


IMPORTANT CUSTOMER INFORMATION

CLAIMS PROCESS FOR CERTAIN POWER INTERRUPTIONS OR FLUCTUATIONS

Illinois Public Utilities Act: Section 16-125(e) and (f)

The Illinois Public Utilities Act, Section 16-125(e) and (f), allows customers to receive payment for certain damage resulting from:

- certain continuous power interruptions of four hours or more that affect more than 30,000 customers; and
- certain power surges or other fluctuations that affect more than 30,000 customers.

ComEd may be exempted from liability for damage when the power interruption, power surge, or other fluctuation is caused by:

- weather events or conditions;
- customer tampering;
- civil or international unrest or animals; or
- an individual who is not a ComEd employee, agent or contractor.

CLAIM FORM

To receive a claim form:

- call ComEd at **1-800-Edison-1** (1-800-334-7661) or
- visit ComEd's internet site at www.comed.com/claims.

CLAIM ASSESSMENT AND PROCESSING

- ComEd will send the customer written confirmation that it received the customer's claim form within two business days of receipt of the claim form.
- ComEd will determine whether the claim arises from a qualifying interruption, surge, or fluctuation.
- ComEd will determine whether it believes any of the exemptions apply.
- If none of the exemptions applies, the claim will be processed.
- If one of the exemptions applies, then ComEd may request a waiver from the Illinois Commerce Commission (ICC). If ComEd seeks a waiver, it will inform the customer of the waiver request, and that the processing of the claim will be held until the ICC makes a decision.
- If the ICC grants ComEd's waiver request, then ComEd will inform the customer that it is not liable for the customer's claim.
- If the ICC denies ComEd's request, and the decision is not appealed, then ComEd will process the customer's claim.

- ComEd will communicate its proposed resolution of the claim to the customer. Typical claims are resolved within 90 days (excluding any time that claims were held pending an ICC or court decision) after ComEd has received a completed claim form with the required proof of damage.
- The customer may accept ComEd's resolution, or may file an informal/formal complaint with the ICC.

Customers with questions about Section 16-125(e) and (f) or ComEd's claim process may call ComEd at **1-800-Edison-1** (1-800-334-7661).

PLEASE NOTE THAT THE FOREGOING IS AND IS INTENDED TO BE, ONLY A GENERAL DESCRIPTION OF SECTION 16-125(e) AND (f) OF THE PUBLIC UTILITIES ACT, AND COMED'S PROCESS FOR ADDRESSING CERTAIN CLAIMS THEREUNDER. NOTHING IN THE FOREGOING DESCRIPTION CREATES OR AFFECTS, OR IS INTENDED TO CREATE OR AFFECT, ANY LEGAL OR EQUITABLE RIGHTS, DUTIES, OR EXCEPTIONS.

IMPORTANT INFORMATION FOR CUSTOMERS

ComEd fully supports your right to choose your electricity supplier.

With **Customer Choice** you can:*

- elect to take electric supply service from a Retail Electric Supplier (RES) with delivery from ComEd;
- elect to take bundled electric service from ComEd under an applicable bundled service rate; or
- elect to take electric supply service and delivery from ComEd under the Power Purchase Option (PPO).**

Whichever option you choose, you remain a valued ComEd customer.

** Certain restrictions to availability of these options may apply.*

*** The ComEd Power Purchase Option (PPO) is a service governed by tariff and required by law, which allows nonresidential retail electric customers to buy electric power and energy from ComEd based on market value.*