

Dispute Resolution Disclosure

In accordance with current statutory requirements, ComEd provides customers and property owners who are affected by scheduled and planned non-emergency vegetation management with:

- (i) a statement of the vegetation management activities planned,
- (ii) the address of a website and a toll free telephone number at which a written disclosure of all dispute resolution opportunities and processes, rights, and remedies provided by the electric public utility may be obtained,
- (iii) a statement that the customer and the property owner may appeal the planned vegetation management activities through the electric public utility and the Illinois Commerce Commission,
- (iv) a toll-free telephone number through which communication may be had with a representative of the electric public utility regarding the vegetation management activities, and
- (v) the telephone number of the Consumer Affairs Officer of the Illinois Commerce Commission.

This information is provided on a postcard sent to the customer, and included in local area publications. Additionally, local municipal officials are provided with information about the planned activities which is publicly available in the local offices.

Some of ComEd's vegetation management activities occur during emergencies. ComEd cannot follow the dispute resolution disclosure process during emergency conditions. Concerns about the manner that ComEd's emergency vegetation management was conducted can be addressed with the ComEd Claims group.