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July 25, 2011

For Immediate Release

PSC Addressing Consumer PeakRewards Complaints

Baltimore, MD—The Maryland Public Service Commission is reviewing the complaints from BGE consumers that ensued after the utility initiated a service reduction on Friday, July 22, to certain participants in its PeakRewards program.

“We will address the complaints we've received and we can't comment on what will or won't happen in response,” says PSC Chairman Douglas Nazarian. “We are always monitoring the progress and implementation of PeakRewards and all utility demand response programs. Last week's heat wave has been the first real test of those programs, and there, undoubtedly, are lessons that we and the companies will learn from this test.”

Although as of Friday afternoon, the PSC had received less than one dozen calls related to the reduction, additional complaints were received over the weekend that are being reviewed.

“It's premature at this point to say whether the programs did or didn't work as planned, whether changes need to be made, or what other steps might be warranted,” added Nazarian.

In addition to the PSC, utility consumers may also contact the Maryland Office of People's Counsel, which represents the interests of residential customers in utility issues.

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