



An Exelon Company

News Release

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FOR IMMEDIATE RELEASE

BGE Suspends Service Disconnections for Nonpayment and Waives New Late Payment Fees through at Least June 1, Extending Moratorium in Place to Support Customers During Pandemic

Moratorium and other proactive efforts are part of BGE's commitment to ensuring customers have safe and reliable energy service that is especially vital in these challenging times

BALTIMORE (April 16, 2020) – BGE is extending its moratorium on service disconnections for nonpayment and is waiving new late payment fees through at least June 1, 2020—one month beyond the original moratorium announced on March 13—as the COVID-19 pandemic continues to have an unprecedented impact on central Maryland. As officials across the country, including Maryland, have enacted stay-at-home or similar orders to ensure public safety, BGE recognizes many customers need to work from home and participate in online learning, making safe and reliable electricity even more critical than usual. Customers whose electric service was disconnected prior to the moratorium should contact BGE to have service restored to help ensure access to safe and healthy environments.

“As this global health crisis continues to evolve, customers are relying on BGE more than ever before to provide the safe, reliable gas and electric service essential to powering their everyday lives and the life-saving services in their community,” said Carim Khouzami, CEO of BGE. “That’s why it’s extremely important for customers who are experiencing financial challenges to contact BGE as soon as possible to discuss their payment options, beyond the new June 1 moratorium extension. We are standing by to work with customers to ensure they have their energy needs met during this challenging time.”

Businesses and residents who have had their electric service disconnected should contact BGE at 800-685-0123 to begin the reconnection process. As part of this process, BGE customer care representatives will work with customers to help identify assistance programs that can supplement bill payment and can help ensure service remains on after this pandemic.

BGE is committed to the safety of its customers, employees, and contractors. Communities can be assured that BGE crews will not restore service in unsafe situations. The company will work with agencies, where possible, to identify support to help correct these safety issues before service can be reconnected.

BGE offers payment options, such as flexible [payment arrangements](#) including individually tailored payment installment plans. [Budget Billing](#), which averages payments out over a 12-month period, also helps customers manage their monthly energy bill.

Customers may also register for [My Account](#), a web-based interactive tool that provides them with a detailed analysis of their specific energy use and offers ways to save money and energy. Visit [BGE.com](#) or [BGE's free mobile app](#) to learn more about these programs.

BGE customers can apply for energy assistance through the Maryland Department of Human Services, by contacting a [Local Energy Assistance Office](#), or by contacting the [Office of Home Energy Programs](#). Download our [Community Resource Guide](#) for a complete list of resources.

For customers who are looking for a way to support friends, family, or others in need, BGE's [Gift of Energy](#) program offers the chance to contribute to their energy bill. The Gift of Energy appears on a future bill as a credit to the recipient's account. Donors have the option of sharing their name with the recipient or making their gift anonymously. Visit bge.com/GiftofEnergy to give a gift.

As a provider of the critical infrastructure that powers hospitals and health care facilities, federal, state and local response centers, and the millions of homes and businesses where people live and work, BGE recognizes its foundational role in crisis response plans for the communities it serves. BGE employees and contractors continue to carry out important work, appropriately modified to follow Centers for Disease Control and Prevention guidelines including but not limited to appropriate personal protective equipment and social distancing practices, to ensure safe and reliable energy. The federal government has designated the energy sector as a critical function and utility employees are recognized as Essential Critical Infrastructure Workers by the U.S. Cybersecurity and Infrastructure Security Agency. BGE coordinates with designated state and local emergency preparedness and health officials, and at the federal level through the Electric Subsector Coordinating Council.

BGE joined with Exelon and Constellation to [donate \\$1 million to Maryland relief organizations](#) including the [United Way of Central Maryland](#), the [Maryland Food Bank](#), and the [Baltimore Community Foundation](#) to support their efforts to provide essential services during the COVID-19 pandemic. This is part of a more than \$5 million donation by Exelon Corporation and its family of companies nationwide to relief organizations to support communities impacted by the spread of the coronavirus.

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[BGE](#), founded in 1816 as the nation's first gas utility and headquartered in Baltimore, is Maryland's largest natural gas and electric utility. The company's approximately 3,200 employees are committed to safe and reliable energy delivery to more than 1.3 million electric customers and more than 680,000 natural gas customers in central Maryland. In the J.D. Power 2017, 2018, and 2019 Electric Utility Business Customer Satisfaction Studies SM BGE was ranked Highest in Customer Satisfaction with Business Electric Service in the East among Large Utilities. In the J.D. Power 2018 and 2019 Gas Utility Business Customer Satisfaction Studies SM BGE was ranked Highest in Customer Satisfaction with Business Natural Gas Service among utilities in the East Region. BGE is a subsidiary of Exelon Corporation (Nasdaq: EXC), the nation's leading competitive energy provider. Connect with BGE on [Facebook](#), [Twitter](#), [Instagram](#), and [YouTube](#), and engage with the latest BGE stories on bgenow.com.

Baltimore Gas and Electric Company (or "BGE") received the highest score in the East Region of the 2019 Gas Utility Business Customer Satisfaction Study and the East Large Segment of the 2019 Electric Utility Business Customer Satisfaction Study of gas and electric utility customer satisfaction among business customers. Visit jdpower.com/awards.