Contents

Letter from ComEd CEO .......................................................... 3
About Us ................................................................. 4
Report a Power Outage ...................................................... 5
Safety Around Electricity and Power Lines .................................. 5
Understanding Your Bill ......................................................... 6
How to Read Your Bill .......................................................... 7
Billing & Payment Options .................................................... 8
Deposits ................................................................. 9
Financial Assistance Programs .............................................. 10
Illinois Commerce Commission (ICC) Information ......................... 10
ComEd Energy Efficiency Program .......................................... 10
A Modern Energy Grid to Serve You Better .................................. 11
Optional Programs ............................................................. 12
Solar Energy ............................................................. 12
Electric Vehicles ............................................................. 13
Customer Choice of Energy Supplier ........................................ 13
Consumer Protection .......................................................... 13
Vegetation Management ......................................................... 14
Property Manager Portal ....................................................... 14
ComEd in Your Community .................................................... 15
Customer Service Support ...................................................... 18
DEAR VALUED CUSTOMER:

Whether shopping for cars, homes or travel, take a moment to think back to the devices, information and options that were available to you 20 years ago – leafing through the telephone directory, meeting with a salesperson or agent. Now think of today.

It can feel like the future is coming toward us faster than ever. Technology – in all its forms – has a way of compressing time.

For more than a century, ComEd has kept the lights on in northern Illinois. We’re proud of our long history of powering one of the showcase metropolitan centers of the world.

But “keeping the lights on” is no longer enough. The future is powered by carbon-free electricity. The future is increasingly electric. The future of energy requires new levels of reliability, flexibility, interactivity and control.

The ComEd electric grid will need to work in new ways to enable millions of electric vehicles to hit the roads and plug in. Customers will need easy ways to connect the many thousands of clean distributed energy resources like wind and solar power and battery storage that are coming online. And ComEd’s service must remain highly reliable and resilient as climate change challenges us with more severe weather events.

ComEd’s more than 6,300 employees are up to the task that the future demands of us. We are engineers and line workers, customer care professionals and data analysts. We are high up on poles and deep beneath the streets in your communities. We spend our days in every corner, side street and alleyway of our 11,400-square-mile service territory. And it’s all in service to you, our customer.

ComEd 2030, the vision of what the future will require of ComEd, sets out a roadmap of how the company’s investments in its critical infrastructure and customer programs can advance key policy goals – including the goals of the landmark Climate and Equitable Jobs Act (CEJA)– and ComEd’s long tradition of service to customers. ComEd has listened carefully to our customers and communities and has a critical role to play.

Most important is our commitment to make sure the benefits of the digital and decarbonized energy future flow equitably to communities with the greatest need. ComEd is one of the very few entities in the region that serves everyone. Because we are a company that operates in the public trust, we have a very special focus on community well-being, justice and opportunity for all.

We are honored to be engaged every day in the work outlined here.

GIL QUINIONES | CEO, ComEd
About Us

Chicago-based ComEd is a business unit of Exelon (Nasdaq: EXC), a Fortune 200 company and the nation’s largest utility company, serving more than 10 million customers through six fully regulated transmission and distribution utilities. ComEd powers the lives of more than 4 million customers across northern Illinois, or 70 percent of the state’s population.

ComEd is an energy delivery company that manages more than 90,000 miles of power lines across an 11,400-square-mile territory. Since 2001, ComEd has invested more than $5 billion in our electric transmission and distribution system, which has helped the company deliver safe and affordable electric service, record reliability and more options for saving money and energy to families and businesses.

As a major Illinois company and employer, we also recognize our responsibility to be a good community partner, which is why we support a range of initiatives to make a difference in peoples’ lives. Our commitment focuses on education, environment, public safety initiatives, arts and culture, and neighborhood development programs, especially in ways that advance diversity, equity and inclusion. Our employees volunteer more than 10,000 hours and personally donate more than $1.5 million annually with local non-profit organizations.

For more information, visit ComEd.com/AboutUs

Register For My Account

When you’re in control of how and when you use energy, you can make decisions that make the most sense for you. If there was a simple way to decrease your expenses and increase your savings, wouldn’t you want to take advantage? Register for My Account and immediately you can manage your account from anywhere. My Account is your one-stop shop to make payments, set up alerts, view your energy usage and stay up-to-date on outages. My Account allows you to make purchases from ComEd Marketplace too! Sign up to receive Weekly Usage Reports to see how you’re using energy over the course of the month. Setting up a High Usage Alert notifies you when your energy use is trending higher before the bill is due so you can make changes.

By utilizing the features in My Account, you have the power to create a house full of savings. You choose the notifications you want, and how and when you want them, to stay informed about your energy use. (ComEd.com/Register)

My Account works with our FREE mobile app (ComEd.com/App). Log in from anywhere and stay up to date. For customer support and other important information, visit ComEd.com/CustomerService

Social Media

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

Via Correspondence (non-emergencies only)

You can also write to us at:
ComEd Customer Care Center
P. O. Box 87522
Chicago, IL 60680-5379

Sign Up for ComEd Residential Newsletter

ComEd residential customers can learn about the latest information on ways to help you manage and control your energy use. Sign up for our monthly e-newsletter at ComEd.com/EmailMe. ComEd will not share your email address with any third party and you may unsubscribe at any time.

ComEd Energy Efficiency Biz Newsletters

ComEd business and public sector customers can read insightful articles, receive special event notifications and learn tips that can help you reduce your energy use. Sign up for our e-newsletters at ComEd.com/BizEmail. ComEd will not share your email address with any third party and you may unsubscribe at any time.

Report a Power Outage

Emergency

If you or anyone in your home 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 the ability to report
your outage
(ComEd.com/Report).

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.

No Online Account
You can also report an outage without a My Account with
validation of a phone number or account number. Go to
ComEd.com/Report

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 outage status notifications.

Text Message
Enrolling in text message outage alerts allows you to
quickly report an outage and stay informed about the
status of your outage.

New Subscribers: Enroll for text message outage
and estimated restoration time notifications at
ComEd.com/Text or enroll by texting “ADD OUTAGE” to
26633.

Report Your Outage: Quickly report an outage by texting
“OUT” to 26633 (ComEd). You can check the outage status
by texting “STAT” to 26633.

Unenroll: 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 unenrollment.

For Assistance: Text “HELP” to 26633 (ComEd) for
information on using the text message outage system.

Twitter
Sign up for Twitter Outage Reporting
(ComEd.com/Twitterapp) and you can tweet a real-time
power outage. Log in to your Twitter account and tweet
#OUT or #OUTAGE to @ComEd. For real-time status
updates, tweet #STAT or #STATUS to @ComEd.

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

Phone
Call us at 800-EDISON1 (800-334-7661) to report a power
outage by phone. Because call volume can be heavy
during storms, we also offer 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/Outage).

Fallen Power Lines
Stay away from downed or dangling power lines
– especially in the dark – and report them to us
IMMEDIATELY. Contact us right away and report
the location of the downed wires at 800-EDISON1
(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 (DIY) 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.

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

Online at call811.com

Understanding Your Bill
Understanding Usage and Costs
Thanks to customer feedback, we redesigned our bills to help you easily understand your energy 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.

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, ComEd still delivers your energy to your home. Learn more about your energy bill at ComEd.com/UnderstandBill

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. Limited income customers, including those receiving Low Income Home Energy Assistance Program (LIHEAP), Percentage of Income Payment Plan (PIPP) or eligible low-income residential customers (To check eligibility, visit ComEd.com/Eligibility), will not be assessed a late payment charge as long as they meet the limited-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 Energy Bill
- Estimated Billing
- Definitions of Billing Terms
- ComEd’s Residential & Business Rates
- Typical Charges Summary Residential & Business
  ComEd.com/UnderstandBill
- ComEd’s Schedule of Rates
  ComEd.com/Rates

How to Read Your Bill

Total Usage
Highlights current month’s energy usage in a graph.

Total Amount Due
Contains current charges and due date.

Average Daily Usage
Current month’s average daily usage with arrow indicating comparison to last year.

Front of Bill

Contact information

Back 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.

Charge Details
Service dates and cost breakdowns.

Updates
Messages from ComEd and your supplier (if different from ComEd).
Billing & Payment Options

Go Paperless With eBill
When your bill is ready to be viewed, you will receive an email and/or text notification from ComEd. You can view, download or print your bill anytime.

Sign Up Today!
If you’ve already set up your online account, sign in. Under Bill Options, select “Paperless Billing” to enroll. If you haven’t created an online account, visit ComEd.com/eBill and select Register Now. eBill for Business customers, visit ComEd.com/BizeBill

Budget Billing: Manage Your Monthly Bill Amounts
Enjoy a consistent and predictable monthly payment throughout the year that eliminates monthly or seasonal variation. Budget Billing spreads costs evenly month-to-month by charging the same pre-determined amount on each bill. Log in to My Account to watch our Budget Billing video.

- Your monthly bill payment is based on your actual billed amount in the past 12 months.
- Your actual usage will continue to be shown on your monthly bill.

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

*A non-sufficient funds 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. Additional fees are no longer assessed by ComEd on electronic checks.

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

Pay Automatically With Autopay
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:
Simply go online to create an account at ComEd.com/MyAccount. If you’ve already set up an account, simply select Automatic Payment under “Payment Options.”

Pay Online With Your Credit Card Or Debit/ATM Card
ComEd has partnered with Paymentus to provide you the option of paying by credit card or debit/ATM card over the phone or online. Additional fees are no longer assessed by ComEd on payments made by credit and debit card. 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.

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 at [ComEd.com/PayInPerson](http://ComEd.com/PayInPerson). 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.

Authorized payment agents may charge a convenience fee for each transaction.

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## 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.

Eligible residential customers will no longer be assessed deposits. To check eligibility, visit [ComEd.com/Eligibility](http://ComEd.com/Eligibility).

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### 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. Establish a payment arrangement at [ComEd.com/DPA](http://ComEd.com/DPA) or contact us at 800-334-7661 to ask about payment options to avoid disconnection.

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### 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 your electric service has been disconnected for non-payment, and the payment satisfies the total amount needed to restore service, your power should be restored within 2 hours.

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### If You Are a New Customer, You Will Be Required To Pay a Deposit If Any One of the Following Applies:

<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>

<table>
<thead>
<tr>
<th>Existing Residential Customer</th>
<th>Existing Business Customer</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>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.</td>
</tr>
<tr>
<td>It was determined your meter was tampered with.</td>
<td>It was determined your meter was tampered with.</td>
</tr>
<tr>
<td>If you have no credit history.</td>
<td></td>
</tr>
<tr>
<td>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:</td>
<td></td>
</tr>
<tr>
<td>• The request is based on credit score or late payments.</td>
<td></td>
</tr>
</tbody>
</table>

Eligible residential customers will no longer be assessed deposits regardless of these conditions.
Financial Assistance Programs

Personalized Assistance
Explore financial assistance programs with ComEd’s free online Smart Assistance Manager (SAM). Easy-to-use and designed to offer support when you need it most, SAM delivers personalized recommendations based on your unique household information. Limited income customers will learn about eligibility requirements and programs that best meet their needs. Additional features will be added to make your experience more robust, so try SAM today and then check back soon to discover SAM’s new enhancements. Try SAM today at ComEd.com/SAM.

ICC Information

Utility Dispute Procedures
To contact ComEd about your account, call 800-EDISON1 (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.

Energy Efficiency

Save money and energy with the ComEd Energy Efficiency Program. We offer a variety of ways to save including free energy assessments, instant discounts and rebates that are designed to lower your energy costs.

Offerings for Income Eligible Customers
If you’re on a limited budget, ComEd can help you save. A variety of free program offerings and discounts are available to help you take control of your energy use and save on your energy bills. Visit ComEd.com/IncomeEligible to learn more.

Visit a participating neighborhood retailer and look for the ComEd Lower Price sticker to get instant discounts on ENERGY STAR LEDs and home products.

Ways to Save
My Account Tools
ComEd provides a variety of tools to analyze, compare and track your energy use. You can get personalized tips, notifications and alerts through My Account. ComEd has developed a short video overview of the tools and features. ComEd.com/OnlineTools

Rebates and Discounts
ComEd offers a variety of rebates on ENERGY STAR® certified appliances, smart thermostats and qualifying high-efficiency heating and cooling equipment. ComEd.com/Rebates
Home Energy Savings
With a FREE in-person or virtual home energy assessment, you will receive personalized savings recommendations and can receive these FREE and discounted energy-saving products, installed for FREE! Schedule online at ComEd.com/Assessment
Tenants can also receive FREE energy-saving products! Ask your landlord or property manager to visit ComEd.com/Tenant for details.

Energy Efficiency Loan
Financing for the purchase and installation of qualified efficiency products and services is available for eligible homeowners and owners of multi-family and small business properties. Your loan payment will be conveniently added to your ComEd bill. ComEd.com/EnergyLoan

ComEd Marketplace
ComEd Marketplace offers instant rebates on a variety of energy-saving products for your home. Also, you’ll find valuable information on energy supply rate options and program offerings that can help you manage and control energy use. Visit ComEd.com/DiscoverMarketplace to find your energy-saving solution(s) or to sign up for Marketplace emails.
*ComEd will not share your email address with any third party and you may unsubscribe at any time.

Ways to Save for Your Business
When you’re busy running your business on a day-to-day basis, it’s hard to find time to make energy efficiency improvements. But saving energy can help you save money and improve your bottom line. That’s why the ComEd Energy Efficiency Program offers ideas and incentives that are easy to take advantage of and easy to implement. And they don’t take a lot of time or money!

To get started, schedule a FREE Facility Assessment at ComEd.com/FacilityAssessment. For more information visit ComEd.com/BizIncentives, call 855-433-2700 to speak with a representative, or email us at BusinessEE@ComEd.com.

Ways To Save For The Public Sector
Public schools, community colleges, municipalities and other units of local government can save money and energy through the ComEd Energy Efficiency Program. We offer no-cost assessments, incentives and instant discounts to help public facilities modernize and operate more efficiently. ComEd can help you save energy and improve your bottom line. For more information on ComEd’s incentives and offerings for public sector customers, visit ComEd.com/PublicSector, call 855-433-2700 or email BusinessEE@ComEd.com.

A Modern Energy Grid to Serve You Better
Our smart grid helps to ensure fewer and shorter power outages, and faster outage restoration. Smart meters are important building blocks of the smart grid. ComEd has installed over 4.2 million smart meters in homes and businesses across northern Illinois.

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, which results in 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 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.

For More Information
To learn more about what smart meters can do for you, visit ComEd.com/SmartMeter
Optional Programs

Central AC Cycling Program
A smart and easy way to save
Earn credits on your energy bill through ComEd’s Central Air Conditioning (AC) Cycling program. This money-saving program is available to customers who own their home and have central air conditioning.

You can have a Direct Load Control switch installed at your home, allowing ComEd to cycle your air conditioning compressor for a limited time during the summer when electricity is most in demand.

Cycling can occur any day between May 1 – October 31 for up to 12 hours between 9 a.m. and 9 p.m. (if needed). Customers receive their bill credits for participating in the program, regardless of cycling days. On average, ComEd has cycled participants’ central air conditioning units once each summer during the last 10 years.

For more information visit ComEd.com/ACCycling or to enroll call 800-986-0070.

ComEd’s Hourly Pricing Program
Manage your energy costs, one hour at a time
Hourly Pricing is an energy supply rate option for residential customers that allows you to pay the hourly market price for electricity. By shifting some of your energy use to lower-priced hours, you may be able to save money on your monthly bills. Prices vary each hour and typically follow predictable seasonal patterns, making it easier to shift and save. Hourly Pricing gives you access to personalized information, tools, and services to help you take control of your energy costs. As a participant, you can:

- View hourly energy prices and tools to understand your energy use at ComEd.com/HourlyPricing
- Receive important savings information via monthly savings reports, high price alerts, and seasonal energy tips
- Get support from program specialists via online chat, email or phone

See how you may be able to start saving at 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 two 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.

Smart Meter Connected Devices
Simple, smart technology that gives you control
Smart Meter Connected Devices enable you to receive near real-time energy usage through a smart device like an In-Home Display that is wirelessly connected to the smart meter at your home. Smart Meter Connected Devices communicate with your smart meter and can help you control your energy usage and make changes that can help you save money.

In-Home Displays are small, table top smart devices that display the energy usage in an easy-to-read format. The In-Home Display needs to be positioned within 50 feet of the smart meter for the smart device to receive the near real-time energy usage data.

Learn more about Smart Meter Connected Devices at ComEd.com/SMCD

Solar Energy
Do you know that the sun is the most abundantly available renewable energy source?

At ComEd, we’re committed to educating our customers about their clean energy choices. That’s why we offer our Solar Calculator, an interactive, online resource to help you understand what solar could mean for you. Based on your address, our solar calculator uses factors like your roof’s pitch and shading to evaluate your roof’s solar potential and the amount of energy your rooftop system could produce. You can even experiment by choosing the percentage of your energy that you want to come from rooftop solar so you can compare different options.
Even if you're not ready to install your own private solar energy system, you can still subscribe to a community solar project and earn bill credits while contributing to a cleaner tomorrow. A community solar project is a ‘farm’ of solar panels that is owned and operated by an independent community solar developer. Below is how community solar works:

Ready to explore your solar options? Simply go to ComEd.com/Solar to get started.

**Net Metering: For Customers with Solar, Wind, or Other Renewable Generation**

You are eligible to participate in Net Metering if you own or operate an eligible, private energy system sized to meet some or all of your current or future energy needs. When you participate in Net Metering, you can lower your energy bill by producing some of the energy your home uses with an eligible, private energy system installed at your home. Net Metering also allows you to receive credits on your energy bill when you produce more energy than you use. Learn more at ComEd.com/NetMetering

**Electric Vehicles**

Whether you already own an electric vehicle (EV) or are considering one for the future, we can help you understand your potential savings, compare EV models and charging options, plus learn the environmental benefits.

We want you to have access to all the information you need to make informed EV-related decisions. Explore your smart, clean energy EV options. Learn more at ComEd.com/EV

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**Customer Choice of Energy Supplier**

**Learn About Your Energy Choice Options**

All customers within 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 choose and negotiate with a supplier on behalf of the residential and small business customers in their communities. This is known as municipal aggregation. Check with your community officials to see if your community has a municipal aggregation program and how you can participate or opt out if you so choose.

**Consumer Protection**

**Protect Yourself From Fraud**

Scammers attempt to impersonate the name of ComEd to deceive customers into acting on urgent requests for payment or providing personal information.

Being aware of the signs of a scam is your first line of defense.

ComEd will never come to your home or business, or call you, to:

- sell you electricity
- threaten to disconnect your service
- ask for personal information such as Social Security Number, Tax ID or bank info, we also will not ask for your ComEd account number unless you contact us first to enroll in a program or service
• ask to see your energy bill
• ask for immediate payment through a bogus website, with a prepaid cash card, cryptocurrency such as Bitcoin, or third-party payment app such as Cash App, Zelle, QuickPay, or Venmo

Please be aware of potential email and web scams:
• Carefully review messages originating from outside your organization’s network
• Check the name of the sender and business in the email and make sure it matches the name and business in the email address. Look for bad grammar, spelling mistakes and zeros in place of the letter O
• Hover over website links before clicking to confirm legitimacy of the site

If you believe you have fallen victim to an energy-related scam or fraudulent attempt, please immediately call 800-EDISON1 (1-800-334-7661) to report. Visit ComEd.com/ScamAlert to learn more.

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 approximately 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.

Zoo Browse Programs
100% of our tree trimmings are recycled, including up to 120 cubic yards per week of approved plants and tree species that go towards feeding a wide array of animals at both Brookfield Zoo and Lincoln Park Zoo! These deliveries peak during the summer months when trees are flush with delicious foliage, but even leafless winter browse provides important nutrition and stimulation for giraffes, gorillas, kangaroos, camels, rhinos, and more.

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. Trees also pose a risk to ComEd power lines and other equipment. Our vegetation management program is designed to improve reliability and prevent outages through regularly scheduled trimming, spot trimming, tree removal and storm damage clearance. ComEd has International Society of Arboriculture (ISA) Certified Arborists on staff to ensure that tree trimming follows professional standards and industry best practices.

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 tenant moves out and a new tenant moves in. Once you establish a non-service account, you can utilize the landlord portal and 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.

**ComEd in Your Community**

ComEd powers lives in our community by supporting nonprofit organizations and programs that positively impact customers in northern Illinois. Seasonal sponsorships include holiday lights events that provide discounts and fun activities for families, 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](http://ComEd.com/Community)

Visit ComEd at a community event to learn about energy management, tools and programs that can help you reduce your energy use and save money. For a list of upcoming events, visit [ComEd.com/Events](http://ComEd.com/Events).

**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 generation and delivery, home energy management, solar energy 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. A series of virtual STEM activities were developed for teachers, parents, and students to further their STEM education online.

Learn more at [FieldTripFactory.com/ComEd](http://FieldTripFactory.com/ComEd). Tours are available for senior and community groups too!

**Educational Centers**

Experience the story of electricity at ComEd’s Educational Centers, located in Chicago and Rockford. Access educational resources or book a tour today at [ComEd.com/Education](http://ComEd.com/Education)

**Powering Lives Community Center**

The exhibit, *Our Energy, Our Future*, at the Powering Lives Community Center features state-of-the-art hands-on interactive exhibits that reveal the technology that delivers energy to homes, facts about energy efficiency, how a connected community looks, and our path towards a clean energy future. From large kiosks and video screens to life-sized rooms from a traditional Chicago Bungalow, the interactive activities and comfortable meeting spaces make this the perfect venue for a unique event or field trip. The center focuses on developing future energy professionals and promotes diversity, inclusion, and equity in the communities we serve.

**Smart Energy Hubs**

The Smart Energy Hubs located both in Chicago and Rockford feature interactive exhibits to create an experience that cannot be duplicated in the classroom. Created with a STEM curriculum in mind, visitors learn about energy generation and delivery, home energy
management, solar energy, and smart grid technology. Guests even have the chance to meet some real lineworkers who keep the lights on in our communities.

Field trips to ComEd’s Educational Centers are FREE and open to school field trips grades K-12, community groups, and senior groups. Plan your event now at ComEd.com/EducationCenters! Additional resources for teachers and a series of virtual STEM activities for students, parents and teachers are available at ComEd.com/Education!

Sparks Fly When Stem Students Learn: The Create A Spark Program
Through a close and fruitful partnership with HFS Chicago Scholars, ComEd’s Create a Spark STEM program helps students develop workplace skills that are vital to future career success. With the hands-on mentorship of ComEd engineers, students explore concepts like sustainability, innovation, clean energy, emerging technology, and leadership while learning industry-applicable skills, professionalism, and how to plan for their future careers. The program continues expanding each year to include students from more grade levels who will learn STEM skills the “Create a Spark” way!

For Future Engineers, Stem Never Stops!
STEM skills stoke curiosity, innovation, and inspiration for our future leaders. That’s why ComEd developed STEM Never Stops, an ongoing virtual series of fun, engaging activities for families and students of all ages. The ComEd STEM Programs team releases new activities biweekly to help students develop STEM skills remotely, like the Electricity Scavenger Hunt, where participants have fun, learn about electricity, and assess the amount of power used in their homes from electrical appliances.

Learning From Leaders
How are good leaders made? Through effective mentoring. With ComEd’s Learning from Leaders STEM program, students across our service territory get the opportunity to connect with our engineers, project managers, finance experts, marketing analysts and so many more. Students engage in video conference lessons on topics ranging from microgrid technology to team leadership.

Discussing education, career trajectory, and professionalism with ComEd leaders provides students with the opportunity to carry a torch of leadership into the future.

ComEd Scholars Program
To help lift up the communities it serves, the ComEd Scholars program supports northern Illinois students looking to attain their collegiate education goals by pursuing engineering/STEM related degrees with area schools and universities. ComEd Scholar recipients attending UIC and Illinois Tech receive funding designed to fill the tuition gap not covered by financial aid, and DePaul University scholarship recipients receive funding to pursue STEM degrees. All scholarship recipients are guaranteed an opportunity to interview for internships at ComEd and its parent company, Exelon, and are invited to participate in a mentorship program with ComEd engineers.

By supporting students from underserved communities, ComEd hopes these students will gain the education necessary to develop the innovations that help local communities succeed in the future.

Energizing Student Potential
ComEd in partnership with The National Energy Education Development (NEED) Project launched a STEM-focused energy program for middle schools (grades 3 – 8) in our respective customer regions in Illinois providing teacher training, professional development, energy audits, funding and curriculum. This program brings together standards-based curriculum for use in the classroom or in after school programs in public and private schools and the resources of the region’s largest energy companies.

ComEd EV Rally
The ComEd EV Rally is an educational, STEM-focused program in which 30 young women, aged 13-18, from around the ComEd service territory are broken up into six teams and build electric-powered race cars. The event was created to empower young women to explore opportunities in science, technology, engineering and math (STEM) fields and help them discover their own path to innovation to help bridge the gap that exists for women in STEM careers. Women make up 50 percent of the workforce but only 27 percent of STEM jobs. The cars are raced in Chicago, where the winning team receives the STEM cup. All girls who participate receive a $2,000 scholarship.
Tools of the Trade
Tools of the Trade is a 7-week long summer program for High School students ages 16-18 held at the ComEd Rockford and Chicago Training Centers. The paid summer program exposes students to ComEd and the skilled trades while preparing them for the workforce. Students gain experience with hand tools, power tools, measuring, soldering and more while learning about the safety relating to each topic. The program also focuses on improving student reading and math comprehension skills as it relates to the CAST (Construction and Skilled Trade) test. The test is required to obtain a career in the construction or utility industry. It is also an employment requirement for certain job classifications at ComEd.

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

ComEd’s Switch On Summer
Since 2015, ComEd has presented Switch on Summer, an annual event that brings residents, visitors, and Chicago’s cultural institutions together to celebrate the start of summer by switching on the iconic Buckingham Fountain. In partnership with the Chicago Park District and more than 20 of the area’s leading organizations, attendees will experience live entertainment, family-friendly activities, and Chicago’s official season-changing signal – the switching on of Buckingham Fountain. Visit ComEd.com/SwitchOnSummer for more information.

ComEd’s Powering Lives Network
ComEd’s blog, Powering Lives Network, provides you with relevant stories on how ComEd and its 6,000 employees work to build a brighter future for you and your community. Stories connect you to the people at ComEd – its leadership team, engineers, lineworkers, customer service representatives and others – to help you understand how they power lives like yours each and every day. Explore and subscribe to receive free stories from this blog at PoweringLives.ComEd.com

Chicago Builds
A program partnership between ComEd and Chicago Public Schools (CPS) through a vocational training program designed to generate interest in the trades such as electricity, heating and cooling (HVAC), carpentry and welding. The program goal is to build a pathway to learning for utility and construction industry jobs and introduce the various career opportunities at ComEd. The program also provides connections to apprenticeship program or pursuit of additional training programs (such as Dawson) after graduation.

This is a 2-year off-campus construction training program open to all CPS juniors and senior students. Students from other CPS schools travel to Durbar High School (Bronzeville area) to partake in the program curriculum. Program runs during the normal school year calendar, usually starts a few weeks after school begins, and runs through the end of the school year.

In support of the program, ComEd engages from an educational, developmental, mentoring and recruiting standpoint by introducing the students to career areas/ opportunities at ComEd and the energy industry. By providing job shadowing and internship opportunities to the students.

Students are accepted through an application process administrated by the Chicago Builds Program Manager.

Powering Our Future
A program partnership between ComEd and Big Shoulders Fund (BSF) and United Way to create a first-of-its-kind trades program in 4 Catholic high schools in underserved communities in Chicago that will connect students with careers at ComEd.

• Our Lady of Tepeyac: all-girls; predominantly Latina and African-American; 98% free or reduced lunch.
• Josephinum Academy: all-girls; diverse; 69% free/reduced lunch
• Leo: all-boys; 95% African American; 93% free/reduced lunch
• St. Francis de Sales High: co-ed; Latino and African-American; 100% free/reduced lunch

The program launched in April 2022 by hosting kick off events at each school. The program framework has been developed by BSF, and now in the planning phase on ComEd side.

In support of the program, ComEd will engage with the students with industry related exposure events, career pathway talks, field trips, job shadowing, mentoring, physical education clinics, family night, internships and training program opportunities.

Through our United Way donation, ComEd will fund a pilot year in 2021-2022 school year and two subsequent years.
Customer Service Support

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-EDISON1 (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)
- Financial Assistance .................................................. 888-806-2273
  Representatives are available from 7:30 a.m. to 5 p.m.
- Payment by Phone ..................................................... 800-588-9477
- ComEd Energy Efficiency Program ................................. 855-433-2700
  Energy Efficiency Program Representatives available from 8 a.m. to 5 p.m.

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
- ComEd Energy Efficiency Program ................................. 855-433-2700
  Energy Efficiency Program Representatives available from 8 a.m. to 5 p.m.

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
- Visit Illinois1Call.com
  Inside of Chicago call DIGGER
  (Chicago Utility Alert Network) .................................... 312-744-7000
  Outside of Chicago call J.U.L.I.E.
  (Joint Utility Locating Information for Excavations) ........... 800-892-0123

*ComEd provides a free video conferencing service for hearing- and speech-impaired customers to use for their customer service needs.