

What happens if a meter is inside or inaccessible?

An inaccessible or obstructed meter can cause issues beyond just limiting access for our meter readers. Customers may not realize that quick access to the meter may be critical in an emergency situation. BGE may need to turn off the meter for safety purposes, or repair/replace a malfunctioning meter. Please make every effort to keep the meter accessible, or to fix any current situation that is preventing BGE from accessing the meter.

If the meter is inside or inaccessible, BGE will make attempts to schedule an appointment. This includes phone calls, emails, and/or letters. If access is not granted or an appointment is not made, a customer's gas and/or electric service is subject to termination.

How do I fix the meter obstruction?

Please contact BGE at **800.685.0123** to discuss your specific meter accessibility issue and recommended next steps. Potential remedies may be as simple as pruning a hedge or may require hiring a plumber or electrician, at your expense, to relocate the meter.

What if I have more questions?



If you have questions about BGE's meter accessibility policies, please contact the **BGE Customer Contact Center** at **800.685.0123**. Our business hours are

Monday through Friday from 7am to 7pm. This information can also be found online at **BGE.COM**.

important information about gas & electric meters

METER
ACCESSIBILITY
POLICIES



accessible

BGE[®]

An Exelon Company

[THAT'S
SMART
ENERGY]SM

What does a meter do?



If BGE delivers gas or electricity to your home or business, the amount of energy used by the building's occupants must be measured each month. Your energy use is measured by the gas and electric meters that can be found either inside or outside of your building. Meters provide an important function, as BGE uses the information from the meter readings to prepare your gas and electric bills.

Who is responsible for meters?

Together, BGE and our customers share the responsibility for the meters. BGE installs and maintains the meters to make sure the energy you use is being measured properly, so that you receive accurate bills. Our customers also have responsibilities when it comes to the gas and electric meters.

What is my responsibility as a customer?

Customers are responsible for making sure BGE technicians are able to access the electric and gas meters when needed, for meter readings and maintenance. There must be a minimum of three feet of clear space around each meter. While certain meters can be read electronically, these also need to be kept free of the obstructions that may interfere with the electronic transmission and upkeep of the meter and its components.

What are some common meter obstructions?



At times, customers, contractors and landscapers may inadvertently obstruct meters when installing equipment or making certain home and landscaping improvements.

Even if BGE is still able to read the meter, these obstructions can often prevent necessary meter maintenance or replacement. This is why we ask customers to ensure there is a minimum of three feet of clear space around each meter.

Common meter obstructions include:

- › Central air conditioning units
- › Decks
- › Kitchen cabinets (indoor meters)
- › Retaining walls or other walls that encase the meter
- › Drainage pipes
- › Concrete pads
- › Brick pavers
- › Landscaping including hedges, bushes and fish ponds
- › Temporary obstructions such as cars, dumpsters and locked gates
- › Obstructions from nature including snow and wasp nests

obstructed



In order to provide access to the meters, it is important to follow these guidelines:

- › Maintain a three foot clearance around each meter.
 - For safety precautions, maintenance issues, and emergencies, the area around the meter must be cleared from debris, snow, walls, doors, and/or coverings.
- › On meter reading days or service appointments, contain pets and ensure gates are unlocked.
- › Provide any special instructions for the meter readers or field service technicians.
- › Contact BGE to schedule an appointment to prevent service termination.

Questions? Please call **800.685.0123**