



An Exelon Company

## News Release

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**FOR IMMEDIATE RELEASE**

### **BGE Ready Ahead of Tropical Storm Isaias**

*Company increases resources to respond; provides tips for customers to prepare and stay safe*

**BALTIMORE** (Aug. 3, 2020) – With Tropical Storm Isaias making its way up the eastern seaboard, [BGE](https://www.bge.com)'s full emergency response organization is ready. Employees and local contractors have inspected equipment, reviewed procedures and assembled staffing plans to ensure around-the-clock support to respond to potential impacts from the storm.

BGE is closely monitoring the path of Tropical Storm Isaias, which has the potential for high wind and heavy rain throughout the day on Tuesday. This could result in widespread power outages and significant flooding for customers in central Maryland. The company has been preparing for this event since last week and has enhanced staffing plans to ensure necessary resources are available to respond to outages as safely and as quickly as possible. The company has increased staffing of lineworkers and tree-trimming personnel, as well as additional customer care representatives to handle customer emergency and outage calls.

Crews from BGE's sister Exelon company, ComEd in Chicago, also are traveling east to support the restoration effort. BGE has also secured additional mutual assistance from companies outside the projected path of the storm. Additional personnel will assist the company's efforts to restore service for customers safely and efficiently and will have a high degree of situational awareness regarding safe work conditions and actions during the COVID-19 pandemic.

BGE is taking the appropriate steps to prepare for this severe weather, while also ensuring the health and safety of employees and customers during the pandemic. The company will ensure all personnel, as well as the personnel from other companies supporting BGE, are abiding by all CDC and state government executive orders on social distancing and personal hygiene guidelines in the field and while on rest. To ensure the safety of employees and customers while restoration work is being completed, customers are asked to please practice social distancing with crews as they work to restore service.

Just like BGE prepares for damage that may occur, customers are strongly encouraged to prepare for severe weather.

#### **Preparation Tips:**

- Have a supply of bottled water and easy-to-prepare, non-perishable foods available.
- Charge cell phones and other mobile devices. Consider backup chargers.
- Have a flashlight with fresh batteries on each floor of your home.
- More tips available at [bge.com](https://www.bge.com).

(more)

### Safety Tips:

- Always stay away from any storm damaged electrical equipment, especially downed power lines and tree limbs that may come into contact with power lines.
- Check on elderly neighbors and relatives.
- Don't connect your generator directly to your home's wiring. Never use a generator indoors or in an attached garage. Read and adhere to the manufacturer's instructions for safe operation.

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

To report an outage or downed wire, 1-877-778-2222, or customers can report and track their outage through the company's [mobile app](#) or website at [bge.com](#). The company's interactive [outage map](#) also provides information about outages across the company's system and gives an estimate of how quickly power is expected to be restored.

As part of its own preparation efforts ahead of hurricane season, BGE works to modernize the local energy grid and harden its system against severe weather. This work includes inspecting existing infrastructure, replacing aging infrastructure, trimming trees that could potentially impact the system, building new underground equipment, and installing smart technology that can automatically restore service more quickly or isolate damage.

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*[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 1.3 million electric customers and more than 680,000 natural gas customers in central Maryland. In the J.D. Power 2017, 2018, and 2019 Electric Utility Business Customer Satisfaction Studies<sup>SM</sup> BGE was ranked Highest in Customer Satisfaction with Business Electric Service in the East among Large Utilities. In the J.D. Power 2018 and 2019 Gas Utility Business Customer Satisfaction Studies<sup>SM</sup> BGE was ranked Highest in Customer Satisfaction with Business Natural Gas Service among utilities in the East Region. BGE is a subsidiary of Exelon Corporation (Nasdaq: EXC), the nation's leading competitive energy provider. Connect with BGE on [Facebook](#), [Twitter](#), [Instagram](#), and [YouTube](#), and engage with the latest BGE stories on [bgenow.com](#).*

*Baltimore Gas and Electric Company (or "BGE") received the highest score in the East Region of the 2019 Gas Utility Business Customer Satisfaction Study and the East Large Segment of the 2019 Electric Utility Business Customer Satisfaction Study of gas and electric utility customer satisfaction among business customers. Visit [jdpower.com/awards](#).*