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**Maryland PSC Orders Utilities to Give 30 Days  
Advance Notice to Customers at Risk of Service Termination**  
*Directive adds 16 days to current notice period through the summer*

(BALTIMORE, MD)—On July 23, 2024, the Maryland Public Service Commission ordered utilities to give customers 30 days notice, instead of the usual 14 days, before shutting off power due to non-payment of bills. This provision will be in effect until September 1, 2024 and will help protect customers during this period of extreme summer heat.

On June 18, 2024, the Office of People’s Counsel (OPC) petitioned for an emergency order prohibiting utility companies from shutting off service to residential customers until September 15, 2024. OPC also requested that the heat index (a combination of temperature and humidity) be incorporated into restrictions on service terminations.

"In consideration of OPC’s petition and the comments filed by Maryland utilities and the Maryland Energy Advocates Coalition, the Commission finds that the forecasted record high heat in summer 2024 represents a risk to public health that justifies temporary emergency relief," the Commission said.

In its order, the Commission noted that "in addressing this matter, the Commission is concerned that the existing protections, which were designed to protect utility customers in a historical summer environment, may be inadequate to protect customers during repeated heat waves. Moreover, low-income customers – in particular – should be provided adequate time to avail themselves of available energy assistance, and likely need additional protection to avoid disconnection during periods of prolonged high temperatures."

The Commission declined to order a moratorium on utility shutoffs during this summer and will reserve consideration on the question of the use of the heat index for a forthcoming rulemaking which will also address comprehensive service termination reforms.

The Commission will also file a report this year with the Maryland General Assembly regarding utility termination restrictions during winter heating and extreme temperatures and the potential need to adjust existing customer protections.

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**About the Public Service Commission:**

*The Maryland Public Service Commission regulates electric and gas utilities and suppliers, telephone companies (land lines), certain water and sewer companies, passenger motor vehicle carriers for hire (sedans, limousines, buses, Uber, Lyft), taxicab companies (in Baltimore City and County, Charles County, Cumberland and Hagerstown) and bay pilot rates.*

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