Christina Isella
5803 Narcissus Ave., Apt. 1
Baltimore, MD 21215
Phone: 443-537-0629
Email: isella.christina13@gmail.com
BGE Account Number**: 8909660619**
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Maryland Public Service Commission
Consumer Affairs Division
6 St. Paul Street, 15th Floor
Baltimore, MD 21202

RE: URGENT FORMAL COMPLAINT AGAINST BGE — EXCESSIVE ELECTRIC BILLS, UNEXPLAINED ACCOUNT BALANCE, AND DISCONNECTION OF SERVICE

Dear Consumer Affairs Division:

I am writing to formally request an urgent investigation into my BGE electric account due to unusually high electric bills, significant increases in my budget billing amount, an unexplained outstanding account balance, and the disconnection of my electricity on October 1, 2026. Despite repeated efforts to resolve these concerns directly with BGE and through my property management, I have not received a satisfactory explanation of the charges or a resolution to my concerns. I have lived at 5803 Narcissus Avenue, Apartment 1, Baltimore, Maryland 21215, since 2022. I live alone in a one-bedroom apartment, and my electric bills were initially approximately $120 during the summer. When I began receiving substantially higher bills during the winter, I became increasingly concerned about my electricity usage and the amounts I was being charged. These concerns led me to enroll in budget billing to make my monthly expenses more manageable.

History of Billing Concerns and Payments

After reviewing the electric bills and account information available to me, I identified the following dates and amounts:

- **October 7, 2025:** My monthly budget billing amount was **$297.**
- **December 19, 2025:** I received an electric bill for **$452.00.**
- **January 22, 2026:** I received an electric bill for **$880.11.**
- **February 23, 2026**: I received an electric bill for **$858.81.**
- **April 14, 2026:** My monthly budget billing amount increased to **$547,** up **$250** from the previously reported **$297.**
- **June 22, 2026:** I made a payment of **$1,410.37** toward my BGE account.

  Current reported balance: My account shows an outstanding balance of **$1,682.98.**

These unusually high bills raised serious concerns about my electricity usage, the accuracy of the charges, and how my account balance was being calculated. At the time these charges were increasing, I was working two jobs and doing my best to meet my financial responsibilities. Despite my efforts, the amounts being charged became increasingly difficult to manage. When I contacted BGE and requested to be removed from budget billing, I was told that I owed more than $3,000. I was not given a clear explanation or a detailed accounting showing how that balance had accumulated. I remain concerned about how my monthly budget billing amount increased from $297 to $547 while I was also receiving unusually high electric bills.

I understand that budget billing is a payment arrangement and that monthly amounts may change based on usage, account adjustments, and other factors. However, I believe I am entitled to a clear and accurate explanation of how my charges and outstanding balance were calculated. I am not attempting to avoid legitimate charges. I am requesting a fair, transparent investigation to determine whether my account has been billed correctly and whether any adjustments are necessary. Attempts to Resolve the Problem

I have made several good-faith efforts to address this matter directly with BGE. I contacted the company to report my concerns about the unusually high bills and requested an on-site investigation to determine whether there might be an issue with my meter, electricity usage, or billing. I was told that BGE only comes out to assist customers once a year. Despite my request, no one came to my residence to investigate the cause of the unusually high charges. I also communicated directly with my landlord, Nina Conwell, through text messages and email. I explained my concerns about the electric bills and the financial hardship I was experiencing. I uploaded copies of my bills to the maintenance portal and contacted the rental management company in an effort to document the problem and determine whether there might be an issue involving the property or its electrical usage. Although I do not recall the exact dates of every communication, my text messages, emails, and maintenance portal submissions may help document these efforts.

My landlord referred me to Civic Works' Energy Program, located at 2701 St. Lo Drive, Baltimore, MD 21213, to seek assistance with my high electric bills. When I contacted the program, I was informed that there was a one-year waiting list for an energy audit. This delay has made it difficult for me to obtain timely assistance in determining the cause of my unusually high electric charges. I would also like to emphasize that I had to apply for energy assistance in 2025 because I was experiencing the same problem with unusually high electric bills. The fact that I needed assistance in 2025 and am still facing these issues in 2026 raises further concerns about the ongoing nature of this problem. I believe this history is important for the Commission to consider when reviewing my account, the repeated increases in my electric bills, and the steps I have taken to seek help and resolve this matter.

Throughout this process, I continued working two jobs and trying to keep up with my financial obligations. I have made repeated efforts to take responsibility for my bills and find a reasonable solution, but I have not received the information or assistance necessary to understand why the charges became so high.

I was also offered another apartment, but I became concerned about whether I could move forward because of the outstanding BGE balance and the uncertainty surrounding transferring or obtaining electric service at another residence. This unresolved billing situation has created an additional barrier to securing alternative housing.

Despite these efforts, my electricity was disconnected on Thursday, October 1, 2026. Losing electric service has made an already difficult financial and housing situation even more challenging. The outstanding balance continues to affect my ability to move forward and explore alternative housing options.

Disconnection of Electricity and Request for Urgent Assistance

My electricity was disconnected on October 3, 2026, while I still had unresolved questions about the accuracy of my bills, the substantial increases in my budget billing amount, and the calculation of my outstanding balance.

I am requesting that the Commission review the circumstances surrounding the disconnection and advise me of the available options for restoring service while my billing concerns are investigated. I would also appreciate information about any applicable payment arrangements, financial assistance programs, or other relief for which I may qualify.

I recognize that an outstanding balance may affect service decisions. However, I am asking for an opportunity to have the charges reviewed, understand the amount being claimed, and work toward a reasonable resolution based on accurate account information.

What I Am Requesting From the Maryland Public Service Commission

I respectfully request that the Commission's Consumer Affairs Division investigate my complaint and assist me in obtaining a complete and accurate explanation of my BGE account. Specifically, I request the following:

1. A Complete Account Review: An itemized accounting of all charges, payments, credits, adjustments, and budget billing reconciliations, including a clear explanation of how my current reported balance of $1,682.98 was calculated.

2. An Investigation of the Unusually High Bills: A review of the bills dated December 19, 2025, January 22, 2026, and February 23, 2026, in the amounts of $452.00, $880.11, and $858.81, respectively. I request clarification of the billing periods, electricity usage, meter readings, and whether the readings were actual or estimated.

3. An Explanation of the Budget Billing Increase: A detailed explanation of how my monthly budget billing amount increased from $297 on October 7, 2025, to $547 on April 14, 2026, including any usage calculations, account adjustments, or prior balances that contributed to this increase.

4. Verification of My Payment: Confirmation that my payment of $1,410.37, made on June 22, 2026, was properly credited to my account, along with an explanation of how the payment affected my outstanding balance.

5. A Meter or Electrical Usage Investigation, if Warranted: Assistance in determining whether a meter inspection, meter test, or other investigation is appropriate to verify that my electricity usage has been accurately measured and billed.

6. Review and Correction of Any Billing Errors: If the investigation identifies inaccurate readings, billing errors, improper charges, or other discrepancies, I request that the appropriate corrections and credits be applied to my account.

7. Urgent Assistance With Restoration of Service: Guidance regarding the steps available to restore my electricity, including any eligible payment arrangements, financial assistance programs, or other options available while my complaint is under review.

Request for Expedited Review

I have made repeated efforts to resolve this matter directly with BGE and through my property management. I sought energy assistance in 2025, continued trying to address the problem in 2026, and made a substantial payment toward my account. Throughout this process, I have tried to address my financial responsibilities in good faith, but I have not received a clear explanation of the charges or a satisfactory resolution.

I respectfully ask the Commission to consider my payment history, my prior need for energy assistance, my documented communications, my repeated attempts to obtain help, the unusually high bills, and the hardship caused by the loss of electric service. I am seeking a fair opportunity to understand the charges, determine whether my account has been billed correctly, and resolve any legitimate outstanding balance.

Because my electricity has already been disconnected, I would appreciate an expedited review of my complaint and guidance regarding the steps I can take while the investigation is pending. I am prepared to provide copies of my electric bills, proof of payment, text messages, emails, maintenance portal submissions, and any available records related to my 2025 energy assistance application to support my complaint.

Thank you for your time and consideration. I sincerely hope the Commission can assist me in obtaining a thorough review of my BGE account and reaching a fair and reasonable resolution.

Sincerely,
Christina Isella