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How to Contact Us

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

Best times to call: Tuesday through Friday, between 10 a.m. and 3 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 ................................................................. 800-334-7661
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 ................................................................. 800-334-7661
For Spanish – 800-95-LUCES. .................................................. 800-955-8237
Payment by Phone ............................................................... 877-426-6631
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.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.
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 English
   1) power outage, dangerous conditions, streetlight out, power problems
   2) billing and payment matters
   3) start, stop or move service, new construction
   4) all other matters
   7) repeat menu
9) for Spanish

VISIT OUR WEBSITE

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

SOCIAL MEDIA/APPS

ComEd also provides 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. These include:

- Our website ComEd.com, where you can manage your account, start service, learn about your energy usage and more.
- The FREE ComEd Mobile App (ComEd.com/App), where you can make payments, view account history, report outages and check outage status.
- A text messaging option, where you can sign up to get alerts and outage updates.

About Us

Commonwealth Edison Company, better known as ComEd, is a unit of Chicago-based Exelon Corporation (NYSE: EXC). ComEd provides electric service to approximately 3.8 million customers across northern Illinois, or 70 percent of the state’s population. Nearly five years after the Illinois General Assembly passed the Smart Grid Law, ComEd proudly continues to deliver on the Smart Grid promise. In 2015, we were voted #2 in the country overall by GridWise Alliance for our Smart Grid efforts and #1 for forward-looking policy support. 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 that ComEd is building 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.

Reporting a Power Outage

EMERGENCY

If you or any household member 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), the details of our restoration process (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. Your online account provides system status, the ability to report an outage, and ongoing updates about the status of an outage.

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

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 the outage.

Facebook
Report an outage on our Facebook Outage page (ComEd.com/OutageApp) and then stay connected with us as we post outage details and restoration updates during storms.

Phone
Call ComEd at 800-EDISON-1 (800-334-7661) to report a power outage by phone. Because call volume can increase significantly during storms, we also employ an automated, interactive 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 electric system and cause power outages. With ComEd personnel available 24 hours a day, 7 days a week, we’re committed to keep the lights on and making every effort to restore power safely and quickly when the lights go out.

ComEd offers convenient ways to report an outage (ComEd.com/Report or ComEd.com/Outage).

FALLEN POWER LINES
When outside, watch for downed or dangling power lines around damaged trees – especially in the dark – and report emergencies to ComEd as soon as possible at 800-EDISON-1 (800-334-7661).

Keep yourself and others away from fallen power lines and report them to ComEd immediately.

TREES NEAR POWER LINES
Only qualified contractors should trim trees with 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 ComEd 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, if 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.

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, so utility personnel can locate and mark gas, electric and telephone lines.

DIGGING IN THE CITY OF CHICAGO
Contact DIGGER (Chicago Utility Alert Network) 312-744-7000

DIGGING OUTSIDE OF THE CITY OF CHICAGO
Contact J.U.L.I.E. (Joint Utility Locating Information for Excavations) 800-892-0123

Understanding Your Bill
UNDERSTANDING USAGE AND COSTS
Thanks to customer feedback, ComEd redesigned its electric bill 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 ComEd customers have the opportunity to choose their supplier of electricity and metering services. Learn more at ComEd.com/Choice. Remember, no matter which supplier you choose, ComEd still delivers electricity to your home.

Learn more about your bill (ComEd.com/UnderstandBill) in the following pages.

FREQUENCY OF BILLING
Your bill will be issued monthly 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.

☛ Before you dig, get more information online at call811.com
**TOTAL USAGE**
Now highlights current month’s energy usage in a graph.

**TOTAL AMOUNT DUE**
Contains current charges and due date.

**AVGARE DAILY USAGE**
Current month’s average daily usage with arrow indicating comparison to last year.

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**FRONT OF BILL**

**CURRENT CHARGES**
Shows cost breakdown of Supply, Delivery, and Taxes & Fees.
- Supply indicates who provides your energy and is your choice.
- Delivery is always provided by ComEd.
- Taxes & Fees are mandated by your local and state governments.

**WAYS TO PAY**
Options for paying your bill.

**PEND OF BILL**

**CONTACT INFORMATION**

**CURRENT CHARGES SUMMARY**
Supply is always 99.64. Delivery is always 99.64. Taxes & Fees are mandated by your local and state governments.

**FEE DETAILS**
- Supply indicates who provides your energy and is your choice.
- Delivery is always provided by ComEd.
- Taxes & Fees are mandated by your local and state governments.

**ESTIMATED READINGS**
Your bill may 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, submitted the reading.
- **Estimated** means that ComEd estimated your electricity usage and the resulting bill amount.

Your usage may be estimated for billing purposes when we can’t obtain an actual meter reading. This estimate is generally based on your historical electricity usage. Estimated usage can be higher or lower than actual usage; however, when ComEd gets an “Actual” meter reading, your electric bill will be adjusted so that you only pay for the electricity you actually used.
Learn more about your electric bill:

- Estimated Meter Readings ([ComEd.com/EstimatedBill](ComEd.com/EstimatedBill))
- Definitions of Billing Terms ([ComEd.com/UnderstandBill](ComEd.com/UnderstandBill))
- ComEd’s Schedule of Rates ([ComEd.com/RatesSchedule](ComEd.com/RatesSchedule))
- ComEd’s Residential Rates ([ComEd.com/RatesSchedule](ComEd.com/RatesSchedule))
- Typical Charges Summary (PDF) ([ComEd.com/RatesSchedule](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 a MyAccount at [ComEd.com/MyAccount](ComEd.com/MyAccount). You will establish an online profile with your account number, phone number, email address and create a password.

Once in MyAccount enroll in eBill by selecting “Paperless Billing” under Preferences. Business customers can sign up at CheckFree®. Visit [ComEd.com/eBill](ComEd.com/eBill) 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/BudgetBill](ComEd.com/BudgetBill)) and enroll today!

Your monthly bill amount is based on prior bills at the 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 ([ComEd.com/App](ComEd.com/App)) to view and pay your electric 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.

**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/MyAccount](ComEd.com/MyAccount) and navigate to the Pay My Bill page below the My Bill tab. You can also use the FREE ComEd Mobile App ([ComEd.com/App](ComEd.com/App)) to make your payment each month.

For payments made over the phone, the service provider, BillMatrix, charges a convenience fee for each transaction.

**AUTOPAY: THE CONVENIENCE IS AUTOMATIC!**

With ComEd’s Automatic Payment (AutoPay) program ([ComEd.com/AutoPay](ComEd.com/AutoPay)) you can receive your ComEd bill via mail. Charges for your monthly electric service are automatically deducted from your checking or savings account on the date the payment is due. Many of our customers combine AutoPay with eBill for the ultimate in convenience. Enroll today!
PAY ONLINE WITH YOUR CREDIT CARD OR DEBIT/ATM CARD

In a hurry? 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.

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 ComEd.com, or by using 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/Locations.

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

If you are a new customer, you will be required to pay a deposit if any one of the following applies:

- You are applying for service and your previous service was disconnected for non-payment, and you did not pay the final bill.
- You are a residential customer and your credit score is below a predetermined minimum.
- You are a non-residential customer who cannot provide satisfactory credit references.
- It was determined your meter was tampered with at your previous service.

If you are an existing customer, you will be required to pay a deposit if either of the following applies:

- 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.
- If you have no credit history.

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.

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 utility service shall be eligible for a deferred payment arrangement so long as the customer has not failed to complete a previous DPA 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, and continue to use electricity, 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 electricity 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.
Customer Assistance Programs – ComEd.com/CARE

PROVIDING ASSISTANCE WITH CARE
At ComEd, we care about our customers. Through the ComEd CARE program, we offer a range of financial assistance options to help eligible customers pay their electric bills.

RESIDENTIAL SPECIAL HARDSHIP
The Residential Special Hardship Program provides grants of up to $500, once every two years, for eligible residential customers with a past-due electric bill and household incomes of up to 250% of the Federal poverty level (in 2016, this is $60,625 for a family of four) and while funds are available.

Eligible customers must demonstrate a hardship such as job loss, documented illness, military deployment, senior or disability hardships or other special conditions.

To learn more, visit ComEd.com/CARE or call ComEd’s CARE hotline at 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 have fallen behind on their electric bills, and face possible disconnection of their service.

The applicant organization must be a registered 501(c) (3) nonprofit corporation or faith-based organization that does not discriminate based on religion, ethnicity, gender or sexual orientation and can demonstrate a significant financial hardship within the past year.

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 any electric bill and make wonderful gifts. ComEd gift certificates do not expire and are available in $10, $25, $50 and $100 denominations.

Purchase online at ComEd.com/Gift with a credit or debit card, order by phone at 888-784-5262 weekdays between 8 a.m. and 5 p.m., or purchase with cash, money order or check at one of ComEd’s participating retail bank locations. Processing and credit card fees apply to each gift certificate purchased. 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.

For applications or 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 who have fallen behind on their electric 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.

Give the gift of energy with ComEd Gift Certificates.
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.

CONTACT INFORMATION FOR THE ICC CONSUMER SERVICES DIVISION COMPLAINTS
The ICC Consumer Services Division: 800-524-0795 (TTY 800-858-9277).

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.

Smart Ideas® Energy Efficiency Program
Since June 2008, the ComEd Smart Ideas Energy Efficiency Program has helped residential and business customers save more than $1 billion on their electric bills and reduce their energy usage by more than 10 million megawatt hours – enough electricity to power more than 1,000,000 homes for an entire year!

WAYS TO SAVE IN YOUR HOME
Assessments (ComEd.com/Assessments)
FREE home energy assessment for homeowners that includes FREE products and personalized energy-saving recommendations. Smart thermostats and ENERGY STAR® certified LEDs are also available for purchase and installation, at a discount, during the assessment.

Tenants of multi-family buildings should encourage their property managers to call 855-IDEAS-00 to schedule the installation of FREE energy-saving products in tenant units.

Rebates (ComEd.com/Rebates)
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 certified CFLs, LEDs and trim kits. Look for the ComEd “Lower Price” sticker at participating retailers (ComEd.com/LightingRetailers).
Recycling (ComEd.com/FridgeRecycling)

Have ComEd pick up and recycle your old, working refrigerators and freezers for FREE, plus receive $50 for participating.

Central Air Conditioning Cycling (ComEd.com/ACCycling)

Join Central Air Conditioning Cycling and reduce electricity use on the hottest days of summer. You can earn credits of up to $40 annually on your electric bill.

Energy Efficiency Loans (ComEd.com/EnergyLoan)

Financing for the purchase and installation of qualified energy-efficient 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 electric bill.

For more information on the ComEd Smart Ideas® Energy Efficiency Program for residential customers, please visit ComEd.com/HomeSavings or call 855-433-2700.

SMART IDEAS ENERGY EFFICIENCY EMAIL

The monthly Smart Ideas 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 Smart Ideas Energy Efficiency Program also offers cash 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

Business Energy Assessment (ComEd.com/BizAssessment)

Small Business Energy Savings (SBES) (ComEd.com/SmallBiz)

HVAC Incentives (ComEd.com/AirCarePlus)

Custom Incentives (ComEd.com/Custom)

Business Instant Lighting Discounts (BILD) (ComEd.com/BizLights)

Lighting Incentives (ComEd.com/BizIncentives)

Industrial Systems (ComEd.com/IndustrialSystems)

Retro-Commissioning (ComEd.com/rcx)

New Construction (ComEd.com/NewConstruction)

Data Centers (ComEd.com/DataCenters)

To get started or for more information on the ComEd Smart Ideas Energy Efficiency Program for business customers, visit ComEd.com/BizIncentives, call 855-433-2700 to speak with a Smart Ideas representative, or email us at SmartIdeasBiz@ComEd.com.

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.
DIGGING IN THE CITY OF CHICAGO
Contact DIGGER (Chicago Utility Alert Network) 312-744-7000

DIGGING OUTSIDE OF THE CITY OF CHICAGO
Contact J.U.L.I.E. (Joint Utility Locating Information for Excavations) 800-892-0123

DID YOU KNOW?
Trees and other vegetation cause 20 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.

Smart Grid & Smart Meters

MODERNIZING THE ELECTRIC GRID TO SERVE YOU BETTER
As part of our efforts to modernize the electric system and build a smart grid, ComEd will install smart meters in all homes and businesses across northern Illinois by the end of 2018. Smart meters provide you access to more information about your electricity usage to help you manage your usage and save on your electric bills.

WHAT IS A SMART METER?
A smart meter is a digital electric meter that securely sends electricity-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 meter readers to visit your home; this helps reduce operating costs that become savings on your electric bills. Once the smart grid is complete, smart meters can help ComEd identify where outages exist so that crews can be sent directly to those areas to quickly restore service.

SMART METERS GIVE YOU GREATER CONTROL OVER YOUR ENERGY USE
Smart meters provide you access to more information about your electricity usage through additional online energy-management tools. These tools help you better understand how you use electricity so you can make changes that can save money on your electric bills. If your home has a smart meter, you can create a FREE ComEd online account at ComEd.com/MyAccount. Your online account will allow you to:

- Enroll to receive High-Usage Alerts by phone or email when your electricity is trending higher than usual for your household.
- Sign up for Weekly Usage Reports to receive emails summarizing your daily usage and the amount you’re projected to use on your next electric bill.
- Access hourly, daily and monthly usage information to learn how to make changes and save.

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 and enroll in the energy-management tools listed under ‘Take Control and Save.’

MORE OPTIONS, MORE SAVINGS FOR YOU
You can also enroll in optional pricing programs that can help you save on electric bills by voluntarily shifting electricity use to times when there is less demand for electricity. (See page 14.)
HOW TO TELL IF YOU HAVE A SMART METER

Look on your ComEd 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 new smart meter also has the following features that make it look 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

Learn more about what smart meters can do for you by visiting ComEd.com/SmartMeter. ComEd is also participating in local community events to give customers an opportunity to learn more and ask questions about smart meters. You can view a list of upcoming community events at ComEd.com/Events on the ComEd website. If you have questions specific about smart meter installations, please call 866-368-8326.

Optional Pricing Programs

ComEd’S HOURLY PRICING PROGRAM

Take control of your energy costs

ComEd’s Hourly Pricing program allows you to pay the hourly market price for electricity and save money by shifting some of your electricity use to times when prices are lower, such as nights and weekends.

Participating Hourly Pricing customers can:

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

The market price for electricity varies hour to hour. Wondering what Hourly Pricing customers are paying for electricity right now? Visit ComEd.com/HourlyPricing.

Learn More

Your home doesn’t need a smart meter to participate in ComEd’s Hourly Pricing program. 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 electricity 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 electricity usage.

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 electricity when it is most in demand.

Earn a credit on your electric 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 three to five days during the summer.
• If you can reduce your electricity usage during the specified time, you’ll earn a $1 credit for every kilowatt-hour (kWh) of electricity reduced.
• There is no cost to enroll and no penalty if you don’t participate – you just won’t earn a credit on your electric bill for that day, but you can always participate in future Peak Time Savings Hours.
• The credit will appear on your electric bill as actual dollars off the total amount due.

Plus, PTS is available to ComEd customers regardless of their electricity 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 Electric Supplier

LEARN ABOUT YOUR ELECTRIC CHOICE OPTIONS

All customers within ComEd’s service territory can choose their electricity supplier as well as metering service. This is often referred to as “Customer Choice.”

ComEd will still be your delivery services company no matter who you select as your electric supplier. Learn more about ComEd’s delivery services charges at ComEd.com/CustomerChoice.

To find a list of certified retail electric suppliers in ComEd’s service territory, to estimate the cost of your electric bill using a bill estimator tool or to review a list of frequently asked questions (FAQs) about Customer Choice, visit ComEd.com/CustomerChoice.

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

Many communities are participating in competitive electric supply by negotiating with and choosing a supplier on behalf of the residential and small-commercial customers in their community. 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 an eligible renewable electric generator of up to 2,000 kilowatts (kW) that generates electricity for your own use, you may qualify for Net Metering.

Net Metering can provide customers credits for the excess generated energy that flows onto the distribution system 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.”

Manage Your Properties for Continuous Service

ComEd’s ONLINE PROPERTY MANAGER PORTAL IS CONVENIENT AND HELPFUL

Property Managers can establish agreements with ComEd that provide continuous service to rental units that are in-between tenants.

When you establish an account in ComEd’s Property Manager Portal, you get these additional management features at your fingertips:

- Manage service to all of your properties online.
- View real-time billing responsibility.
- Add and remove properties at any time.
- Process move-in and move-out requests on behalf of your tenants.
- Be notified when account responsibility has been transferred back to you.

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 or workshop to learn more about managing electricity use and how to take advantage of grid modernization and smart meters. For a list of upcoming events, visit ComEd.com/ComEducation.

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THE DISCOVERY LAB AT THE ComEd ROCKFORD TRAINING CENTER

Children in grades K-12 can experience the world of energy through a FREE field trip to ComEd’s Discovery Lab at the Rockford Training Center and the Smart Energy Hub at the new Chicago Training Center. ComEd has partnered with Field Trip Factory to teach children and young adults about energy management, training to be a ComEd technician and smart grid technology. Learn more at FieldTripFactory.com/ComEd.

Tours offered 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 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 100 Chicago-area high school students the opportunity to become advocates for energy management. Visit AfterSchoolMatters.org. 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.

BROOKFIELD ZOO BROWSE PROGRAM

What happens to all the tree trimmings that ComEd accumulates each year as we maintain our 40,000 miles of transmission and distribution lines? One hundred percent of the trimmings are recycled, but did you know that up to 50 cubic yards of approved plant and tree species trimmings are delivered to the 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!

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