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## PUBLIC SERVICE COMMISSION

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For Immediate Release

### Maryland Public Service Commission Levies \$100,000 Fine against North American Power and Gas

Baltimore—The Maryland Public Service Commission (Commission) issued an Order (No. 84096) on June 9, 2011 finding that North American Power and Gas (NAP), a Connecticut-based competitive electric supplier licensed in Maryland, engaged in 19 deceptive practices that violate State law and PSC regulations. Based on this ruling, the Commission imposed a \$100,000 civil penalty and ordered NAP to undertake remedial measures as a condition to retaining its license.

In response to a Complaint filed by Commission Staff, and after evidentiary hearings, the Commission found that: (1) four deceptive statements were contained in placemat advertisements marketing NAP services, which were placed at certain diners by four NAP representatives (e.g., claiming that there is “no contract to sign” and that “customers can ‘save up to 20%’”); (2) NAP falsely stated in its Terms and Conditions that they had been approved by the Commission; and (3) NAP failed to provide a complete and accurate price description in its Terms and Conditions, along with the Commission’s toll-free number and Internet address for complaints, as required.

The remedial measures that NAP is ordered to implement include retaining two employees responsible for “identifying and removing non-compliant advertisements;” the cessation of door-to-door solicitations; and suspending all telemarketing activities in Maryland.

The Commission’s Order states that: “This case should be read to stand emphatically for the proposition that this Commission cannot and will not tolerate misleading or deceptive advertising or sales tactics in the retail electricity space, and that we intend to react severely when we find that they have occurred.”

In Maryland, customers can choose to purchase electricity for their home or business electricity needs from an alternative energy supplier. These suppliers are licensed by the Commission, and State law and Commission regulations governing the conduct of the suppliers, including those enacted or adopted to protect consumers from anti-competitive and abusive practices.

Consumers interested in a supplier should first make sure the supplier is licensed by the Maryland PSC by confirming the company’s license number on the Commission’s website, [www.psc.state.md.us](http://www.psc.state.md.us), where additional information is available on MD Electric Choice.

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