

UTILITY COMPANY CONTACT LIST

The following Utility Companies in Montgomery County have supplied information on how sellers can obtain their energy usage and cost information:

Allegheny Power

Allegheny Power

Phone: 1-800-255-3443

www.alleghenypower.com

By Phone:

Customers can request their Statement of Account (account history covering up to 24 months) either by speaking with a Customer Service Representative or by utilizing their new Interactive Voice Response (IVR) system.

Interactive Voice Response - "IVR"

1. Be prepared to provide necessary information such as account number and personal data
2. Give short phrases pertaining to the nature of your call. (The following keywords will efficiently route you to the services that you need.)
3. Speak in a normal tone
4. Listen carefully to the IVR and respond appropriately
5. Reduce background noise when possible

Say "Copy of a Document" or "Copy of a Brochure" for

- Copy of a bill
- Informational Brochures
- Landlord Agreements
- Statement of Accounts

BGE

Baltimore Gas & Electric Company

Phone: 410-685-0123

Toll-Free: 800-685-0123

www.bge.com

By Phone:

Customers of record may request a written summary of their previous 12 months of kilowatt hour consumption and respective costs. Customers in Montgomery County should call BGE at 1-800-685-0123 anytime between 8:00 AM and 8:00 PM, Monday through Friday, and choose the respective option from the automated menu that will allow them to speak directly to a customer representative. The history will be compiled and mailed to the customer within 7-10 business days.

By Internet:

Customers may obtain the information directly from the BGE website at www.bge.com. Customers of record are required to first set up an online account, which will enable them to take advantage of options like automated bill pay and account management. Customers should have their account number available when setting up the account. Once the online account is activated customers will be able to view copies of their bills for the previous 12 month period.

PEPCO

Phone: 202-833-7500 (Customer Service)

Phone: 202-872-2000 (General Information)

www.pepco.com

By Phone:

Customers may call Pepco customer service at 202-833-7500. Upon request information will be mailed to customers within 5-7 business days. In addition, customer service representatives can provide usage information verbally for customers who need the information immediately.

By Internet:

Pepco customers can access up to 13-months of detailed usage and cost information at their website www.pepco.com, through their "My Account" tool. Please note: first time users will need to register and answer security questions before logging in.

Washington Gas

Phone: (301) 662-2151

www.washingtongas.com

As a reminder, due to federal, state and local laws, information about a customer's account will not be shared with anyone, except the customer of record (account holder), without specific, written authorization from the customer of record (account holder).

By Phone:

Upon request, through our Customer Service Department.

By Internet:

On-line* by the customer, 24 hours/day, 7 days/week, through the Washington Gas website (www.washingtongas.com) requiring customer's personalized password;

***On-line access instructions:**

Go to www.washingtongas.com

Click on quick link "View and Pay Your Bill" in the right-hand column

Enter/create your password

Click on "View Bill" (middle button)

Click on the drop date box

Click on the date of the bill you wish to view

NOTE: These dates go back for 12 months from the date of current billing period or for as long as the customer has had the account, whichever is shorter.