

A NEW LOOK FOR YOUR BGE BILL.

Organized.

Colorful.

Easy.





We've made your BGE bill simple and easy to understand thanks to customer feedback.

More organized. Detailed consumption data is easier to find.

More visually appealing. Simple, colorful graphics provide a quick overview.

More concise. Amount due, due date, and usage totals are always prominent.

Let's take a look around.



PAGE ONE

BGE **ELECTRIC** ELECTRIC SUPPLY **ELECTRIC** \$87.32 **DELIVERY** Electric Choice ID: 0000012345 TAXES & FEES GAS GAS SUPPLY DELIVERY \$23.11 TAXES & FEES

OTHER

-\$12.50

Customer Service:

Bill Summary

Baltimore, MD 21204-0000

Payments Received June 2, 2016

Other charges and credits (See details)

Total amount due by July 6, 2016

BGE Outstanding Balance

Account # 0000000000 Issued Date: June 11, 2016

Previous Balance

Electric

John Q Customer

123 Anywhere St

CONTACT US

BGE.COM 800.685.0123

800.735.2258 (TTY-TTD)

P.O. Box 1475 Baltimore, MD 21203

Page 1 of 3

\$66.99

-\$66.99

\$0.00

\$87.32

\$23.11 -\$12.50

\$97.93

CONTACT INFORMATION

CUSTOMER INFORMATION

BILL SUMMARY

- Issued date
- Payments received
- Outstanding balance
- Current billing period charges
- Late charge—applied if your bill is not paid by the due date

TOTAL AMOUNT DUE / DUE DATE

applicable) SUPPLIER CONTACT

INFORMATION

and fees

CURRENT CHARGES

• **BLUE** for gas

• **GREEN** for electric

Tints distinguish

delivery charges

between supply and

DARK GRAY for taxes

GRAY for other charges

and credits (when

(if other than BGE) Refer to the choice ID when choosing an electric or gas supplier

Gas Choice ID: 1234500000

See details on page 3

Payment received after July 6, 2016 will incur a late charge.

A late payment charge is applied to the unpaid balance of your BGE charges. The charge is up to 1.5% for the first month; additional charges will be assessed on unpaid balances past the first month, not to exceed 5%.



John Q Customer

123 Anywhere St Baltimore, MD 21204-0000

OTHER

AND

CHARGES

CREDITS

Return only this portion with your check made payable to BGE. Please write your account number on your check.

Pay your bill online, by phone or by mail.

See reverse side for more info

Account # 0000000000 Total amount due by Jul 6, 2016 \$97.93 Payment Amount \$

BGE P.O. Box 13070 Philadelphia, PA 19101-3070

PAYMENT STUB

Send in this portion with your check, or keep for your records when paying by other methods

ACCOUNT NUMBER

PAGE TWO

ELECTRIC USAGE PROFILE

Compare your historical electric use

ELECTRIC METER READING DETAILS

- Rate schedule
- Billing period
- Current meter reading details and how much electricity you used

ELECTRIC DETAILS

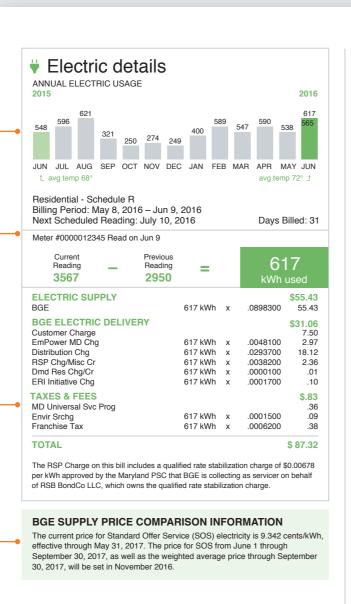
- Electric supply charges
- Electric delivery charges
- Taxes and fees

BGE SUPPLY PRICE COMPARISON

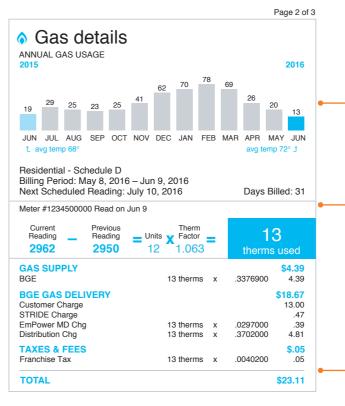
Shows the price per kilowatt-hour you can use to compare prices among electric suppliers

PAYMENT OPTIONS

Other ways to pay your bill



Federal Tax Identification # 00-0000000



IMPORTANT INFORMATION ABOUT YOUR BILL

Moving? To stop or transfer service, contact BGE at least 3 business days prior to your move date. You are responsible for all service at your present address until you notify us.

Adj Annual Usage Ele 11,740 kWh Gas 712 therms

Other ways to pay





In-person

America's Cash Express** **888.223.2274**

Global Express** 800.989.6669

Pay-by-phone

Western Union Speed Pay** 888.232.0088

**Fee applies.

GAS USAGE PROFILE

Compare your historical gas use

GAS METER READING DETAILS

(shown only if you are supplied with natural gas)

- Rate schedule
- Billing period
- Current meter reading details and how much gas you used

GAS DETAILS

- Gas supply charges
- Gas delivery charges
- Taxes and fees

IMPORTANT INFORMATION

Additional information about your bill

PAGE THREE

Electric and Gas Residential Account # 0000000000 Issued Date: June 11, 2016

OTHER CHARGES **AND CREDITS**

 Including Smart Energy Rewards® when applicable

Other charges and credits

SMART ENERGY REWARDS/PEAK REWARDS -\$12.50 Energy Savings Day kWh Saved \$/kWh Credits September 3, 2016 8.3 x 1.25 10.38 Total 10.38 Adjusted Total 12.50

Your total has been adjusted to your monthly PeakRewards guarantee of \$25.00. Visit BGE.COM/SmartEnergyRewards for energy savings tips.

TOTAL -\$12.50

ADDITIONAL PAGES

SMART ENERGY NEWS

Interesting information and news about BGE programs and services. DECEMBER 2016



Meet your new BGE bill

Thanks to your feedback, we've made your bill simpler and easier to understand. Colorful graphics provide an overview of your energy charges and usage, and detailed consumption data is better organized and easier to find. For more information on how to read and understand your bill, visit BGE.COM/Billing.

TAKE THE Chill OUT OF YOUR ENERGY BILL

Colder temperatures make your heating system work harder to keep your home feeling comfortable. Now is the time to make a checklist, with the following energy-saving improvements that can make a difference in your energy bill. Visit BGE.COM/Winte for tools and resources to help you prepare for the cold winter ahead.

Page 3 of 3



Inviting lighting.

Give your home a warm and inviting glow this holiday season with energy-saving LED lighting. Save up to \$7 on select ENERGY STAR® certified LEDs with instant discounts from the BGE Smart Energy Savers Program®. Plus, switching to long-lasting LEDs is an easy way to help reduce your energy costs all year long.

This program supports the EmPOWER Maryland Energy Efficiency Act

HOLIDAY HOURS AND SAFETY

BGE business offices will be closed on:

Friday, December 23rd Monday, December 26th and Monday, January 2nd, 2017 as soon as possible.

However, if you have a gas or electric emergency, please call us immediately at 800.685.0123. Should you experience a power outage, please notify BGE

In addition, customers are reminded to comply with the Maryland High Voltage Line Act, which requires people and equipment to stay at least 10 feet away from overhead power lines. If you need to work within the 10 foot safety zone, call BGE first and we will work with you to make the area safe. For additional holiday safety tips and resources, visit BGE.COM/HolidaySafety or the Electrical Safety Foundation International (ESFU) website at HolidaySafety.org.