

# Office of People's Counsel

## MISSION

The Office of People's Counsel (OPC) strives to provide effective and zealous representation for Maryland's residential utility customers. It is our mission to identify systemic issues that impact customers and pursue solutions that promote innovation, safety, and reliability of utility services at the lowest possible cost, considering the public safety, economic welfare, and environmental interests of the State and its residents, including the State's progress toward meeting its greenhouse gas emissions reductions goals. OPC is committed to educating residential consumers on issues pertinent to their utility services and changes in the energy markets.

## VISION

Maryland's utilities perform superlatively, providing monopoly services and facilitating competitive markets that produce innovation, low prices, and environmental benefits for Maryland's residential customers who have the education and resources to take advantage of those services.

## KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

**Goal 1 To advocate for safe, reliable, innovative, and fairly priced utility service for residential consumers of energy, telecommunications, and other regulated utility services while considering the public safety, economic welfare, and environmental interests of the State and its residents, including the State's progress toward meeting its greenhouse gas emissions reductions goals.**

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

**Obj. 1.2** To advocate on behalf of residential consumers of energy, telecommunications and other regulated utility services in other non-litigated forums.

**Obj. 1.3** To reduce the volume of consumer requests for assistance by ensuring customers are served by highly performing utilities, while increasing the proportion of successful resolutions or referrals of consumer requests for assistance.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Federal, PSC and Appellate cases in which OPC has participated	151	140	195	167	194	185	182
Favorable Federal, PSC and appellate court decisions	79	56	94	73	95	87	85
Amount saved for customers in major cases (\$ millions)	315	138	160	101	109	123	111
Regulatory matters in which OPC has participated	29	33	50	33	25	36	31
Favorable resolution in regulatory matters	15	18	47	28	20	32	27
Calls meeting OPC intake criteria that were successfully resolved	373	402	201	579	773	676	725