



YOUR ELECTRIC RATES AND OTHER HANDY INFORMATION ABOUT YOUR ELECTRIC SERVICE



*Non-residential Customers
See supplemental sheet for current charges*

ComEd[®]

An Exelon Company

powering lives

HOW TO CONTACT ComEd

By web:

For general account information and other inquiries, visit **ComEd.com**.

By telephone:

Customers may can contact our Business Customer Service Team for general account information and other inquiries at **1-877-426-6331**, **TTY 1-800-572-5789**, Monday through Friday, from 7 a.m. to 7 p.m.

ComEd customer service representatives are available 24 hours a day, seven days a week to handle calls for power outages or emergencies, at **1-877-426-6331**.

By mail:

(for general inquiries not related to billing)

ComEd Customer Care Center
P.O. Box 805379
Chicago, IL 60680-5379

Customers using 500 kilowatts or more:

Large customers that use 500 kW or more in a month may also contact their account manager.

ELECTRIC SAFETY

Before you dig, you are required by law to call 811, J.U.L.I.E. or DIGGER before beginning, so utility personnel can locate and mark underground gas, electric and telephone lines. Dial **811** or call:

J.U.L.I.E. (Outside Chicago) 1-800-892-0123
DIGGER (Inside Chicago) 1-312-744-7000

Always assume power lines are live. This applies to power lines on utility poles near trees as well as those entering your buildings or property. Even momentary contact can injure or kill. Call ComEd at **1-800-334-7661** if you are conducting any work or activity that may bring yourself, your equipment and anything you carry within twenty feet of a power line.

OPTIONAL SERVICES

Signing up for optional service is easy. Just call your ComEd customer service representative at **1-877-426-6331**, Monday through Friday, 7 a.m. to 7 p.m., for details.

LOAD RESPONSE. Bill credits or compensation are available to qualifying customers who reduce their electricity use when notified by ComEd.

PRIVATE OUTDOOR LIGHTING. This service, only available outside the City of Chicago, provides lighting from utility poles for a fixed monthly rate.

PRIVATE GENERATION. If you own generating facilities and can interconnect them with the grid, special provisions apply. For more information call ComEd's generating facilities hotline at **1-800-TALK-GEN (1-800-825-5436)**.

NONSTANDARD SERVICES AND FACILITIES AND METER-RELATED FACILITIES LEASE. Facilities, services and metering in addition to or different from standard facilities, services and metering, are available for a nonrefundable payment and/or monthly rental charges.

ENERGY EDUCATION AND ASSISTANCE

To learn how to save money and energy, visit **ComEd.com** and click on Ways to Save. For information about ComEd's assistance programs for eligible non-profit and faith-based organizations go to **ComEd.com/CARE** or call **1-888-806-2273** for resources and information.

BILLING & PAYMENT OPTIONS

ComEd offers several billing and payment options to help customers manage their energy bills. To get started, log in to **ComEd.com/MyAccount** or call ComEd at **1-877-426-6331**, Monday through Friday, 7 a.m. - 7 p.m.

PAPERLESS eBILL. Electronic bills (eBill) are a free, fast and convenient way to view your bill online anytime, any way. We will notify you by email each month when your bill is ready to view. Up to 6 months of bills are available to view, print or save. To enroll in Paperless eBill, go to **ComEd.com**, log in to MyAccount and under Billing Options, select Paperless eBill.

Customers enrolled in the Paperless eBill program who move within the ComEd service territory and transfer their service will not need to re-enroll.

AUTOMATIC PAYMENT PLAN. With Automatic Payment, your bill payment practically takes care of itself. You will receive your electric bill as usual so you can verify the bill amount. Charges for your monthly electric service are automatically deducted from your checking account on the date the payment is due. It's just that easy. To enroll in AutoPay go to **ComEd.com/MyAccount**. Log in and select Automatic Payment under Pay My Bill. You will need your bank account information to enroll.

PAY BY PHONE OR ONLINE BY SCHEDULING AN eCheck. Schedule a same-day eCheck payment over the phone or a same-day or future-dated eCheck payment online. To schedule an eCheck payment for free, visit **ComEd.com/Pay** and select Pay With Bank Account under the Pay My Bill tab. To make a payment over the phone, call ComEd at **1-800-588-9477**.

Please Note: For payments made over the phone, the service provider, Paymentus, charges a convenience fee for each transaction.

PAY BY PHONE OR ONLINE WITH YOUR CREDIT CARD OR DEBIT/ATM CARD. In a hurry? ComEd has partnered with Paymentus to provide you the option of making last minute payment. Pay by credit card or debit/ATM card over the phone or online. To make a payment, call **1-800-588-9477**, or go online at **ComEd.com/Pay** and select the Pay Now with Credit/Debit tab under Pay My Bill.

Please Note: The service provider, Paymentus, charges a convenience fee for each transaction.

BY MAIL. Make checks payable (no cash) to ComEd, and allow one week for delivery. Use the return envelope provided with your bill and send your payment to:
ComEd
P. O. Box 6112
Carol Stream, IL 60197-6112

PAY BY AGENT (WALK-IN PAYMENT). Authorized neighborhood payment agents are located throughout the ComEd service territory and accept either cash or checks. To find the nearest payment location visit **ComEd.com/Pay** and select Find a Payment Location under the Pay My Bill tab.

Please Note: Authorized agents charge a convenience fee for each transaction.

SPECIAL PAYMENT ARRANGEMENTS. To make special payment arrangements, call a Business Customer Service Team member at **1-877-426-6331**.

BILLING AND PAYMENT

DUE DATE. You have 14 days to pay the bill you receive each month (60 days for certain school and local governmental customers and 45 days for federal government customers). If you pay by mail, please allow one week to ensure your payment is delivered to ComEd before the due date. A charge will be assessed for checks that are returned for any reason. NSF fees applicable for your financial institution may also apply.

LATE PAYMENT CHARGES. A late payment charge of 1.5% per month (1% for local government agencies and certain schools) applies on the unpaid bill amount, as well as any other balances still outstanding from previous bills.

DEPOSITS. Your deposit will earn interest at a rate determined by the ICC and will be credited to your account annually. For information on the rate, visit the ICC website **icc.illinois.gov**. The deposit is not transferrable to another person or business. Once you have established a satisfactory payment history, including fewer than four late payments in a 12-month period and have no past-due balance, the deposit may be refunded to you. In the event that you stop service at this address, we will apply your deposit to your final bill and refund any remaining credit to you.

TEMPORARY SUSPENSION OF SERVICE. If you requested suspension of your electric service for less than 12 months, it will be reinstated when you pay the Customer Charges for the suspension period, plus any applicable nonstandard service and facilities charges.

DISCONNECTION FOR NONPAYMENT. If you do not pay your bill or deposit but continue to use electricity, we must discontinue your service. Please call us if you are having payment difficulties. Customers who purchase electricity from a Retail Electric Supplier continue to be governed by the same credit policies and procedures that exist for all ComEd customers. Any balance owed at the time a customer switches to or from Rate RDS (Retail Delivery Service) remains due. Credit action, if necessary, will be taken based on the original due date of the past due bill.

For billing questions, concerns and general account information, call **1-877-426-6331** Monday through Friday, 7 a.m. to 7 p.m.

UNDERSTANDING YOUR BILL

Definitions of terms that appear on most nonresidential customer bills

CAPACITY CHARGE A charge to recover capacity obligation costs incurred to procure power and energy directly from the wholesale market. It is a charge per kilowatt (kW) multiplied by the Capacity Obligation.

CAPACITY OBLIGATION The customer's contribution to the annual system peak loads on the electric grid measured in kilowatts (kW).

CUSTOMER CHARGE A monthly charge to recover the costs associated with billing, collection, credit and customer assistance activities. The customer charge also includes charges mandated by law or regulation for state funds for renewable energy resources and coal technology development, and low-income energy assistance.

DELIVERY CLASS The rate classification applicable to the customer for determining charges and billing certain delivery service components of electric service.

DISTRIBUTION FACILITIES CHARGE A charge to recover the costs associated with ComEd's distribution system. It is a charge per kilowatt (kW) or kilowatt-hour (kWh) multiplied by the number of kW or kWh delivered in the billing period as applicable. See also High Voltage Distribution Facilities Charge and Primary Voltage Distribution Facilities Charge.

ELECTRICITY SUPPLY CHARGE In the case of ComEd supply, the charge per kWh multiplied by the number of kWh supplied. The charge per kWh varies between summer and nonsummer months. For certain customers (e.g. most customers with at least 100 kW of load) to which hourly priced service is applicable or for customers who elect such hourly priced service, the Electricity Supply Charge varies hourly based on market prices. Supply charges appearing on your bill may be for service provided by the Retail Electric Supplier of your choice.

ENERGY A standard measure of electricity use. Also see "Kilowatt-hour."

ENERGY EFFICIENCY PROGRAM A per kWh charge or credit to fund the portfolio of energy efficiency incentives mandated by Illinois law.

ENVIRONMENTAL COST RECOVERY ADJUSTMENT A per kWh charge or credit applicable for all customers to allow for recovery of certain environmental cleanup costs.

ESTIMATED METER READING (ESTIMATE) An estimate of usage data used for billing purposes when an actual meter reading cannot be made. This estimate is based on the customer's historical usage patterns. Generally, any discrepancy with actual usage is corrected with the next actual reading.

FRANCHISE COST A fee to recover costs related to the franchise agreement, if any, between ComEd and your municipality.

HIGH VOLTAGE DISTRIBUTION FACILITIES CHARGE The charge per kW multiplied by the number of kW delivered in the billing period at a high voltage (69 kV or above) as applicable.

HIGH VOLTAGE TRANSFORMER CHARGE A charge to recover ComEd's cost of providing transformation from ComEd's high voltage system (69 kV or above) to the customer's utilization voltage, applicable to the kW delivered at such point.

IL ELECTRICITY DISTRIBUTION CHARGE A charge to recover the State of Illinois tax on kilowatt-hours delivered.

KILOWATT-HOUR (kWh) A measure of electricity usage. One kilowatt-hour lights a 100-watt bulb for 10 hours or operates a 1,000 watt appliance – such as a small, portable space heater – for one hour.

LOCAL GOVERNMENT COMPLIANCE ADJUSTMENT A charge or credit that recovers the cost of special projects that are in excess of standard work that the local government has required ComEd to perform.

MAXIMUM KILOWATTS DELIVERED (MKD) The highest 30-minute demand in kW for electricity set by the customer and delivered by ComEd in the monthly billing period between 9 A.M. and 6 P.M. Monday through Friday, except certain holidays. For customers with certain types of meters, the MKD is the highest 30-minute demand during the monthly billing period.

METER LEASE A monthly rental charge applicable to customers using nonstandard meter-related facilities.

MISCELLANEOUS PROCUREMENT COMPONENTS CHARGE A charge to recover costs incurred to procure power and energy directly from the wholesale market and which are not recovered via other supply charges. It is a charge per kilowatt-hour (kWh) multiplied by the number of kWhs delivered in the billing period as applicable.

MULTIPLIER A factor applied to the meter reading to determine actual usage.

NONSTANDARD FACILITIES CHARGE AND/OR RENTAL A charge in advance of providing a requested service and/or monthly rental charge to recover the cost to install, own and operate nonstandard facilities or services. Standard facilities and services are generally those needed to serve a customer's total electricity usage at one point of delivery. Facilities or services that are different from, or in addition to, standard facilities or services are considered nonstandard and included in this charge or rental.

PRIMARY VOLTAGE DISTRIBUTION FACILITIES CHARGE The charge per kW multiplied by the number of kW delivered in the billing period at a primary voltage (4, 12 or 34 kV) as applicable.

PRIMARY VOLTAGE TRANSFORMER CHARGE A charge to recover ComEd's cost of providing transformation from a primary ComEd voltage (4, 12, or 34 kV) to 2400 volts or above, applicable to the kW delivered at such point.

PURCHASED ELECTRICITY ADJUSTMENT A charge or credit to adjust for any difference between the revenue and cost of energy supplied by ComEd, thus ensuring that ComEd does not profit from the sale of energy.

RENEWABLE PORTFOLIO STANDARD An adjustment, mandated by law, related to electricity generated by renewable energy sources (e.g., wind or solar).

STANDARD METERING CHARGE A monthly charge to recover the costs associated with the meter, meter reading and other metering services. For certain lighting customers, it is a charge per kWh.

SUMMER PERIOD The June, July, August and September monthly billing periods. Depending on what day in the month a customer's meter is read, the monthly billing period for most customers includes usage that spans across portions of two calendar months. Each monthly billing period generally includes usage for approximately thirty calendar days.

TAXES The taxes applicable to electric service that are itemized on your bill are as follows:

State Tax – A charge per kWh. The charge per kWh varies by the total kWhs delivered.

Municipal Tax – A charge per kWh. The charge per kWh varies by the total kWhs delivered.

TRANSMISSION SERVICES CHARGE A charge to recover the costs to build, operate and maintain the high voltage transmission system in ComEd's service territory, including the costs of services necessary for the reliable operation of that system.

ZERO EMISSION STANDARD An adjustment, mandated by law, recognizing the benefits of energy sources that do not produce carbon dioxide.

The foregoing information is a summary of the key elements of ComEd's *Schedule of Rates*; if anything in this pamphlet conflicts with the *Schedule of Rates*, the *Schedule of Rates* controls. The *Schedule of Rates*, which includes all of ComEd's rates, riders and General Terms and Conditions, is available online at **ComEd.com/Rates**. Select Current Rates and then click on ComEd's Entire Schedule of Rates for Electric Service.

CLAIMS PROCESS

for certain power interruptions or fluctuations

The Illinois Public Utilities Act, Section 16-125(e) and (f), allows customers to receive payment for certain damage resulting from:

- certain continuous power outages of four hours or more that affect more than 30,000 customers; and
- certain power surges or other fluctuations that affect more than 30,000 customers.

ComEd may be exempted from liability for damage when the power outage, power surge, or other fluctuation is caused by:

- weather events or conditions;
- customer tampering;
- civil or international unrest or animals; or
- an individual who is not a ComEd employee, agent or contractor.

To receive a claim form, visit ComEd's internet site at **ComEd.com/claims** or call ComEd at **1-877-426-6331**, Monday through Friday, 7 a.m. to 7 p.m.

CLAIM ASSESSMENT AND PROCESSING

ComEd will send the customer written confirmation that it received the customer's claim form within two business days of receipt of the claim form.

ComEd will determine whether the claim arises from a qualifying interruption, surge, or fluctuation. ComEd will determine whether it believes any of the exemptions applies.

- If none of the exemptions applies, the claim will be processed.

- If one of the exemptions applies, then ComEd may request a waiver from the Illinois Commerce Commission (ICC). ComEd will inform the customer of the waiver request, and that the processing of the claim will be held until the ICC makes a decision.
- If the ICC grants ComEd's waiver request, then ComEd will inform the customer that it is not liable for the customer's claim.
- If the ICC denies ComEd's request, and the decision is not appealed, then ComEd will process the customer's claim.

ComEd will communicate its proposed resolution of the claim to the customer. Typical claims are resolved within 90 days (excluding any time that claims were held pending an ICC or court decision) after ComEd has received a completed claim form with the required proof of damage. The customer may accept ComEd's resolution, or may file an informal/formal complaint with the ICC.

Customers with questions about Section 16-125(e) and (f) or ComEd's claim process may call ComEd at **1-877-426-6331**.

PLEASE NOTE THAT THE FOREGOING IS AND IS INTENDED TO BE, ONLY A GENERAL DESCRIPTION OF SECTION 16-125(e) AND (f) OF THE PUBLIC UTILITIES ACT, AND ComEd's PROCESS FOR ADDRESSING CERTAIN CLAIMS THEREUNDER. NOTHING IN THE FOREGOING DESCRIPTION CREATES OR AFFECTS, OR IS INTENDED TO CREATE OR AFFECT, ANY LEGAL OR EQUITABLE RIGHTS, DUTIES, OR EXCEPTIONS.

**We're here for you at ComEd.com
or 1-800 EDISON-1 (1-800-334-7661)
TTY 1-800-572-5789**

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