

MARTIN O'MALLEY
GOVERNOR

ANTHONY G. BROWN
LIEUTENANT GOVERNOR



STEVEN B. LARSEN
CHAIRMAN

HAROLD D. WILLIAMS
ALLEN M. FREIFELD
SUSANNE BROGAN
LAWRENCE BRENNER

PUBLIC SERVICE COMMISSION

ML#s 107535 and 108659

December 31, 2007

Daniel P. Gahagan
Vice President and General Counsel
Baltimore Gas and Electric Company
2 Center Plaza
110 West Fayette Street, 13th Floor
Baltimore, Maryland 21201

Re: Request by Delegate Sue Kullen for Public Service Commission Investigation into Baltimore Gas and Electric Company Services in Calvert County

Dear Mr. Gahagan:

By letter dated December 7, 2007, Baltimore Gas and Electric Company ("BGE" or "Company") responded to the Public Service Commission's November 19, 2007 request to address Delegate Kullen's request to the Commission to investigate the quality of service that Calvert County citizens receive from BGE as compared to the service from Southern Maryland Electric Cooperative ("SMECO"). Commission Staff provided certain System Average Interruption Frequency Index ("SAIFI") and System Average Interruption Duration Index ("SAIDI") data to the Commission which indicates that BGE's performance in Calvert County had deteriorated in 2006 as compared to the two prior years. In its November 19th letter, the Commission asked BGE to describe the steps that BGE is taking to improve reliability and quality of service to the BGE Calvert County residents.

BGE provided, in Attachment A to the December 7th letter, a list of completed projects that were of benefit to customers in Calvert County. The Commission, however, notes that a majority of these projects were completed prior to 2006 and the data provided by the Company reflects that reliability in Calvert County decreased even after the completion of these projects. Further, the response indicates that BGE's first planned infrastructure projects that benefit Calvert County customers will not begin until December 2008 – almost a year from now. On the other hand, it appears that BGE intends to initiate Vegetation Management plans beginning in March 2008 and has begun implementing a cable replacement plan as of November 2007.

The Commission does not believe that the Company has sufficiently addressed either Delegate Kullen's concerns or the Commission's concerns. Accordingly, the Company is directed to provide a detailed description of what the Company intends to initiate within the next

six months to return its quality of service to at least 2004 levels. The Company should provide a thorough description of the project with timelines and specifically how the project will increase the service reliability of BGE customers in Calvert County. The Company is directed to submit its plan no later than Monday, January 28, 2008, and should provide a copy of the plan to Delegate Kullen concurrently with the filing made at the Commission.

By Direction of the Commission,

/s/ Terry J. Romine

Terry J. Romine
Executive Secretary

TJR:lvs

cc: The Honorable Sue Kullen