



The Facts: Hurricane Isabel and BGE

On Sept. 18, 2003, Hurricane Isabel delivered a devastating punch to BGE's service territory. By the time it reached Central Maryland, Hurricane Isabel stretched more than 300 miles in diameter and had wreaked havoc from North Carolina northward throughout the Mid-Atlantic, downing trees and limbs, closing roads, and flooding coastal areas. Before it was finished, more than 6 million people on the East Coast lost power.

In Central Maryland, residents faced 40-mph winds, gusts up to 60 mph, and 2 to 4 inches of rain. Compounded by a record wet spring and summer that loosened soils around tree roots, these severe storm conditions caused thousands of trees to topple. Record storm surges that peaked at high tide destroyed entire communities. In Baltimore, the storm surge caused the harbor to rise seven feet above normal tides, eclipsing the record set in 1933.

In BGE's service territory alone, more than 790,000—almost 70 percent of our customer base—lost power. The widespread damage resulted in more than 15,500 individual outage jobs and 7,900 downed wires. It was the most destructive storm in BGE's nearly 200-year history.

As Hurricane Isabel approached Maryland, BGE stood ready to respond. After Hurricane Floyd in 1999, BGE conducted a thorough assessment of our readiness to handle severe impact storms. Consequently, BGE applied a wealth of lessons learned before Hurricane Isabel arrived. The result was a well-planned, well-executed response and restoration effort.



The Keys to Our Successful Response to Isabel

- Crisp execution of our plan by well-trained employees was critical to BGE's success. The foundation of our restoration efforts is our Electric Delivery Emergency Response Plan. This plan, which is updated annually, outlines actions BGE employees should take to quickly and safely restore service to our customers. In addition to regular training, BGE conducts annual company-wide drills to ensure our employees are prepared to respond to the effects of a severe impact storm, such as Hurricane Isabel.
- BGE pre-mobilized nearly 3,100 BGE and out-of-state utility workers. They were in place and ready to respond before the storm hit. Crews and contractors from across the country began to arrive two days before the storm.
- BGE's participation in national and regional mutual assistance groups helped us to bring in qualified workers from 27 states and Canada. In total, more than 6,400 people, including out-of-state personnel were involved in BGE's restoration effort.
- We communicated early and often with our customers, the media, and elected officials at all levels of government. Throughout our restoration efforts, BGE proactively communicated information about outages and restoration times. Additionally, we communicated important safety information, such as, the dangers of downed wires, food safety, the safe usage of portable generators, and the importance of inspections of flood-damaged equipment. We even went door to door with fliers to help keep our customers informed and out of harm's way.
- Suppliers were contacted in advance of the storm to ensure BGE would have the required equipment throughout the restoration effort. BGE pre-positioned equipment necessary for restoration activity, including poles, wire, fuses, transformers and tools, and stock levels were constantly monitored.

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- BGE had employees in place at the Maryland Emergency Management Agency’s Emergency Operations Center, as well as at nine local government emergency centers in our service territory. Our presence at the emergency operations centers gave officials direct access to restoration information and easily facilitated coordination of BGE’s activities with those of the state and the local governments.
- Since 1999, BGE invested \$20 million to upgrade our call handling systems and install a new Outage Management System to better track service interruptions. BGE also has improved its electric system reliability, spending an average of \$68 million annually since 1999 on our infrastructure and reliability programs, including an enhanced tree trimming program.

Floyd vs. Isabel: How Do They Compare?

Each storm is different. What matters to our customers is how we respond to the storm’s impacts. Advanced planning, preparation and crisp execution enabled BGE to restore electricity service to nearly 300,000 more customers in the wake of Isabel than during 1999’s Hurricane Floyd. The restoration time frame for both storms was eight days.

After just two days, Isabel quickly surpassed Hurricane Floyd in customer call volume—and the numbers continued to grow. BGE answered over 710,000 telephone calls during Isabel restoration efforts. Here’s how Hurricane Floyd compares to Hurricane Isabel:

	Floyd	Isabel
Total customers without power:	503,820	790,450
Restoration period:	8 days	8 days
Customer calls:	290,000	710,000*
Utility workers and support staff	3,300	6,400
Out-of-state utility workers pre-mobilized prior to the storm	0	1,360
States providing utility crews:	12	27 and Canada
Restoration and repair costs:	\$18 million	\$80 million (estimated)

*This is roughly 15 percent of our annual call volume

Scope of BGE’s Response to Isabel

- Restored service to 790,450 customers
- Responded to more than 15,500 individual outage jobs and more than 7,900 downed wires
- While our transmission system was not impacted, we replaced 444 poles, 300 transformers, 33,665 fuses and more than 100 miles of wire on our distribution system
- Proactively inspected more than 4,800 meters that were damaged by severe flooding
- To support the 2,900 personnel from outside of Maryland, BGE:
 - Activated three Regional Command Centers and five Staging Areas
 - Rented more than 1,700 rooms at 42 hotels
 - Served 120,000 meals
 - Arranged for laundry service
 - Installed 170 mobile PCs and 400 cell phones, pagers and radios
 - Rented 400 vehicles
 - Dispensed 90,000 gallons of fuel
 - Hired 40 buses for transporting crews to and from work sites
 - Converted Canadian dollars to U.S. dollars
- Despite a second storm that passed through our service territory, BGE met its system-wide restoration goal of September 26.

The lessons of Hurricane Floyd helped BGE prepare well for Hurricane Isabel. Similarly, the lessons of Isabel will have significant value in dealing with future storms-and in helping BGE continue to be a recognized leader in emergency preparedness, restoration efficiency and energy delivery.



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