BGE’s electric truck turned heads in 1924, so it’s not surprising that consumer interest is even greater for today’s new environmentally friendly vehicles. We’ve been planning ahead to ensure our electricity distribution system is ready to meet the challenge and pave the way to a more sustainable future.

BGE has been using a number of factory hybrid electric vehicles that have been converted to plug-in hybrid electric capability. In everyday use, BGE has seen a 20 percent or better improvement in overall miles per gallon efficiency in our vehicles.

We’re also helping to make plug-in electric vehicles a viable option for our customers. We’re exploring ways to use the technology and to make it easy to manage charging cycles for the cars. We’re examining technologies and tools needed to allow plug-in electric vehicles to send power back to the utility grid.

BGE.com/ElectricVehicles
From energy user to energy manager.

We’ve come a long way since the days of the analog meter reader. Today’s smart meter technology connects you to near real-time information and energy-saving resources. Now you can analyze your usage, receive alerts, set goals, track savings and more—all from the MyAccount portal page of BGE.COM.

Through your BGE online account you can track your energy usage right after you use it, compare daily usage trends, set energy goals for the entire year, sign up for alerts to keep you informed of your usage and discover new energy-saving practices—all so you can manage your energy more efficiently and save more on your monthly bill.
Safety has always come first.

SAFETY

Safety is a top priority at BGE. We work hard every day to ensure safe and reliable service to all the communities we serve. From lighting city streets to providing our crews with the latest protective gear and best safety practices, we go beyond these measures to provide our customers and their families with important facts and information to stay safe around electricity and natural gas.

As our top priority, we focus on safety in every aspect including electric safety, gas safety and employee safety. From our educational programs such as The Adventures of Captain MercaptanSM and Wires Down Video Challenge to our employee training and community outreach events, BGE is always there to teach valuable lessons in safety.

BGE.com/CaptainMercaptan
Delivering on a promise.

RELIABILITY

Whether it’s systematically replacing miles of natural gas pipeline with modern, durable equipment, performing high wire acts to maintain hard-to-access power lines, or using innovations like smart grid to make connections more reliable, you can rely on BGE. We work 24/7 to deliver the reliability you expect.

Increased safety, reduced outages, and more reliable energy drives BGE. Since 2010, BGE has replaced more than 1,300 miles of existing cast iron and bare steel natural gas pipes with modern, more durable equipment. BGE also maintains more than 10,500 miles of overhead power lines in addition to the more than 16,000 miles of underground electric lines. Tree-related power interruptions have also been reduced by more than 35% thanks to our Tree and Vegetation Management Program. These are just a few ways that smart energy gets more reliable every day.

BGE.com/Trees
At BGE, we focus on initiatives that make our communities better places to live and work. Our volunteer program engages employees from all parts of the company and recognizes the importance of their efforts in building relationships with our customers and communities. Last year alone, BGE employees, friends and family volunteered more than 20,000 hours with nearly 200 different community organizations.

Through our employee volunteer network, *Energy for the Community*, BGE employees lend their time and passion to our corporate citizenship activities to make a positive and lasting impact.
Our customers today are continually looking for new ways to save and get greater efficiency in the energy they use. There are a growing array of technologies, tools, tips and programs, like the BGE Smart Energy Savers Program®, that are helping BGE customers save more as they use less.

The BGE Smart Energy Savers Program® provides good ideas and resources, while offering you discounts, rebates and rewards on energy-efficient products and practices. This also includes programs like Smart Energy Rewards® and PeakRewards™ that allow our customers to be more energy efficient while earning bill credits and helping to reduce strain on the electrical grid. You can begin your saving today with a Quick Home Energy Check-up or Home Performance with ENERGY STAR® Audit.
For generations, BGE employees have dedicated themselves to delivering the safe, reliable energy you expect. That’s why our workers successfully complete some of the industry’s most rigorous training programs and simulated field operations. As a result, BGE crews are equipped to quickly and skillfully respond to every call.

This commitment to our customers has also led BGE to have historically low power outages in the past four years compared to previous years. We invest in our system and the work that we do to keep our customers safe and supplied with reliable service during any kind of weather.
BGE’s customer service has come a long way since we opened our telephone assistance center. Online technologies now give you direct access to your account and all of the resources you need to manage your service—right from your laptop or mobile device. Our emergency service line is still available 24/7 and in a variety of languages at 800.685.0123, or you can report an outage online at BGE.COM/ReportAnOutage.
BGE understands the important role that protecting the environment plays in every aspect of business. This is why we have a longstanding commitment to protect and enhance the environment in the communities around us. From education and stewardship initiatives to awards and recognition, BGE’s commitment to conservation extends beyond what we do as a company. We also support and celebrate the initiatives of individuals and other companies that share the same goals and values.

BGE has been monitoring environmental performance and taking actions to ensure conservation since before 1970. As a part of our commitment, BGE continues to work to preserve and improve the quality of the environment where we work and live.

BGE.com/Environment