



*A Constellation Energy Company*

# News Release

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## **Baltimore Gas and Electric Company Shows Strong Performance in 2011 J.D. Power and Associates Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>**

*Utility scored above its peer group average in customer satisfaction and made significant improvements in performance rankings*

**BALTIMORE**, Sept. 27, 2011 - [Baltimore Gas and Electric Company \(BGE\)](http://www.bge.com) today announced that it has made significant improvements in its customer satisfaction and performance rankings, according to the recent [J.D. Power and Associates 2011 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>](#). The utility ranked 1<sup>st</sup> in Field Service to residential customers among its peer group in the East Large region. Furthermore, the utility showed an increase from previous years in its overall ranking by scoring above its peer group average in the East Large segment. BGE ranked 6<sup>th</sup> out of 10 utilities in the East Large segment. The East Large segment includes 10 utilities located in the eastern region of the United States whom serve at least or more than 400,000 residential customers. These findings build on results announced earlier this year, wherein BGE made significant improvements in its customer satisfaction and performance in the electric residential segment, according to the [J.D. Powers and Associates 2011 Electric Utility Residential Customer Satisfaction Study<sup>SM</sup>](#). The utility showed an increase from previous years in its overall rating by scoring above its peer group average in the East Large segment. BGE ranked 8<sup>th</sup> out of 17 utilities in the East Large segment. The East Large segment includes 17 utilities located in the eastern region of the United States whom serve more than 500,000 residential customers.

“Throughout our daily operations and long-term goals, our customers are one of our key priorities and we take very seriously our commitment to delivering safe and reliable electric service to our customers,” said Jeannette M. Mills, senior vice president and chief customer officer, BGE. “BGE has been focused on continually improving our customer service and communications to ensure that we are meeting our customers’ needs. Through proactive outreach and a robust social media network, customers are able to communicate with us through several different mediums, 24-hours a day, with faster, more

personalized results. Moving forward, BGE is committed to continuing to work to improve performance and reliability for our customers.”

The Gas Utility Residential Study, released on September 21, measures overall customer satisfaction with gas utility companies by examining six key factors: field service; price; billing and payment; corporate citizenship; communications; and customer service. Overall satisfaction with natural gas utility companies remains stable, compared to 2010. BGE finished the year ahead of the peer group average for five, of the six, factor components in the study.

BGE’s overall customer satisfaction index rose 6 points (compared to 2010) to 608 of a possible 1,000 in the *2011 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>*. BGE improved its customer satisfaction index score from 577 to 608 (31 points) from 2009 to 2011.

The study ranks large and midsize utility companies in four geographic regions: East, Midwest, South and West. BGE falls into the large utility segment, serving just over 600,000 residential gas customers. The *2011 Gas Utility Residential Customer Satisfaction Study<sup>SM</sup>* is based on responses from more than 62,000 online interviews conducted from September 2010 through July 2011 among residential customers of the 75 largest gas utility brands across the United States, serving 163,000 or more residential customers.

#### **About J.D. Power and Associates:**

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#### **About BGE:**

BGE, [www.bge.com](http://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 subsidiary of Constellation Energy, [www.constellation.com](http://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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