Office of the People's Counsel

MISSION

The Office of the People's Counsel (OPC) strives to provide effective and zealous representation for Maryland's residential utility ratepayers. In addition, it is our mission to identify systemic issues that impact ratepayers and pursue solutions that will preserve the safety and reliability of consumer utility service, while advocating for the lowest possible costs to utility consumers. Finally, OPC is committed to educating residential consumers on issues pertinent to their utility service and changes in the energy markets.

VISION

A State in which all residential utility customers have equal access to advocacy, education and resources concerning their utility service, regardless of income.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1 **To advocate for safe, reliable and fairly priced utility service for residential consumers of energy, telecommunications and other regulated utility services.**

Obj. 1.1 To advocate yearly through litigation on behalf of residential ratepayers before the Federal Communications Commission (FCC), Federal Energy Regulatory Commission (FERC), the Maryland Public Service Commission (PSC) and Maryland State circuit and appellate courts.

Obj. 1.2 To advocate yearly for safe, reliable and fairly priced utility service for residential consumers of energy, telecommunications and other regulated utility services in other non-litigated forums.

Obj. 1.3 Annually increase the number of successful resolutions or referrals.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Federal, PSC and Appellate cases in which OPC has participated	198	155	170	138	130	158	158
Favorable Federal, PSC and appellate court decisions	132	100	114	91	85	104	104
Amount saved for customers in major cases (millions)	N/A	167	171	114	209	165	165
Regulatory matters in which OPC has participated	19	20	16	14	22	18	18
Favorable resolution in regulatory matters	11	14	13	7	10	11	11
Calls meeting OPC intake criteria that were successfully resolved	384	420	368	710	557	487	487