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Baltimore Gas and Electric Company Customers May Experience Higher Bills Due to Record-Setting Blizzards of 2010

Increase in usage and extremely cold temperatures are among contributing factors

BALTIMORE, Feb. 16, 2010– Baltimore Gas and Electric Company (BGE), a subsidiary of Constellation Energy (NYSE: CEG), today announced that customers should prepare for the possibility of higher bills following historic back-to-back blizzards. The record-setting snowfall kept many families home for extended periods of time during which many customers were likely using more energy, not only to heat their homes during periods of extreme cold, but also for activities such as cooking, watching television, and using home electronics. Additionally, the snow storms made it impossible for BGE to safely access and read many customer meters. Estimated readings may remain necessary until meter access returns to normal. In these cases, customers will receive estimated bills until actual readings can be taken. Once an actual reading is taken, usage will be adjusted to ensure customers are only billed for the energy actually used. However, customers also have the option of providing BGE with an actual reading and requesting an adjusted bill.

“Due to the unprecedented weather, BGE is in the process of reaching out directly to customers who received estimated bills and advising them that they have the option to provide us with actual readings if they choose to and BGE will issue a new bill,” said Jeannette M. Mills, senior vice president of customer relations and account services for BGE. “Customers should provide us with this information within one week of receiving an estimated bill in order for a new bill to be generated. Instructions on how to read a meter can be found on www.bge.com in the section entitled [Meter Reading 101](#). A meter reading video demonstration is also part of the [virtual home tour](#) in the [Winter Ready](#) section of BGE’s website.”

In addition to accepting actual meter readings from customers, BGE continues to offer other strategies to help customers manage winter energy costs, including retroactive [Budget Billing](#). During the winter months, customers can immediately enroll into Budget Billing instead of having to wait one full billing cycle. Budget Billing evens out payments so customers aren't as affected by seasonal increases caused by increased usage.

Customers are also strongly encouraged to take advantage of the many tips and tools for managing energy usage available in the [Winter Ready](#) section of BGE's website. This special section of the website was specifically designed to help customers weather the frigid temperatures that have blanketed Central Maryland this winter. It includes an interactive [virtual home tour](#), which provides detailed information on how energy is used in the home and recommendations for improving a home's energy efficiency. By clicking on "hot spots," customers get helpful information about heating systems, insulation, appliances, electronics, meter reading, third party energy suppliers and more.

Although BGE expects usage for most customers to increase during the colder winter months, customers who heat with electric heat pumps are especially vulnerable to sharp increases in usage when the temperature drops to below freezing because auxiliary heating, which uses more energy, may be activated. With many units, auxiliary heating is activated even before the temperature dips to below freezing. Customers are also reminded to remove snow and ice around outdoor heat pumps to ensure proper operation. Many manufacturers recommend a clearance of at least two feet around the unit.

BGE residential customers with active accounts as of February 1, 2010 can expect to receive a one-time \$100 credit on their February, 2010 bills as a result of the Maryland Public Service Commission's approval of a joint venture between BGE's parent company, Constellation Energy and EDF Development Inc. This bill credit will provide some relief for residential customers during what is typically the most expensive time of year for home heating.

Customers also have the option of purchasing natural gas and electricity from third party suppliers who may offer rates lower than BGE's Standard Offer Service. For customers who choose a third party supplier, BGE remains the energy delivery company and will continue to respond to power outages and other emergencies. Information about [energy choice](#) and [third party suppliers](#) can be found at www.bge.com.

Despite the many options that BGE is making available to help customers reduce energy usage and lower their energy bill, the utility recognizes that some of its customers are still challenged to pay their bill, especially during these tough economic times. Energy assistance is available and limited income customers are strongly encouraged to apply for assistance before they are in crisis. For more information, contact the [Office of Home Energy Programs](#) (OHEP) at 800-352-1446. Residents of Baltimore City should call 410-396-5555.

BGE, www.bge.com, headquartered in Baltimore, is Maryland's largest gas and electric utility, delivering power to more than 1.2 million electric customers and more than 640,000 natural gas customers in Central Maryland. The company's approximately 3,000 employees are committed to the safe and reliable delivery of gas and electricity, as well as enhanced energy management, conservation, environmental stewardship and community assistance. BGE is a wholly owned subsidiary of Constellation Energy, www.constellation.com, a FORTUNE 500 company also headquartered in Baltimore, with subsidiaries that generate, sell and provide other energy-related services to customers throughout North America.

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