

Chapter 6

Community Supply Project Handbook

RESOURCE INFORMATION

This chapter includes a variety of useful reference materials:

- ❖ **ComEd resources available to CS Project developers** – Lists several sources of ComEd related information available to CS Project developers
- ❖ **Customer inquiries** – Provides information on whom to call with questions
- ❖ **Dispute resolution process** – Describes general and alternative methods for resolving disputes between ComEd and CS Project developers
- ❖ **Important Numbers and Addresses** – Lists phone numbers, mailing addresses, and web sites

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COMED RESOURCES AVAILABLE TO A COMMUNITY SUPPLY DEVELOPER

To facilitate the business relationship between ComEd and CS Project developers, ComEd makes several resources available, including the following.

- ❖ **Community Supply Project Department (CSPD)** – CSPD is the CS Project developer’s liaison with ComEd. CSPD staff helps to prepare and assist CS Project developers entering and participating in the marketplace.
- ❖ **Account Managers** – Each CS Project developer is assigned an Account Manager, as appropriate. The Account Manager guides the CS Project developer through the registration process and acts as the single-point resource on delivery services issues and information from ComEd.

The following is general information on how to contact Account Managers with CSPD:

ComEd Community Supply Project Department
1919 Swift Drive, Room 128
Oak Brook, Illinois 60523
CSPD@comed.com

- ❖ **ComEd Website** – The information in this guide and more is available on ComEd’s website. The website also enables CS Project developers to obtain historical customer billing and usage data. The website is updated regularly to reflect the latest policies and procedures.
- ❖ **Informational Training sessions** - CS Project developer informational sessions are offered periodically when CSPD processes and/or procedures change.

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CUSTOMER INQUIRIES

- ❖ ComEd operates a call center to address inquiries from retail customers. ComEd follows established processes for resolving customer inquiries.
- ❖ CS Project developers should direct their customers to the appropriate call center with questions about historical billing and usage data, delivery service charges, to set up or final an account, changing customer information or power outages.
 - Non-residential customers should call **1-877-4-ComEd-1 (1-877-426-6331)**
 - Residential customers should call **1-800-EDISON-1 (1-877-334-7661)**

When ComEd receives inquiries from a retail customer related to the electric supply charges for a particular CS Project, the customer is referred to that CS Project developer.

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COMED'S DISPUTE RESOLUTION PROCESS

The process for resolving disputes between a CS Project developer and ComEd is set forth below:

- ❖ **Step 1** – The CS Project developer and the ComEd CS Project Account Manager attempt to reach an amicable solution.
- ❖ **Step 2** – The CS Project developer and the Manager of CSPD attempt to reach an amicable solution.
- ❖ **Step 3** – The CS Project developer and ComEd may mutually agree to pursue voluntary alternative dispute resolution in lieu of formal, litigated proceedings.

ComEd has established a standard alternative method for resolving disputes between ComEd and other parties. Participation in the process is voluntary on the part of both ComEd and the other parties. The parties involved may mutually agree to follow this procedure to resolve their dispute.

The alternative dispute resolution procedure is kept on file at ComEd's Community Supply Project Department (CSPD) and Retail Rates Department.

Voluntary dispute resolution is available with respect to many disputes under ComEd's Illinois tariffs applicable to service to CS Project developers and retail customers.

In addition, the Federal Energy Regulatory Commission (FERC) has approved alternative dispute resolution procedures that may apply to disputes involving transmission services provided by PJM Interconnection L.L.C., the transmission provider in ComEd's retail service territory. ComEd's procedure is compatible with the FERC-approved procedures.

- ❖ **Step 4** – The Federal Energy Regulatory Commission (FERC) or the Illinois Commerce Commission (ICC) approves the resolution as needed if it affects applicable jurisdictional rates, terms, or conditions of service or facilities.

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IMPORTANT NUMBERS AND ADDRESSES

❖ ComEd Contacts

Community Supply Department
1919 Swift Drive, Room 128
Oak Brook, Illinois 60523
Email: CSPD@comed.com

Business Customer Service Call Center
1-877-4-ComEd-1 (1-877-426-6331)

Residential Call Center
1-800-EDISON-1 (1-877-334-7661)

❖ Websites

- ❖ **ComEd website** (<https://www.comed.com>)– Includes CS Project Registration Form, Account Information Release Authorization, meter reading schedule, ComEd tariffs.
- ❖ **Illinois Commerce Commission** (www.icc.illinois.gov) - Includes CS Project Annual Report to the ICC.

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