ComEd
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CONSTRUCTION & REMODELING CUSTOMER PROCESS

Building a new home or renovating your house can be exciting and time consuming. Whether you are planning new construction or changing your residential electric service, ComEd welcomes the opportunity to work with you. Below are the steps that you will need to get started on your electric project.

STEP 1: PLAN YOUR PROJECT

Work with your electrician or contractor to organize your project information before you contact ComEd. Refer to the Consumers Guide to Electric Service Installation or Revision, available at **ComEd.com/Redbook**, to learn about information needed to obtain or change your residential electric service.

Hiring a licensed, bonded electrician can ensure quality and safety in your project. They can be the go-to contact for you and ComEd, helping streamline the communications and expedite the process. The Better Business Bureau is one place to start your research for a qualified electrician.

STEP 2: APPLY FOR SERVICE

Complete a residential service application on ComEd.com to apply for your new or to change your residential electric service. To submit the application, you'll need to create a username and password online through **My Project Status** at **ComEd.com/NewBusiness** if you haven't already. You can also call our dedicated customer care line at 866-639-3532 (866-NEW-ELEC) Monday through Friday during normal business hours to get started.

When calling, please have the following information:

- Address where service is needed
- Your contact information
- Your SSN or Tax ID
- Your electrician's or contractor's contact information
- The type of work you are doing, such as installing a deck, a pool, an addition, or a new home
- If you live within the City of Chicago, you must have a City of Chicago permit number as well

STEP 3: COORDINATE WITH PROJECT LEAD

You will be assigned a ComEd Project Lead who will determine how we can best meet your electric service needs and will contact you to learn more about your project. Be prepared to discuss:

- Project timeline
- The type of service (overhead or underground)
- Your preferred meter location
- Voltage and amperage requirements

If needed, the assigned Project Lead will meet you at the project site to take measurements and evaluate equipment. They will create an agreement, a summary of any applicable charges, and diagrams depicting the service and will mail or email the documents to you.

STEP 4: FINALIZE YOUR PROJECT

Before ComEd can schedule your project, be sure to complete the following:

Obtain Permit and Final Inspection

Obtain the appropriate permits and complete any inspections required by your village, city, or municipality. Notify your ComEd Project Lead when the final inspection is complete.

Sign and Pay

Review, sign, and return all documents to your Project Lead, along with any required payment, to authorize work to begin.

Ensure ComEd has Access to Project Site

Provide access to the project site to allow ComEd to connect your electric service and install any necessary equipment. Review the Residential Electric Service Installation Guide for a checklist to ensure your site is ready.

STEP 5: ELECTRIC SERVICE INSTALLATION

ComEd will schedule your service connection when your electrician's work is complete and project requirements are fulfilled. We'll contact you prior to construction to notify you when ComEd crews will be coming to your project site.

Please keep in mind unanticipated events such as severe weather or other emergencies may impact our work efforts.

QUESTIONS?

Visit **ComEd.com/NewBusiness** or call our dedicated customer care line at **866-639-3532** Monday through Friday during normal business hours for any additional questions you may have.

RESIDENTIAL PROJECT CHECKLIST

Use this simple checklist to help you keep track of key steps of your project.

Your Role

- ☐ Hire an electrician or contractor *(Refer to the Better Business Bureau when selecting a qualified electrician)*
- ☐ Contact & coordinate with other utilities, such as cable tv, telephone and internet providers
- ☐ Complete your ComEd Service Application
- ☐ Sign & return agreement with payment to the ComEd Project Lead
- ☐ Obtain permits & arrange inspections
- ☐ Provide access to jobsite for ComEd
- ☐ Call to locate underground facilities prior to digging. *Within the City of Chicago City Limits: 312-744-7000*
  Outside the Chicago City Limits: 800-892-0123
- ☐ Restore landscaping
- ☐ Complete customer satisfaction survey after ComEd completes work

ComEd's Role

- ☐ Assigns a Project Lead for ongoing project communications
- ☐ Prepares documents including agreement(s) & an estimate of applicable charges
- ☐ Notifies you prior to the start of construction
- ☐ Completes agreed upon work
- ☐ Contacts you to confirm completion

Notes

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