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CUSTOMER RELIABILITY SUPPORT



An Exelon Company

August 30, 2017

BGE recently completed a reliability investigation for the Mayo Peninsula community in response to the sustained power outages experienced on August 2, 2017 and August 3, 2017.

The sustained outage on August 2 was due to breaker operations on our circuits to isolate a region of faulted overhead equipment due to a blown lightning arrester. The second outage on August 3 occurred as BGE was making the repairs necessary as a result of the first outage.

Equipment in BGE substations is inspected monthly and BGE has many programs to continually assess the state of overhead and underground equipment along the electric system. As new customers come onto the power grid, BGE analyzes load requirements as part of the standard new business process.

Please be assured that the reliability of our systems is a priority. We sincerely regret any inconvenience this has caused. If you have any additional questions, please contact BGE at 1-800-685-0123 and refer to the Mayo Peninsula reliability case.

Sincerely,

Customer Reliability Support Team