Q: How do BGE customers’ bills today compare to past bills?

A: BGE bills are 28% lower today than they were 12 years ago, saving customers on average more than $700 per year.

BGE is helping customers use less energy, the company has kept its operations and maintenance spending flat, and energy costs have dropped.
Q: Where do BGE bills rank compared to the rest of the country?

A: BGE residential customers pay lower electric rates than most of the country and surrounding states.

Source: Edison Electric Institute Typical Bills and Average Rates Report Summer 2019

Average Residential Electric Rates (750 kWh usage) on July 1, 2019
BGE customers’ bills are among the lowest in the country as a percentage of median household income – Cost Index is 37% lower than the U.S. average.
Q: How have changes in the rates BGE customers pay compare to price changes in other household expenses?

A: Other common household expenses have risen far more substantially than the energy delivery rates BGE charges customers; in fact, BGE electric delivery rates have decreased in the last two decades.

### Price Trends

Percentage price change 1999 to 2019, adjusted for inflation

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Heating Oil</td>
<td>172%</td>
</tr>
<tr>
<td>Gasoline</td>
<td>132%</td>
</tr>
<tr>
<td>Medical Care</td>
<td>99%</td>
</tr>
<tr>
<td>Housing</td>
<td>62%</td>
</tr>
<tr>
<td>Food</td>
<td>57%</td>
</tr>
<tr>
<td>Apparel</td>
<td>-6%</td>
</tr>
<tr>
<td>All Items</td>
<td>53%</td>
</tr>
<tr>
<td>BGE Electric Delivery</td>
<td>-18%</td>
</tr>
<tr>
<td>BGE Gas Delivery</td>
<td>34%</td>
</tr>
</tbody>
</table>

Sources: Consumer Price Indices from BLS; No. 2 Heating Oil Residential Prices from EIA; BGE Rates
Q: What do energy delivery rates pay for?

A: Most of a bill is the cost of electricity or natural gas supply, which BGE does not set. You don’t even have to choose BGE as your supplier. The next biggest portion of your bill is rates for delivery—operations and maintenance of the energy system serving you.

Breakdown of an Average Residential BGE Customer’s Electric Bill

**Delivery portion of bill**  
*BGE delivery rates*

- Cost of electricity supply: 57%
- Operations and maintenance: 22%
- Depreciation: 10%
- Taxes: 6%
- Interest: 2%
- Profit: 3%

**Supply portion of bill**  
*Not part of BGE delivery rates*
Q: Does BGE work to hold down its costs?

A: By finding new efficiencies, BGE has kept operations and maintenance costs flat in recent years while continuing to make investments in system upgrades that have improved gas and electric service for customers.
Q: How do I benefit from the investments BGE makes with the bills I pay?

A: **Fewer electric outages, faster restoration times.** BGE customers are experiencing the best service reliability in the history of the company. As an example, the frequency and duration of power outages have decreased significantly over the last decade.

Data reported in accordance with IEEE Standard 1366
Q: Is BGE using the money I pay to replace old, outdated equipment?

A: BGE is making more investments in its gas and electric systems to improve performance and safety for customers. An example is the accelerated pace of replacing aging gas mains through the STRIDE project.

<table>
<thead>
<tr>
<th>STRIDE, since 2014</th>
<th>STRIDE, 2021-2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replaced more than 250 miles of gas main since 2014</td>
<td>Will reduce carbon emissions by 1.1 million metric tons over their lifetime</td>
</tr>
<tr>
<td>Connected more than 45,000 new service lines</td>
<td>Equivalent of taking 247,000 gasoline-powered cars off Maryland roads for one year</td>
</tr>
<tr>
<td>Created approximately 600 new jobs</td>
<td>144 miles of outmoded pipe replaced</td>
</tr>
</tbody>
</table>
BGE’s operations not only keep the lights on and the gas flowing—they are a tremendous benefit to Maryland’s economy, and more than 40% of the goods and services BGE purchases annually come from diverse suppliers.

**Planned investments through BGE’s multi-year plan will continue this positive economic impact***

- **26,700 jobs supported**
- **$15.33 billion in total economic output**
- **$2.76 billion in labor income**
- **Economic impact extends to 11 Maryland counties and nearly every industry**

*Source: March 2020 Economic Alliance of Greater Baltimore study, “Economic Impact of Baltimore Gas and Electric’s Planned Investments & Activities – 2021 to 2023”*