

For Residential, Business, and Municipal Customers Seeking ComEd Assistance

Storm Outage Reporting & Status

- Customers should report all outages (more than 5 minutes) or if they experience several momentaries (less than 5 minutes, several times)
- Customers should always stay clear of downed power lines and call 911 should they feel there is immediate danger
- 911 is not the primary number to call for ComEd outages, unless Customers feel there is immediate danger
- Due to the impact of storms, it is possible that Customers will experience wait times to report their outage. This is one reason ComEd provides multiple options for outage reporting, and why ComEd has created at the request of its customers different types of options for reporting outages. If Customers are experiencing wait times to report their outage, they need to remain on the line to report the outage or use the Website, or mobile app

5 – Ways to Report and Track Outages

1-800-EDISON1 (1-800-334-7661)

Spanish-speaking customers should call 1-800-95-LUCES (1-800-955-8237)

Or Report online
<https://www.comed.com/Outages/ReportanOutage/Pages/default.aspx>

ComEd has introduced a mobile app for iPhone and Android® smart phones that gives customers the ability to report power outages and manage their accounts; download the app at www.ComEd.com/app.

Or you can enroll to text “OUT”
<https://www.comed.com/Outages/ReportAnOutage/Pages/ReportonMobileSocial.aspx>

Status map (or log into your account)
<https://outagemap.comed.com/>

For General ComEd Inquires:

- Report a home, business, or streetlight outage, a tree on a line, leaning pole, wire down, or any power emergency, etc. For any life safety emergency please call 911
- Please note: use the nearest address and intersection when reporting to our Customer Call Center issues not directly tied to your home/ business address.*
- Request outage history
 - Billing/payments information or questions
 - To Stop/Start/ or Transfer service
 - General questions on Energy Efficiency information and programs, etc.
- Please note: When Customers change the provider of the energy they use from one Retail Electric Service (RES) provider to another RES, Customers must call ComEd and confirm the mailing address for the delivery portion of their bill.*
- Each RES determines its own billing method. Some include the ComEd delivery services charges (“Single Bill”). Others do not (“Dual Bill” option where the Customer receives two bills, one from the RES for its energy supply and one from ComEd for the energy delivery.)*
- Unless Customers let ComEd know when they change RES’s and verify the correct billing address upon RES changes, ComEd will not know where to send the bill, creating the potential for late payments and fees if a Customer is not receiving its delivery services bill.*

Contact Information – Customer Call Center

1-800-EDISON1 (1-800-334-7661)

Representatives are available Monday-Friday 7:00am to 7:00pm
 Call for Emergencies 24/7

<https://www.comed.com/customer-service/service-request/start-stop-move/Pages/default.aspx>

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Energy Efficiency	Contact Information
<p>Learn how to save energy and money, and about energy efficiency rebates</p> <p>Energy Efficiency continued...</p>	<p align="center">Single family home Energy Efficiency Audit 1-855-433-2700</p> <p align="center">Landlords or property owners Energy Efficiency Audit 1-855-433-2700</p> <p align="center">Governmental facilities energy efficiency audit or public sector new construction 1-855-433-2700</p> <p align="center">https://www.comed.com/WaysToSave/ForYourHome/Pages/Default.aspx</p>
Business, Commercial and Governmental Entities	Contact Information
<ul style="list-style-type: none"> ▪ Billing inquiries and disputes ONLY FOR BUSINESS, COMMERCIAL AND GOVERNMENT ENTITIES ▪ Customer Supplier Choice ▪ Stop or Start Service ▪ Update Mailing Address or Phone Number ▪ Usage Information ▪ Billing & Payment ▪ Schedule a Planned Outage ▪ For Streetlight outages please use the nearest home/business address AND intersection whether using the call-in number to the right or the website link 	<p align="center">Business Customer Service Center 1-877-426-6331 Monday-Friday 7:00am to 7:00pm</p>
J.U.L.I.E. Call Before you Dig	Contact Information
<p>J.U.L.I.E Call to arrange to have utilities marked before construction projects begin</p>	<p align="center">1-800-892-0123 www.call811.com</p>
New Business Central	Contact Information
<p>New Electric Service Needed (including streetlights); Building Additions & Expansions; Service Revisions & New Meters; Removal & Demolition</p>	<p align="center">New Business Hotline 1-866-639-3532 (option #2) Monday – Friday 7:30am – 4:00pm</p> <p align="center">https://www.comed.com/MyAccount/MyService/Pages/ServiceRequests.aspx</p>
Customer Payment Assistance Programs	Contact Information
<p>Find out about available Financial Assistance Programs (CHAMP, Residential Special Hardship, LIHEAP and PIPP)</p>	<p align="center">ComEd CARE 1-888-806-2273 (Option #2)</p> <p align="center">http://www.comed.com/MyAccount/CustomerSupport/Pages/AssistancePrograms.aspx</p>

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Fraud a Scams	Contact Information
Contact us immediately if you need to report a scam, have experienced an identity theft or would like to learn more about protecting your account	1-800-EDISON1 (1-800-334-7661) Spanish-speaking customers should call 1-800-95-LUCES (1-800-955-8237) http://www.comed.com/MyAccount/CustomerSupport/Pages/FraudTheft.aspx