

# **PUBLIC SERVICE COMMISSION OF MARYLAND**

## **Report on Energy Supplier Pricing and Marketing**

**Response to 2020 Joint Chairmen's Report  
on the Fiscal 2021 State Operating Budget (SB 190)  
and the State Capital Budget (SB 191)  
and Related Recommendations**

**December 15, 2020**

**Prepared for the Senate Budget and Taxation Committee  
and House Appropriations Committee**



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## I. Introduction

The Public Service Commission of Maryland (“PSC” or “Commission”) hereby submits this Report in response to the 2020 Joint Chairmen’s Report (“JCR”) from the Senate Budget and Taxation Committee and House Appropriations Committee (collectively, “Committees”), addressing the Committees’ interest in retail energy supplier pricing and marketing in the State. Specifically, the Committees requested that the PSC provide a report on the current offers as posted on the PSC website for energy supplier pricing (“PSC Choice Websites”) that contain variable rates and/or termination fees. The JCR requested that the report should describe the use of variable rates in the current retail supply offers posted on the PSC Choice Websites, including: (1) current rates; (2) how the listed rates compare to the Standard Offer Service<sup>1</sup> rate for that period; and (3) the trigger for a change in the variable rates (if available). The report should also include information provided on the PSC Choice Websites about offers that have termination fees in the reported pricing and the structure of those termination fees (if available).

The Committees also requested that the PSC report on the monthly number of electricity customers enrolled with suppliers, by utility service territory, in recent years. The Committees further requested that the PSC provide information on the door-to-door sales activities reported by retail energy suppliers, including the number of suppliers reporting activities by zip code. The PSC responds to the Committees’ information request as it pertains to residential customer data, noting where applicable the period that the marketing data covers.

## II. Supplier Variable Rate Offers and Termination Fees

During the 2019 legislative session, the Maryland General Assembly enacted two laws that require the PSC to establish customer choice shopping websites for residential electric and natural gas customers. The PSC’s electric choice website ([www.MDElectricChoice.com](http://www.MDElectricChoice.com)) launched in March 2020, and the gas choice website ([www.MDGasChoice.com](http://www.MDGasChoice.com)) launched in September 2020. Residential electric choice is offered in the service territories of five electric utilities—Baltimore Gas and Electric Company (“BGE”), Potomac Electric Power Company (“Pepco”), Delmarva Power and Light Company (“DPL”), The Potomac Edison Company (“PE”), and Southern Maryland Electric Cooperative, Inc. (“SMECO”). Residential gas choice is offered in the service territories of two natural gas utilities—BGE and Washington Gas Light Company (“WGL”).

Variable-price offers reflect pricing that can change, typically on a month-to-month basis in response to market conditions, or upon the expiration of a promotional offer. By contrast, a fixed-price offer is one where the customer pays the same price per kilowatt hour (kWh) each

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<sup>1</sup> “Standard offer service” is defined as “electric service that an electric company must offer to its customers under § 7-510 of [the Electric Industry Restructuring Subtitle of the Public Utilities Article.]” *Md. Ann. Code*, Pub. Util., Art. §7-501(n). Standard offer service applies to a customer who does not choose an alternative electricity supplier.

month for the entire contract period (i.e. fixed-term). For variable rates, there are factors that can drive suppliers to change their pricing (i.e., “triggers”), although suppliers are not bound by these factors, which include the following:

- Market conditions – when market prices increase or decrease, variable rates typically increase or decrease accordingly;
- Seasonal variations – electricity prices are typically lower in the summer due to increased demand for cooling; gas prices are often lower in the winter due to hedging; in shoulder months, variable prices continue to fluctuate with the changes in supply and demand; however, shoulder months generally see lower demand in both electricity and gas commodities due to reduced heating and cooling usages by customers;
- Use of introductory rates – once the introductory rate expires after a limited period, a new rate takes effect; and
- Changes to supply mix (e.g., higher percentage of renewable energy).

Suppliers are permitted by Maryland law to charge a penalty or cancellation fee if a customer cancels service before the expiration of the contract period. Such cancellation fees are typically included in fixed-term contracts with fixed pricing. Variable-price or month-to-month contracts typically do not contain an early cancellation fee—that is, customers may cancel service at any time without penalty unless they cancel during an active introductory rate, promotional offer, or incentive or if they otherwise violate the terms of their contract. Suppliers are required to include a description of their cancellation fee in the contract.

The tables below were constructed using retail energy supplier offer data for residential customers obtained from the [MDElectricChoice.com](http://MDElectricChoice.com) and [MDGasChoice.com](http://MDGasChoice.com) websites and are current as of November 2, 2020. Each utility service territory is listed and discussed separately.

A. Retail Electric Choice

1. *BGE*

**Table 1 – Summary of Total Offers Available, Introductory Rates, and Cancellation Fees for the BGE Service Territory as of November 2, 2020**

<b>Total Offers</b>	
Offers Available	118
Variable Rates Available	16
• <i>Variable Rates Higher than Utility’s SOS Rate</i>	8
• <i>Variable Rates Lower than Utility’s SOS Rate</i>	8
<b>Introductory Rates and Cancellation Fees</b>	
Introductory Rates Available	7
• <i>Variable Rates with Introductory Rates</i>	7
Offers with Cancellation Fees Included	68
• <i>Variable Rates with Cancellation Fees</i>	1
• <i>Unlimited Plans<sup>2</sup> with Cancellation Fees</i>	2
• <i>Fixed Rates with Cancellation Fees</i>	65

As summarized in the table above, there were 118 offers available in the BGE service territory as of November 2, 2020. The eight variable rates that were higher than BGE’s November Standard Offer Service (SOS) rate of **\$0.07225/kWh** ranged from \$0.081-\$0.14/kWh. The majority of offers with introductory rates were for three months. Upon expiration of the introductory rate, the pricing would then transition to variable pricing.

For the 68 offers that indicate a termination or cancellation fee, 24 offers provide a description of the fee and its structure, or provide information on cancellation policies. The amount of the fee ranges from \$45 to \$150. One supplier (Just Energy Solutions, Inc.) will waive the fee if a customer calls the company. One supplier (Constellation NewEnergy) promises no fee if the customer cancels the offer within 90 days.

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<sup>2</sup> Unlimited plans usually require the customer to pay a flat fee to the supplier each month in exchange for unlimited electricity (or gas) supply during the contract period.

2. *Pepco*

**Table 2 – Summary of Total Offers Available, Introductory Rates, and Cancellation Fees for the Pepco Service Territory as of November 2, 2020**

<b>Total Offers</b>	
Offers Available	103
Variable Rates Available	12
<ul style="list-style-type: none"> <li>• <i>Variable Rates Higher than Utility's SOS Rate</i></li> </ul>	6
<ul style="list-style-type: none"> <li>• <i>Variable Rates Lower than Utility's SOS Rate</i></li> </ul>	6
<b>Introductory Rates and Cancellation Fees</b>	
Introductory Rates Available	5
<ul style="list-style-type: none"> <li>• <i>Variable Rates with Introductory Rates</i></li> </ul>	5
Offers with Cancellation Fees Included	62
<ul style="list-style-type: none"> <li>• <i>Variable Rates with Cancellation Fees</i></li> </ul>	2
<ul style="list-style-type: none"> <li>• <i>Unlimited Plans with Cancellation Fees</i></li> </ul>	2
<ul style="list-style-type: none"> <li>• <i>Fixed Rates with Cancellation Fees</i></li> </ul>	58

As summarized in the table above, there were 103 offers available in the Pepco service territory as of November 2, 2020. The six variable rates that were higher than Pepco's November Standard Offer Service (SOS) rate of **\$0.07866/kWh** ranged from \$0.082-\$0.1499/kWh. The majority of offers with introductory rates were for three to four months. Upon expiration of the introductory rate, the pricing would then transition to variable pricing.

For the 62 offers that indicate a cancellation fee, 23 provide a description of the fee and its structure, or provide information on cancellation policies. The amount of the fee ranges from \$45 to \$150. One supplier (Just Energy Solutions, Inc.) will waive the fee if a customer calls the company. One supplier (Constellation NewEnergy) promises no fee if the customer cancels the offer within 90 days.

3. *DPL*

**Table 3 – Summary of Total Offers Available, Introductory Rates, and Cancellation Fees for the DPL Service Territory as of November 2, 2020**

<b>Total Offers</b>	
Offers Available	99
Variable Rates Available	10
<ul style="list-style-type: none"> <li>• <i>Variable Rates Higher than Utility’s SOS Rate</i></li> </ul>	5
<ul style="list-style-type: none"> <li>• <i>Variable Rates Lower than Utility’s SOS Rate</i></li> </ul>	5
<b>Introductory Rates and Cancellation Fees</b>	
Introductory Rates Available	2
<ul style="list-style-type: none"> <li>• <i>Variable Rates with Introductory Rates</i></li> </ul>	2
Offers with Cancellation Fees Included	61
<ul style="list-style-type: none"> <li>• <i>Variable Rates with Cancellation Fees</i></li> </ul>	2
<ul style="list-style-type: none"> <li>• <i>Unlimited Plans with Cancellation Fees</i></li> </ul>	2
<ul style="list-style-type: none"> <li>• <i>Fixed Rates with Cancellation Fees</i></li> </ul>	57

As summarized in the table above, there were 99 offers available in the DPL service territory as of November 2, 2020. The five variable rates that were higher than DPL’s November Standard Offer Service (SOS) rate of **\$0.07857/kWh** ranged from \$0.092-\$0.1399/kWh. The offers with introductory rates were for three to four months. Upon expiration of the introductory rate, the pricing would then transition to variable pricing.

For the 61 offers that indicate a cancellation fee, 24 provide a description of the fee and its structure, or provide information on cancellation policies. The amount of the fee ranges from \$45 to \$150. One supplier (Just Energy Solutions, Inc.) will waive the fee if a customer calls the company. One supplier (Constellation NewEnergy) promises no fee if the customer cancels the offer within 90 days.

4. PE

**Table 4 – Summary of Total Offers Available, Introductory Rates, and Cancellation Fees for the PE Service Territory as of November 2, 2020**

<b>Total Offers</b>	
Offers Available	87
Variable Rates Available	10
• <i>Variable Rates Higher than Utility's SOS Rate</i>	4
• <i>Variable Rates Lower than Utility's SOS Rate</i>	6
<b>Introductory Rates and Cancellation Fees</b>	
Introductory Rates Available	6
• <i>Variable Rates with Introductory Rates</i>	6
Offers with Cancellation Fees Included	52
• <i>Variable Rates with Cancellation Fees</i>	4
• <i>Unlimited Plans with Cancellation Fees</i>	1
• <i>Fixed Rates with Cancellation Fees</i>	47

As summarized in the table above, there were 87 offers available in the PE service territory as of November 2, 2020. The four variable rates that were higher than PE's November Standard Offer Service (SOS) rate of **\$0.06858/kWh** ranged from \$0.076-\$0.089/kWh. The majority of offers with introductory rates were for three to four months. Upon expiration of the introductory rate, the pricing would then transition to variable pricing.

For the 52 offers that indicate a cancellation fee, 17 provide a description of the fee and its structure, or provide information on cancellation policies. The amount of the fee ranges from \$45 to \$150. One supplier (Constellation NewEnergy) promises no fee if the customer cancels the offer within 90 days.



5. *SMECO*

**Table 5 – Summary of Total Offers Available, Introductory Rates, and Cancellation Fees for the SMECO Service Territory as of November 2, 2020**

<b>Total Offers</b>	
Offers Available	20
Variable Rates Available	4
<ul style="list-style-type: none"> <li>• <i>Variable Rates Higher than Utility’s SOS Rate</i></li> </ul>	4
<ul style="list-style-type: none"> <li>• <i>Variable Rates Lower than Utility’s SOS Rate</i></li> </ul>	0
<b>Introductory Rates and Cancellation Fees</b>	
Introductory Rates Available	1
<ul style="list-style-type: none"> <li>• <i>Variable Rates with Introductory Rates</i></li> </ul>	1
Offers with Cancellation Fees Included	13
<ul style="list-style-type: none"> <li>• <i>Variable Rates with Cancellation Fees</i></li> </ul>	0
<ul style="list-style-type: none"> <li>• <i>Unlimited Plans with Cancellation Fees</i></li> </ul>	0
<ul style="list-style-type: none"> <li>• <i>Fixed Rates with Cancellation Fees</i></li> </ul>	13

As summarized in the table above, there were 20 offers available in the SMECO service territory as of November 2, 2020. The four variable rates that were higher than SMECO’s November Standard Offer Service (SOS) rate of **\$0.06065/kWh** ranged from \$0.074-\$0.1393/kWh. The introductory rate offer was for three months. Upon expiration of the introductory rate, the pricing would then transition to variable pricing.

For the 13 offers that indicate a cancellation fee, six provide a description of the fee and its structure, or provide information on cancellation policies. Only one supplier lists the amount of its cancellation fee, which is \$50.

**B. Retail Gas Choice**

*1. WGL*

**Table 6 – Summary of Total Offers Available, Introductory Rates, and Cancellation Fees for the WGL Service Territory as of November 2, 2020**

<b>Total Offers</b>	
Offers Available	34
Variable Rates Available	9
<ul style="list-style-type: none"> <li>• <i>Variable Rates Higher than Utility's Default Rate</i></li> </ul>	4
<ul style="list-style-type: none"> <li>• <i>Variable Rates Lower than Utility's Default Rate</i></li> </ul>	5
<b>Introductory Rates and Cancellation Fees</b>	
Introductory Rates Available	6
<ul style="list-style-type: none"> <li>• <i>Variable Rates with Introductory Rates</i></li> </ul>	6
Offers with Cancellation Fees Included	20
<ul style="list-style-type: none"> <li>• <i>Variable Rates with Cancellation Fees</i></li> </ul>	1
<ul style="list-style-type: none"> <li>• <i>Unlimited Plans with Cancellation Fees</i></li> </ul>	0
<ul style="list-style-type: none"> <li>• <i>Fixed Rates with Cancellation Fees</i></li> </ul>	19

As summarized in the table above, there were 34 offers available in the WGL service territory as of November 2, 2020. The four variable rates that were higher than WGL's November default rate of **\$0.4478/therm** ranged from \$0.45-\$0.719/therm. The majority of offers with introductory rates were for one, two or three months. Upon expiration of the introductory rate, the pricing would then transition to variable pricing.

For the 20 offers that indicate a cancellation fee, four provide information on cancellation policies. None lists the amount of the fee.

2. *BGE*

**Table 7 – Summary of Total Offers Available, Introductory Rates, and Cancellation Fees for the BGE Service Territory as of November 2, 2020**

<b>Total Offers</b>	
Offers Available	34
Variable Rates Available	9
<ul style="list-style-type: none"> <li>• <i>Variable Rates Higher than Utility’s Default Rate</i></li> </ul>	4
<ul style="list-style-type: none"> <li>• <i>Variable Rates Lower than Utility’s Default Rate</i></li> </ul>	5
<b>Introductory Rates and Cancellation Fees</b>	
Introductory Rates Available	6
<ul style="list-style-type: none"> <li>• <i>Variable Rates with Introductory Rates</i></li> </ul>	6
Offers with Cancellation Fees Included	20
<ul style="list-style-type: none"> <li>• <i>Variable Rates with Cancellation Fees</i></li> </ul>	1
<ul style="list-style-type: none"> <li>• <i>Unlimited Plans with Cancellation Fees</i></li> </ul>	0
<ul style="list-style-type: none"> <li>• <i>Fixed Rates with Cancellation Fees</i></li> </ul>	23

As summarized in the table above, there were 34 offers available in the BGE service territory as of November 2, 2020. The four variable rates that were higher than BGE’s November default rate of **\$0.4009/therm** ranged from \$0.499-\$0.6999/therm. The majority of offers with introductory rates were for one, two or three months. Upon expiration of the introductory rate, the pricing would then transition to variable pricing.

For the 20 offers that indicate a cancellation fee, eight provide a description of the fee and its structure, or provide information on cancellation policies. One supplier (Just Energy Solutions, Inc.) will waive the fee if a customer calls the company. Only one supplier lists the amount of its cancellation fee, which is \$100.

### III. Electricity Retail Supplier Customer Enrollments

In 1999, the Maryland General Assembly enacted the Electric Customer Choice and Competition Act of 1999,<sup>3</sup> which provided the statutory framework for restructuring the electric industry in Maryland. Under the Act, the customer can choose to purchase power from an electric retail supplier. Historically, commercial and industrial customers have always been more active in seeking non-utility electricity supply. Residential participation in retail electric choice rose steadily until the winter of 2013-2014, when Maryland experienced the extended cold weather climate phenomenon known generally as the Polar Vortex. In the years since the Polar Vortex, the percentage of residential customers choosing to receive their electricity supply from competitive retail suppliers has fluctuated, although residential customer participation in retail electric choice appears to have fallen in recent years.

Retail electricity supplier enrollments are reported to the PSC on a monthly basis. For purposes of this report, the PSC examined the monthly number of residential customers enrolled with retail electricity suppliers from 2016 to 2020 in every utility service territory where retail electric choice has been offered. These service territories include: PE, BGE, Pepco, DPL, and SMECO. Figure 1 below displays the monthly number of residential electricity customer accounts served by retail suppliers in each service territory from January 2016 through October 2020.<sup>4</sup>

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<sup>3</sup> See *Md. Ann. Code*, Pub. Util. Art. § 7-501 et seq.

<sup>4</sup> Retail choice was not offered in the SMECO service territory until January 2017.

**Figure 1 - Residential Electric Supplier Enrollments by Service Territory**

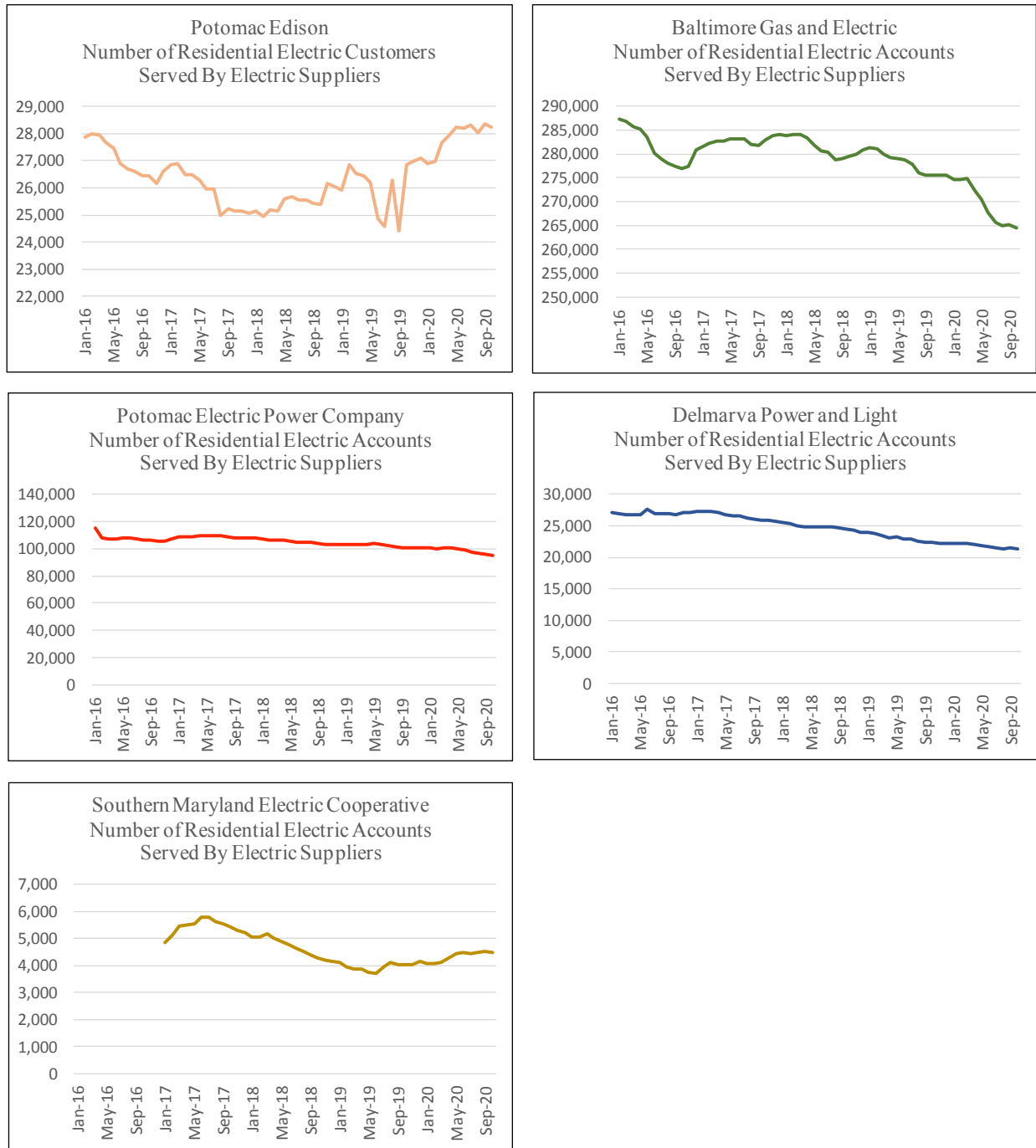
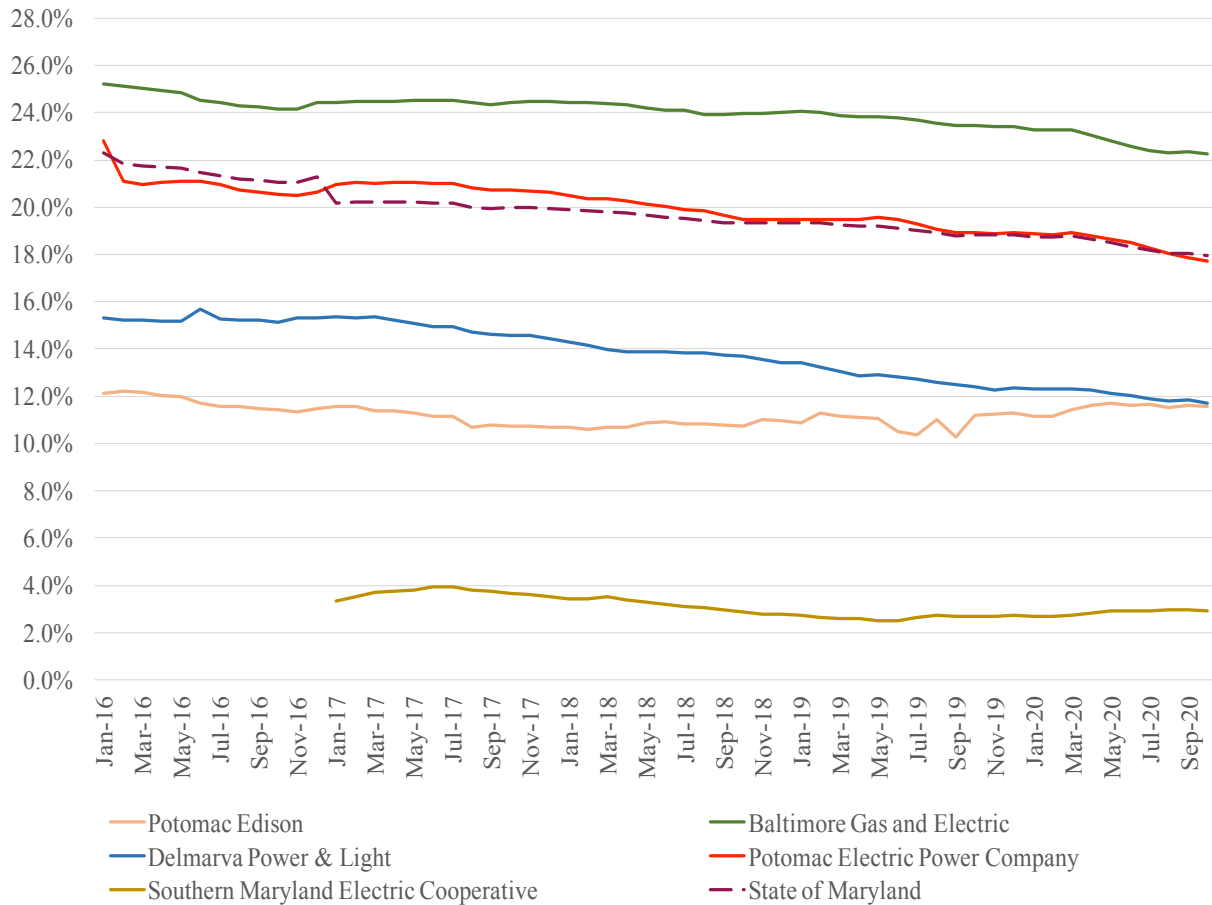


Figure 2 below presents this information as the percentage of residential electricity customers enrolled with retail suppliers for each utility over the four-year period.

**Figure 2 - Percentage of Residential Electric Customers Served by Retail Supplier**



As shown in Figure 2 above, the percentages of residential utility customers who chose a retail electric supplier decreased from 2016 to 2020 in every Maryland service territory. More specifically, total residential electric choice enrollment in Maryland declined from 22.31 percent (of all utility customers) in January 2016 to 18.05 percent in September 2020. While it appears that fewer residential customers elected to be served by retail electric suppliers over this period, the total number of residential customer accounts also increased in each service territory from 2016 to 2020. A comparison of these two factors—average monthly number of residential accounts served by retail electric suppliers and the average monthly number of utility residential customer accounts—in 2016 and 2020 is outlined in the table below.

**Comparison of Avg. Monthly Residential Supplier Accounts and Total Avg. Monthly Residential Accounts, by Service Territory, in 2016 and 2020**

Service Territory	Avg. Monthly Number of Residential Accounts Enrolled in Retail Electric Choice (2016)	Avg. Monthly Number of Residential Accounts Enrolled in Retail Electric Choice (2020)*	Avg. Monthly Number of Utility Residential Accounts (2016)	Avg. Monthly Number of Utility Residential Accounts (2020)	Percent change in Residential Accounts Enrolled in Retail Electric Choice (2016-2020)	Percent Change in Total Utility Residential Accounts (2016-2020)
PE	27,062	27,884	230,224	242,394	3.04%	5.29%
BGE	281,577	269,508	1,143,878	1,184,367	-4.29%	3.54%
DPL	26,974	21,780	176,556	180,699	-19.25%	2.35%
PEPCO	107,704	98,637	512,615	534,649	-8.42%	4.30%
SMECO**	5,432	4,346	147,207	152,324	-19.99%	3.48%
<b>State</b>	<b>443,317</b>	<b>422,155</b>	<b>2,063,273</b>	<b>2,294,433</b>	<b>-4.77%</b>	<b>11.20%</b>

\* 2020 is the average of the months of January – October, as further data is not yet available.

\*\* Average monthly data for SMECO begins in 2017, when retail choice commenced in the service territory.

Except for PE, the average monthly number of residential accounts enrolled in retail electric choice decreased in all other service territories from 2016 to 2020, while the utilities’ total number of residential customer accounts increased. For PE, while the number of residential accounts enrolled in retail choice increased by 3.04 percent, the total number of residential accounts in the service territory increased by 5.29 percent, resulting in an overall *decrease* in the percentage of total accounts enrolled in retail choice.

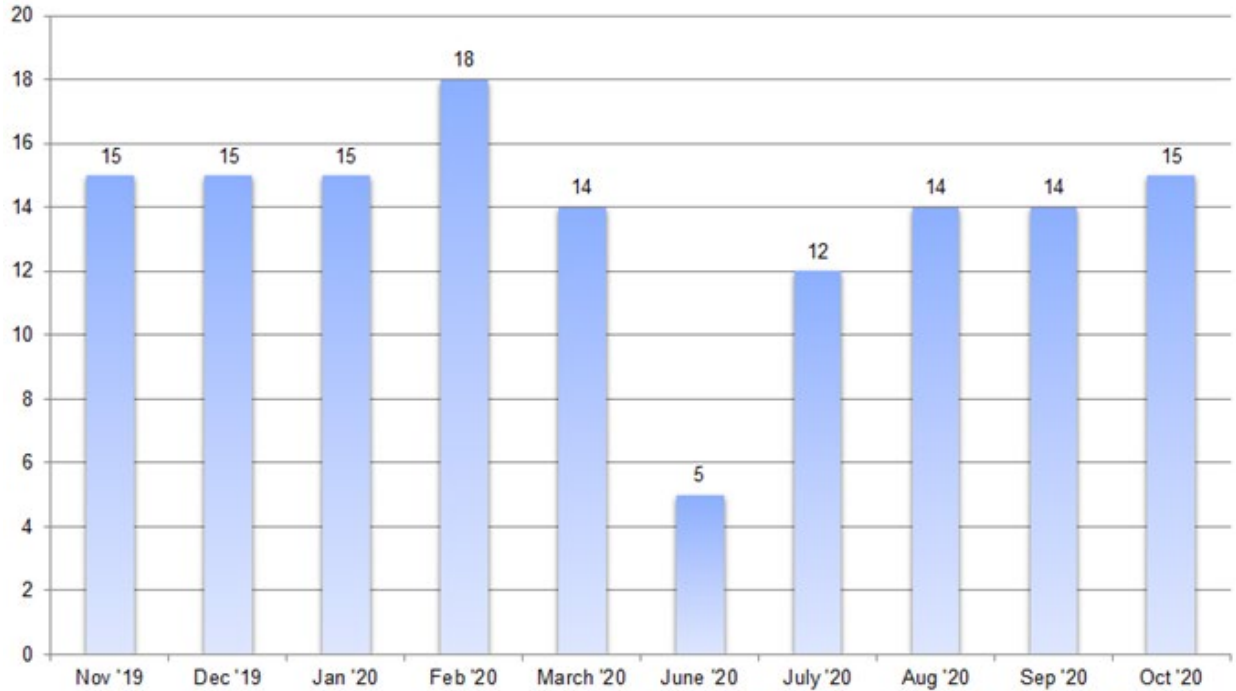
#### **IV. Supplier Door-to-Door Sales Activity**

Competitive retail energy supplier door-to-door activity falls under the Code of Maryland Regulations (“COMAR”) 20.53.08.07 (electric) and COMAR 20.59.08.07 (gas). Pursuant to these regulations, any supplier engaging in door-to-door sales activity must notify the PSC “no later than the morning of the day that the activity begins.” The notification must include, among other things, “the period involved and a general description of the geographical area.” Beginning in November 2019, the PSC asked retail energy suppliers to report their door-to-door activities by zip code.

For the reporting period from November 2019 through October 30, 2020, 22 licensed retail suppliers reported their door-to-door sales activities by zip code. Figure 3 below summarizes the total number of suppliers reporting their door-to-door sales activities over the reporting period. No door-to-door reporting was received during the COVID-19 restricted period from March 23, 2020, through June 23, 2020. During this time, Governor Larry Hogan issued an Executive Order and interpretive guidance prohibiting all door-to-door retail sales on

March 23, 2020.<sup>5</sup> Thus, the month of March includes reported sales activities through March 22, 2020, and the month of June includes reported activities from June 24, 2020 onward.

**Figure 3 - Total Number of Suppliers Reporting Door-to Door Sales by Month**



Before the COVID-19 restricted period, the average number of suppliers reporting door-to-door sales activities was 15. After the COVID-19 restricted period, the average number of suppliers reporting decreased to 11. Notably, for August, September, and October 2020, the average number of suppliers reporting door-to-door sales activities increased to at least 14 and included two additional suppliers—Energy Harbor and Liberty Power.

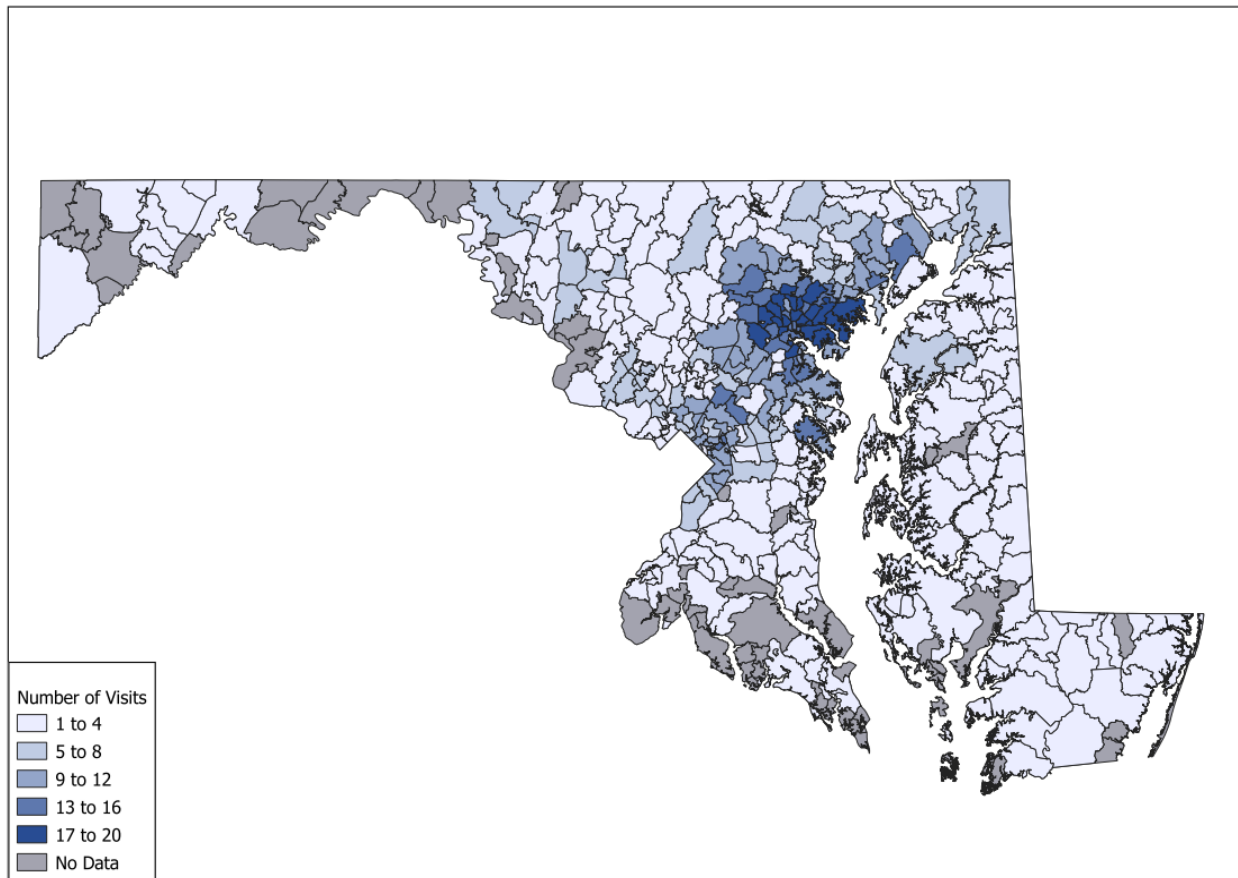
Figure 4 is a map of the geographical boundaries of Maryland’s zip code areas. The map shows data corresponding to reported supplier door-to-door sales activity (shades of blue and grey). The map layer containing the Maryland zip code boundaries was retrieved from the Maryland Geographic Information Systems (“GIS”) website.<sup>6</sup> The door-to-door supplier activity data was provided by the PSC’s Consumer Affairs Division (“CAD”).

<sup>5</sup> Office of Governor Larry Hogan, Office of Legal Counsel, Interpretive Guidance No. COVID19-04 (Mar. 23, 2020), *available at* <https://governor.maryland.gov/wp-content/uploads/2020/03/OLC-Interpretive-Guidance-COVID19-04.pdf> (discussing Order of the Governor of the State of Maryland, Number 20-03-23-01, dated March 23, 2020 . . . prohibiting large gatherings and events and closing all non-essential businesses and other establishments).

<sup>6</sup> <https://data.imap.maryland.gov/>.



**Figure 4 – Visual Mapping of Retail Energy Supplier Door-to-Door Sales Activity by Zip Code**



\* Data sourced from Maryland GIS Data Catalog, IRS Census Data, and the Consumer Affairs Division of the Maryland Public Service Commission.

As shown in the figure above, areas of Baltimore City, including overlapping zip codes within portions of Baltimore County and Anne Arundel County, saw the highest concentration of suppliers reporting door-to-door sales activities over the 12-month reporting period. For 18 Baltimore City zip codes, at least 18 different retail energy suppliers reported engaging in door-to-door sales activities at some point during the reporting period. Seven of these zip code areas—21205, 21206, 21207, 21218, 21222, 21224, and 21225—each had at least 20 retail suppliers engaged in these activities. Three Baltimore County zip codes—21204, 21220, and 21221—had 19, 18, and 20 suppliers, respectively, reporting door-to-door activities during the reporting period. Appendix A to this report includes tally of all suppliers that reported door-to-door sales activity from November 2019 through October 2020, by zip code.

**Zip Codes with Highest Numbers of Suppliers Reporting Door-to-Door Activities from November 2019 Through October 2020**

<b>Zip Code</b>	<b>Number of Suppliers Reporting Door-to-Door Activities</b>
21205	21
21206	21
21207	20
21209	19
21212	19
21213	18
21215	19
21216	19
21217	19
21218	20
21222	20
21223	18
21224	21
21225	20
21228	18
21234	18
21237	18
21239	19

**V. Conclusion**

The PSC appreciates this opportunity to provide information on energy supplier variable rate offerings and termination fees, residential customer enrollments with retail electricity suppliers, and retail energy supplier door-to-door sales activity. As a general matter, the PSC takes its enforcement and oversight of retail energy suppliers very seriously, especially with regard to marketing practices and consumer protection. Earlier this year, the PSC established a Compliance and Enforcement Unit within its Consumer Affairs Division. This new unit is dedicated to proactive oversight of utilities and retail energy suppliers to ensure compliance with Commission regulations. Last month, for example, the Commission took significant action against SunSea Energy, LLC, a retail electricity and gas supplier, directing rerates and refunds to customers after finding numerous violations of Maryland law and COMAR.

Due to the dynamic nature of supplier price offerings, the PSC Choice Websites will be updated on an ongoing basis as suppliers make new pricing information available to customers and the PSC. The PSC will continue to monitor customer enrollments with retail electricity suppliers as well as the door-to-door sales activities reported by retail energy suppliers. Customer complaint data received by the Consumer Affairs Division will continue to be posted monthly on the PSC website.

## Appendix A

## Door to Door Supplier Reporting Totals by Zip Code - November 2019-October 2020

Zip Code	Totals	Zip Code	Totals	Zip Code	Totals	Zip Code	Totals	Zip Code	Totals	Zip Code	Totals	Zip Code	Totals	Zip Code	Totals	Zip Code	Totals
20588	1	20712	7	20765	1	20852	5	21001	14	21060	15	21150	1	21231	16	21411	2
20601	2	20714	3	20767	1	20853	3	21005	3	21061	16	21152	5	21232	1	21502	3
20602	2	20715	6	20768	2	20854	4	21009	11	21062	7	21153	5	21233	4	21503	1
20603	2	20716	8	20769	3	20855	4	21010	6	21065	1	21154	3	21234	18	21504	1
20604	1	20717	2	20770	9	20857	1	21012	6	21071	5	21155	4	21235	4	21521	1
20606	1	20718	2	20771	4	20860	2	21013	5	21074	4	21156	6	21236	16	21524	1
20607	1	20719	2	20772	4	20861	1	21014	13	21075	11	21157	7	21237	18	21529	2
20608	1	20720	5	20773	2	20862	1	21015	12	21076	10	21158	4	21238	1	21532	3
20613	2	20721	4	20774	8	20866	3	21017	7	21077	3	21160	3	21239	19	21536	1
20616	1	20722	4	20775	1	20868	1	21018	4	21078	12	21161	5	21240	3	21539	1
20619	1	20723	9	20776	2	20871	1	21020	4	21082	6	21162	9	21241	4	21543	1
20622	1	20724	11	20777	3	20872	1	21021	1	21084	5	21163	3	21242	1	21545	1
20623	1	20725	3	20778	3	20874	7	21022	4	21085	13	21201	17	21243	1	21550	2
20634	1	20726	3	20779	2	20875	4	21023	3	21087	6	21202	15	21244	15	21560	1
20636	1	20731	2	20780	1	20876	7	21024	1	21090	5	21203	8	21250	3	21562	2
20639	1	20732	4	20781	11	20877	8	21027	3	21092	3	21204	19	21251	3	21601	3
20640	1	20733	2	20782	12	20878	7	21028	4	21093	11	21205	21	21252	4	21607	1
20646	1	20735	3	20783	12	20879	8	21029	5	21094	4	21206	21	21263	2	21610	1
20650	1	20736	2	20784	13	20880	1	21030	12	21101	1	21207	20	21264	2	21612	1
20653	1	20737	10	20785	12	20882	3	21031	5	21102	4	21208	17	21270	2	21613	4
20656	1	20738	3	20787	4	20883	2	21032	2	21104	4	21209	19	21273	2	21617	4
20658	1	20740	6	20788	3	20884	6	21034	4	21105	2	21210	11	21275	1	21619	2
20660	1	20741	3	20791	1	20885	7	21035	2	21106	1	21211	17	21278	2	21620	5
20667	1	20742	2	20792	3	20886	4	21036	2	21108	9	21212	19	21279	3	21622	1
20674	1	20743	10	20793	1	20895	4	21037	4	21111	5	21213	18	21280	1	21623	2
20676	1	20744	5	20794	6	20896	1	21040	15	21113	12	21214	17	21281	3	21624	1
20678	1	20745	8	20812	1	20898	2	21041	4	21114	7	21215	19	21282	3	21625	1
20689	2	20746	11	20814	1	20899	6	21042	11	21117	15	21216	19	21284	3	21628	1
20690	1	20747	9	20815	4	20901	7	21043	13	21120	4	21217	19	21285	3	21629	3
20695	1	20748	8	20816	1	20902	10	21044	12	21122	12	21218	20	21286	15	21631	1
20697	4	20749	1	20817	2	20903	10	21045	13	21128	9	21219	10	21287	2	21632	3
20701	3	20750	2	20818	1	20904	10	21046	10	21130	4	21220	18	21289	1	21635	1
20702	1	20751	2	20830	1	20905	4	21047	4	21131	4	21221	20	21290	1	21636	2
20703	2	20752	2	20832	3	20906	6	21048	4	21132	4	21222	20	21297	1	21638	2
20704	5	20753	4	20833	3	20907	2	21050	7	21133	16	21223	18	21298	1	21639	2
20705	9	20754	2	20837	1	20908	1	21051	6	21134	1	21224	21	21401	14	21640	2
20706	11	20755	1	20841	1	20909	1	21052	2	21136	13	21225	20	21402	5	21641	1
20707	13	20757	2	20847	3	20910	8	21053	4	21137	1	21226	13	21403	12	21643	3
20708	14	20758	2	20848	3	20911	1	21054	6	21139	4	21227	17	21404	4	21644	1
20709	3	20759	2	20849	3	20912	8	21055	2	21140	2	21228	18	21405	3	21645	1
20710	8	20763	6	20850	7	20915	1	21056	2	21144	13	21229	17	21406	1	21647	1
20711	4	20764	4	20851	5	20918	1	21057	6	21146	5	21230	16	21409	4	21648	1

**Door to Door Supplier Reporting Totals by Zip Code - November 2019-October 2020**

<i>Zip Code</i>	<i>Totals</i>	<i>Zip Code</i>	<i>Totals</i>	<i>Zip Code</i>	<i>Totals</i>
21649	2	21743	1	21840	1
21650	1	21749	3	21841	1
21651	1	21754	1	21842	3
21652	1	21755	1	21843	1
21653	1	21757	2	21849	1
21654	1	21762	1	21850	2
21655	1	21765	1	21851	3
21656	1	21769	1	21853	4
21658	3	21770	2	21856	1
21659	1	21771	1	21861	1
21660	2	21773	1	21862	1
21661	1	21774	2	21863	2
21662	1	21776	2	21865	1
21663	1	21778	1	21867	1
21664	1	21779	1	21871	1
21665	1	21782	1	21872	1
21666	2	21783	1	21875	1
21667	1	21784	3	21901	5
21668	2	21787	3	21902	2
21669	1	21788	1	21903	6
21671	1	21791	3	21904	4
21673	2	21793	4	21911	4
21677	1	21794	3	21912	2
21678	1	21795	2	21913	4
21690	2	21797	3	21914	2
21701	7	21798	3	21915	3
21702	5	21801	2	21916	4
21703	5	21802	2	21917	3
21704	4	21803	2	21918	2
21705	3	21804	4	21919	4
21706	1	21811	1	21920	4
21709	2	21813	2	21921	6
21713	1	21814	1	21922	4
21716	2	21817	3	21924	1
21723	2	21821	1	21930	3
21727	1	21822	2	<b>Grand Total</b>	<b>2314</b>
21734	1	21826	4		
21737	4	21830	1		
21738	3	21835	1		
21740	6	21836	1		
21741	3	21837	1		
21742	6	21838	1		

