



### LOOK WHAT YOUR HOME'S SMART METER CAN DO FOR YOU

#### Q: AM I ELIGIBLE FOR THE SMCD SERVICE?

##### A:

1. You must have an active residential account within the ComEd service territory, with your electricity supplied by ComEd or another electric supplier.
2. You must have a ComEd smart meter installed at your home. To determine whether you have a ComEd smart meter:
  - Look at the “Meter information” box near the top of your ComEd bill.
  - If the meter number listed has nine digits beginning with a “2,” you have a smart meter.
  - For more information, view the “Do You Have a Smart Meter?” fact sheet at [ComEd.com/SmartMeter](http://ComEd.com/SmartMeter).
3. You must purchase a smart device.
  - If a ComEd smart meter was recently installed, the Smart Meter Connected Devices team advises waiting two weeks from the time of installation before attempting to register your device.
  - Purchase a smart device that is compatible with a ComEd smart meter. For more information on which devices qualify, please view the Smart Meter Connected Devices List at [ComEd.com/SMCD](http://ComEd.com/SMCD).
4. You must be able to locate your smart device within 50 feet of the ComEd smart meter installed at your home. If the distance between your smart device and the ComEd smart meter exceeds this range, your device may not be able to receive information from the ComEd smart meter. Also, some housing materials and household objects may impede the ability of your smart device to receive information from the ComEd smart meter installed at your home, even if it is located within 50 feet of the smart meter.

#### Q: HOW DO I REGISTER MY DEVICE, AND WHAT INFORMATION WILL I NEED?

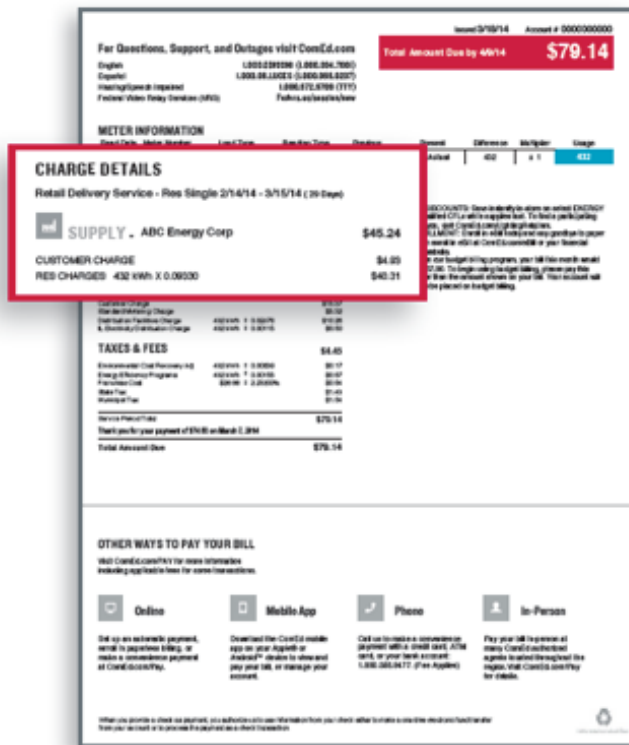
##### A:

1. To register your smart device:
  - Log in to your [ComEd account](#) or create a new account.
  - Go to “Manage My Account”
  - Go to “My Programs” at the top of the page.
  - In the “Smart Meter Connected Devices” section, click “More.”
  - Under More the “Connect a New Device” section click “Connect Device.”
  - Enter the requested information, then click on “Submit.”
  - An email will be sent to your contact email address within one business day containing instructions about subsequent steps required to connect your smart device.
2. Required information:
  - Email address where you can be contacted
  - MAC Address, MAC ID, EUI-64, or EUID (found on the device or its box)
  - Install Code or IN Code (found on the device or its box)
  - Manufacturer name
  - Model
  - Your supply price (\$/kWh) if you purchase electricity supply from a supplier other than ComEd. Your supply price is necessary for your smart device to calculate and display your estimated electricity costs. You can find your supply price on the back of your ComEd electric bill (see example on the next page).

## frequently asked questions



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### Q: HOW ARE MY ESTIMATED ELECTRICITY COSTS CALCULATED?

**A:** Your estimated electricity costs consist of your cost of electricity supply and delivery. This is based on the fixed-price electricity supply rate from ComEd or other electric suppliers. The display costs will not reflect other items on your electric bills, e.g., applicable taxes.

### Q: WHAT IF I AM ON A VARIABLE RATE?

**A:** Currently, customers on variable electricity supply rates such as ComEd's Hourly Pricing and other time-of-use supply rates will not be able to view their estimated electricity costs on smart devices using these rates. Customers on variable electricity supply rates can provide an average supply rate (found on their electric bill) to view their estimated electricity costs.

### Q: HOW MANY SMART METER CONNECTED DEVICES CAN I HAVE?

**A:** Currently, up to eight smart meter connected devices can be connected to a single ComEd smart meter.

### Q: HOW DO I CONTACT ComEd IF MY SMART DEVICE IS NOT RECEIVING INFORMATION FROM THE SMART METER AT MY HOME?

**A:** If your smart device is not receiving information from the smart meter at your home, please email ComEd at [SMCDHelpDesk@ComEd.com](mailto:SMCDHelpDesk@ComEd.com). You can also call 630-437-2521 and leave a message. The SMCD team is available to:

- Connect a smart device to a ComEd smart meter, or troubleshoot any issues involved with connection
- Respond to questions about the SMCD service

3. Please retain the MAC Address and Install code from the device or its box for your records. These alphanumeric codes are required to recognize and register your smart device to the ComEd smart meter at your home and may be required if you need to re-register your smart device.
4. Once the registration process is complete, you will receive an email confirmation from the ComEd SMCD team indicating that your smart device has been linked to a ComEd smart meter.

### Q: CAN I CALL TO REGISTER MY SMART DEVICE?

**A:** To protect your confidential information, you must register your smart device online at [ComEd.com/SMCD](http://ComEd.com/SMCD).



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## PRIVACY

### Q: IS THE INFORMATION SENT TO MY SMART DEVICE FROM THE ComEd SMART METER SECURE?

**A:** Yes. The radio signal from the ComEd smart meter installed at your home is broadcast on a secure, encrypted wireless channel which can only be accessed by your smart device. ZigBee incorporates technology which helps uniquely identify each smart device at the time it communicates to a smart meter, and requires both the device and the smart meter to securely authenticate when communicating with each other. Only devices that have been securely authenticated and connected by ComEd can access information provided by the smart meter.

### Q: WILL A SMART DEVICE ENABLE ComEd TO CONTROL INDIVIDUAL APPLIANCES OR OTHER TYPES OF SMART DEVICES IN MY HOME?

**A:** No. Participants in the ComEd SMCD service will not have any appliance or electronics in their home controlled by ComEd.

### Q: HOW DO I DISCONNECT MY SMART DEVICE FROM MY SMART METER?

**A:** You can submit a disconnect request at [ComEd.com/SMCD](http://ComEd.com/SMCD).

To submit a disconnect request:

- Log in and click on the “My Programs” tab
- On the “My Programs” tab, click on the “More” button under Smart Meter Connected Devices
- At the Smart Meter Connected Devices page, click on the “Disconnect Device” button

## NOTE:

ComEd will only be able to respond to connection-related inquiries associated with your smart device. All other smart device-specific inquiries should be referred to the manufacturer of your smart device.

## PURCHASING A SMART DEVICE

### Q: HOW MUCH DO SMART DEVICES COST?

**A:** Basic models start at about \$100, although there are some smart devices available for less. Higher-end models with additional capabilities can be significantly more expensive.

### Q: IF A SMART DEVICE IS NOT INCLUDED ON THE SMART METER CONNECTED DEVICES LIST, HOW CAN I FIND OUT IF IT IS COMPATIBLE WITH MY ComEd SMART METER?

**A:** If you are considering the purchase of a smart device that is not on the SMCD List and would like to know if ComEd has more information on that specific device, please send an email to [SMCDHelpDesk@ComEd.com](mailto:SMCDHelpDesk@ComEd.com) with the following information:

- A statement indicating that you are considering the purchase of a smart device and would like to verify its compatibility with ComEd smart meters
- An email address at which you can be contacted
- The model (name and number) and manufacturer of the smart device you are considering

**ComEd does not endorse any manufacturer or retailer of smart devices, nor the manufacturer's or retailer's business practices. ComEd makes no warranties, guarantees or promises of performance and none are implied.**