



SEASONAL READINESS

Just as BGE prepares for severe weather and the possibility of power outages, customers like you can also get ready for summer storm season by reviewing storm information and creating an emergency preparation plan. Customers with special needs, such as those who are elderly, disabled or dependent on electricity for medical equipment, should have arrangements in place in the event of an extended power outage.

BEFORE SEVERE WEATHER HITS:

Gather supplies to support you in the event of an emergency.

- › Have a supply of bottled water and easy-to-prepare non-perishable foods available.
- › Charge cell phones and mobile devices—purchase and charge an external charger for additional support.
- › Have a flashlight with new batteries on each floor of your home.

Download the BGE app, where you can report outages and stay up to date on the restoration. Visit **BGE.COM/MyNotifications** to personalize your notification settings. Receive updates right to your phone by **texting “ADD OUTAGE” to MYBGE (69243)**.

For more information about storm preparation including a list of storm safety supplies and BGE’s restoration process, visit **BGE.COM/StormCenter**.

Have an energy smart summer

Save energy this summer with a few simple steps! Set your thermostat to 78°, draw your blinds and curtains to keep the sun from warming your space, and unplug electronics when they aren’t in use. Get more energy savings tips at **BGE.COM/SavingsTips**.



**TOGETHER,
WE’VE GOT THE ENERGY
TO MEET THE CHALLENGE**



STAY INFORMED ABOUT
HOW BGE IS RESPONDING AT
BGE.COM/COVID19



CELEBRATE INDEPENDENCE DAY!

BGE's business office will be **closed on Friday, July 3** in observance of Independence Day. However, emergency service is available 24 hours a day, every day of the year. If you smell natural gas, leave the area right away and call BGE at **877.778.7798**. If you see downed power lines, call us immediately.

New outdoor lighting outage reporting tool

Ensuring outdoor lights are functioning properly is part of BGE's commitment to providing safe and reliable energy to our communities. Now, you can easily report if a light is out or in need of repair at **BGE.COM/Streetlight**.



The new reporting tool features:

- An interactive map to help identify the streetlight's location
- A customer confirmation message to verify the request was submitted
- An option to receive status updates—including repair diagnosis and estimated restoration time

Visit **BGE.COM/OutdoorLighting** to learn more.



Bill Payment Assistance

Payment options are available for customers having difficulty paying their bill.

- BGE has payment arrangement plans including Budget Billing (which spreads payments evenly out over a 12-month period) and individually tailored installment plans. Find an option that works for you at **BGE.COM/Assistance**.
- Energy assistance programs are available through the Maryland Department of Human Services. Please note that eligibility for bill payment assistance is based on income from the last 30 days, so those experiencing recent financial hardship may qualify. Visit **BGE.COM/OHEP** to learn more about these programs.

For more information about your BGE billing options, visit **BGE.COM/WaysToPay**



WAYS TO PAY

Still paying your BGE bill by mail or phone? Paying your bill online is quick and secure. Here are two ways to pay with your smartphone or computer:

1. Visit **BGE.COM/MyAccount** and set up an online account (it only takes a few minutes).
2. **Download the BGE mobile app** and pay your bill with a simple swipe.

Once you've created a BGE MyAccount, adjust your notification settings to sign up for text message alerts. BGE can alert you if your energy usage is trending higher than usual and keep you posted on outages in your area.

