

Despite unpredictable *changes*  
in the weather, your energy bills  
can be predictable.

SMARTENERGY > BILLING

CUSTOMER CARE  
ASSISTANCE

## BGE Budget Billing

### What is Budget Billing?

- Budget Billing spreads out your utility payments evenly throughout the year, so you will know what to expect each month.

### How does Budget Billing work?

- Under this payment plan, BGE calculates your budget bill amount by averaging your 12 most recent gas and electric bills plus any accumulated imbalance amount.
- BGE will still continue to read your meter each month and your bill will always show details of the actual charges and consumption for the billing period, as well as your account balance.
- To prevent any large deficits or overpayments, BGE will review your account throughout the year. If your Budget Billing payment amount needs to be adjusted higher or lower than your current monthly payments to reflect your actual usage, BGE will notify you one month prior to the change with your new Budget Billing payment amount.

- BGE will apply interest at one-half of one percent per month to any credit balance in your Budget Billing account. Any accumulated interest will be credited on your June bill.
- If you have selected an alternate gas or electric supplier, BGE will still deliver your energy. However, your Budget Billing amount will only include your gas and/or electric delivery service charges from BGE. The charges from your supplier will be listed as a separate item on your bill.

### How do I enroll in Budget Billing?

- Most residential and small commercial customers are eligible for Budget Billing and you can join or withdraw from the program at any time.
- To sign up for Budget Billing, call **410.685.0123** or **800.685.0123**. Business customers should call BGE's Business eXpress Line at **410.265.4100** or **800.265.6177**.



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## Frequently Asked Questions about Recent Adjustments to Budget Billing

### Has the program changed recently?

Yes. The program was adjusted as part of a recent upgrade to our billing system, in order to provide you with a more consistent average bill.

### What adjustments have been made?

BGE will now calculate monthly Budget Billing payments by averaging the total of your gas and electric bills, along with any accumulated interest, over a 12 month period. Previously, your monthly payment was based on 11.5 months of usage. If the new calculation is higher or lower than your current monthly payment, this total becomes your new Budget Bill payment amount. BGE will continue to apply interest at 0.005 percent per month to any credit balance in your Budget Billing account. All, with any accumulated interest, will be credited once per year on your June bill.

### Where can I find my Budget Billing information?

With your new bill, Budget Billing information is presented under the "Important Information About Your Bill" section on the left side of your statement

(see example). This new section includes a summary of your "credit balance" or "payoff balance."

Previously, Budget Billing information was displayed on the right side of your statement in a section called "Budget Billing Details" which included a summary of your balance for the following categories: "Billed to Date", "Used to Date" and "Difference after this Bill is Paid."

### What do the terms "credit balance" and "payoff balance" mean?

While participating in the Budget Billing program, you will either have a credit balance, reflecting what BGE would owe you should you unenroll from the program, or a payoff balance, reflecting what you would owe BGE should you unenroll.

### Will I still be billed the same amount each month?

Yes, you will continue to have a regular monthly Budget Billing amount. This amount will be reviewed every three months to ensure you do not have any large overpayments or large payoffs throughout the year. As a result of adjustments to the Budget Billing program, BGE will "true-up" your account more regularly. If your Budget Billing payment amount needs to be adjusted, BGE will notify you one month prior to the change on your billing statement.

### What if I still have questions?

For more information on Budget Billing and the updated program, or if you have questions reading your bill, please call **410.685.0123** or **800.685.0123** or email **MYBILLINGREP@BGE.COM**. Please note that with BGE's recent billing system upgrade, there may be higher-than-usual call volumes as we assist customers with the transition. You can also find Budget Billing information by visiting **BGE.COM/MY ACCOUNT** and looking for Billing Options under the "Bills & Rates" tab.

**BGE**

Name John Q. Customer  
Service 4065 Anywhere Street  
Address Baltimore, MD 21201  
Account # 1234567890

**Next Scheduled Reading** February 2, 2012

**Summary**  
Billing Date: January 6, 2012  
Previous Balance \$134.00  
Payments Received  
December 15, 2011 \$134.00  
BGE Outstanding Balance \$0.00  
Charges/Adjustments this Period  
Budget Billing 134.00  
Total Charges This Period \$134.00  
Total Amount Due by Jan. 30, 2012 \$134.00

**Electric Usage Profile**

Month/Year	Type of Reading	Days	kWh	Avg. Daily Use	Avg. Temp.
Jan 12	Actual	33	370	11.2	43
Dec 11	Actual	31	373	12.0	52
Jan 11	Actual	33	422	12.8	34

**Gas Usage Profile**

Month/Year	Type of Reading	Days	Therms	Avg. Daily Use	Avg. Temp.
Jan 12	Actual	33	99	3.0	43
Dec 11	Actual	31	55	1.8	52
Jan 11	Actual	33	155	4.7	34

Cold weather can significantly impact your bill. During the current bill period, the temperature at BWI Airport was at or below freezing a total of 184 hours. Find out more at [www.bge.com](http://www.bge.com).

**Important Information About Your Bill**  
BGE Supply Price Comparison Information: The current price for Standard Offer Service (SOS) electricity is 9.037 cents/kWh, effective through May 31, 2012. SOS electricity will cost 9.462 cents/kWh beginning June 1, 2012 through September 30, 2012. The weighted average price of SOS electricity will be 9.190 through September 30, 2012. The price for SOS from October 1, 2012 through May 31, 2013 will be set in May 2012.

**Important Information About Your Bill**  
As a budget billing plan participant, your budget bill credit balance is \$7.42. Please remember this includes your current bill and any prior payments or adjustments for your gas and/or electric service only.  
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.

**Your Budget Billing credit or payoff balances appear here**