

Revised
December 2025

Maryland Board of Electricians

Board of Electricians Complaint Resolution Report

Division of Occupational and Professional Licensing

Maryland Department of Labor

May 2025



DIVISION OF OCCUPATIONAL AND PROFESSIONAL LICENSING
Office of the Commissioner
100 S. Charles Street, Tower 1
Baltimore, MD 21201

The Honorable Chairman Feldman
2 West Miller Senate Office Building
11 Bladen Street
Annapolis, Maryland 21401
The Honorable Chair Wilson
230 Taylor House Office Building
231 Taylor House Office Building
Annapolis, Maryland 21401

The Honorable Vice Chair Kagan
2 West Miller Senate Office Building
11 Bladen Street
Annapolis, Maryland 21401
The Honorable Vice Chair Crosby
231 Taylor House Office Building
6 Bladen Street
Annapolis, MD 21401

Re: MSAR 15587

Dear Chairman Feldman, and Vice Chair Kagan, Chair Wilson and Vice Chair Crosby:

In accordance with SB 298/Ch. 108, Section 2 (2024), the Division of Occupational and Professional Licensing within the Maryland Department of Labor (MD Labor) has compiled the following information from the Board of Electricians regarding the practices and processes for the timely resolution of complaints filed against State licensees. For additional information regarding the report, please contact John Dove, Commissioner of the Division of Occupational and Professional Licensing, at 410-230-6226 or John.Dove@maryland.gov.

Best regards,

A handwritten signature in black ink, appearing to read "John Dove", with a long, sweeping underline.

John Dove,
Commissioner, Division of Occupational and Professional Licensing
Maryland Department of Labor

Background:

During the 2023 Legislative Session, the Maryland General Assembly passed Senate Bill 298, requiring the Maryland Department of Labor (MD Labor) State Board of Electricians (hereinafter “Board”) to submit to the Senate Education, Energy, and the Environment Committee and the House Economic Matters Committee, in accordance with § 2–1257 of the State Government Article, a report on the Board’s practices and processes for the timely resolution of complaints filed against State licensees. SB 298 further requires the Board to provide this report on or before October 1, 2024, and to include data for each year from 2018 through 2023 detailing the number and types of complaints received, and the dates complaints were received and time to approve a license. The Act also requires the Board to outline its plan and strategies to eliminate any existing complaint backlog and prevent future backlogs.

Findings:

Until 2024, complaints against state licensees were not individually categorized and instead were indexed solely as “warranty complaints.” Moving forward, staff have been instructed to provide more detailed responses in their reports. Below is a brief summary of the complaints received throughout each calendar year. The Appendix includes detailed information about each complaint.

2018 - 8 complaints

2019 - 24 complaints

2020 - 12 complaints

2021 - 28 complaints

2023 - 23 complaints

2024 - 29 complaints

The Board of Electricians is assigned one investigator at any given time, shared across all Mechanical Boards. Since 2022, four different investigators have served in this rotating role.

The Board addressed the previous Covid-19–era complaint backlog by the middle of 2024. A portion of this backlog stemmed from complaints being entered incorrectly, and some matters that had been closed by the Board remained open in AS400 (licensing software used within the division of Occupational and Professional Licensing). Additionally, the 2021 shift to statewide licensure increased the volume of complaints routed to the State Board.

The Division of Occupational & Professional Licensing began tracking the average time to approve a license in September 2024. As of November 2024, the average time for approval was 94 days. This measures the time from receipt of the application until a final decision is made on approval or denial. The majority of the total time is reflective of time elapsed while waiting for



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the applicant to submit additional requested documentation. A new 30-day time limit to submit additional information has been implemented to decrease the approval time.

Appendix:

	FY	Complaint Number	Open Date	Close Date	Description
	2018	1	2018-02-23	2018-12-21	NO ACTION
	2019	1	2018-08-28	2019-06-28	REFER
	2019	2	2018-07-23	2019-06-28	REFER
	2019	3	2018-09-21	2019-06-28	NO JURISDICTION
	2019	4	2018-11-21	2019-06-28	NO JURISDICTION
	2019	5	2018-11-26	2019-07-19	SUSPEND
	2019	6	2018-12-14	2019-06-28	REFER
	2019	7	2018-12-10	2019-06-28	REFER
	2019	8	2019-01-07	2019-06-28	REFER
	2019	9	2019-02-14	2019-06-28	REFER
	2019	10	2019-03-22	2019-06-28	REFER
	2019	11	2019-02-11	2019-06-28	NO JURISDICTION
	2019	12	2019-03-07	2019-06-28	REFER
	2019	13	2019-03-27	2019-06-28	REFER
	2019	14	2019-03-27	2019-06-28	NO JURISDICTION
	2019	15	2019-03-26	2019-06-28	REFER
	2019	16	2019-02-12	2019-06-28	REFER
	2019	17	2019-04-22	2019-06-28	NO JURISDICTION
	2019	18	2019-06-27	2019-06-30	REFER
	2019	19	2019-06-22	2019-06-22	NO JURISDICTION
	2019	20	2019-06-28	2019-06-28	NO JURISDICTION
	2019	21	2019-06-10	2019-06-28	MONETARY
	2019	22	2019-06-03	2019-06-28	MONETARY
	2019	23	2019-06-18	2019-06-28	REFER
	2019	24	2019-04-30	2019-06-28	REFER
	2019	25	2019-06-20	2019-06-28	REFER
	2019	26	2019-06-18	2019-06-28	REFER
	2020	1	2019-08-05	2019-09-24	SUSPEND
	2020	2	2019-08-20	2019-08-20	NO JURISDICTION
	2020	3	2019-08-20	2019-08-20	REFER
	2020	4	2019-09-04	2019-09-04	REFER
	2020	5	2019-09-05	2019-11-22	NO JURISDICTION
	2020	6	2019-09-24	2020-01-30	REFER
	2020	7	2019-10-16	2019-10-17	NO JURISDICTION

2020	8	2019-11-14	2020-02-11	NO ACTION
2020	9	2019-11-22	2019-11-22	NO JURISDICTION
2020	10	2019-12-06	2019-12-06	REFER
2020	11	2019-12-10	2019-12-10	NO JURISDICTION
2020	12	2019-12-10	2019-12-10	NO JURISDICTION
2020	13	2019-12-10	2019-12-10	NO JURISDICTION
2020	14	2019-12-10	2019-12-10	NO JURISDICTION
2020	15	2019-12-13	2023-12-13	NO JURISDICTION
2020	16	2020-01-13	2020-01-13	NO JURISDICTION
2020	17	2020-03-13	2020-03-13	REFER
2020	18	2020-03-13	2020-03-13	REFER
2020	19	2020-04-20	2020-04-20	REFER
2020	20	2020-05-04	2020-05-04	REFER
2020	21	2020-05-04	2020-05-04	REFER
2021	1	2020-07-27	2023-12-13	NO ACTION
2021	2	2020-07-27	2020-07-27	REFER
2021	3	2020-08-11	2020-08-11	REFER
2021	4	2020-08-11	2020-08-11	REFER
2021	5	2021-01-12	2021-01-12	REFER
2021	6	2021-01-12	2021-01-12	REFER
2021	7	2021-01-12	2021-01-12	REFER
2021	8	2021-05-18	2021-05-18	REFER
2021	9	2021-05-07	2021-05-07	REFER
2021	10	2021-05-04	2021-05-04	REFER
2021	11	2021-04-20	2021-04-20	REFER
2021	12	2021-04-13	2021-04-13	REFER
2021	13	2021-04-13	2021-04-13	REFER
2021	14	2021-03-16	2021-03-16	REFER
2021	15	2021-02-24	2021-02-24	REFER
2021	16	2021-03-16	2021-03-16	REFER
2021	17	2020-12-30	2020-12-30	REFER
2021	18	2021-01-12	2021-01-12	REFER
2021	19	2020-11-10	2020-11-10	REFER
2022	1	2021-08-26	2021-08-26	REFER
2022	2	2021-08-26	2021-08-26	REFER
2022	3	2021-08-26	2021-08-26	REFER
2022	4	2021-08-26	2021-08-26	REFER
2022	5	2021-08-30	2021-08-30	REFER

2022	6	2021-09-07	2021-09-07	REFER
2022	7	2021-09-07	2021-09-07	REFER
2022	8	2021-09-28	2021-09-28	REFER
2022	9	2021-09-30	2021-09-30	REFER
2022	10	2021-10-01	2023-07-07	REPRIMAND
2022	11	2021-11-16	2021-11-16	REFER
2022	12	2021-11-29	2021-11-29	REFER
2022	13	2021-12-03	2022-04-11	REFER
2022	14	2022-02-10	2022-05-02	REFER
2022	15	2021-11-16	2021-11-16	REFER
2022	16	2021-12-03	2023-07-13	SETTLED
2022	17	2022-03-21	2023-01-24	REPRIMAND
2022	18	2022-03-21	2022-06-07	NO ACTION
2022	19	2022-03-21	2022-05-02	REFER
2022	20	2022-03-28	2023-12-13	NO ACTION
2022	21	2022-03-29	2022-11-29	CRIMINAL CHARGE
2022	22	2022-04-08	2022-11-29	CRIMINAL CHARGE
2022	23	2022-04-08	2022-05-27	NO ACTION
2022	24	2022-04-08	2023-12-14	REPRIMAND
2022	25	2022-05-03	2022-11-29	NO ACTION
2022	26	2022-05-12	2022-11-29	CRIMINAL CHARGE
2022	27	2022-05-17	2022-11-29	CRIMINAL CHARGE
2022	28	2022-05-20	2023-12-14	NO JURISDICTION
2022	29	2022-05-26	2022-11-29	CRIMINAL CHARGE
2022	30	2022-05-31	2023-01-24	CRIMINAL CHARGE
2022	31	2022-06-03	2023-02-28	NO ACTION
2023	1	2022-07-13	2023-04-05	CRIMINAL CHARGE
2023	2	2022-11-14	2023-06-28	NO ACTION
2023	3	2022-12-07	2023-03-28	REFER
2023	4	2022-12-07	2023-07-12	NO ACTION
2023	5	2022-12-07	2023-05-23	CRIMINAL CHARGE
2023	6	2022-12-14	2023-01-03	CRIMINAL CHARGE
2023	7	2022-12-22	2023-02-28	NO ACTION
2023	8	2023-01-09	2023-01-24	CRIMINAL CHARGE
2023	9	2023-01-09	2023-08-22	NO ACTION
2023	10	2023-02-10	2024-02-27	PRE-CHARGE
2023	11	2023-02-14	2024-02-27	SETTLED
2023	12	2023-02-28	2023-03-29	REFER

2023	13	2023-03-09	2023-06-27	NO ACTION
2023	14	2023-03-23	2023-07-25	SETTLED
2023	15	2023-03-28	2024-06-12	CRIMINAL CHARGE
2023	16	2023-04-19	2023-08-23	NO ACTION
2023	17	2023-04-24	2023-07-25	CRIMINAL CHARGE
2023	18	2023-05-08	2023-05-23	NO ACTION
2023	19	2023-05-30	2023-07-25	REPRIMAND
2023	20	2023-06-13	2024-02-27	SETTLED
2024	1	2023-07-12	2024-02-27	CRIMINAL CHARGE
2024	2	2023-07-13	2023-07-13	NO ACTION
2024	3	2023-08-03	2024-02-27	NO ACTION
2024	4	2023-08-22	2023-09-05	NO ACTION
2024	5	2023-08-23	2023-09-12	REPRIMAND
2024	6	2023-09-22	2024-02-27	REFER
2024	7	2023-10-11	2024-02-27	NO ACTION
2024	8	2023-10-11	2024-04-23	PRE-CHARGE
2024	9	2023-10-12	2024-02-27	REFER
2024	10	2023-10-16	2024-03-26	SETTLED
2024	11	2023-10-17	2023-12-13	CRIMINAL CHARGE
2024	12	2023-11-02	2024-04-23	PRE-CHARGE
2024	13	2023-12-04	2024-02-27	NO ACTION
2024	14	2023-12-07	2024-03-26	PRE-CHARGE
2024	15	2023-12-13	2024-03-26	REPRIMAND
2024	16	2023-12-18	2024-03-26	REPRIMAND

From 2018 through 2023, we observed a rise in both the volume and complexity of complaints. This trend is largely tied to the 2021 statewide licensing change, which required electricians to hold a State-issued license rather than relying solely on local jurisdictional licensure. Before this shift, most complaints were handled by local arbiters rather than the State Board, resulting in fewer State-level cases. As statewide licensure became mandatory, more matters began flowing directly to the Board, contributing to the increase reflected in later years. Earlier years were dominated by referrals and jurisdictional closures, while more recent years show a higher number of substantive outcomes, including reprimands, settlements, and criminal charges. The dataset also includes cases labeled as 2024; however, these are complaints opened in 2023 that were closed in 2024, and no new 2024 cases are included in this chart.

Glossary of Terms Used Above:

No jurisdiction - This term applies if the case is outside of the Board’s jurisdiction. The Maryland Electricians Act of 2021 went into effect July 1, 2021, establishing statewide licensing for electricians and brought all electrical licensing into the purview of the state. Prior to this change, cases were referred to the local jurisdiction where the work was performed because the Board did not have statutory authority to discipline licensees. A local jurisdiction can seek regulatory action against the registration of a licensed individual in their jurisdiction, but the Board can only impose a sanction or encumbrance on a state-issued license after the law took effect.

Monetary - This term is used to identify a consumer complaint in which the sole allegation pertained to a fee dispute or a contract issue. Most occupational and professional licensing programs do not get involved in contractual or fee disputes between contractor and a consumer. The consumer (or contractor) may pursue a private civil action in court.

Reprimand - This is an administrative sanction that creates a record of discipline for the licensee for consideration by the Board or a court under progressive discipline if there is a subsequent offense.

Settled - The Board can negotiate a settlement with a licensee in lieu of charges or in lieu of a formal hearing on the merits of a complaint. Except in the most egregious cases, the licensee accepts a more lenient sanction than might be imposed after a full hearing. These agreements are typically memorialized in a “consent order” between the parties.

Pre-Charge - The Board elects to refer the complaint to the Office of the Attorney General for an Assistant Attorney General to be assigned to review and prepare a charge letter.

Refer - The Board elects to pursue criminal charges and refer the matter for criminal prosecution. Usually this involves a complaint in which the individual was not licensed or provided services outside of the scope and authority of the license they hold. The Board can still pursue regulatory action if it wishes. This can also indicate that a complaint alleged something other than the provision of electrical services and the Board refers the matter to the proper licensing unit for consideration.