



**HB 928**  
**Electricity and Gas Suppliers – Training and Educational Program**  
**Position: Favorable**

The Retail Energy Supply Association (RESA)<sup>1</sup> submits these comments in support of HB 928 and respectfully request that the committee render a favorable report on this legislation.

The purpose of this legislation requires the Public Service Commission to develop a web-based training, education and testing program for Electricity and Natural Gas suppliers seeking to be licensed in Maryland. This program would require designated representatives of supplier applicants to demonstrate a thorough understanding of Commission regulations focusing on consumer protections. In particular it is the hope that such a program would provide a strong working knowledge of, and be familiar with Title 20 of the Code of Maryland with emphasis on Subtitles 53 and/or 59, with proficiency in Residential Customer Protections

The District of Columbia Public Service Commission requires any individual or entity engaging in the business of an electricity or natural gas supplier in the District of Columbia to complete an online Supplier Education Workshop and Test. The Workshop and Test ensures that suppliers have a proficient understanding of the Commission's supplier licensing rules as well as the revised and expanded Utility Consumer Bill of Rights. The Supplier Education Workshop and Test ensures that providers are aware of Commission rules and consumer safeguards, and that utility consumers are protected within a competitive market.

In a hearing that the Commission conducted in July, 2019 in the matter of a complaint against Smart One Energy, LLC (SOE) it was very obvious that the principals, employees and contractors that were responsible for enrolling and serving customers had no knowledge of the consumer protection rules in place regarding the retail sale of electricity and natural gas. Although Smart One Energy applied for and was granted a license to serve customers, it was apparent that there was no knowledge of the

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<sup>1</sup> The comments expressed in this filing represent the position of the Retail Energy Supply Association (RESA) as an organization but may not represent the views of any particular member of the Association. Founded in 1990, RESA is a broad and diverse group of retail energy suppliers dedicated to promoting efficient, sustainable and customer-oriented competitive retail energy markets. RESA members operate throughout the United States delivering value-added electricity and natural gas service at retail to residential, commercial and industrial energy customers. More information on RESA can be found at [www.resausa.org](http://www.resausa.org).



consumer protections that are in place to safeguard the public. By implementing a web-based training, education and testing program for prospective licensed suppliers around the consumer protection rules, a reoccurrence of the SOE complaint could be avoided.

By ensuring that all suppliers have a working knowledge of the rules and protections established would benefit consumers and maintain the integrity of the retail energy market space.

For the reasons discussed above, RESA respectfully requests that the committee render a favorable report on this legislation.

Thank you for your attention and allowing RESA to provide these comments.