

frequently asked questions

ComEd is modernizing the electric grid to build a stronger, more reliable smart grid. As part of this effort, ComEd is upgrading the existing meters at your building or business with **new smart meters**. The installation will occur at no cost to you.

Q. WHAT ARE SMART METERS?

A. Smart meters are digital electric meters that securely send energy-usage information to ComEd. ComEd is installing approximately 4 million smart meters across northern Illinois so that all homes and businesses will have smart meters by the end of 2018.

Q. WHAT IS A SMART GRID?

A. The smart grid is an electric delivery system enhanced with digital technologies – including smart switches, intelligent substations and smart meters – that automatically communicate with ComEd to improve reliability.

With a smart grid, you can expect fewer and shorter outages because ComEd can better monitor the energy grid and respond to potential problems and power outages. These are known as operational efficiencies which result in lower costs that are passed on to all customers.

Q. HOW WILL SMART METERS BENEFIT ME?

- A.
- Because smart meters automatically send meter readings to ComEd, they help reduce the need for meter readers to visit your building or business and request access to your facilities, as well as help reduce the number of estimated bills.
 - Smart meters provide you next-day access to your energy usage information through online energy management tools.
 - With a smart meter, you can create a ComEd online account at ComEd.com/MyAccount to make bill payments and view outage information.
 - Smart meters help ComEd monitor energy use and power quality on the smart grid to better assess the effectiveness of recent electric-system improvements and further ensure ComEd provides you reliable electric service.
 - Smart meters can notify ComEd when outages occur and when power is restored. This means your power can be restored more quickly.



Q. HOW AND WHERE WILL SMART METERS BE INSTALLED?

A. ComEd will install smart meters in the same location of the existing meters at your building or business.

Q. WHAT DO I NEED TO DO?

- A. Please make sure there is nothing blocking access to the meters, such as locked doors, building materials or temporary structures.
- As long as ComEd can safely access the meters at your building or business, you don't need to be present at the time of installation.
 - If you normally have to be present to allow a meter reader access to the meters at your building or business, you will need to be present to allow the installer access to the meters.

Q. WILL SMART METER INSTALLATIONS INTERRUPT MY ELECTRIC SERVICE?

A. The installation is not expected to interrupt your electric service.

Q. DO SMART METERS KEEP ENERGY-USAGE DATA SECURE?

A. Yes. ComEd uses state-of-the-art cryptographic technologies to protect all energy-usage information transmitted by smart meters. Systems are tested regularly to ensure that the highest standards of cyber-security are maintained.

Q. WHERE CAN I GO FOR ADDITIONAL INFORMATION?

A. Visit ComEd.com/BizSmartMeter or call your ComEd Account Manager.