



Message from Tamla Olivier, CHIEF CUSTOMER OFFICER

BGE is committed to providing safe, reliable energy to our customers. For over 200 years, BGE has supported our customers and communities—and we will continue to do so as we navigate through these unprecedented times. Our responsibility to our neighbors and communities is paramount, and we are taking the appropriate measures to keep the lights on and the natural gas flowing, and ensure our employees, contractors and customers are safe. BGE's 3,100 employees are prepared to respond to a variety of situations. We know that the COVID-19 crisis has created new challenges for many families, and we're committed to helping every customer through this difficult time. BGE, together with our customers, will continue to work through this. Each of us appreciate you and the steps you're taking in our own lives to help keep our communities safe. For the latest information on our response efforts, including information on the service disconnection and late payment charge moratorium, visit [BGE.COM/Coronavirus](https://www.bge.com/Coronavirus).



Billing and Payment Options

BGE offers a variety of options to manage your bill and payments. If you are facing challenges paying your bill, please contact BGE as soon as possible at **800.685.0123**. Payment options are available, including Budget Billing (which spreads payments evenly out over a 12-month period) and individually tailored installment plans. In addition, energy assistance programs are available through the Maryland Department of Human Services. Call **800.332.6347**, or visit **BGE.COM/OHEP**, to learn more about these programs. 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.

BGE is extending its moratorium on service disconnections for nonpayment and is waiving new late payment fees through at least June 1, 2020.



Each of us has a role to play in encouraging health and safety. As essential first responders, BGE field workers are responsible for making sure that your gas and electric service is one thing you can continue to count on. As we work to deliver reliable energy, we ask that you join us in prioritizing safety. This means:

- › Always keep a safe distance from BGE workers and worksites and follow social distancing guidelines related to COVID-19.
- › Never touch powerlines, BGE vehicles, or any other BGE equipment.
- › If you have questions, call BGE at **800.685.0123**—please don't approach workers on a jobsite as distractions can be dangerous.

Three ways to save

While you're spending more time at home and as the weather gets warmer, your energy usage may increase. While using more energy is normal right now, you can still take simple steps to reduce and save.

SUNNY DAYS: On cooler days, open your blinds and drapes to enjoy natural light instead of overhead artificial lighting. When the weather is hot, close your blinds and drapes to keep the sun's rays from heating your home.

UNPLUG: When you're working, completing schoolwork, and staying in touch from home with the help of technology, it can be tough to unplug. Give yourself and your energy use a break by unplugging chargers, computers, and entertainment centers when they're not in use.

GET INSIGHTFUL: Even if you're using more, you can keep track of your energy use with your BGE online account. If you already have an account, take a few moments to familiarize yourself with the tools and personalized insights available. Don't have an online account? Get started at **BGE.COM/MyAccount**.



BUSINESS HOURS

BGE's business office will be closed on Monday, May 25 in observance of Memorial 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**. To report a power outage or a downed powerline call us immediately at **800.685.0123**.

Give Back with BGE

BGE is proud to support the following organizations and invites you to join us. Read more at **BGEnow.com**.

- **United Way of Central Maryland 211 Call Center** has seen volume more than quadruple with calls requesting information about food, COVID-19, and counseling.
- **Maryland Food Bank** safely distributes nutritious food to hungry Marylanders while our community continues to deal with COVID-19.
- **Baltimore Community Foundation's COVID-19 Evolving Community Needs Fund** donations go directly to address the impacts of the COVID-19 pandemic on our communities.
- **The Fuel Fund of Maryland** helps community members in need with their utility costs. You can donate today or sign up for a recurring Dollar Donation at **BGE.COM/DollarDonation**.

