

## NEWS RELEASE

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### **BGE Ready to Respond to Potential Power Outages Caused by Wintry Mix**

**BALTIMORE** (Feb. 19, 2019) – [BGE](#) is closely monitoring the weather and preparing for the possibility of power outages caused by heavy, wet snow and freezing rain across BGE's service area starting early Wednesday morning and continuing through Thursday morning. Of concern is the potential for ice and heavy, wet snow accumulation on trees and power lines. BGE has mobilized field and support personnel, including tree crews, to be ready to respond to any potential service interruptions that may be caused by the storm.

"BGE is taking every precaution necessary to prepare for this winter storm and we ask our customers to also prepare for potential power outages," said Rodney Oddoye, BGE vice president and chief customer officer. "We have staffed additional line workers and tree crews and our support staff will be mobilized when the storm hits. When outages occur, we will work to restore every customer as quickly as we can while keeping safety our top priority. Please keep in mind that road conditions may impact the arrival times of crews working to restore service."

BGE asks all customers, including those with smart meters, to report their outage. Outages may be reported online at [BGE.com](#) and via BGE's free mobile app available at the [Apple Store](#) or [Google Play](#). Customers may also report outages and downed wires by calling 877-778-2222, on [BGE.com](#) and through mobile devices. To sign up for email and text notifications, visit [BGE.com/alerts](#).

Customers can find information on preparing for winter weather and other emergency events at the [storm center on BGE.com](#), as well as storm preparation information and restoration progress via @MyBGE on Twitter and Facebook.

Customers with special needs, such as those who may be elderly, disabled or dependent on electricity for medical equipment, should have alternate arrangements in place should they experience an extended power outage.

BGE's restoration priorities are public safety issues and critical facilities, such as 911 centers, hospitals and pumping stations. Then restoration is generally scheduled so that the greatest number of customers can be restored as quickly and as safely as possible. However, in cases of extended power outages, consideration is also given to customers who have been without service for the longest.

Clearing fallen tree debris and icy, snowy roads, can be factors in restoration progress. BGE requests that customers identify the location of outside utility equipment such as natural gas or electric meters that could be covered in snow and may be susceptible to damage from snow shovels and mechanized snow removal equipment. Please keep outside meters clear of ice and snow. Use a broom or brush to gently clear the area around the meter of anything blocking it, including debris, ice and snow. Do not melt ice or snow on meters with a heat source, and do not chip or scrape ice. These methods can damage or break the meter. It is also important to remove icicles that hang over the meter and can drip freezing water that may damage equipment.

[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<sup>SM</sup> 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<sup>SM</sup> 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](http://jdpower.com/awards).