

Dear Municipal Leaders

At ComEd, we are committed to delivering safe and reliable energy to our customers in the communities we serve. And our highest priority in performing this critical role is the safety of our customers, communities and employees.

As all of us work to comply with Gov. J.B. Pritzker's COVID-19 stay-at-home order, ComEd has taken additional steps to help ensure its residential customers across northern Illinois have access to electric service during this critical time. If customers are currently unable to travel to a walk-in location to make a payment, please be aware that ComEd is not disconnecting service for non-payment and is waiving all new late payment charges through May 1, 2020, or until the end of the governor's state of emergency declaration, whichever is later. Since it is not critical at this time to visit a ComEd payment location to make a payment, ComEd offers mail and electronic payment options. We are also working with customers who contact us to establish payment arrangements and identify energy assistance options to address their specific needs.

Please encourage your residents to conduct regular business with ComEd 24/7 using [ComEd.com](https://www.comed.com). With our website, it's easy to:

- Make a payment at [ComEd.com/PayMyBill](https://www.comed.com/PayMyBill)
- Make payment arrangements at [ComEd.com/DPA](https://www.comed.com/DPA)
- Report an electric outage at [ComEd.com/Outage](https://www.comed.com/Outage)
- View your bill by signing into My Account at [ComEd.com/MyAccount](https://www.comed.com/MyAccount)
- Start, stop or move service at [ComEd.com/Moving](https://www.comed.com/Moving)
- Learn about assistance programs at [ComEd.com/Care](https://www.comed.com/Care)
- Get tips on saving energy while working from home at [ComEd.com/EnergySavingTips](https://www.comed.com/EnergySavingTips)
- Learn about other ways we support our communities [ComEd.com/SupportingOurCommunities](https://www.comed.com/SupportingOurCommunities)

We also encourage customers to conduct business with us through the ComEd mobile app, where they can view and pay their bill, report an outage, and register for alerts. For more information, visit [ComEd.com/App](https://www.comed.com/App).

If customers are struggling to pay their energy bill, they should contact ComEd as soon as possible at 800-334-7661 or visit [ComEd.com/CARE](https://www.comed.com/CARE), for financial assistance programs and flexible payment options. These offerings can help reduce budget strain for eligible customers, particularly during this time when some customers face unforeseen circumstances.

On behalf of ComEd, thank you for helping us share this important information and please stay safe.

Jane S. Park
SVP Customer Operations
ComEd Chief Customer Officer