



YOUR ELECTRIC RATES AND OTHER HANDY INFORMATION ABOUT YOUR ELECTRIC SERVICE



*Residential Customers
See supplemental sheet for current pricing*

This pamphlet provides valuable information to help you better understand and manage your electric bill. Keep it handy for when you have questions about your bill.

HOW TO CONTACT ComEd

By web:

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

By mail:

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

By telephone:

ComEd's Customer Care Center at **1-800-334-7661**, Monday through Friday, 7 a.m. to 7 p.m.

TTY **1-800-572-5789**, Monday through Friday, from 7 a.m. to 7 p.m.

Spanish-speaking customers can call **1-800-95LUCES** (1-800-955-8237)

ComEd customer service representatives are available 24 hours a day, seven days a week to handle calls for power outages or emergencies.

ELECTRIC SAFETY

Before you dig, you are required by law to call **811**, J.U.L.I.E. or DIGGER, 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 home 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.

DESCRIPTIONS OF RATE CLASSIFICATION FOR RESIDENTIAL SERVICE

In the Charge Details section of your bill, ComEd shows a brief description of your delivery rate classification for your electric service. There are four rate classifications that most often apply for residential service. Those four classifications are:

- Residential – Single (Family)
- Residential – Multiple (Family)
- Residential – Space Heat Single (Family)
- Residential – Space Heat Multiple (Family)

OPTIONAL SERVICES

Signing up for optional service is easy.

CENTRAL AC CYCLING PROGRAM. If you live in a single family residence, you can help the environment, save resources and save money all at the same time with our Central AC Cycling Program. When you sign up, you permit us to cycle off your central air conditioner compressor (but not the fan) for short periods when electricity is most in demand. In return, you can receive up to \$40 in credits on your electric bill. For more information, please call ComEd at **1-800-334-7661**.

PEAK TIME SAVINGS. Peak Time Savings is a program from ComEd that pays you back for using less energy when it is most in demand. You'll earn a bill credit that appears as actual dollars off the amount due when you voluntarily reduce your energy usage on days with Peak Time Savings Hours. Peak Time Savings Hours usually occur for a few hours between 11 a.m. and 7 p.m. during summer weekdays – when most air conditioners are on, stores are open and factories are running. There's no cost to sign up and no penalty if you don't participate. To learn more and enroll, visit **ComEd.com/PTS** or call **1-844-852-0347**.

HOURLY PRICING PROGRAM. ComEd's Hourly Pricing program is an electricity supply option for residential customers. On Hourly Pricing, you pay the hourly market price for electricity instead of the standard fixed price. The hourly price varies each hour and tends to be lower when the demand for electricity is less, such as nights and weekends. By shifting your energy use to these lower price times, you can potentially save on the program (savings are not guaranteed).

Hourly Pricing may be right for you if:

- Your electric bill is more than \$50 (approximately 350 kWh) per month on average.
- You can shift the use of large electric appliances to lower-priced hours.
- You understand that at times, based on weather and market conditions, your bill may vary.
- You agree to pay a small monthly participant fee.

Participation in Hourly Pricing also requires ComEd to install an electric meter capable of measuring and recording electric usage in hourly intervals. If you have a smart meter, that meter can be used to participate in Hourly Pricing. If not, each meter on your account must be exchanged for an hourly recording meter. If you have more than one recording meter, you will be subject to a regular monthly meter lease fee and a meter exchange fee for each additional meter.

Find out if you're a good fit at ComEd.com/HourlyPricing or call **1-888-202-7787**. If you purchase energy from a retail electric supplier other than ComEd, check with your supplier before enrolling as early termination fees may apply.

PRIVATE OUTDOOR LIGHTING. This service, only available outside the City of Chicago, provides High Pressure Sodium and LED Lighting from utility poles for a fixed monthly rate. For more information call ComEd New Business Central at **1-866-NEW-ELEC (1-866-639-3532)**.

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)**.

ENERGY EDUCATION AND ASSISTANCE PROGRAMS. To learn how to save money and energy, visit ComEd.com and click on Ways to Save. ComEd CARE programs offer support and assistance for qualified customers. For resources and information, visit ComEd.com/Care or call **1-888-806-CARE (1-888-806-2273)**.

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 **1-800-334-7661**, Monday through Friday, 7 a.m. - 7 p.m.

PAPERLESS eBILL. Electronic bills (eBill) are free, fast and a 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 24 months of bills are available to view, print or save. To enroll in Paperless eBill, log in to ComEd.com/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 PROGRAM. With Automatic Payment, your bill payment practically takes care of itself. You will receive your ComEd 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.

Customers who change bank accounts need to update their account with their new bank information.

BUDGET BILLING. Your electric bill can vary from month to month. Budget Billing allows you to pay the same amount each month for easier budgeting and bill payment. The monthly bill amount is based on your prior bills and adjustments are made every six months, if necessary, to reflect changes in usage and the balance on your account. To sign up for this free program, log in to ComEd.com/MyAccount and navigate to Billing Options below the My Bill tab.

Please Note: Budget Billing participants who move within the ComEd service area must re-enroll in Budget Billing using their new ComEd account number.

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, log in to **ComEd.com/Pay** and select Pay with Bank Account below the Pay My Bill tab. To make a payment over the phone, call ComEd at **1-800-334-7661**.

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 ComEd at **1-800-334-7661**, or go online at **ComEd.com/Pay** and select Pay Now with Credit/Debit below the Pay My Bill tab.

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 electric bill and send your payment to:

ComEd
P. O. Box 6111
Carol Stream, IL 60197-6111

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 agent, go online at **ComEd.com/Pay** and navigate to Find a Payment Location under the Pay My Bill tab.

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

PAYMENT ARRANGEMENTS. To determine eligibility for payment agreements, call ComEd at **1-800-334-7661**.

BILLING AND PAYMENT

DUE DATE. You have 21 days to pay the bill you receive each month. 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.

PREFERRED PAYMENT DUE DATE. If you receive financial assistance from an approved governmental program such as AFDC, General Assistance, Aid to Aged, Blind and Disabled, Social Security, Unemployment Compensation, or Veterans Administration, you may be able to extend your due date to avoid late payment charges. To be eligible, you must receive your monthly financial assistance check after the date your electric bill is due.

LATE PAYMENT CHARGES. You are allowed one late payment per calendar year, as long as the payment is made within 30 days of the due date. Late payment charges will be applied to bills paid after the due date. The late payment charge is 1.5 percent per month on the unpaid bill amount, as well as any other balances still outstanding from previous bills.

DEPOSITS. A cash deposit may be required if you are a **present** customer and both of the following conditions occur:

- you have paid late 4 times in the past 12 months, and
- your account has an undisputed past due balance that has remained unpaid for over 30 days beyond the due date.

A cash deposit may be required if you are an **applicant** for residential service and your credit score is below a predetermined minimum.

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've 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 other than ComEd continue to be governed by the same credit policies and procedures that exist for all ComEd customers. Any balance owed to ComEd 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.

UNDERSTANDING YOUR BILL

Definitions of terms that appear on most residential customer bills

ACTUAL METER READING (Actual) Actual usage data from the premise's meter reading provided by ComEd or a Metering Service Provider (MSP), as applicable.

CUSTOMER CHARGE A charge to recover the costs associated with billing, collections, credit and customer assistance activities. The customer charge also includes adjustments as directed by law or regulation, for state funds for renewable energy resources and coal technology development, low-income energy assistance, the residential real-time pricing program, and consolidated billing.

CUSTOMER METER READING (Customer) Usage data from the premises' meter reading provided by the customer.

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 to operate and maintain the electric delivery system. It is a charge per kilowatt-hour (kWh) multiplied by the number of kWhs delivered in the billing period as applicable.

ELECTRICITY SUPPLY CHARGE Usually, the charge per kWh multiplied by the number of kWh supplied. The charge per kWh varies between summer and nonsummer months. For certain residential customers who elect hourly priced service, the Electricity Supply Charge varies hourly based on market prices. The charges appearing on your bill may be for service supplied by the Retail Electric Supplier of your choice.

ENERGY A measure of electricity used. 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 a customer's usage 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.

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

KILOWATT-HOUR (kWh) A standard measure of electric use. One kilowatt-hour lights a 100-watt bulb for 10 hours or operates a 1,000 watt appliance – such as a hair dryer, iron or toaster – for one hour.

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

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

MULTIPLIER A factor applied to usage readings for certain kinds of meters to accurately determine 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 are considered nonstandard and included in this charge or rental.

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.

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 multiplied by the kWhs delivered. The charge per kWh varies by the total kWhs delivered.

Municipal Tax – A charge per kWh multiplied by the kWhs delivered. 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**. 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.com/Claims** or call ComEd at **1-800-334-7661**, Monday through Friday, 7 a.m. to 7 p.m.

CLAIM ASSESSMENT AND PROCESSING

- 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 **1-800-334-7661**.

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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