

LCS PORTAL WEBINAR Q&A

PORTAL OVERVIEW

Q1: How often will the Portal be updated?

A1: The Portal will be updated monthly or as needed to ensure the content is fresh and relevant to our large commercial and industrial customers.

Q2: How will customer feedback be incorporated into the Portal?

A2: LCS customers attending the webinar received a survey and have provided helpful input. We also encourage you to provide feedback to your account manager.

Q3: Is there a username and password required for the Portal? Is there a single sign-on feature once you click on the site?

A3: Usernames and passwords are not required to access the Portal. Gain access through www.comed.com/lcs or on the ComEd website, either through the search function or “Doing Business with Us”. If you would like specific information regarding your account, you will first need to create an account under the “My Account” feature”. You will be asked to create your unique username and password.

Q4: Why should customers start using the Portal now?

A4: The Portal aims to provide content that will always offer value to our customers, including various programs and services that ComEd is offering your business. It also provides easy access to information on service interruptions, probable causes and estimated restoration times. You can access this content via your mobile device. The Portal also contains news and insights related to the clean energy transformation underway in Illinois and new technologies that are creating opportunities for LCS customers.

Q5: Can you help me access the portal for my company?

A5: The portal can be accessed from any internet connection via www.comed.com/lcs, or you can go to the search bar at comed.com and type in Large Customer Services or LCS. You can also access the Portal in the Doing Business with Us section at the bottom of the page. The Portal can be accessed on your mobile phone or by downloading the ComEd App from your mobile device. While the app provides lots of good information, it does not provide access to all digital content.

Q6: How do you download the ComEd app on our phone?

A6: To download the ComEd app on your phone:

- Access the Portal by typing in Large Customer Service or LCS in the search bar.
- Access the Portal in the “Doing Business with Us” link at the bottom of the webpage.

Q7: When ComEd posts updates to the Portal, will you provide a direct link rather than having users to log into the portal and navigate?

A7: ComEd will explore the possibility of providing this as a future option.

Q8: I'm still not clear on the purpose of this Portal, is it purely informational?

A8: Yes, the Portal is informational. It's designed to provide easy access to a variety of information that is relevant to your ComEd account and to your company's efforts to deploy energy management strategies and new clean energy technologies that support the performance of your organization.

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CONSTRUCTION AND REMODELING (NEW BUSINESS PORTAL)

Q9: If a General Contractor (GC) is required to add a meter bank will the building owner be able to see their application?

A9: Yes. In order to track your application and project status, you must create a MyAccount and enter through our Construction and Remodeling website. You will need to enter either your Service Request or Work Order number. If it is a brand-new account, and it's a new construction then it is typically under the name of the Developer, who also can create an account and utilize the tools as you would. The Developer would need to authorize your access to their account to view status until it's turned over to your name.

PROPERTY MANAGEMENT PORTAL

Q10: My office manages several accounts; will I be able to see all the accounts and meter activity when I log in?

A10: Yes. Assuming you are going into the Property Management Portal, you can see all your accounts. However, if you have more than 200 accounts tied to your enterprise, you will need to reach out to your account manager, so that we can make sure that we have a complete inventory of your accounts. We can link them behind the scenes with our IT department, and then you can view as many accounts as you wish.

Q11: Will shopping center customers/managers have access to the meter numbers of tenants?

A11: Yes. Assuming you are entering the Property Management Portal, you can see all your accounts. However, if you have more than 200 accounts tied to your enterprise, you will need to reach out to your account manager, so that we can make sure that we have a complete inventory of your accounts. We can link them behind the scenes with our IT department, and then you can view as many accounts as you wish.

MYACCOUNT FEATURE

Q12: Can we set up multiple MyAccount logins for a single large customer.?

A12: Yes, you can set up multiple logins. ComEd asks that you protect your user ID and your password when logging onto the Portal itself. A general account authorization form is available that can be submitted by you or third parties with your consent to allow others to gain access to some of the information.

Q13: Can I access my account usage from one specific date to another specific date?

A13: Yes, you can do that under the My Account feature.

ENERGY EFFICIENCY

Q14: Monthly energy tracking updates are not useful. Can updates be made more frequently, possibly in real time?

A14: ComEd's Business Energy Analyzer (BEA) tool allows our Commercial and Industrial customers to gain near real-time usage information. The usage shown on our Dashboard is approximately a day to a-day-and-a-half old. We currently do not have real-time data available.

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Q15: Can the energy consumption comparison data for billing periods be weather normalized?

A15: No. BEA provides interval and corresponding weather data for download but does not normalize it for weather.

Q16: In regard to comparison data for billing periods being weather normalized, is there someone available to walk us through this work or could there be a webinar on this topic?

A16: Our Business Energy Analyzer tool does not normalize for weather, but the data is available for you to download and normalize. We will investigate having a webinar on our Business Energy Analyzer (BEA) program. Meantime, if you would like to know more about the BEA program, please reach out to your account manager. They can walk you through the program and its benefits and explain how to access your usage data.

Q17: Is there a battery storage program available through the ComEd Incentives Program?

A17: No. Current legislation requires that improvements have energy savings associated with them.

BENEFICIAL ELECTRIFICATION

Q18: Where can we get more information on beneficial electrification?

A18: We are in the process of finalizing information on beneficial electrification and look forward to making this available in the Portal in the very near future.

Our Account Management team is making a proactive effort over the next several months to engage LCS customers on this issue. Our account managers will be surveying various customers that we have identified early in the process that can benefit from beneficial electrification, whether it's fleet electrification or industrial processes electrification. LCS account managers will begin to schedule face-to-face virtual meetings and we will also be producing webinars on Beneficial Electrification and other emerging opportunities for commercial and industrial customers

SOLAR

Q19: Are solar project interconnection updates available in the Portal?

A19: Yes. You can get information on our solar programs and rebates. Solar is under the Smart Energy section. We also have a solar guide and calculator for you to determine your potential savings.

Q20: Are solar project interconnection updates available in the Portal?

A20: No. You will need to work with your assigned Project Manager and/or your Account Manager to get specific information on your solar project.