



BGE HOME offers a wide range of energy-related products and services that address the comfort and energy management needs of residential and small commercial customers in Maryland. A focused energy services company with a proven strategy of disciplined growth, BGE HOME is committed to delivering superior service and quality; environmentally responsible, energy-efficient products and services; convenience, and competitive prices.

Our target market is the “Do-It-For-Me” customer who values Service, Comfort, Convenience and Energy Savings.

FACTS AND STATS

- *NATE Certified Technicians*
- *BPI (Business Performance Institute) Certified Technicians*
- *97 percent customer satisfaction rating for superior home service*
- *Named "Best Plumbers" by Baltimore Magazine*
- *Received Microsoft's Pinnacle Award for Excellence in Customer Service in 2005*

Home Service—Our professional, licensed and certified technicians provide customers with unsurpassed expertise when it comes to the repair of heating and cooling equipment, appliances, and plumbing and electrical systems. In addition, BGE HOME is BPI-certified to conduct Home Performance Energy Audits, which identify areas of improvement to help customers reduce their energy usage and save money. All BGE HOME technicians adhere to a stringent in-house certification program that guarantees their knowledge, affirms their commitment to the customer and ensures excellence in completing every repair with the highest level of satisfaction.

Home Comfort—Our Home Comfort Team provides energy-efficient and cost-effective solutions for the heating, cooling and water heating needs of our customers. The focus of our Energy and Comfort Consultants is to determine environmentally responsible solutions for our customers that will provide the greatest energy savings at an affordable price. Since heating, cooling and water heating account for the largest portion of energy consumption in a home, providing energy-efficient alternatives enables our customers to reduce their energy usage, while saving money and decreasing their impact on the environment. Beyond providing energy-efficient home comfort solutions, our Home Comfort Team offers a variety of products and services designed to improve the indoor air quality of a home.

Home Improvement—Our Home Improvement products include window and door replacements, attic insulation, and thermal-backed siding. Windows from BGE HOME offer a superior energy-efficient design. Attic Insulation is a cost-effective way to reduce energy consumption and save money, while improving the year-round comfort of a home. Thermal-Backed Siding significantly reduces air infiltration and is more energy-efficient than conventional siding. BGE HOME offers the finest quality, energy-saving materials with expert installation.

Home Energy—The Home Energy Team operates as a deregulated energy retailer in the state of Maryland, selling natural gas to residential customers.

BGE HOME For Your Business—BGE HOME provides a variety of products and services to meet the comfort needs of a business. Our product suite includes heating and air conditioning sales and service, preventive maintenance agreements, plumbing service, electrical service, and generator sales and service. Our team of dedicated commercial service technicians, electricians and plumbers are equipped to quickly respond to a breakdown and resolve any service problem.

BGE HOME is not the same company as BGE, a regulated utility.

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BGE Home Products & Services, Inc. • 1409-A Tangier Drive • Baltimore, MD 21220
1.888.BGE.HOME • www.bgehome.com