welcome
to the Prepaid Power pilot program.
Now you’re in control of when you pay for your electricity and natural gas.

Instead of monthly bills, you pay as you go by adding to your account—at your convenience. As you use energy, your balance is reduced and BGE reminds you when your balance is low.

It’s that simple.

This flexibility allows you to better manage your budget and energy usage. You can make smaller payments over time that better meet your needs. It also allows you to pay off any existing past-due balance over time while keeping the power on.

**Flexibility**
You decide the frequency and amount of your payments.

**Convenience**
Make payments that fit your schedule and budget.

**Control**
Learn how to control your usage and how much it costs.

**Keep the power on!**
Avoid letting a large amount due put your service at risk.
A few important notes to get you started.

Please be sure that your contact methods are up to date so you can continue to receive the regular notices from BGE about your Prepaid Power account balance and estimated days remaining. You can update those anytime by calling BGE at 833.2PREPAY (277.3729) (If you have the BGE app on your phone, you can report an outage, but you will not see your Prepaid Power information there; use your phone’s web browser to visit BGE.COM/MyAccount).

**To avoid a disconnection**, be sure to make a payment before your account reaches a zero balance, using any BGE payment method (as noted on back page). Payments are applied faster when made online at BGE.COM/MyAccount, by phone at 833.2PREPAY (277.3729), or at authorized BGE payment centers (Find a BGE Payment Location). Other payment channels can take three days or longer to apply.

BGE will reimburse the first $1.50 payment fee each month that you are charged at an authorized payment location or for credit/debit card payments. Paying with your bank account is always free (Unauthorized payment methods and locations may charge their own fees, which BGE does not reimburse).

**In the event of disconnection**, please remember: To ensure safe reconnection of service turn all circuit breakers to the off position. This is your responsibility and should be handled prior to the service reconnection. If you do not have access to the breakers, please unplug all electrical appliances and remove anything flammable from stovetops and ovens.

**This pilot program lasts for one year**, though you are welcome to remain in prepaid service after that until you hear otherwise. You are also free to opt out of the program and return to regular service with monthly bills at any time.

To help us understand how the program worked, we ask that you respond to any requests for interviews or surveys about the program.
Opt-out anytime.
The Prepaid Power pilot program finishes one year from now. BGE asks that you stay in the program for the full year, but you may opt out of the program at any time after enrolling, without penalty. At that point, you will resume with monthly bills based on your usage that month, as before. You can opt out of the program by phone at 833.2PREPAY (277.3729) Monday through Friday, 7 am – 7 pm.

Funding your account is flexible.
When you enrolled in the Prepaid Power pilot program, you were asked to fund your account with a minimum of $40. You should have received confirmation via email, text and/or phone calls from BGE. From now on, you choose the amount you want to pay, and the method and frequency of your payments. Your energy usage is calculated daily and will be deducted from your account. BGE will alert you regularly about your account balance.

To view FAQs and review pilot program terms and conditions, visit BGE.COM/Prepaid.
Manage your account online anytime.
Log in to BGE.COM/MyAccount to check your Prepaid Power balance, see recent payments, and manage low-balance alerts.

Get helpful alerts.
You will receive notifications via email, text and/or phone calls for all payments, pending disconnects, ongoing balance and days remaining, and many other alerts. You will also receive balance and usage alerts, plus reminders when it’s time to reload your balance.

▶ NO end-of-the-month bill surprises
▶ NO new deposit requirements
▶ NO new credit checks
▶ NO late payment or reconnection fees
Payments received before 6 pm (except holidays and Sundays) are posted within the hour if they are made through your account at BGE.COM, at authorized BGE walk-in pay locations, or using the BGE phone line. Payments received after these times will be posted the following business day.

<table>
<thead>
<tr>
<th>Payment Method</th>
<th>Time needed to credit payment to Prepaid account</th>
<th>Payment Transaction Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>By phone 833-2PREPAY (277-3729)</td>
<td>Within one hour of payment (if paid by 6 pm)</td>
<td>First payment per month reimbursed; all others $1.50 each</td>
</tr>
<tr>
<td>ACE Cash Express (BGE authorized)</td>
<td>Within two hours of payment (if paid by 6 pm)</td>
<td>First payment per month reimbursed; all others $1.50 each</td>
</tr>
<tr>
<td>Western Union walk-in locations (BGE authorized)</td>
<td>Within one hour of payment (if paid by 6 pm)</td>
<td>First payment per month reimbursed; all others $1.50 each</td>
</tr>
<tr>
<td>BGE.COM: ACH payment (bank account)</td>
<td>Within one hour of payment (if paid by 6 pm)</td>
<td>None</td>
</tr>
<tr>
<td>BGE.COM: credit card payment</td>
<td>Within one hour of payment (if paid by 6 pm)</td>
<td>First payment per month reimbursed; all others $1.50 each</td>
</tr>
<tr>
<td>BGE Drop Box at 110 W. Fayette Street</td>
<td>By 3:30 p.m. if paid by 12 pm Otherwise, next day by 3:30 pm</td>
<td>None</td>
</tr>
<tr>
<td>Customer’s bank website or other online payment sites; e.g., MYCHECKFREE.com</td>
<td>Within 3–5 business days</td>
<td>Dependent on website’s policy</td>
</tr>
<tr>
<td>Retail payment locations (other than ACE or Western Union)</td>
<td>Approximately 3–7 business days (dependent on payment delivery method)</td>
<td>Dependent on each location’s policy</td>
</tr>
<tr>
<td>Mailed payments to: BGE, P.O. Box 13070 Philadelphia, PA 19101-3070</td>
<td>Approximately 3–7 business days (dependent on postal delivery times)</td>
<td>None</td>
</tr>
</tbody>
</table>

Customers are discouraged from making payments via mail or at retail locations other than authorized BGE locations (ACE or Western Union) due to delays in mail and electronic delivery and other issues, which may result in service disconnection.
Need help?
We’re a click or phone call away.

Customer service hotline:
833-2PREPAY (277-3729)

Monday through Friday
7 am–7 pm

Online:
BGE.COM/MyAccount
24/7