



An Exelon Company

News Release

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FOR IMMEDIATE RELEASE

BGE Taking Steps to Support Customers During Coronavirus Pandemic

Important energy assistance programs available to customers

BALTIMORE (March 13, 2020) – BGE reminds customers of important energy assistance available to help meet their energy needs. With customers potentially impacted by the ramifications of the COVID-19 pandemic, the state of emergency in Maryland, and with many businesses and institutions following Centers for Disease Control Guidance to temporarily shut down or limit operations to slow the virus spread, BGE is taking steps to expand awareness of [programs](#) in place to help customers through temporary or extended financial hardship.

Additionally, BGE is also suspending service disconnections and waiving new late payment charges at least until May 1 and will be working with customers on a case-by-case basis to establish payment arrangements and identify energy assistance options.

"We know that some BGE customers and businesses may be facing potential financial and health challenges resulting from the ongoing crisis, and we are committed to helping them address their energy needs," said Carim Khouzami, BGE's chief executive officer. "We have many programs available to help customers and can connect those who need extra assistance to community and government partners who also offer support. It is our goal to assist every customer who contacts us and requests assistance in order to help our community during this period."

BGE offers payment options, such as flexible [payment arrangements](#) including individually tailored payment installment plans. [Budget Billing](#), which averages payments out over a 12-month period, also helps customers manage their monthly energy bill.

Customers may also register for [My Account](#), a web-based interactive tool that provides them with a detailed analysis of their specific energy use and offers ways to save money and energy. Visit [BGE.com](#) to learn more about these programs.

BGE customers can apply for energy assistance through the Maryland Department of Human Services, by visiting a [Local Energy Assistance Office](#), or by contacting the [Office of Home Energy Programs](#). Download our [Community Resource Guide](#) for a complete list of resources.

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[BGE](#), founded in 1816 as the nation's first gas utility and headquartered in Baltimore, is Maryland's largest natural gas and electric utility. The company's approximately 3,200 employees are committed to safe and reliable energy delivery to more than 1.3 million electric customers and more than 680,000 natural gas customers in central Maryland. In the J.D. Power 2017, 2018, and 2019 Electric Utility Business Customer Satisfaction StudiesSM BGE was ranked Highest in Customer Satisfaction with Business Electric Service in the East among Large Utilities. In the J.D. Power 2018 and 2019 Gas Utility Business Customer Satisfaction StudiesSM BGE was ranked Highest in Customer Satisfaction with Business Natural Gas Service among utilities in the East Region. BGE is a subsidiary of Exelon Corporation (Nasdaq: EXC), the nation's leading competitive energy provider. Connect with BGE on [Facebook](#), [Twitter](#), [Instagram](#), and [YouTube](#), and engage with the latest BGE stories on [bgenow.com](#).

Baltimore Gas and Electric Company (or "BGE") received the highest score in the East Region of the 2019 Gas Utility Business Customer Satisfaction Study and the East Large Segment of the 2019 Electric Utility Business Customer Satisfaction Study of gas and electric utility customer satisfaction among business customers. Visit jdpower.com/awards.