

CUSTOMER CHOICE LETTER FAQs

Q. I received an Electric Supplier Choice Confirmation letter from ComEd. What does this mean?

A. You received the letter because ComEd received a switch request from the supplier listed in the letter. This may be because you (or someone at your residence) signed a contract or authorized this switch with the supplier or because you were part of an aggregation program managed by your municipality, county, or township. Suppliers use many means of soliciting customers, such as mailings, internet, door-to-door solicitations, or telemarketing. They must have proof that you authorized the switch. This is just a notification from ComEd to let you know that we received the switch request and to let you know the effective date of the switch. We also provide your new supplier's name and phone number.

Q. How would I know if my municipality, county, or township has an aggregation program?

A. You can check with your municipality, county, or township or contact the supplier at the phone number listed on the Electric Supplier Choice Confirmation letter. The aggregation program would have needed to be approved by the residents through a referendum on the ballot during an election. Once the referendum was passed your municipality, county or township had the authority to have an aggregation program. A list of governmental agencies that have passed a referendum can be found at PlugInIllinois.org or at ComEd.com/muniag

Most aggregation programs are run as an “opt-out” aggregation program, which means that you are automatically included in the program unless you opt-out. You should have received a notice from your municipality or the supplier explaining the program, the opt-out period and the steps you need to take to opt-out.

Q. I opted-out, but I still received the Electric Supplier Choice Confirmation letter. What should I do?

A. ComEd has no knowledge of the aggregation plan or who opted-out. You need to contact either the supplier listed in the letter, or contact the number provided by your municipality for its program.

Q. What if I am a residential customer, and I want to cancel this switch?

A. If there are at least 5 days before the effective date of the switch, you can call the supplier at the number in the Electric Supplier Choice Confirmation letter to have them cancel the switch. You can also call ComEd to cancel the switch, but be aware that ComEd does not have any information about the program or the contract with the supplier. There may be early termination fees for canceling the contract with the supplier. ComEd would have no way of knowing the terms of the contractual arrangement between you and the supplier. That is why it is important to contact the supplier so they can explain any contractual issues. They can also perform the rescission if you decide to cancel the switch.

Q. What if I am a business customer and I want to cancel this switch?

A. If there are at least 5 days before the effective date of the switch, you must call the supplier at the number in the Electric Supplier Choice Confirmation letter to have them cancel the switch.

Q. If I cancel the switch, how will I know it was cancelled?

A. ComEd will send a Confirmation of Rescind letter explaining that your enrollment was cancelled and that you will remain with your current supplier.

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Q. What if the switch has already occurred or it is less than 5 days before the effective date of the switch?

A. You must contact the supplier to drop your supply service back to ComEd supply. Depending on your contract, there may be early termination fees for doing this. You will receive a Confirmation of Drop letter from ComEd once you are dropped by the supplier.

Q. The Electric Supplier Choice Confirmation letter states that I have ten (10) calendar days to cancel this switch to avoid potential early termination fees. What does this mean?

A. Illinois Administrative Code Part 412 became effective on January 1, 2013. It allows residential or small commercial customers ten (10) calendar days to cancel their switch without having to pay any early termination fees. ComEd has included this information as a courtesy to let you know of your rights. Since your contract is with a supplier and not ComEd, ComEd is not aware of the details of your contract. ComEd does not know if your supplier has any early termination fees. Even if they do, they cannot impose them if you cancel within 10 days of the date of the switch letter. This is why it is best to contact the supplier to request the cancellation.

Q. What if the 10 calendar days lands on a weekend or holiday?

A. You have until the next business day.

Q. Can I still cancel the switch after the 10 calendar days?

A. Yes. You can cancel the switch up to 5 days before the effective date of the switch (which is found in your letter). You may, however, be subject to an early termination fee if it is after the initial 10 day period. Check with your supplier for the terms of your contract.

Q. What letters or notifications will I receive from ComEd in relation to changing suppliers?

A. There are 3 letters that you may receive:

- **Electric Supplier Choice Confirmation** – sent to notify the customer that ComEd has been notified by a supplier that the customer has elected to switch to the supplier for their electric supply services
- **Confirmation of Rescind** – sent to notify the customer that a pending supplier switch has been cancelled
- **Confirmation of Drop** – sent to notify the customer that ComEd has been notified that the supplier will no longer provide the customer with electric supply service. This may be because you requested the drop, or the supplier may be dropping you at the end of your contract.

After being dropped, if you would like to switch to a supplier other than ComEd or your prior supplier, you must do so within the next two (2) bill periods. If you do not select another supplier within two (2) bill periods, you will be required to remain on ComEd supply service for a period of twelve (12) months from the effective date of the drop.