓ You have a right to have a retail electricity or natural gas supplier contract that contains all material terms and conditions. The supplier must also give you a contract summary, on the form approved by the Maryland Public Service Commission.
- ✓ You have a right to receive notice from your retail electricity or natural gas supplier 30 days in advance of the expiration date of your existing contract.
- ✓ You have the right to cancel a door-to-door solicitation contract within 3 business days of completing the transaction.

Who to Contact

If you have questions about the retail electricity or gas supplier charges on your bill, contact your retail electricity or gas supplier directly.



Your electric or gas utility (for example, SMECO, Washington Gas, etc.) is responsible for safe and reliable delivery of electricity or gas, no matter who is supplying it. Contact your utility for issues related to the delivery of electricity or gas, including power outages and emergencies. You should also contact the utility for issues related to meter reading or for billing questions not related to the retail electricity or natural gas supplier charges portion of the bill.

Your electricity or gas service can be terminated for non-payment of both your utility and retail electricity or gas supplier charges. If you receive a termination notice from your utility, you should contact your utility.

ELECTRIC

BGE

General Inquiries: (800) 685-0123

Outages: (877) 778-2222

Choptank Electric Cooperative

Customer Service: (877) 892-0001

Outages: (800) 410-4790

Delmarva Power & Light

Customer Service: (800) 375-7117

Outages: (800) 898-8042

Potomac Electric Power (Pepco)

Customer Service: (202) 833-7500 (7am-8pm)

Outages: (877) 737-2662

Potomac Edison

Customer Service: (800) 686-0011

Outages: (888) 544-4877

Southern MD Electric Cooperative (SMECO)

Customer Service: (888) 440-3311

Outages: (877) 747-6326

GAS

BGE

General Inquiries: (800) 685-0123

Gas Odors/Gas Emergencies: 1 (877) 778-7798

Washington Gas

Gas Emergency: (844) WASHGAS (927-4427)

Automated Self-Service Line: (703) 750-7944

If you are unable to resolve a dispute with your utility or your retail electricity or natural gas supplier directly, you may contact the PSC's Consumer Affairs Division (CAD) online or in writing to:

Maryland Public Service Commission
Consumer Affairs Division
William Donald Schaefer Tower
6 St. Paul Street, 15th Floor
Baltimore, MD 21202

You can also contact the Office of People's Counsel, an independent state agency that represents the interests of Maryland's residential utility customers before the PSC. You can call OPC at (800) 207-4055.



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