

Where Do I File a Complaint?

Maryland Public Service Commission

6 St. Paul Street, 16th Floor Baltimore,
Maryland 21202

410-767-8028; 800-492-0474 410-333-6844

(facsimile) www.psc.state.md.us

<https://www.psc.state.md.us/online-complaints>

www.psc.state.md.us/Intranet/info/brochures_new.cfm

The MD PSC regulates natural gas, electric, local landline telephone and private water companies. The PSC is the licensing agency for retail natural gas and electric suppliers.

The MD PSC does **not** regulate heating oil and propane companies, wireless carriers, Voice Over Internet Protocol (VOIP) companies, Internet Service Providers (ISP), international and interstate telephone service providers, broadband services or cable services.

Maryland Office of Attorney General – Consumer Protection Division

200 St. Paul Place

Baltimore, Maryland 21202

Hotline: 410-528-8662 Toll-free

888-743-0023

www.oag.state.md.us

www.oag.state.md.us/consumer/complaint.htm

The Consumer Protection Division (CPD) is responsible for enforcement of the Consumer Protection Act and other consumer protection laws, such as the Door-to-Door Solicitation Act and the Telephone Solicitation Act (“CPA”). These laws prohibit unfair and deceptive practices by businesses operating in Maryland. The CPA applies to retail natural gas and electricity suppliers, heating oil and

propane companies, but does not apply to regulated utilities. The CPD has a Mediation Unit to handle consumer complaints.

Federal Communications Commission (FCC)

Consumer & Governmental Affairs Bureau

445 12th Street, SW

Washington, D.C. 20554

1-888-225-5322

888-418-0232 (facsimile) Email:

fccinfo@fcc.gov www.fcc.gov

www.fcc.gov/cgb/consumers_contacts.html www.fcc.gov/complaints.htm

The FCC handles complaints about telemarketing, pre-recorded messages and the Do-Not-Call registry, landline telephone service (international and interstate), wireless telephone, Internet service and VOIP, junk faxes and disability access to communications services and equipment.

Federal Trade Commission www.ftc.gov

<https://reportfraud.ftc.gov/#/>

The Federal Trade Commission collects complaints about business practices in order to identify patterns to use in investigations and prosecutions. The complaints are entered into a Consumer Sentinel database. The FTC does **not** resolve individual consumer complaints.