



P.O. Box 1475  
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Spring 2012

Dear BGE Customer,

In the next few months, BGE will begin a three-year project to change the electric meters and upgrade the gas meters for all BGE residential and commercial customers. Called **smart meters**, these digital meters allow two-way communication between the meters and BGE via a wireless network. The Maryland Public Service Commission has permitted this initiative and BGE was selected by the U.S. Department of Energy to receive a \$200 million federal grant to help cover the costs of this gas and electric modernization effort.

The features of the meters will be rolled out over time. Early benefits will relate to lower operational costs. Later, we expect this modernization to result in more opportunities for you to better manage energy use and save money. Throughout the effort, BGE will continue to provide you with the necessary information and education about our smart meter initiative and what you can expect along the way.

You do not need to take any action at this time. Here is what you can anticipate:

- BGE is partnering with a company called Grid One Solutions, Inc. to install the smart electric meters and upgrade existing gas meters. In a few cases, older gas meters will also be replaced with new meters. Meter installations will be scheduled community by community through 2014 and will be performed by uniformed Grid One technicians. The technicians will be wearing dark blue pants and light blue shirts with a Grid One logo. They will be required to display proper identification badges that will read "BGE Contractor." The technicians will knock on your door prior to beginning work.
- There will be several notices and events in your community leading up to installation.
- You will experience a brief power interruption (a couple of minutes in most cases) when your electric meter is replaced.
- There will be no interruption of service if installers are upgrading your existing gas meter.
- A very small number of customers with older gas meters that require replacing will also experience a service interruption (up to 30 minutes). If you are one of those customers, we will need access to your home in order to restore service and relight any affected pilots.
- BGE customers whose meters are indoors will be contacted by Grid One to schedule an appointment for installation. Customers whose meters are outdoors, but inaccessible because of a locked fence or a dog, will also need to schedule an installation appointment.
- Customers with outdoor meters that installers are able to access will not need to be present for the installation. Grid One will leave notification and meter information after the installation is complete.
- Customers with a medical condition or other special needs, who are currently registered in BGE's Special Needs Program, will receive additional notification prior to a service interruption. To enroll in the Special Needs Program, please contact BGE's Customer Relations Call Center at **410.685.0123** or **800.685.0123**.
- Later in 2012, customers with new meters will be able to see their detailed energy usage on a new website that will also provide tools for conserving energy.

If you have questions about smart meters or the installation process, including the estimated time BGE will begin installing meters in your area, please visit [bge.com/smartgrid](http://bge.com/smartgrid) for more information. You may also call BGE's Customer Relations Call Center at **410.685.0123** and select the "smart meter" option, or call toll-free at **800.685.0123** (TTY/TDD Maryland Relay Service – **800.735.2258**).

We thank you for your support and welcome your feedback throughout this important project.

Sincerely,

Jeannette M. Mills  
Chief Customer Officer