

CONSUMER  
REFERENCE GUIDE  
2021-2022

[BGE.COM](http://BGE.COM)



business



An Exelon Company

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2021–2022

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### CUSTOMER SERVICE

As an energy delivery company, BGE wants to provide customers with helpful information on services and programs. This guide has been prepared in compliance with the Code of Maryland Regulations (COMAR) 20.30.04, and all programs and charges listed in this guide are in effect at the time of printing. For updates, please visit [BGE.COM](http://BGE.COM).

#### Hours of Operation

BGE's Customer Contact Center hours are Monday through Friday from 7:00 a.m. to 7:00 p.m. Customers should call 800.265.6177 for all business matters.

#### How to Contact Us

Phone: Important phone numbers are listed on the back cover.

Online: [BGE.COM](http://BGE.COM)

Mail: P.O. Box 1475, Baltimore, MD 21203-1475

#### Emergencies

If a customer smells natural gas, they should leave the area immediately and then call BGE at 877.778.7798 or 911. If a customer sees downed power lines, they should leave the area immediately and then call BGE at 800.685.0123. Emergency service is available 24 hours a day, every day of the year.

Customers should report power outages immediately one of four ways:

- BGE app
- Text "OUT" to MYBGE (69243)

- Report an outage on BGE.COM
- Call 877.778.2222: BGE has an exclusive toll-free number for reporting electric outages. The number connects customers to an automated phone system that helps BGE pinpoint their location by matching it with their phone number.

### Holiday Schedule

BGE business offices will be closed for the following 2021-2022 holidays:

- November 25, 2021, November 26, 2021, December 23, 2021, December 24, 2021 and December 31, 2021
- January 17, 2022, May 30, 2022, July 4, 2022, September 5, 2022, November 24, 2022, November 25, 2022 and December 23, 2022

If a customer experiences a gas or electric emergency on these days, call the emergency numbers listed above.

### Foreign-Language Customer Relations:

Foreign-language interpreters are available to assist customers. Please call one of the phone numbers listed on the back cover. Hay intérpretes en idiomas extranjeros disponibles para atender a clientes. Por favor llame a uno de los números telefónicos que se encuentran al dorso.

### BGE.COM

Many of BGE's account services, as well as an outage map and helpful information and tips are available on the mobile-enabled BGE.COM or BGE app.

### Customer Newsletter

Throughout the year BGE will provide customers with more information on its services and programs through *Smart Energy News*, the customer newsletter, and through other informative inserts included with the bill.

## ACCOUNT INFORMATION

### Starting or Stopping Gas and Electric Service

**To Start or Stop Utility Service** – Visit [BGE.com/startstop](http://BGE.com/startstop) at least three business days prior to the move date. In some cases, BGE may require a customer to provide a lease or settlement documentation, corporate/business papers, and proof of identification.

**To Transfer or Discontinue Service** – Remember, customers are responsible and will be billed for all service used at the present address until BGE is notified to transfer or discontinue utility service. To ensure billing is stopped at the appropriate time, please visit [BGE.com/startstop](http://BGE.com/startstop) at least three business days prior to the move. Customers may need to provide BGE access to the meters on the premises.

**Submitting Requests** – BGE will accept either a written or verbal request to start, stop, or transfer gas and/or electric service. Service requests are accepted via phone, mail or through BGE.COM. See back cover for contact information.

### Master-Metered Buildings

If you are the owner or landlord of a master-metered building (i.e., a building with four or more dwelling units) in Maryland where you buy electricity or natural gas from BGE and provide it to occupants in the building as part of a rental agreement or lease, condominium fee or other charge, you must notify BGE for its records at 800.265.6177 between 7:30 a.m. and 5:30 p.m.

### Security Deposit

BGE may require a deposit to open or maintain an account. Non-residential deposits are based on the maximum estimated usage for service for two consecutive billing periods or 90 days, and may be paid in two installments, if requested. Deposits, whether the account had any returned checks within the last 2 years plus earned interest, are reviewed for refund after four years from the date paid in full.

Consideration for refund includes a customer's payment history, current status of accounts, plus information that may be obtained from business credit reporting agencies. Deposits not refunded are reviewed annually, thereafter. Refunds are applied first against any balances owing for that account, then against any other delinquent or final charges open for any other account in that customer's name, with any excess monies then refunded. BGE will refund deposits within a reasonable time frame. If a material change from the basis upon which service and credit were originally established occurs, BGE may require the establishment of a new deposit or payment of any deposit deficiency. If service was denied for non-payment during the last 12 months that service was provided, payment of a security deposit will be required in order to re-establish service.

### Service Application Charge

Your service application charge is a non-refundable fee that covers initial administrative start-up costs. The amount of this charge is determined by your particular rate schedule.

## BILLING

### Understanding the Bill

The BGE bill provides detailed information to help customers understand how they are billed for the energy used to power their business. On the front of the bill, colorful graphics provide a quick overview of energy charges and usage. On the back of the bill, energy details (an explanation of the charges) are listed. The bill also provides *BGE Supply Price Comparison Information* to use when shopping for energy suppliers.

### **The Electric portion of the BGE bill consists of three parts:**

1. Electric Supply – “supply” is the actual electric commodity consumed. *Note: This is the deregulated part of the electric service that is open to competition. See Customer Choice on page 7 for details.*
2. Electric Delivery Service – “delivery,” also called distribution, is the process of delivering electricity along a network of power lines called the “local distribution system.” In addition, there are fixed monthly customer charge fees which include metering, billing and other services.
3. Taxes and Government Charges.

### **The Gas portion (if applicable) of the BGE bill consists of three parts:**

1. Gas Supply – “supply” is the actual gas commodity consumed. *Note: This is the deregulated part of your gas service that is open to competition. See Customer Choice on page 7 for details.*
2. Gas Delivery Service – “delivery,” also called distribution, represents BGE’s costs to deliver the gas to the business and a fixed monthly charge fee.
3. Taxes and Government Charges.

### **Seasonal Rate Difference**

BGE’s small commercial electric supply rates (Type I) change twice each year on June 1 and October 1. BGE’s large commercial electric supply rates change quarterly. BGE’s gas supply rates change monthly. BGE does not charge seasonal rates for the delivery of energy.

### **Questions About Your Bill**

If a customer has questions or concerns about their bill (accuracy, billing dates, etc.) please call 800.265.6177. To view a sample bill and video on how to read the bill, as well as information on how to save energy, visit [BGE.COM/Billing](http://BGE.COM/Billing).

## METER READING AND BILLING ACCURACY

BGE gas and electric meters are precision instruments that measure how much energy is used. Each year BGE inspects a random sample of each of the types of meters used on our system to ensure that the meters are registering accurately. BGE also tests meters upon customer request. *Note: Bills are occasionally based on estimated meter reads when BGE is unable to obtain an actual meter reading.*

## PAYING THE BILL

### **Payment Due Date**

Payments are due by the date shown on the bill. Payments postmarked on the due date, but received at the payment center after the due date, will be assessed a late charge.

## Late Payment

Late payment charges apply to bills not paid by the current due date. The total late payment charges do not exceed five percent of the original unpaid amount.

## Returned Check Fee

BGE charges a \$15 fee for a returned check. A cash payment, certified check, or money order for the amount of the returned check is required.

## Disconnection of Service

Service may be disconnected for a number of reasons, such as nonpayment of utility bills or security deposit; failure to allow BGE access to its equipment; safety issues and violation of the Code of Maryland Regulations or BGE Electric or Gas Service Tariff Provisions. The amount of advance notice also varies based on the reason for disconnection.

## Reconnection of Service

To have service reconnected, customers must pay the amount of the current and past-due bills in full. Applicable reconnection fees and any required deposit will be billed on the following statement. If a check used for payment of a turn-off notice or for service restoration is returned by the bank, the service is subject to denial without further notification.

## Right to Appeal/Resolving Complaints

Customers have the right to appeal a proposed utility service disconnection and other issues. BGE will review each case, make a decision and inform customers promptly of the findings. If a question or problem has not been resolved satisfactorily, call 800.265.6177 and ask to speak with a BGE supervisor. For additional contact information, please see page 1. If the concern persists, contact the Maryland Public Service Commission (Monday through Friday, 8:00 a.m. to 5:00 p.m., except holidays) with questions or to file an appeal:

Maryland Public Service Commission: Office of Consumer Affairs  
6 St. Paul Street, Baltimore, MD 21202  
410.767.8028 or 800.492.0474 toll free  
Fax: 410.333.6844 Online: [psc.state.md.us](http://psc.state.md.us)

## PAYMENT OPTIONS

Partial bill payments are applied to deposits and gas and electric services first, and then to any other services or purchases.

### Online

- **ePay** – Pay BGE bills through a BGE.COM online account quickly and securely. Visit [BGE.COM/ePay](http://BGE.COM/ePay) to sign up.
- **Check Free** – Pay BGE bills and many other bills at [mycheckfree.com](http://mycheckfree.com).
- **Bank** – Many banks offer bill payment service where bills can be viewed and paid online.

## Phone

Call Paymentus at 833.209.5245 to pay BGE bills from a checking account, debit cards, American Express, Discover, MasterCard or Visa credit cards. A convenience fee will be charged for this service.

## Mail

Mail the bottom portion of the bill and a check or money order (DO NOT SEND CASH) in the self-addressed envelope included with each month's bill. Send payments to: BGE, P.O. Box 13070, Philadelphia, PA 19101-3070. Please do not include other correspondence with payments.

## Alternate Payment Centers

Payments are accepted on all BGE bills including turn-off notices. Payments can be made with or without bills if the account number is provided. Same-day restoration service is available if a payment is made at an authorized payment location prior to 3:00 p.m. (Extended daily and weekend service hours may be available.)

Visit BGE.COM and select "Pay My Bill" for a list of authorized America's Cash Express and Western Union payment locations.

## Budget Billing

Budget Billing smooths utility payments by spreading them evenly throughout the year, so customers will know what to expect each month. Under this payment plan, BGE calculates the budget bill amount by averaging the 12 most recent gas and electric bills plus any accumulated imbalance amount. BGE will still continue to read the customer's meter each month and the bill will always show details of the actual charges and consumption for the billing period, as well as the account balance.

To prevent any large deficits or overpayments, BGE will review the account throughout the year. If the Budget Billing amount needs to be adjusted higher or lower than current monthly payments to reflect your actual usage, BGE will notify the customer one month prior to the change with the new Budget Billing payment amount.

Interest at the rate of one half of one percent per month is applied to any credit balance in the Budget Billing account. Interest will be credited annually to all customers in the month of June.

If a customer has selected an alternate gas or electric supplier, BGE will still deliver the energy. However, the customer's Budget Billing amount will only include the gas and/or electric delivery service charges from BGE. The charges from the supplier will be listed as a separate item on the bill. To find out if you are eligible and enroll in Budget Billing, call 800.685.0123.

## CUSTOMER CHOICE

Customer Choice allows customers to decide which energy supplier best fits their needs. Choose to purchase your gas and/or electricity from any energy supplier that is licensed by the Maryland PSC and registered with BGE.

- For electricity supply, use the *BGE Electric Supply Comparison Information*, which appears on the BGE bill, to compare BGE to other suppliers' offers. BGE's historic gas prices and BGE's electric supply price information can be found at [BGE.COM/CustomerChoice](http://BGE.COM/CustomerChoice).
- For a list of suppliers and contact information, visit [BGE.COM/CustomerChoice](http://BGE.COM/CustomerChoice) or visit [psc.state.md.us](http://psc.state.md.us).
- Customers who decide to select a supplier should contact them directly. Suppliers will request the Choice ID number when customers sign up for or change their electric or gas plan. Refer to the Electric and Gas Choice ID numbers on the front of the BGE bill. After the supplier is authorized to enroll you, they will contact BGE.

Choosing an energy supplier is not required. If a customer decides to stay with or return to BGE's gas and/or electricity supply, they will be charged the same price as those in the same rate class who are purchasing supply from BGE. Even when customers choose other energy suppliers, BGE will deliver their gas and electricity, maintain pipes and wires, restore power after an outage and provide emergency service.

## SAVING ENERGY

### **The BGE Smart Energy Savers Program®**

This program offers a variety of options for customers to save energy, money and help the environment. Plus, these programs support the EmPOWER Maryland Energy Efficiency Act. For more energy and money saving tips, tools and programs visit [BGESmartEnergy.com](http://BGESmartEnergy.com).

### **My Account**

My Account allows smart meter customers to view their own detailed and timely usage information, better manage energy to save on bills and pay their bills. To start saving, log onto your online account at [BGE.COM/MyAccount](http://BGE.COM/MyAccount). In addition, through My Account, customers can sign up for power outage alerts, bill payment reminders, severe impact weather alerts and/or energy saving notifications.



## ENERGY SAFETY

### Electric Safety

**Fallen Wires** – During storms, wind and trees can damage utility equipment. If a customer sees downed power lines, stay away and warn others. Immediately call BGE, and we will send a crew to fix the problem. If a wire falls across a car while occupied, do not get out of the car until emergency help arrives and it is safe to exit.

**Overhead Lines** – When working outside always stay at least 10 feet away from overhead power lines. If a customer needs to perform work within the 10 foot safety zone, call BGE first and we will work with the customer to make the area safe. Also, use a licensed professional to trim any trees near overhead power lines.

### Natural Gas Safety

BGE strives to provide all customers with safe, reliable natural gas service while ensuring that gas piping owned by the company is properly maintained to avoid the potentially damaging effects of leaks and corrosion.

### Detecting Gas Leaks

For our customers' protection, we add mercaptan, a safety additive that gives gas a "rotten egg odor" so customers will be able to smell leaks. Some leaks are also detectable by sight or sound. Outside, look for dirt being blown into the air, dead vegetation in an otherwise green area, or a dry spot in an otherwise moist area. Customers may also see fire coming from the ground. In waterways, look for water bubbling or being blown into the air. Listen for roaring, blowing or hissing sounds.

#### **If a customer detects a gas leak indoors or outdoors:**

- Leave the premises immediately (at least 100ft away) and go to a safe place and call BGE at 877.778.7798 or 911.
- Extinguish all open flames. Do not use matches or lighters and do not attempt to light an appliance.
- Do not use any phones, electric switches, thermostats or appliance controls. All of these devices, including battery operated equipment, can cause sparks and ignite natural gas.
- Do not start or turn off any motorized equipment. Abandon any motorized equipment you may be operating.
- Do not attempt to find the source of the leak or to repair a leak.

When a call is received, BGE will respond promptly to survey the area, perform safety measures, and repair BGE's equipment. There is no charge to investigate a gas leak. For more information visit [BGE.COM/GasSafety](http://BGE.COM/GasSafety).

## **Carbon Monoxide Safety**

Carbon monoxide poisoning is usually caused by incomplete combustion and inadequate ventilation. Signs of buildup of this colorless, odorless gas include:

- Stuffy, stale or smelly air
- High humidity
- Soot from fireplaces or furnaces

The best treatment for overexposure is to get lots of fresh air and immediate medical attention. To reduce risk of carbon monoxide poisoning, gas and oil appliance manufacturers recommend a yearly safety check-up. A qualified heating contractor can perform this service.

## **Tampering**

Theft of gas or electricity is dangerous and a crime. Tampering with utility lines, meters, or other BGE equipment or installing illegal connections creates dangerous conditions for building occupants and neighbors. Customers should call the BGE Energy Theft Hotline at 800.417.0294, if they suspect a gas or electric theft. Information can be given anonymously and will be kept confidential.

## **Damage Prevention**

Always call 811 at least two full business days before you dig. By having your utility lines marked and following Maryland's Miss Utility Law, customers can help prevent disruptions of critical services while avoiding penalties, repair costs, injuries or worse. For more information, visit [BGE.COM/DigSmart](http://BGE.COM/DigSmart).

## **Pipeline Locations**

BGE marks underground pipelines with line markers. These indicate pipeline locations, particularly where they intersect streets, railroads and congested areas. Never rely on the presence or absence of pipeline markers to determine the existence or exact location of buried utilities. For more information on pipeline locations, visit the National Pipeline Mapping System at [npms.phmsa.dot.gov](http://npms.phmsa.dot.gov).

## **Meter Safety**

Please remember that customers are responsible for ensuring that meters can be accessed for meter readings and maintenance. A minimum of three feet of clear space must be maintained around each meter. While most meters can be read electronically, these also need to be kept free of obstructions, including landscaping and structures that may interfere with the electronic transmission and upkeep of the meter and its components.

BGE owns and maintains all natural gas piping up to and including the gas meter. Each gas customer is responsible for the maintenance and monitoring of all above-ground and buried pipes after the meter. If such piping is not maintained, it may corrode and leak. You should periodically inspect buried gas piping located after the meter for leaks and corrosion, and repair it if any unsafe condition is discovered. Plumbers who are state certified to work on gas piping can perform maintenance and repairs of gas fuel piping after the meter.

## RELIABILITY

### Power Outages

- Text “ADD OUTAGE” to MYBGE (69243), to enroll in two-way texting so you can report outages and check the status of outages.
- Customers should report outages immediately one of four ways:
  - BGE app
  - Text “OUT” to MYBGE (69243)
  - Report an outage on BGE.COM
  - Call 877.778.2222: BGE has an exclusive toll-free number for reporting electric outages. The number connects customers to an automated phone system that helps BGE pinpoint their location by matching it with their phone number.

### Emergency Preparedness

Power outages can last from minutes to hours, even days, depending on the severity of the event. If a storm or other event causes widespread damage to our system, it can take days to assess the problem and additional time to restore power to all customers. Being prepared is a great way to weather outages. Visit [BGE.COM/StormCenter](http://BGE.COM/StormCenter) for specific safety and emergency preparation tips.

### Storm Restoration

BGE has a detailed and balanced plan for restoring electrical service after a power outage. Our first priority is the safety of personnel and the public. While the goal is to always restore power to the greatest number of customers in the shortest amount of time, medical and emergency services receive first priority. Then we repair main power lines and equipment that will restore the most power to the largest number of customers at once, and finally, we restore individual transformers and smaller lines to individual homes and businesses. Check BGE’s mobile-enabled outage map available at [BGE.COM/outagemap](http://BGE.COM/outagemap) for restoration progress and updates.

### Streetlight Repair

Streetlight out? Report it online at [BGE.COM](http://BGE.COM) or call 800.685.0123.

### Gas and Electric Investments

BGE monitors the performance of the gas and electric system in order to ensure service reliability. Each year BGE must file a report with the Public Service Commission that includes certain measures of reliability based on the number of interruptions experienced by customers as well as the length of time that customers are interrupted. The report also describes what steps BGE is taking to improve reliability. If you are interested in information about your electric service reliability, please contact BGE.

## IMPORTANT PHONE NUMBERS

**Gas Emergency Line** .....877.778.7798

**Electric Emergency Line** .....800.685.0123

Emergency service is available 24/7. Emergency examples include gas odor inquiries or downed electric wires.

**Report a Power Outage** .....877.778.2222

Customers can also report a power outage by using BGE's app, texting "OUT" to MYBGE (69243) or reporting it on BGE.COM.

**BGE General Questions** .....800.685.0123

Hearing-Impaired Customers–  
TTY/TDD (Maryland Relay Service) .....800.735.2258

**BGE's Business Line Express**.....800.265.6177

**Collection Questions**.....800.685.2210

**Energy Theft Hotline**.....800.417.0294

**MISS UTILITY** .....811

**Natural Gas Installation and Conversion** .....800.685.0123



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