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Maryland Public Service Commission
Consumer Affairs Division
6 St. Paul Street, 15th Floor
Baltimore, MD 21202

Subject: URGENT FORMAL COMPLAINT AGAINST BGE — EXCESSIVELY HIGH BILLS, REFUSAL TO INVESTIGATE METER, AND UNEXPLAINED OUTSTANDING ACCOUNT BALANCE SINCE 2023

Dear Consumer Affairs Division,

I am writing to formally request an urgent and expedited investigation into my BGE electric account due to severe billing anomalies, an unexplained unbundled budget billing balance, and an ongoing refusal by BGE to conduct an on-site meter investigation despite recurring issues that have persisted since 2023. Because of unresolved electrical infrastructure defects at this apartment and a subsequent service disconnection on October 1, 2026, I am currently vacating this unit. I am filing this complaint to formally dispute the validity of the accumulated outstanding balance of $1,699.29, which prevents me from securing safe, alternative housing.

Background and Account Timeline

I have resided alone in this one-bedroom apartment since 2022. While my initial electric bills were a manageable $120 per month, I began experiencing severe, unexplained high billing spikes starting in 2023. These escalating, unmanageable charges forced me onto Budget Billing in an attempt to stabilize my monthly expenses while working two jobs.

A review of my recent billing records highlights the compounding severity of this issue:

- **October 7, 2025:** My monthly budget billing amount was established at **$297.**
- **December 19, 2025:** I received an impossible electric bill of **$452.54**
- **January 22, 2026:** I received an impossible electric bill of **$880.11.**
- **February 23, 2026:** I received another excessive bill of **$858.81.**
- **April 14, 2026**: My monthly budget billing obligation suddenly skyrocketed to **$547**—an overnight increase of **$250** per month.

- **June 22, 2026**: I made a good-faith payment of **$1,412.67** toward my BGE account.
- Current Outstanding Balance: **$1,699.29.**

When I requested removal from Budget Billing to understand these costs, BGE representatives abruptly informed me that I possessed an un-deferred balance exceeding $3,000. BGE has failed to provide a transparent breakdown or itemized accounting explaining how a single individual in a one-bedroom apartment could accumulate thousands of dollars in usage over this multi-year period while actively making substantial payments.

Unresolved Structural Deficiencies and Failure to Assist

I have strong reason to believe these extreme charges stem from faulty structural electrical wiring or line loss within the apartment complex that has gone unaddressed since 2023. I have consistently uploaded my bills to my property management portal and communicated these severe defects to my landlord, Nina Conwell. While my landlord acknowledged the problem by attempting to refer me to the **Civic Works Energy Program** for an energy audit, I was informed there is a localized one-year waiting list, leaving me completely unprotected from ongoing systemic overcharging.

Crucially, BGE has actively refused to assist me. When I contacted BGE to request a formal on-site meter investigation and line check to trace the root of these multi-year spikes, I was flatly told that BGE "only comes out to assist customers once a year," and no technician was ever dispatched. BGE's outright refusal to investigate a blatant, ongoing billing anomaly violates standard utility consumer protections. My electricity was disconnected on October 1, 2026. Because of the ongoing electrical hazards and punitive billing, I am moving out of this apartment. However, BGE's unverified balance of **$1,699.29** is severely impacting my ability to establish electric service at a new, safe residence. Remedies Requested from the Maryland PSC:

I respectfully request that the Consumer Affairs Division intervene and compel BGE to provide the following:

1. **A Complete Account Audit**: An itemized, month-by-month accounting of all actual vs. estimated meter readings, kilowatt-hour usage, applied credits, and budget billing adjustments across the entire timeline of my billing issues since 2023.
2. **Investigation into Meter Irregularities:** A formal review into whether my meter was malfunctioning, cross-wired with communal property building lines, or drawing phantom loads.
3. **Justification of Budget Adjustments:** A detailed explanation of the methodology used to justify doubling my budget billing from $297 to $547 within a six-month window.
4. **Billing Corrections:** A retroactive financial adjustment and credit to eliminate all unverified charges resulting from BGE's failure to investigate a reported billing anomaly.
5. **Exemption for New Service:** An administrative directive allowing me to establish utility service at my next residence without being penalized or blocked by this actively disputed debt.

I have acted in absolute good faith, holding down two jobs and making major lump-sum payments to take responsibility for my utility usage. I am prepared to upload full text message logs with property management, copies of historical bills, and payment receipts to support this complaint.

Thank you for your urgent attention to this matter.
Sincerely,

Christina Isella