ComEd CUSTOMER HANDBOOK

Helpful Information for You

January 2018
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800-334-7661 CALL TREE MENU OPTIONS

For your convenience, the numeric menu options available when you call our toll-free number are shown below. During storm conditions, these options may change temporarily. DURING NORMAL OPERATIONS (i.e., non-storm conditions)

• “1” For electrical issues or power outages
• “2” For everything else (You can say Balance Information, Billing and Payments, Stop or Start Service. If none of these apply say More Options.)
• “8” for Spanish
How to Contact Us

Our Customer Service Representatives are available Monday through Friday to assist with your customer service needs.

Best times to call: Tuesday through Friday between 11 a.m. and 4 p.m. Longer wait times can be expected on Mondays, the first business day after a holiday, and the first business day of the month.

Residential Customer Service Representatives are available from 7 a.m. to 7 p.m.

- Service Inquiries .................................................. 800-EDISON-1 (800-334-7661)
  For Spanish .................................................. 800-95-LUCES (800-955-8237)
- Report an Outage .................................................. 800-EDISON1 (800-334-7661)
  For Spanish .................................................. 800-95-LUCES (800-955-8237)
- Customer Assistance Programs (CARE) ........................................... 888-806-2273
  CARE Representatives are available from 7:30 a.m. to 5 p.m.
- Payment by Phone .................................................. 800-588-9477
- Smart Meter Customer Care Team ............................................. 866-368-8326

Business Customer Service Representatives are available from 7 a.m. to 7 p.m.

- Service Inquires .................................................. 877-426-6331
- Report an Outage .................................................. 800-EDISON1 (800-334-7661)
  For Spanish .................................................. 800-95-LUCES (800-955-8237)
- Payment by Phone .................................................. 877-426-6331
- New Business .................................................. 866-639-3532
- Smart Meter Customer Care Team ............................................. 866-368-8326

Other Important Numbers:

- TDD Line .................................................. 800-747-0593
  (Video Relay Service Available for Hearing and Speech Impaired*)
- Planning to dig? .................................................. Dial 811 or visit Call811.com
- Outside of Chicago call J.U.L.I.E.
  (Joint Utility Locating Information for Excavations) ........................................... 800-892-0123
  or visit Illinois1Call.com
- Inside of Chicago call DIGGER
  (Chicago Utility Alert Network) ............................................. 312-744-7000

*ComEd provides a free videoconferencing service for hearing- and speech-impaired customers to use for their customer service needs.
About Us
Commonwealth Edison Company, better known as ComEd, is a unit of Chicago-based Exelon Corporation (NYSE: EXC). ComEd provides energy to approximately 3.8 million customers across northern Illinois, or 70 percent of the state’s population.

Approximately five years after the Illinois General Assembly passed the Smart Grid Law, ComEd proudly continues to deliver on the Smart Grid promise. Through the investments authorized by the Energy Infrastructure Modernization Act (EIMA), the Smart Grid program is providing ComEd customers record reliability, more options for energy savings, plus jobs and development in our communities.

The Smart Grid foundation is setting Illinois on a path to the smart, clean, custom, and ultra-reliable energy future we all want. For more information visit ComEd.com/Smartgrid.

VISIT OUR WEBSITE
Visit ComEd.com where you can manage your account, start service, learn about your energy usage and more.

- For customer support and other important information, visit ComEd.com/CustomerService.

SOCIAL MEDIA/APPS
We also provide many options for you to perform account transactions and get answers to many frequently asked questions at your convenience, 24 hours a day, 7 days a week.

Download the FREE ComEd Mobile App (ComEd.com/App) to make payments, view account history, report outages and check outage status.

Use the text messaging option to get alerts and outage updates.

We also welcome conversations with customers and share ComEd tips and updates on Facebook, Twitter, Instagram, YouTube, LinkedIn, Pinterest and Flickr.

VIA CORRESPONDENCE (non-emergencies only)
You can also write to us at:
ComEd Customer Care Center
P. O. Box 87522
Chicago, IL 60680-5379

Reporting a Power Outage

EMERGENCY
If you or anyone in your house experiences a medical emergency, please call 911 immediately. We’re committed to providing you with the latest storm related information (ComEd.com/Storm), the location of current outages (ComEd.com/Map), how we restore your power (ComEd.com/StormRestoration) and more through our innovative outage information system (ComEd.com/Report).

CONVENIENT WAYS TO REPORT A POWER OUTAGE

ComEd Online Account
Log in to My Account (ComEd.com/MyAccount) from your computer or mobile device to report a power outage online and get ongoing updates about the status of an outage.

Text
Subscribers to our Outage Alerts can quickly report an outage by texting “OUT” to 26633 (ComEd). You will also receive notifications when someone else has reported a nearby outage that may affect you, and you’ll get ongoing updates as to the status of the outage. To receive outage notifications and estimated restoration times right on your iPhone® or Android™ device, simply complete the form at ComEd.com/text and click “Enroll.” If you are already enrolled and wish to cancel your enrollment, text “STOP” to 26633 (ComEd). You will instantly receive a text message on the subscribed mobile phone confirming your enrollment options or cancellation. Text “HELP” to 26633 (ComEd) for more information.

Twitter
Sign up for Twitter Outage Reporting and you can tweet your real-time power outages. Log in to your Twitter account and tweet #OUT to @ComEd.

Mobile App
Use the FREE ComEd Mobile App (ComEd.com/App) to quickly report an outage from your iPhone or Android device. The app also provides notifications as to the status of an outage.
Facebook
Report an outage on our Facebook Outage page (ComEd.com/FBOutageApp) and then stay connected with us as we post outage details and restoration updates during storms.

Phone
Call us at 800-EDISON-1 (800-334-7661) to report a power outage by phone. Because call volume can be heavy during storms, we also employ an automated, interactive voice response system to enable us to process thousands of calls at a time.

Safety Around Electricity and Power Lines

STAY SAFE WHEN A STORM HITS OR A POWER OUTAGE OCCURS
Wind, lightning, heavy rains, flooding and other severe weather conditions can cause damage to the energy grid and cause power outages. With ComEd personnel available 24 hours a day, 7 days a week, we’re committed to keeping your lights on and making every effort to restore your power safely and quickly when the lights go out. We offer convenient ways to report an outage (ComEd.com/Report or ComEd.com/Outage) and via Twitter, just tweet #OUT to @ComEd.

FALLEN POWER LINES
Stay away from downed or dangling power lines around damaged trees – especially in the dark – and report them to us IMMEDIATELY at 800-EDISON-1 (800-334-7661).

TREES NEAR POWER LINES
Only qualified contractors should trim trees or branches near power lines. Additionally, do not climb trees with branches that are close to power lines and keep children from doing the same.

KEEP CLEAR OF POWER LINES
Contact us before you conduct any work or activity that may place you, your equipment or anything you carry within 10 feet of a power line. If you plan to do any work near the power lines to your home, please consult the Residential Electric Service Installation Guide (ComEd.com/InstallationGuide) for the appropriate, minimum clearance between a power line and a structure. Due to danger of electrocution, NEVER attempt to measure exact distances to live wires.

STAY OUT OF FLOODED AREAS
Never step into a flooded area, such as a basement, as water may be in contact with electrical outlets, appliances or cords. Never attempt to turn off power at the breaker box if you must stand in water to do so. Be aware of any electrical equipment that could be energized and in contact with water, including fallen power lines if you are outdoors.

SAFETY WITH LADDERS AND HIGH-REACH EQUIPMENT
Contact with a power line can cause serious injury or death. Never stand ladders near power lines. Keep yourself, your tools, your ladder and anything you carry at least 10 feet away from power lines. Be sure all cranes, derricks, scaffolding and high-reaching equipment maintain the required clearance from power lines. Consult OSHA.gov for clearance based on the equipment and the voltages of the power lines. Do it Yourselfers (DYI) should call ComEd at 800-334-7661 to have the line de-energized and /rubbered-up FREE of charge in most cases.

CALL BEFORE YOU DIG
If you plan to plant a tree, dig for a fence post or excavate for a foundation, you are required by law to contact 811, DIGGER or J.U.L.I.E. before beginning your work, so the appropriate people can locate and mark gas, electric and telephone lines.
Understanding Your Bill

UNDERSTANDING USAGE AND COSTS

Thanks to customer feedback, we redesigned our bills to help you easily understand your usage and charges. Information is organized in the order of importance as indicated by customers, with an easy-to-read summary on the front of the bill. Sections are color-coded so you can easily find and explore details that are most important to you or your business.

All customers have the opportunity to choose who provides the supply portion of their energy service. Learn more at ComEd.com/Choice.

Remember, no matter which supplier you choose, we still deliver your energy to your home via our poles and wires. Learn more about your bill at ComEd.com/UnderstandBill.

FREQUENCY OF BILLING

Your bill will be issued monthly via mail or email and you will receive notification if your bill is delayed.

DUE DATES

If you are a residential customer, your payment is due 21 days after your bill is issued unless you are eligible for a preferred due date. To qualify for a preferred due date, you must be receiving one of the following:

- Temporary Assistance for Needy Families (TANF) or Aid to the Aged, Blind and Disabled (AABD)
- Benefits from General Assistance or Supplemental Security Income
- Income from Social Security benefits or Veterans benefits
- Unemployment compensation benefits

If you are a non-residential customer, your bill is due 14 days after your bill is issued.

LATE PAYMENT CHARGES

ComEd can waive late payment charges once-per calendar year, otherwise you’ll be assessed late charges when you pay your bill after its due date. The late payment charge is 1.5 percent per month of the unpaid amount, as well as any other outstanding balances from previous bills. Low income customers, including those receiving Low Income Home Energy Assistance Program (LIHEAP), Percentage of Income Payment Plan (PIPP) or residential Special Hardship benefits, will not be assessed a late payment charge as long as they meet the low-income specifications.

ESTIMATED READINGS

Your bill will show one of three meter reading types: Actual, Customer or Estimated.

- “Actual” means that the reading was obtained by ComEd.
- “Customer” indicates that you, the customer, provided the reading.
- “Estimated” means that ComEd estimated your energy usage and the resulting bill amount. Your usage may be estimated for billing purposes when an actual meter reading cannot be obtained. This estimate is generally based on your historical energy usage.
- Estimated usage can be higher or lower than actual usage; however, once ComEd gets an “Actual” meter reading, your energy bill will be adjusted so that you only pay for the energy you actually used.

LEARN MORE ABOUT YOUR ELECTRIC BILL

- Estimated Meter Readings (ComEd.com/EstimatedBill)
- Definitions of Billing Terms (ComEd.com/UnderstandBill)
- ComEd’s Schedule of Rates (ComEd.com/RatesSchedule)
- ComEd’s Residential Rates (ComEd.com/RatesSchedule)
- Typical Charges Summary (PDF) (ComEd.com/RatesSchedule)
Billing & Payment Options

GO PAPERLESS WITH eBILL

Have your ComEd bills sent to you electronically each month. When your bill is ready to be viewed, you will receive an email notification from ComEd. You can view, download or print your bill at your convenience.

Enjoy FREE Online Benefits

- Receive email notifications when your bill is ready to be viewed.
- View the entire bill detail and your previous bill history.
- Print or view your bill 24/7.

Sign Up Today!

It’s quick and easy to sign up. Residential customers can create an online account at ComEd.com/MyAccount. If you’ve already set up your online account, sign in. Under Billing Options, select “Paperless Billing” to enroll. All Business customers can set up an online account at ComEd.com/ebill. Visit ComEd.com/BillingOptions for more information.
BUDGET BILLING:
MANAGE YOUR MONTHLY BILL AMOUNTS

Your electric bill can vary from month to month – especially during the summer. With ComEd’s Budget Billing service, you can help reduce the variability of your monthly bill amounts during the year to help you maintain your budget and avoid high-bill surprises. Learn more about Budget Billing (ComEd.com/BillingOptions) and enroll today! Your monthly budget bill amount is based on prior bills at your current address, and is adjusted every six months, if necessary, to reflect significant changes in your usage.

PAY BY MAIL

Make checks* payable to ComEd and allow one week for delivery. Use the bill payment return envelope or send your payment to: ComEd P.O. Box 6111 Carol Stream, IL 60197-6111

*An NSF charge will be assessed for checks returned for any reason.

PAY BY MOBILE APP

Download the FREE ComEd Mobile App to view and pay your energy bill. You will also receive a payment reminder and a notification when your bill is ready to view. Available for download on iPhone® and Android™ devices at ComEd.com/App.

PAY ONLINE BY SCHEDULING eCHECK

Schedule a same-day eCheck payment by phone, or online.

• To make a payment by phone, call 800-588-9477.
• To schedule an eCheck payment for FREE, log in to ComEd.com, then navigate to the Pay My Bill page below the My Bill tab.
• Use the FREE ComEd Mobile App (ComEd.com/App) to make your payment each month. For payments made over the phone, the ComEd’s service provider, BillMatrix, charges a convenience fee for each transaction.

AUTO_PAY: THE CONVENIENCE IS AUTOMATIC!

With ComEd’s Automatic Payment (AutoPay) program (ComEd.com/AutoPay) you can receive your energy bill via mail. Charges for your monthly bill are automatically deducted from your checking or savings account on the date the payment is due. You will still receive your bill via mail or you can combine AutoPay with eBill for the ultimate in convenience.

How to enroll for Autopay:
Sign in to My Account at ComEd.com. Under My Bill & Usage, select Pay My Bill and select Automatic Payment. You will need your checking account information to complete the enrollment.

PAY ONLINE WITH YOUR CREDIT CARD OR DEBIT/ATM CARD

ComEd has partnered with BillMatrix to provide you the option of paying by credit card or debit/ATM card over the phone or online. To make a payment, call 800-588-9477, or go online at ComEd.com/Pay. You can also use the FREE ComEd Mobile App (ComEd.com/App) to pay by credit or debit card.

For payments using a credit card or debit/ATM card, the service provider, BillMatrix, charges a convenience fee for each transaction.

PAY VIA THE INTERACTIVE VOICE RESPONSE AT 800-588-9477 OR TALK TO A CUSTOMER SERVICE REPRESENTATIVE

AGENCIES WHERE YOU CAN PAY YOUR BILL

Authorized neighborhood payment agents are located throughout the ComEd service area and accept either cash or checks. You can find an agency near you 24 hours a day, 7 days a week on the FREE ComEd Mobile App (ComEd.com/App). Or call us at 800-334-7661 and use our Interactive Voice Response System. From 7 a.m. to 7 p.m., you can also speak with a service representative. Find the nearest agent at ComEd.com/Pay

Authorized payment agents may charge a convenience fee for each transaction. Some non-authorized retailers and service stores may also collect payments, but because they’re not authorized ComEd payment agents, payments made through these third parties may take more than a week to process.

Deposits

Deposits earn interest at a rate determined by the Illinois Commerce Commission. Deposits will be refunded if you have established a consistent, satisfactory payment history that includes all of the following:

• 12 consecutive months of service with fewer than four late payments.
• No disconnections for non-payment.
• Your meter has not been tampered with.
• You have no past-due balance at the time of the deposit refund.
DEFERRED PAYMENT ARRANGEMENT (DPA)

A residential customer owing a past-due amount for service shall be eligible for a deferred payment arrangement so long as the customer has not failed to complete a previous deferred payment arrangement in the past 12 months. Please contact 800-334-7661 to ask about payment options to avoid disconnection.

DISCONNECTION AND RECONNECTION

If you do not pay your bill or deposit, your service may be disconnected. Please call us if you are having payment difficulties, as there may be payment arrangement options or assistance available if you qualify. Customers who purchase energy from ComEd or retail electric suppliers are governed by the same credit policies and procedures. Unpaid balances must continue to be paid if you choose to select a different retail electric supplier. Credit action, if necessary, will be taken based on the original due date of the past-due bill.

If you have been disconnected for non-payment, generally, upon receipt and processing of payment, service will be restored within one business day, but it may take up to five business days if service was disconnected at a location other than the meter.

<table>
<thead>
<tr>
<th>RESIDENTIAL CUSTOMER (CURRENT OR NEW)</th>
<th>BUSINESS CUSTOMER (CURRENT OR NEW)</th>
</tr>
</thead>
<tbody>
<tr>
<td>You are applying for service and your previous service was disconnected for non-payment, and you did not pay the final bill.</td>
<td>You cannot provide satisfactory credit references.</td>
</tr>
<tr>
<td>We receive a new application for service and the former customer who was disconnected for non-payment at the same service location still resides at the service location, and we have proof that the new applicant for service also occupied the service location during the time the previous customer’s debt accrued (existing and new).</td>
<td>A present large commercial or industrial customer may be required to pay a deposit for indication of financial insecurity</td>
</tr>
<tr>
<td>Your credit score is below a predetermined minimum.</td>
<td></td>
</tr>
<tr>
<td>It was determined your meter was tampered with at your previous service.</td>
<td>It was determined your meter was tampered with at your previous service.</td>
</tr>
</tbody>
</table>

| EXISTING RESIDENTIAL CUSTOMER                        | EXISTING BUSINESS CUSTOMER                                                                     |
|------------------------------------------------------|-------------------------------------------------------------------------------------------------
| You made four late payments in the past 12 months and your undisputed past due balance has remained unpaid more than 30 days beyond the due date. | You made four late payments in the past 12 months and your undisputed past due balance has remained unpaid more than 30 days beyond the due date. |
| It was determined your meter was tampered with.       | It was determined your meter was tampered with.                                                |
| If you have no credit history.                        |                                                                                                  |

Note: If you are identified as a low-income customer, you will not be required to pay a deposit if either of the following applies:
- The request is based upon credit scoring or
- The request is based on credit score or late payments.
Customer Assistance Programs – ComEd.com/CARE

PROVIDING ASSISTANCE WITH CARE
The ComEd CARE program offers peace of mind with a range of financial-assistance options to help eligible customers pay their energy bills.

RESIDENTIAL SPECIAL HARDSHIP
The Residential Special Hardship Program provides grants up to $500, once every two years, for eligible residential customers with household incomes of up to 250% of the federal poverty level and while funds are available.

Eligible customers must have a past-due balance and demonstrate a hardship such as job loss, documented illness, military deployment, senior or disability hardships or other special conditions. This option may be available to customers who receive traditional LIHEAP benefits. To complete an application, visit Nonreshardship.com. For more information, visit ComEd.com/CARE or call 888-806-CARE (888-806-2273) and choose option 2.

CHAMP (ComEd HELPS ACTIVE/VETERAN MILITARY PERSONNEL)
ComEd’s CHAMP program assists activated and deployed members of the U.S. Armed Forces, National Guard, Reserves and honorably discharged veterans with paying their past-due energy bills. Benefits are available to eligible customers once every two years, and include up to $1,000 in bill-payment assistance (while funds are available), deferred and installment payment plans, extended due dates, exemption from late charges, deposit waivers and budget payment plans.

For applications or more information, visit ComEd.com/CARE or call 888-806-CARE (888-806-2273) and choose option 2.

NONPROFIT SPECIAL HARDSHIP
The Nonprofit Special Hardship Program provides a grant of up to $2,000 once every two years, to eligible nonprofit organizations that may have fallen behind on their energy bills, and face possible disconnection of their service.

• The applicant organization must be a registered 501(c) (3) nonprofit corporation. To complete an application, visit Nonreshardship.com. For more information, visit ComEd.com/CARE or call 888-806-CARE (888-806-2273) and choose option 2.

GIVE THE GIFT OF POWER – ComEd.COM/GIFT
Consider giving a ComEd gift certificate. Convenient and thoughtful, they can be used towards your energy bill and make wonderful gifts. ComEd gift certificates do not expire and are available in $10, $25, $50 and $100 denominations.

To purchase:
• Visit ComEd.com/Gift
• Call 888-784-5262 weekdays between 8 a.m. and 5 p.m.
• Visit one of ComEd’s participating retail bank locations and pay with cash, money order or check.

Processing and credit card fees may apply to gift certificate purchases. Reduced fees are available for purchases of $250 or more. Bulk discounts are available for nonprofit organizations purchasing gift certificates to assist those in need. Email GiftCertificate@ComEd.com to learn more.
ICC Information

UTILITY DISPUTE PROCEDURES

To contact ComEd about your account, call 800-EDISON-1 (800-334-7661). If a representative is unable to assist, you may ask to speak with a supervisor. If a supervisor is unable to resolve your concern, contact the Consumer Services Division of the Illinois Commerce Commission (ICC):

Inside Illinois: 800-524-0795

ICC RULES APPLY TO OUR SERVICE STANDARDS AND RELIABILITY

As a regulated public utility, ComEd’s service standards and reliability are governed by applicable Illinois rules and regulations, including but not limited to the Public Utilities Act and the ICC’s rules (83 Ill. Adm. Code). The ICC’s rules may be found at the ICC offices at 160 North LaSalle Street, Suite C-800, Chicago, Illinois 60601 or 527 East Capitol Avenue, Springfield, Illinois 62701, or visit ilga.gov/commission/jcar/admincode/083/08300280sections.html.

ICC CONSUMER SERVICES DIVISION’S INFORMAL COMPLAINT PROCEDURES

Please seek assistance from ComEd prior to contacting the ICC Consumer Services Division. Inside Illinois: 800-524-0795, Outside Illinois: 217-782-2024, TTY 800-858-9277. For customers who wish to file a formal complaint with the ICC, you must first initiate an informal complaint. The ICC Consumer Services Division provides assistance to customers in the resolution of informal complaints. During the informal complaint process, an ICC Staff member and a ComEd representative will be assigned to your complaint. ComEd has 14 days to attempt to resolve your complaint.

ComEd Energy Efficiency Program

Since June 2008, the ComEd Energy Efficiency Program has helped residential and business customers save more than $2.7 billion on their energy bills and reduce their energy usage by more than 20 million megawatt hours – enough energy to power more than 2,000,000 homes for an entire year!

WAYS TO SAVE IN YOUR HOME

Assessments (ComEd.com/Assessments)

Homeowners schedule a FREE home energy assessment that includes FREE products and personalized energy-saving recommendations. Smart thermostats and select ENERGY STAR® certified LEDs are also available for purchase, at a discount, during the assessment. Tenants of multi-family buildings should encourage their property managers to call 855-433-2700 to schedule the installation of FREE energy-saving products in tenant units.

Rebates (ComEd.com/Rebates)

Get rebates on a variety of ENERGY STAR certified appliances, qualifying high-efficiency central air conditioners and heat pumps, smart thermostats, weatherization improvements and more.

Discounts (ComEd.com/LightingDiscounts)

Instant in-store discounts on select ENERGY STAR® LEDs. Look for the ComEd “Lower Price” sticker at participating retailers. ComEd.com/LightingRetailers

Recycling (ComEd.com/FridgeRecycling)

Schedule a FREE pickup of your old, working fridge or freezer. ComEd will pick it up, recycle it in an environmentally responsible way and send you $50.
Central Air Conditioning Cycling (ComEd.com/ACCycling)
Join Central Air Conditioning Cycling and reduce your energy use on the hottest days of summer. You can earn credits of up to $40 annually on your energy bill.

My Account (ComEd.com/MyAccount)
Log in for easy access to energy use, bill comparisons and personalized saving tips. If your home has a smart meter, you can sign up to receive Weekly Usage Reports and High-Usage Alerts, and enroll in programs to save even more.

Energy Efficiency Loans (ComEd.com/EnergyLoan)
Financing for the purchase and installation of qualified efficiency products and services is available for eligible homeowners, owners of residential buildings with 50 units or less, and owners of small business buildings. Your loan payment will conveniently be added to your energy bill. For more information on the ComEd Energy Efficiency Program for residential customers, please visit ComEd.com/HomeSavings or call 855-433-2700.

OFFERINGS FOR INCOME ELIGIBLE CUSTOMERS
Qualifying customers can take advantage of home energy upgrades, including an energy assessment with installation of free energy-saving products and weatherization improvements. ComEd partners with local community agencies, local retailers and select food banks to help you save with expanded lightning discounts, free energy savings kits and free LEDs. Visit ComEd.com/IncomeEligible.

ComEd ENERGY EFFICIENCY EMAIL
The monthly email provides ComEd residential customers with the latest news on available energy efficiency rebates and offers, informative energy-saving tips and helpful links to online resources that can help you control your electricity usage. You can sign up online by visiting ComEd.com/EmailMe. ComEd will not share your email address with any third party and you may unsubscribe at any time.

WAYS TO SAVE IN YOUR BUSINESS
The ComEd’s Energy Efficiency Program also offers incentives, technical services and whole-building solutions to help business customers use energy more efficiently. With rising costs and growing competition, owning and operating a business is more challenging than ever before. When it comes to energy costs, ComEd can help you reduce your use. Working with you, we show you how to create a more energy-efficient business and an improved bottom line.

BUSINESS PROGRAM OFFERINGS
ComEd provides incentives, technical services and whole-building solutions to help businesses use energy efficiently. To get started schedule a FREE Facility Assessment (ComEd.com/BizAssessment). For more information visit ComEd.com/BizIncentives, call 855-433-2700 to speak with a representative, or email us at BusinessEE@ComEd.com.

PUBLIC SECTOR FACILITIES MORE ENERGY-EFFICIENT
Public schools, community colleges, municipalities and other units of local government are saving money and energy through the ComEd Energy Efficiency Program’s public sector offerings. We offer no-cost assessments, incentives and instant discounts to help public facilities modernize and operate more efficiently. Public sector organizations provide important services across our communities, and ComEd is proud to help them reduce their energy usage and strengthen their bottom line. For more information on ComEd’s incentives and offerings for public sector customers, visit ComEd.com/PublicSectorEE, call 855-433-2700, or email PublicSectorEE@ComEd.com.

ComEd MARKETPLACE
The ComEd Marketplace is an online shopping experience where you can learn about and purchase products that help you save energy and money. We offer instant rebates on products, such as LEDs, smart thermostats, advanced power strips and more. Visit ComEdMarketplace.com for more information.
Vegetation Management

DEDICATED TO SAFE, RELIABLE ELECTRIC SERVICE IN YOUR COMMUNITY

Trees play a valuable role in our communities. They provide shade, wildlife habitats and many other environmental benefits. Through regularly scheduled trimming, spot trimming, tree removal and storm damage clearance, the reliability of your electric service is improved and outages are prevented. ComEd has International Society of Arboriculture (ISA) Certified Arborists on staff to ensure that all of your trimming follows professional standards and industry best practices.

BEFORE YOU PLANT A TREE

Go to ComEd.com/SmartPlanting to download The Power of Smart Planting booklet. It contains species recommendations and height guidelines. Or seek information from the Morton Arboretum (MortonArb.org). Then call 811 or visit Illinois1Call.com to have nearby gas, electric and telephone lines identified before you dig. It’s the law. See page 6 for call information.

DID YOU KNOW?

Trees and other vegetation cause 13 percent of power outages. Through routine tree maintenance, ComEd is better able to provide you with safe, reliable electric service. To learn more, visit ComEd.com/Trees. All tree trimming is performed by qualified arborists trained to work around power lines. Never attempt to work on, trim or climb a tree that is in close proximity to a power line.

BROOKFIELD ZOO BROWSE PROGRAM

One hundred percent of the trimmings are recycled. But did you know that during the summer months when trees are flush with foliage up to 50 cubic yards of approved plant and tree species trimmings are delivered to Brookfield Zoo each week to feed zoo animals? ComEd’s Brookfield Zoo Browse Program (BrookfieldZoo.org) provides welcome nutrition to giraffes, gorillas, kangaroos, camels and more!

Smart Grid & Smart Meters

MODERNIZING THE ELECTRIC GRID TO SERVE YOU BETTER

Our smart grid is helping ensure fewer and shorter power outages. Smart meters are important building blocks of the smart grid. ComEd plans to complete the installation of approximately 4 million smart meters in all homes and businesses across northern Illinois by the end of 2018.

WHAT IS A SMART METER?

A smart meter is a digital electric meter that securely sends energy-usage information to ComEd. If your home does not yet have a smart meter, ComEd will notify you in advance when it plans to install smart meters in your area. You can also find out when and where smart meters will be installed through the Installation Schedule map at ComEd.com/MeterInstall.

BETTER SERVICE

Because smart meters automatically send meter readings to ComEd, they help eliminate estimated bills and the need for a meter reader to visit your home; this helps reduce operating costs that become savings on your energy bills. Smart meters can also help ComEd identify where outages exist so that crews can be sent directly to those areas to quickly restore service.

TAKE CONTROL & SAVE

Smart meters provide you access to more information about your energy use through online energy-management tools. High usage alerts and Weekly Usage Reports that summarize your daily use to help manage your energy bills. You can also enroll in programs – like Peak Time Savings and Hourly Pricing – that can help you save on energy bills by voluntarily shifting use to times when there is less demand for electricity.

Get Started Now

1. If you haven’t yet, create a FREE ComEd online account at ComEd.com/MyAccount. Have your account number handy.
2. After logging in, view your electricity usage, then click on the “I want to...” tab and select “Manage My Notifications.”
HOW TO TELL IF YOU HAVE A SMART METER
Look on your energy bill. You have a smart meter if the meter number has nine digits and begins with a “2.” (See the “Meter information” box near the top of your bill.) The smart meter also has the following features that make it different from the existing non-smart meter at your home:

- A Silver Spring Networks sticker affixed at the top of the face of the smart meter.
- Digital displays that represent usage and operational data.
- A smart meter does not have moving dials.

FOR MORE INFORMATION
To learn more about what smart meters can do for you, visit ComEd.com/SmartMeter. If you have specific questions about smart meter installations, please call 866-368-8326.

Optional Programs

ComEd’s Hourly Pricing Program
Take control of your energy costs
With Hourly Pricing, you can opt to pay for energy based on hourly market prices. You can lower your bill by shifting some of your energy use to times when it’s less expensive like during the nights and weekends. As an Hourly Pricing customer, you can:

- Receive automated alerts to let you know when energy prices are expected to be high.
- View hourly energy prices, energy use and bill savings information at ComEd.com/HourlyPricing.
- Access online tools to help you understand your energy use.
- Get hourly pricing information through the FREE ComEd Mobile App (ComEd.com/App).

If this program sounds interesting to you, visit ComEd.com/HourlyPricing or call 888-202-7787 today for more information or to enroll.

Customers who purchase energy from a retail electric supplier other than ComEd should check with their supplier before enrolling, as early termination fees may apply. If you currently do not have a smart meter and you do not receive your energy supply from ComEd, it may take up to five billing periods before you become active on ComEd’s Hourly Pricing program. Savings cannot be guaranteed. Individual savings may vary based on market prices, weather and individual energy use.

ComEd’s Peak Time Savings Program
Earn during the hottest days of summer
If your home has a smart meter, you can enroll in ComEd’s Peak Time Savings (PTS) program, which pays you back for using less energy when it is most in demand. Earn a credit on your bill when you participate voluntarily on days with Peak Time Savings Hours.

- ComEd will notify you on the day Peak Time Savings Hours occur – as early as 9 a.m. or at least 30 minutes prior to the start.
- Peak Time Savings Hours typically occur for a few hours between 11 a.m. and 7 p.m. on a few different days during the summer.
- If you can reduce your energy usage during the specified time, you’ll earn a $1 credit for every kilowatt-hour (kWh) of energy reduced.
- There is no cost to enroll and no penalty if you don’t participate – you just won’t earn a credit on your bill for that day, but you can always participate in future Peak Time Savings Hours.
- The credit will appear on your bill as actual dollars off the total amount due. Plus, PTS is available to ComEd customers regardless of their energy supplier. Enroll today. Visit ComEd.com/PTS or call 844-852-0347 and see what your home’s smart meter can do for you.

Customer Choice of Energy Supplier

Learn about your energy choice options
All customers with the areas we serve can choose their energy supplier. This is often referred to as “Customer Choice.” ComEd will still be your delivery services company no matter who you select as your energy supplier. Learn more about ComEd’s delivery services charges at ComEd.com/CustomerChoice.

Visit ComEd.com/CustomerChoice to:
- Find a list of certified retail energy suppliers in ComEd’s service territory.
- Estimate the cost of your energy bill using a bill estimator tool.
• Review a list of frequently questions (FAQs) about Customer Choice.

You may also visit the Illinois Commerce Commission’s (ICC) PlugInIllinois.org website to learn about energy competition in Illinois and how to choose a supplier.

Many communities participate in Customer Choice by negotiating with and choosing a supplier on behalf of residential and small-commercial customers in their communities. This is known as municipal aggregation and is administered by the community. Check with your community officials to see if your community has a municipal aggregation program and how you can participate.

Net Metering and Interconnection

NET METERING: FOR CUSTOMERS WITH SOLAR, WIND OR OTHER RENEWABLE GENERATION

If you are a residential or commercial customer who owns or operates a private generation system of up to 2,000 kilowatts (kW) you may qualify for Net Metering.

Net Metering provides customers with credits for the excess energy produced, according to the terms of ComEd’s Net Metering tariff, Rider POGNM - Parallel Operation of Retail Customer Generating Facilities with Net Metering.

Learn more about Net Metering (ComEd.com/NetMeter) and Interconnection (ComEd.com/Transmission), or watch our video at YouTube.com/CommonwealthEdison by searching for “Net Metering.”

Property Manager Portal

HELP ENSURE CONTINUOUS SERVICE TO YOUR PROPERTIES

Property managers can establish Landlord Agreements with ComEd that provide continuous service to rental units between the time a new tenant moves out and a new tenant moves in. When you establish an account at ComEd’s Property Manager Portal, you have these convenient management benefits at your fingertips.

• View and manage energy service account responsibility for all your units and properties online.
• Instantly transfer energy service account responsibility to new tenants.
• Add and remove units and properties from Landlord Agreements at any time.
• Receive notification when account responsibility has been transferred back to you.
• Create new Landlord Agreements.

Visit ComEd.com/Landlord today and create an account.

ComEd in Your Community

ComEd powers lives in our community by supporting nonprofit organizations and events that positively impact customers in Northern Illinois. Seasonal sponsorships include holiday lighting festivals that provide discounts and fun family-centric activities for customers, as well as parades and festivals that celebrate diversity in our community and educate customers about ComEd services. Learn more about our community involvement and sponsorships at ComEd.com/Community.

Attend a ComEducation event to learn more about managing use and how to take advantage of smart meter enabled tools and programs to save money on your energy bills. For a list of upcoming events, visit ComEd.com/Community.

ComEd’s SMART ENERGY HUB

Explore the Future of Energy

Children in grades K-12 and adult learners can experience the world of energy through a free field trip to ComEd’s Smart Energy Hub. With locations in Chicago and Rockford, these state-of-the-art facilities
feature interactive exhibits to create an experience that cannot be duplicated in the classroom. Visitors learn about energy generators and delivery, energy management, and smart grid technology. The experience is supported by a science, technology, engineering, and math (STEM) curriculum and additional resources that are available to teachers.

Learn more at FieldTripFactory.com/ComEd. Tours are available for senior and community groups too!

**ComEd ENERGY FORCE AMBASSADOR PROGRAM**

In 2012, ComEd launched a first-of-its-kind energy efficiency program designed for and taught by individuals with developmental disabilities. Energy Force ambassadors (ComEd.com/EnergyForce) participate in community events to teach others about energy efficiency.

**ComEd GREEN REGION PROGRAM**

ComEd works with Chicago-based Openlands to administer a Green Region program (openlands.org/greenregion) that distributes grants of up to $10,000 per project to nonprofit organizations and municipalities. These grants help subsidize open space projects that focus on conservation, preservation, the protection of endangered species and improvements to local parks and recreational resources.

**DISCOVER THE SPARK OF ENERGY EDUCATION**

Education is power. As a STEM (science, technology, engineering & math) focused company, ComEd is committed to investing in the country’s future generation of innovators. We have created a variety of dynamic education programs focused on explaining how energy works, improving energy efficiency and learning activities that are relevant and interesting. Find out about the programs that can benefit you as a teacher, parent, student or adult learner at our newly revamped education website – ComEd.com/Education.

**ComEd’s ICEBOX DERBY**

This competition is focused on inspiring young women students to explore learning opportunities in STEM. The first-of-its-kind, ComEd’s Icebox Derby through community partnerships with Girls4Science, Girl Scouts of Greater Chicago and Northwest Indiana, the Chicago Urban League and Operation Push brings teen girls from across Chicagoland together to work in teams and transform recycled refrigerators into electric racecars. On race day, the teams put their cars to the test in a head-to-head competition with their fellow Icebox Derby Racers to take home the STEM Cup, scholarship money and other prizes. To learn more, visit TheIceBoxDerby.com.

**ComEd YOUTH AMBASSADOR PROGRAM**

Working with After School Matters, an organization founded by former Chicago First Lady Maggie Daley, ComEd’s Youth Ambassador Program provides approximately 120 Chicago-area high school students the opportunity to become advocates for energy management. Students aged 14-18 learn first-hand from energy industry experts about the benefits of energy management and smart grid technology, and then share this information with peers, neighbors and residents at ComEd sponsored community events throughout the summer. For more information visit AfterSchoolMatters.org.

**POWERING LIVES NETWORK**

The Powering Lives Network is a news, video and insights hub, to engage our customers and others interested in critically important topics related to the rapidly evolving energy sector and utility industry. On the hub you will find stories about how we are investing in the grid to produce smart, reliable and affordable power, using new technologies to provide cost savings and service improvements, driving a cleaner, leaner energy future, and empowering our communities through environmental and educational programs, volunteerism, and organizational support. Go to poweringlives.ComEd.com.

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