



Our Mission

We strategically collaborate with our Commercial and Industrial customers to increase productivity, improve customer satisfaction, and assist with reducing energy costs. We partner with our customers on energy efficiency program offerings, billing and credit payment matters, reliability enhancements, new services, and relocation planning. Drawing on extensive industry expertise and experience as trusted advisors, we help our customers develop and deploy practices that enhance their business performance while creating a cleaner energy future in Illinois.

Who We Are

The LCS Account Managers are a team of individuals who oversee Commercial and Industrial customers with electrical usage consumption over 500kW. We are a diverse group of trusted, strategic energy advisors available to support the needs of our customers 24/7/365. In partnership and collaboration with our colleagues, LCS delivers a world-class experience for our customers with an understanding of our customers' operations, goals, policies, and needs so that we can share actionable recommendations. Our energy expertise goes beyond reliability to the integration of energy efficiency, beneficial electrification, distributed energy resources, community solar, utility-scale energy generation projects, and emerging technologies.

LCS Responsibilities

Oversee portfolio of 43,000 business customer accounts

Manage revenues in excess of \$932 million, which is 35% of ComEd's annual revenues (\$2.7 billion)

Provide a comprehensive array of services to customers

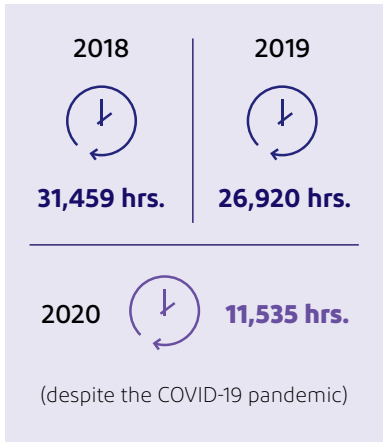
- Partner strategically with various ComEd internal departments: Customer Operations, New Business, Smart Grid & Distribution Operations, and Reliability
- Serve as a strategic energy advisor
- Inform customers about legislation that impacts their business operations
- Ensure customer requests related to metering, establishing service, and payment handling are received and processed in a timely manner
- Schedule and coordinate outages and equipment replacement
- Maintain reliable service by sharing load growth information with ComEd's Capacity Planning group
- Address customer billing & payment concerns
- Resolve customer credit and debit balance disputes
- Create and bill customer work agreements for requested work
- Issue requests on behalf of business customers to resolve inquiries

ComEd Corporate Citizenship Initiatives Power Communities



ComEd has a strong tradition of community involvement and is committed to strengthening and enriching the communities where we work and serve. We foster a culture focused on integrity, diversity, safety, and volunteerism. We work to strengthen and enrich our communities not only with contributions of time and money, but also by increasing opportunities for youth through education and science.

Large Customer Services, along with their family members and other ComEd co-workers, completed tens of thousands of volunteer hours in the communities we serve. (See chart at right.)



Illinois Energy Pricing

ComEd's Average Commercial Rate is 9.91 cents per kilowatt-hour

- 7 percent below the national average
- 18 percent below the average rate charged in the top 20 U.S. metro areas

ComEd's Average Industrial Rate is 6.28 cents per kilowatt-hour

- 8 percent below the national average
- 32 percent below the average rate charged in the top 20 U.S. metro areas

Edison Electric Institute

Choosing Fleet Electrification



Fleet electrification transitions fleets from conventionally fueled vehicles (gasoline and diesel) to cleaner, more efficient battery electric vehicles (EVs)

ComEd's commitment to electrifying **30%** of our fleet by 2025 and **50%** by 2030 has the potential to eliminate **31,000** metric tons of greenhouse gases

Benefits of Fleet Electrification

-  **Reduce fuel and maintenance costs**
-  **Demonstrate environmental stewardship**
-  **Create healthier communities**
-  **Enhance grid reliability**



Clean & Renewable Energy



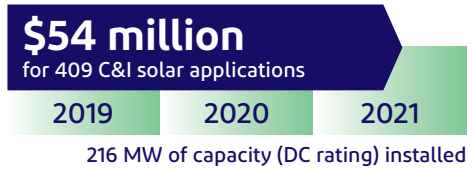
Renewable Energy is energy that can be generated from natural resources that are continuously replenished

Types of natural resources include:

SOLAR, WIND, MOVING WATER, & BIOMASS

- ComEd offers rebates for solar projects
- ComEd extends access to 100% renewable options through the Illinois competitive energy market

Distributed Generation Rebates (DG) program



Clean and renewable energy has less environmental impact, promotes a cleaner environment, and reduces the customer carbon footprint

Energy Efficiency (EE)



The **ComEd Energy Efficiency Program** offers ideas and incentives that are easy to take advantage of and easy to implement

Since the program's inception in 2008, over **107,685** non-residential customers saved more than **\$2.4 billion** in electricity costs

This equates to over **\$180 million** in annual energy efficiency incentives and is equivalent to removing **2,837,687** cars off the road

In accordance with state law, funding for EE plans will increase from **\$250 million** to **\$400 million** per year by 2030, helping customers save more than **\$7 billion**

Reduced carbon emissions equivalency from EE incentives by 2030 will equate to **8 million** cars off the road

- 26,969,631,000kWh Reduced**
- 2,837,687 Cars Removed from the Road**
- 17,062,977.5 Acres of Trees Planted**
- 13,138,492.7 Metric Tons of CO2 Reduced**
- 3,117,155.7 Homes Powered for 1 Year**
- Business customers' savings on electric bills \$2.4 billion dollars**
- Business customers' savings since inception 26,969,631 Net MWh**

Resources & Tools

Business Energy Analyzer (BEA)

- View your business profile and analyze your energy usage
- Explore personalized energy efficiency recommendations
- For more information on BEA, visit ComEd.com/BEA

Voluntary Load Reduction (VLR) Program

- VLR offers business and public sector customers financial rewards for voluntarily reducing electricity use during peak usage periods
- For more information on VLR, visit ComEd.com/VLR

ComEd will allocate \$50 million to research and development of emerging technologies and outreach strategies to create a competitive economic advantage for Illinois.

To learn more about **ComEd's EE Program** or to schedule a **Free Facility Assessment**

Contact your **LCS Account Manager** or **EE Customer Care Representative** 1-855-433-2700

For more information, visit ComEd's Large Customer Services (LCS) ComEd.com/LCS

