

## Landlords and property owners/managers.

### Rental property policy for PeakRewards<sup>SM</sup> accounts.

**Automatic Change Name (ACN) accounts are not eligible to receive the PeakRewards credit when the bill reverts back into the landlord's name upon tenant move-out. This policy was implemented to avoid paying credits on vacant households.**



- The PeakRewards payment is for active residential accounts in the program.
- Renter needs to get permission from their landlord to participate in the program.
- BGE asks the renter whether they have landlord permission on all enrollments.
- For ACN accounts, once a customer moves out of a premise the cycling level reverts to 0%, resulting in the cycling, credits and bonus ceasing until a new tenant moves in.
- Upon move-in, no bonus will be paid on an account since the bonus is intended for the first bill account at a premise, at the time of the device installation. (i.e., If upon move-in the device is already installed, the new tenant is not eligible for the bonus, only the summer credits.)
- A “Welcome Package” is mailed to the new tenant within a month following the move-in to explain the program and offer higher levels of cycling.

Note: The benefit of being an ACN customer outweighs the benefits of the PeakRewards credits because ACN accounts avoid service application charges and deposit fees on move-ins/move-outs in their residences (as well as other benefits).

#### More questions?

If you need assistance or have any other questions, call the PeakRewards customer hotline at **1.888.309.PEAK (7325)**, Monday – Friday, 7 am – 7 pm.

Visit **BGEsavings.com** for more information about PeakRewards.

Customers who receive PeakRewards bill credits are subject to the Terms & Conditions for the PeakRewards program. Please review the updated Terms & Conditions available at: **BGEsavings.com/Resources**.

EmPOWER Maryland programs are funded by a charge on your energy bill. EmPOWER programs can help you reduce your energy consumption and save you money. To learn more about EmPOWER and how you can participate, go to **BGESmartEnergy.com**.