

SWITCHING RULES: MASS MARKET CUSTOMERS

This chapter is designed to assist with understanding the switching rules and associated processes. The process by which a Retail Electric Supplier (RES) switches a customer to their supply service is described in Chapter 4, *Customer Switching and Direct Access Service Requests*.

In this chapter, the term mass market is used generically as defined in the glossary (*see Chapter 1*); however there are some customers where Rate BES is their default rate but they are not mass market. In those instances, please refer to the tariffs for applicability.

RES to RES Switching

Mass Market customers on Rate RDS may switch from one RES to another RES via the Direct Access Service Request (DASR) Process at any time with 18 calendar days notice and only on their scheduled meter read dates.

Switch from Rate BES

If a mass market customer is being served under Rate BES the mass market customer may switch to another supplier (Rate RDS) at any time with 18 calendar day notice and only on their scheduled meter reading dates. (Note: a customer cannot return to their previous supplier for a period of six monthly bill periods)

If a mass market customer is being served under Rate BES, the customer may elect the following;

Rate BESH (residential only must also take Rider Residential Real Time Pricing -RRTP)

- Minimum 18 calendar days prior to a regularly scheduled meter reading date
- Minimum stay requirement of 12 monthly billing periods
- Customer or GAA can call 1-888-202-7787 or visit the ComEd Residential Real Time Pricing website: <https://hourlypricing.comed.com/>

Rate BESH (non-residential 0 to 100kW only)

- Minimum 18 calendar days prior to a regularly scheduled meter reading date

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- Customer or GAA call **1-877-4-ComEd-1 (1-877-426-6331)** or submits a valid BESH Election Form
- Rate BESH has a prerequisite of Interval Data Recorder (IDR) meters, which require access to the customer's facility and may take up to two monthly billing periods.

Switch from Rate RDS

If a mass market customer is being served under Rate RDS, and their current supplier drops them, they will default to Rate BES unless they are enrolled by another supplier. The customer may also choose at any time the following;

Rate BES

- Minimum 18 calendar days prior to a regularly scheduled meter reading date
- Customer may not switch back to their same supplier for a period of six monthly billing periods
- Customer or GAA submits valid Return to Bundled Form or RES submits a Drop DASH

Rate BESH (residential only)

- Minimum 18 calendar days prior to a regularly scheduled meter reading date
- Customer or GAA can call 1-888-202-7787 or visit the ComEd Residential Real Time Pricing website: <https://hourlypricing.comed.com/>.

Rate BESH (non-residential 0 to 100kW only)

- Minimum 18 calendar days prior to a regularly scheduled meter reading date
- Customer or GAA call **1-877-4-ComEd-1 (1-877-426-6331)** or submits a valid BESH Election Form

Switch from Rate BESH

If a mass market customer is being served under Rate BESH the mass market customer may choose at any time;

Rate BES (residential only)

- Minimum 18 calendar days prior to a regularly scheduled meter reading date
- Customer or GAA call **1-800-EDISON-1 (1-877-334-7661)** or submits a valid Return to Bundled Form

Rate BES (non-residential 0 to 100 kW)

- Minimum 18 calendar days prior to a regularly scheduled meter reading date

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- Customer or GAA call **1-877-4-ComEd-1 (1-877-426-6331)** or submits a valid Return to Bundled Form or Hourly Termination Form

Rate RDS

- Minimum 18 calendar days prior to a regularly scheduled meter reading date
- RES submits DASR via EDI

Restrictions

Residential customers may;

- Not elect Rider PPO
- Elect service for a private outdoor light under Rate BES, provided the residential customers' premises is outside the City of Chicago

New Mass Market Customers

- A new mass market customer default supply is Rate BES

Tax ID Changes (non residential 0 to 100 KW only)

If an account is finalized as a result of a tax ID change due to the sale of a business, merger, change in corporate form (e.g., incorporation) or bankruptcy of the customer business entity and the successor customer wishes to retain the RES who was supplying the finalized account, the RES may request ESSD manually enroll the RES on the new account. Within seven (7) calendar days of receiving the drop notification, the RES must complete and return to the ESSD mailbox the "Authorization Form for Continued Retail Delivery Service to Successor Customer". Upon receipt of a valid form, the new account will be enrolled with the RES who supplied the predecessor account. Any ComEd supplied bills generated for the successor account will be canceled and re-billed under Rate RDS. This form can be found on the www.comed.com website under Partners in Business.

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SWITCHING RULES: NON-MASS MARKET CUSTOMERS

Non-Mass Market customers have a demand greater than or equal to 100kW (generally) and are Competitively Declared.

Rate BESH is the only bundled service available for these customers.*

*NOTE: Condo Exceptions are excluded.

Switch from Rate RDS

If a non-mass market customer being served under Rate RDS is dropped by the RES or wishes to return to ComEd supply, the customer may not return to Rate BES and will default to the following rate;

Rate BESH (non-residential 100kW and greater)

- Minimum 7 calendar days prior to a regularly scheduled meter reading date
- Customer or GAA submits a valid BESH Election Form or a RES submits a Drop DASR

Switch from Rate BESH

If a non-residential customer is being served under Rate BESH, the customer may choose Rate RDS:

- Minimum 7 calendar days
- RES submits DASR

New non-mass market customers

New non-mass market or successor non-mass market customer's default supply is Rate BESH. Such accounts may select Rate RDS and the RES must submit a valid DASR with minimum of 7 calendar days.

Customer Moves – Customers over 100kW may continue uninterrupted supply with the same RES or a new RES when moving from one location to another within ComEd's service territory. If a RES wants to retain a customer the RES must ask their customer to contact a ComEd Customer Service Representative (CSR) **at least 7 days prior to the**

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requested connect date at 1-877-4ComEd1 (1-877-426-6331). The CSR is able to give the new account number to the customer. The customer must then provide the new account number and the connect date to the RES at least 7 calendar days prior to the scheduled connect date.

The RES submits an Emergency DADR form to their ESSD Account Manager in accordance with DADR non mass market DADR requesting a “seamless move” for the over 100kW customer.

Tax ID Changes

If a commercial account is finalized as a result of a tax ID change due to the sale of a business, merger, change in corporate form (e.g., incorporation) or bankruptcy of the customer business entity and the successor customer wishes to retain the RES who was supplying the finalized account, the RES may request ESSD manually enroll the RES on the new account. Within seven (7) calendar days of receiving the drop notification, the RES must complete and return to the ESSD mailbox the “Authorization Form for Continued Retail Delivery Service to Successor Customer”. Upon receipt of a valid form, the new account will be enrolled with the RES who supplied the predecessor account. Any ComEd supplied bills generated for the successor account will be canceled and re-billed under Rate RDS. This form can be found on the www.comed.com website under Partners in Business.

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OTHER SWITCHING RULES

RES Drops a Customer

If a RES drops a customer, the drop DASR can only be for a scheduled meter read date and the customer will go to their applicable bundled rate as identified in this chapter.

Other Information

If the requested switch date is not a regularly scheduled meter read date, additional charges may apply such as:

- Rate RDS Non-Standard Switching Fee (0 to 100kw accounts with mechanical meters only)
- Rate BESH Off-Cycle Termination Charge Fee

RES Ceases to Do Business

If a customer is served by a RES and that RES ceases to do business in ComEd's service territory, ComEd will place the customer on its default rate.

Condo Exception

The Condominium Act of Illinois exempts accounts from competitive declaration status (this is not the same as condo common area).

Illinois Power Agency

In 2007, the Illinois legislature established the Illinois Power Agency Act, described in Public Act (PA) 95-481, which requires a new electricity procurement process to replace the Illinois Auction. In response to the legislation, ComEd filed an initial procurement plan and tariffs implementing a new competitive procurement process and for recovering procurement costs in Docket No. 07-0528/07-0531 (consolidated). In an order issued on December 19, 2007 in this docket, the ICC approved the filings as modified in the proceeding. Beginning in June 2008, ComEd is purchasing electricity for its customers taking service under Rate BES – Basic Electric Service (Rate BES) through this new competitive procurement process. On April 30, 2008, ComEd filed with the ICC an informational filing establishing the Retail Purchased Electricity Charges applicable to customers taking service under Rate BES beginning with the June 2008 billing period.

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Competitive Declaration

Effective August 28, 2007, under PA 95-481, nonresidential customers with demand greater than or equal to 400 kW were declared competitive. In addition, ComEd petitioned the ICC to declare nonresidential customers with demands greater than or equal to 100 kW but less than 400 kW competitive under the PA 95-0481. The ICC entered an order approving the petition on October 11, 2007 in Docket No. 07-0478. Effective November 11, 2007, nonresidential customers with demands greater than or equal to 100 kW but less than 400 kW were declared competitive. Once a group of customers are declared competitive, the electric utility is no longer obligated to provide a fixed price energy supply product for these customers. Rate BESH is the only bundled service available to competitively declared customers. For additional information on the Competitively Declared Customer Group or any supply group, please see the General Terms and Conditions in ComEd's Schedule of Rates.

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