



An Exelon Company

News Release

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FOR IMMEDIATE RELEASE

Baltimore Gas and Electric Company Prepares for Significant Winter Storm; Encourages Customers to Prepare Families and Homes In Advance

Customers reminded they may now report power outages from mobile phones and devices through company's new mobile website at bge.com or by calling 877.778.2222

BGE is initially requesting up to 500 out-of-state utility workers through the mutual assistance networks

BALTIMORE, March 4, 2013 – [Baltimore Gas and Electric Company \(BGE\)](http://www.bge.com) today announced that it is closely monitoring an approaching weather front that will likely bring heavy, wet snow and wind gusts of up to 50 miles per hour across the majority of its central Maryland service area on Wednesday. Snow accumulations are forecasted to reach between six to 15 inches. Coupled with high wind gusts, heavy, wet snow can cover tree limbs, electric delivery equipment and power lines, and cause power outages. BGE is making an initial request for up to 500 out-of-state utility workers through the mutual assistance networks. Just as the company is preparing field crews and employees to respond to potential power outages resulting from the forecasted weather, the company reminds its customers to take the time now to make preparations.

It is important to note that customers may now [report power outages](#) from mobile phones and devices through the company's new mobile website at bge.com or by calling 877.778.2222. An [enhanced power outage map](#) is also available through the mobile and full websites, and provides the general location and status of current electric power outages in BGE's service area. Customers can view affected area(s), the number of customers affected by an outage, estimated time of restoration if available, and the status of the field crew assigned to repair the issue.

“While the forecast for Monday and Tuesday remains mild, we expect conditions to drastically change with the approaching winter storm that will likely impact BGE's service area on Wednesday and Thursday,” said Jeannette M. Mills, vice president and chief customer officer for BGE. “Heavy, wet snow combined with high wind and wind gusts can weaken trees, bringing whole trees and tree limbs down onto power lines and other electric delivery equipment, and cause outages. The safety of our employees and customers is our top priority, and in periods of sustained high wind, it may be unsafe to operate bucket trucks. Customers should prepare for the possibility of extended power outages in the event that the snowfall causes treacherous road conditions, which may delay crew travel and restoration times. We appreciate our customers' efforts to prepare in advance for adverse weather and to assist BGE in identifying and reporting outages and downed wires through our recently introduced mobile website at bge.com or our automated phone system at 877.778.2222.”

As a reminder, BGE customers who may be elderly, disabled or dependent on electricity for medical or life-sustaining equipment ([Customers with Special Needs](#)), should always have alternate arrangements in place should they experience an extended power outage.

BGE encourages its customers and employees to proactively prepare for severe weather and the possibility of power outages and to take steps to ensure the safety of their families and property during service interruptions by taking the following steps:

- **Stay informed** – Be aware of changing weather conditions and plan ahead. Have a battery-powered radio with a weather band so you can hear emergency information when the power is out.
- **Make a plan** – Discuss and document an emergency plan with those in your care. Develop a family emergency plan that includes alternative arrangements should the need arise to leave your home. Make provisions for special needs of any family member such as the elderly, disabled, medically affected or infants. If you are dependent on electric-powered medical equipment, you are encouraged to seek alternate arrangements in the event that your electric service is interrupted.
- **Make a list of emergency phone numbers** (including 877.778.2222 to report an outage or a downed wire to BGE) and keep a personal telephone book and one corded phone or a cell phone on hand.
- **Build an emergency kit** – Keep enough emergency supplies on hand for you and those in your care. Remember supplies for children, those with special needs and pets.
- **Keep the following items readily available:**
 - Flashlights – not candles
 - Fresh batteries
 - Battery-operated clock radio
 - Corded telephone
 - Fully charged cell phone
 - Non-perishable foods
 - Water – one gallon of water per person per day for at least three days for drinking and sanitation
 - First aid kit
 - Local maps
 - Blankets

Customers also should consider filling the fuel tanks of their vehicles in the event a power outage affects service to neighborhood gas stations. For customers who rely on well water, filling a bathtub with water in advance of severe weather is strongly encouraged.

In addition to monitoring current and approaching weather conditions that could result in service interruptions, BGE regularly conducts emergency training drills during which all aspects of storm-related service restoration are tested. BGE's most recent drill occurred last October, and involved a detailed review of BGE's Electric Delivery Emergency Response Plan to ensure that storm response procedures are up-to-date and in line with industry standards.

Customers can find information on preparing for natural disasters and other emergency events at bge.com, as well as storm preparation information and restoration progress via BGE's social media sites on [Twitter](#) and [Facebook](#).

[BGE](#), headquartered in Baltimore, is Maryland's largest gas and electric utility, delivering power to more than 1.2 million electric customers and more than 655,000 natural gas customers in central Maryland. The company's approximately 3,400 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 Exelon Corporation (NYSE: EXC), the nation's leading competitive energy provider, with 2012 revenues of approximately \$23.5 billion.

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