

NATURAL GAS SAFETY

Natural gas safety is part of BGE's commitment to providing safe and reliable energy. Enclosed with this month's Smart Energy News, you'll find a Natural Gas Safety brochure that provides details about how to live and work safely around natural gas, pipelines and facilities. Anyone can detect a natural gas leak by using sight, sound and smell. The brochure also includes a scratch and sniff feature so you can get familiar with the smell of mercaptan, a safety additive BGE puts in odorless natural gas to give it a rotten egg smell. For additional information, visit [BGE.COM/NaturalGasSafety](https://www.bge.com/NaturalGasSafety). Need to report a leak? Call **877.778.7798**.

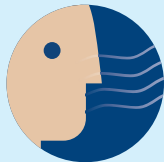
FOR SIGNS OF LEAKS:



LOOK



LISTEN



SMELL



Stay warm & save money

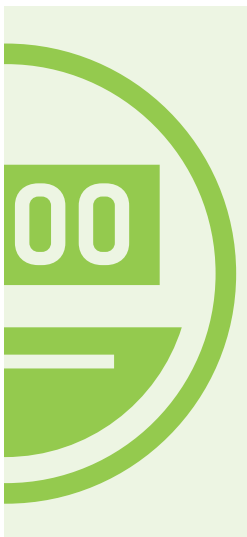
What's better than staying warm this winter? Saving money when you upgrade your heating system! Heating and air conditioning account for up to 50% of the energy you use at home. A properly installed and maintained heating and cooling system can reduce your energy use, improve comfort and help you save money.

Visit [BGESmartEnergy.com/SENHVAC](https://www.bgesmartenergy.com/SENHVAC) to learn more about heating and cooling equipment.

Meter safety is a shared responsibility

Keeping your meter free of obstructions and checking the gas lines around it not only helps ensure accurate readings, but also contributes to natural gas safety. A clear area around the meter makes it possible for BGE to complete meter readings and maintenance. Today, most meters can be read remotely, but even these meters need to be kept free of obstructions. Landscaping and structures around the meter may interfere with the electronic transmission.

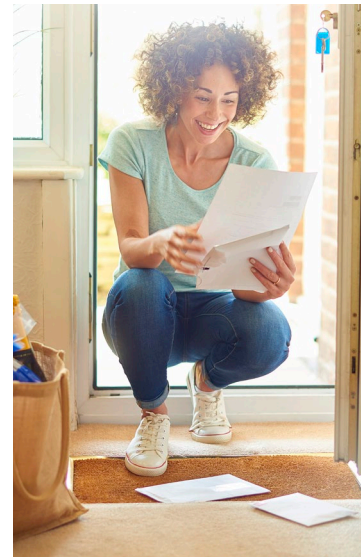
To keep your meter accessible, make sure there is a minimum of three feet of clear space around each meter. While BGE owns and maintains the natural gas piping up to and including the gas meter, each gas customer is responsible for maintaining and monitoring all above-ground and buried pipes after the meter. If this piping is not maintained, it may corrode and leak. Be sure to periodically inspect buried gas piping located after the meter for leaks and corrosion and make any necessary repairs. Plumbers who are state-certified to work on gas piping can perform maintenance and repairs of gas fuel piping after the meter.



Take advantage of flexible payment options and energy assistance

There are many payment and billing options and energy assistance programs available if you're having difficulty keeping your accounts up to date. Service terminations are always a last resort for BGE and, many times, can be avoided if you contact us to discuss options before your account is in arrears. The most important step that you can take if you're not current on your BGE bill is to contact BGE at **1.800.685.0123** or visit **BGE.COM/Assistance** as soon as possible.

You can also apply for energy assistance through the Maryland Department of Human Services, by contacting their Local Energy Assistance Office, or by calling the Office of Home Energy Programs at **1.800.332.6347**. BGE customers who have completed the energy assistance process with the State can also apply for further assistance with the Fuel Fund of Maryland.



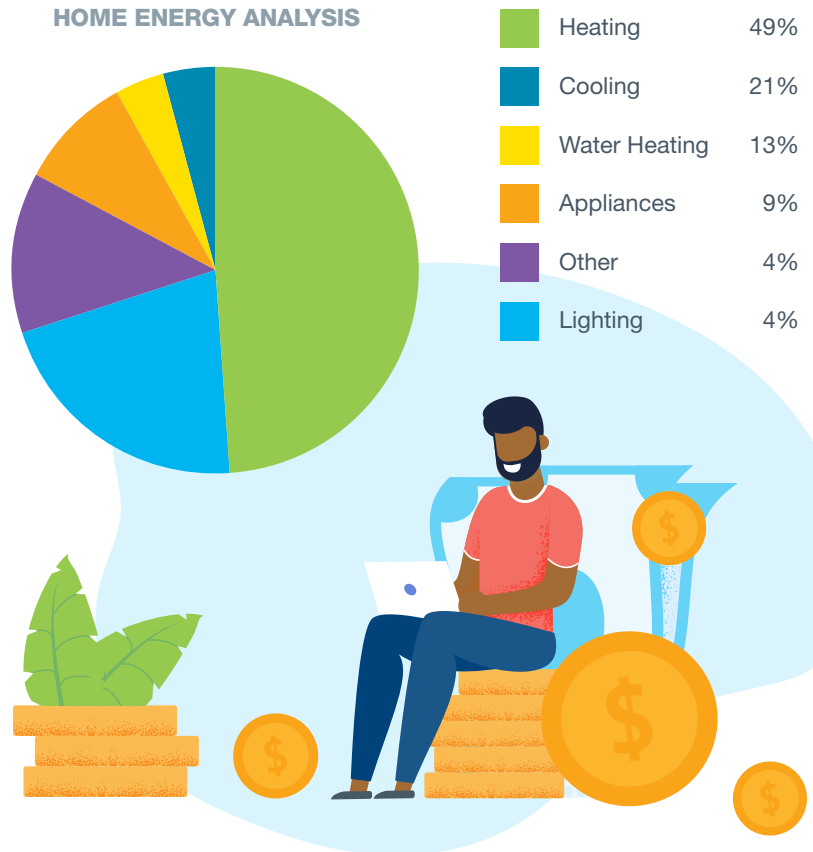
ENERGY THEFT HOTLINE



Together, we can stop energy theft

Energy theft is both dangerous and illegal. Tampering with utility lines, meters, or other BGE equipment in any way creates unsafe conditions for building occupants and neighbors. Call the BGE Energy Theft Hotline at **800.417.0294** if you suspect a gas or electricity theft. Your call will be kept confidential.

HOME ENERGY ANALYSIS



Personalize your savings

A Home Energy Analysis can improve your energy-saving habits. By completing the What Uses Most survey, you will receive personalized savings tips such as what items in your home are using the most energy and how to make changes to help you save money. Visit **BGE.COM/HomeEnergyReport** to learn more.