

# 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	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Federal, PSC and Appellate cases in which OPC has participated	167	194	235	288	226	250	255
Favorable Federal, PSC and appellate court decisions	73	95	100	137	149	129	138
Amount saved for customers in major cases (\$ millions)	\$101	\$109	\$73	\$179	\$314	\$189	\$227
<sup>1</sup> Regulatory matters in which OPC has participated	33	25	44	29	33	35	32
Favorable resolution in regulatory matters	28	20	34	24	22	27	24
Calls meeting OPC intake criteria that were successfully resolved	590	778	1,242	1,742	2,641	1,740	1,932

## NOTES

<sup>1</sup> The most recent "actual" year data is an estimate.