



*A Constellation Energy Company*

# News Release

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## **Baltimore Gas and Electric Company Customers May Receive Estimated Bills Due to Hurricane Irene**

*Meter readers assigned to storm duty for several days during and following hurricane*

*Approximately 150,000 customers will receive estimated bills due to hurricane*

**BALTIMORE**, Sept. 14, 2011 – Baltimore Gas and Electric Company (BGE) today announced that as a result of Hurricane Irene, meter readers were assigned to storm duty and did not read any gas or electric meters from Aug. 30 – Sept. 1. On August 29 and Sept. 2, some, but not all meters were read. Customers whose meters were not read will receive estimated bills. When an actual reading is taken prior to the mailing of next month’s bill, usage will self-correct to ensure customers are only billed for the energy they actually used during those months.

“Hurricane Irene was one of the biggest storms in BGE’s 200-year history and it forced us to suspend normal business operations for several days in order to focus our attention on restoring electric service to our customers as safely and as quickly as possible,” said Jeannette M. Mills, senior vice president and chief customer officer for BGE. “During large-scale storm restoration events such as Hurricane Irene, meter readers — like the majority of BGE’s 3,000 employees — have storm assignments that are different from their normal day-to-day jobs. BGE’s meter readers were dispatched to address public safety concerns during and in the hours and immediate days following Hurricane Irene. Many of them responded to reports of downed wires and sat in vehicles near downed wires to ensure the safety of others until a crew could respond and de-energize the wires or restore service. In this capacity, meter readers played a crucial role in our efforts to keep our customers and employees safe during this massive restoration effort.”

To inform the approximately 150,000 customers affected by the estimated meter readings caused by Hurricane Irene, BGE employed the use of its automated telephone dialing system and attempted to

contact all of these customers. Based on reports generated following these calls, BGE believes it successfully reached approximately 86 percent of these customers.

To further assist customers with monthly bills, BGE offers enrollment into its Budget Billing program which spreads payments out over a 12 month period so customers aren't as affected by seasonal increases in usage. Additionally, customers are encouraged to contact BGE early if they are having trouble paying their bill to discuss alternative payment options.

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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