



An Exelon Company

News Release

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FOR IMMEDIATE RELEASE

BGE Reminds Customers of Important Energy Assistance Programs

*Programs tailored to help customers with temporary or extended hardships,
including those impacted by the federal government shutdown*

BALTIMORE (Jan. 9, 2019) – BGE reminds customers of important energy assistance available to help meet their energy needs. With many Marylanders impacted by the ongoing federal government shutdown, BGE is taking steps to expand awareness of the programs in place to help customers through temporary or extended financial hardship.

“We know this may be a challenging time for some of our customers, especially those affected by the federal government shutdown, and we are committed to helping them address their energy needs,” said Rodney Oddoye, BGE’s chief customer officer. “We have many programs available to help customers and can also connect those who need extra assistance to community and government partners who also offer support. It is our goal to assist every customer who contacts us and requests assistance.”

BGE offers payment options, such as budget billing, which averages payments out over a 12-month period to help customers manage their monthly energy bill, and flexible payment arrangements including individually tailored payment installment plans. Customers who may be challenged to pay their BGE bill should contact BGE as soon as possible at 800.685.0123.

Customers may also register for My Account, a web-based interactive tool that provides customers with a detailed analysis of their specific energy use and offers ways to save money and energy. Customers can visit BGE.com to learn more about these programs.

BGE customers can apply for energy assistance through the Maryland Department of Human Services, by visiting a Local Energy Assistance Office, or by calling the Office of Home Energy Programs at 1-800-332-6347. Download our Community Resource Guide for a complete list of [resources](#).

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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 1.25 million electric customers and more than 650,000 natural gas customers in central Maryland. In the J.D. Power 2017 and 2018 Electric Utility Business Customer Satisfaction Study SM BGE was ranked Highest in Customer Satisfaction with Business Electric Service in the East among Large Utilities. In addition, in the J.D. Power 2018 Gas Utility Business Customer Satisfaction Study SM BGE received Best in Customer Satisfaction with Business Natural Gas Service in the East. BGE is a subsidiary of Exelon Corporation (NYSE: EXC), the nation’s leading competitive energy provider. Like us on [Facebook](#) and follow us on [Twitter](#), [YouTube](#) and [Flickr](#).*

Baltimore Gas and Electric Company (or “BGE”) received the highest score in the East Large segment of the 2018 Electric Utility Business Customer Satisfaction Study and the East Region of the 2018 Gas Utility Business Customer Satisfaction Study of electric and gas utility customer satisfaction among business customers. Visit jdpower.com/awards.