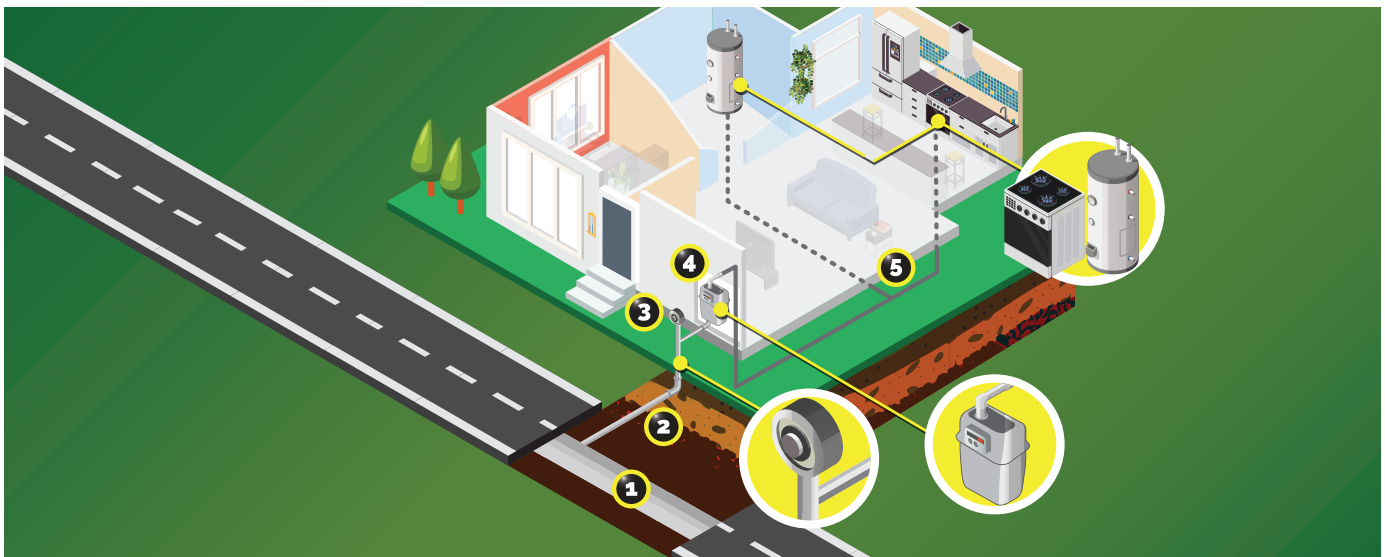


Getting Gas to Your Property!

BGE focuses on delivering gas and electricity safely, reliably, and affordably to our customers. This work includes modernizing gas mains and service lines, and installing shut off valves and service regulators that provide easier access to our crews and enhance safety across central Maryland. These regulators are installed on the exterior of buildings with natural gas service, in accordance with industry best practices.

For further explanation, below is a diagram that explains natural gas distribution from the main lines to your building



1. GAS MAIN LINE

When natural gas reaches your neighborhood, it flows through underground gas mains toward your building.

2. SERVICE LINE

Natural gas leaves the main line and flows through a smaller natural gas service line to get to your building.

3. PRESSURE REGULATOR & EMERGENCY SHUT-OFF VALVE

The pressure regulator will be located on building exteriors and controls natural gas pressure in your building to ensure that it can safely be used in standard appliances. An emergency shut-off valve is also nearby, which can stop the flow of gas in the event of an emergency.

4. GAS METER

The gas meter is installed after the pressure regulator and measures the quantity of natural gas that flows into the building. It can be located on either the interior or exterior of the building.

5. INTERIOR PIPING

After it is measured, natural gas flows through your building's interior piping to gas appliances, such as the furnace, water heater, or oven.

FREQUENTLY ASKED QUESTIONS

What do these regulators look like?



What is the technical reason behind placing regulators outside rather than inside?

Regulator failures overall are a rare occurrence, but failures of indoor regulators can pose an increased risk over failures of outdoor regulators. Considering outdoor regulators vent directly to the atmosphere, indoor regulators require a properly installed, unobstructed, and undamaged vent line to allow natural gas to be safely released outdoors rather than accumulating indoors. Additionally, placing regulators indoors also necessitates gas to enter the property at a higher pressure, which can increase the risk and rate of gas intrusion.

Did BGE research options for regulators that could remain indoors and still enhance safety?

BGE researched regulators which advertise lower venting rates under normal and emergency conditions. However, all commercially available gas service regulators still require a vent line for periodic gas venting. Ultimately, the other options available do not eliminate the safety disadvantages of indoor installations.

Can we pay the cost difference to have our regulators remain inside of our homes?

No. The motivation for the outdoor regulator policy is grounded in enhancing safety and would not be reconsidered due to cost adjustments.

Why does my regulator need to be installed outside?

It is BGE's policy, in alignment with industry best practices, to install the regulators outdoors whenever possible, for ease of access during emergencies.

I live in a historic district; am I still required to get an outdoor regulator?

Yes, an outdoor regulator is required at your home. Historic districts are not exempt from BGE's policy.

What does this gas service work process entail?

While performing upgrades to BGE's gas services, we will be physically installing or relocating the natural gas service regulators from inside to an appropriate outside location. This process may or may not include the interruption of gas service for the duration of the service work process. BGE estimates the time for a typical gas service job to be approximately 8 hours. BGE will work with appropriate property managers and owners to schedule the work and minimize impact to our customers. If there is any need for a natural gas service interruption during the work process, all gas service will be restored safely upon completion of the gas service work. BGE will maintain a safe environment while performing this work.

Am I allowed to paint or decorate the regulator outside my home?

Yes, you may repaint the exposed piping and meter for aesthetic reasons but must take care not to paint over any dials, reading devices, or vent line openings. If you have questions, please call the BGE Customer Care Center at 1-800-685-0123 .

What action(s) should I take, or who should I contact if my regulator gets damaged?

If you think your gas equipment has been damaged, leave the location immediately and call BGE. Your call for emergency gas service will be answered 24 hours a day, seven days a week at no additional cost to you. A service person will come to your home or business free of charge to check for an emergency. Remember, if you smell gas, leave the area first, THEN call 1-800-685-0123 or 911.

Additionally, we train first responders to operate our emergency shut off valves in the event they are responding to an emergency and need to turn off the gas for safety.

Will BGE compensate me for any damage to my home that happens during installation?

You may submit a Damage Claim Form, or call 1-800-685-0123.

FREQUENTLY ASKED QUESTIONS

Are you doing this in every neighborhood?

Yes, BGE is committed to making these improvements in every neighborhood we serve.

Is there a waiver process to be exempted from having a new regulator installed outside my home?

There are no waiver processes for gas regulators. Beginning in 2022, BGE will only install service regulators indoors if it is necessary to comply with regulations governing utility and building construction.

Who performs this work?

BGE technicians and/or BGE approved contractors will perform all work. All BGE personnel and contractors carry company ID badges displaying their name, photograph, and identification number.

What can you do to help BGE's employees/contractors?

Customers, owners, and property management can assist in this process by being flexible and allowing access to the property, which will allow BGE to complete the required work efficiently and maintain safe and reliable gas service to our customers.

Will BGE be requesting payment for this work? The regulator gas service work incurs no additional costs to customers. BGE will never ask you information about your utility bill or request payment for a bill during gas regulator work. BGE will arrange this required work directly with building owners, property managers, and residents of any impacted structures.

Additional Information

If you have any additional questions about the regulator gas service work program, please contact the BGE Customer Care Center at **1-800-685-0123**.