

# Office of People's Counsel

## MISSION

The Office of People’s Counsel works on behalf of Maryland’s residential customers to advocate for utility performance at the lowest reasonable cost, consistent with State environmental and economic policies, through effective advocacy, education, and creative problem-solving. Our lawyers and advocates represent you wherever decisions about utility services are made.

## VISION

All Maryland residents have safe, reliable, affordable, and environmentally sustainable utility 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	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Est.	2026 Est.
Federal, PSC and Appellate cases in which OPC has participated	195	167	194	235	288	239	254
Favorable Federal, PSC and appellate court decisions	94	73	95	100	137	111	116
Amount saved for customers in major cases (\$ millions)	160	101	109	73	179	120	124
Regulatory matters in which OPC has participated	50	33	25	44	29	33	35
Favorable resolution in regulatory matters	47	28	20	34	24	26	28
<sup>1</sup> Calls meeting OPC intake criteria that were successfully resolved	208	590	778	1,242	1,742	1,189	1,334

## NOTES

<sup>1</sup> In FY 2021, OPC revised its method for tracking which calls are successfully resolved. Under the new system, when OPC interacts with a customer to review the customer’s situation and, when appropriate, refers that customer to another State agency to resolve their situation, it is tracked as a successful resolution instead of a referral.