

News Release

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FOR IMMEDIATE RELEASE

Enhanced Outage and Restoration Information Tools Available for ComEd Customers

New outage map features provide customers with more detailed and timely information

CHICAGO (Dec. 5, 2019) – ComEd has made enhancements to its online interactive outage map to provide customers with more helpful information during storm and power outage events. These enhancements can help customers better plan for outage events by delivering more weather and system status information during critical events. Some enhancements customers will experience include:

- Better insight into the severity and duration of storms through a storm-alert banner posted directly to the outage map, and the option to overlay weather radar on the outage map.
- Better knowledge of a current outage situation through a platform that allows for faster updates.
- Ability to find locations of ComEd warming and cooling buses and shelters when deployed in response to severe or prolonged outages.
- Insight into the history of an outage through the ability to review past outage and restoration performance.
- Improved map views through the use of Google Maps.

ComEd’s outage map is available at [ComEd.com/Map](https://www.comed.com/Map). (The full web address has changed to <https://www.comed.com/Outages/CheckOutageStatus/Pages/OutageMap.aspx>. Customers who previously bookmarked the site will need to resave it.)

The outage map allows customers to easily find information on the location and size of outages and get estimated power restoration times. Additionally, ComEd’s outage map is accessible through its mobile app for iPhone and Android[®] smart phones and gives customers the ability to report power outages and manage the type of alert they choose to receive. To download the app, visit [ComEd.com/App](https://www.comed.com/App).

“During severe weather events and related power outages, ComEd understands customers want critical and increasingly personalized information as soon as possible,” said [Jane Park](#), senior vice president of customer operations for ComEd. “With this in mind, we upgraded the tools on our interactive outage map so that customers can access more detailed information about their specific situation – and receive pertinent updates – throughout the course of changing weather and system events.”

When an Outage Occurs

ComEd urges customers to contact the company immediately if they experience a power outage. Customers can text OUT to 26633 (COMED) to report their outage and receive restoration information, and can follow the company on Twitter [@ComEd](#) or on Facebook at [Facebook.com/ComEd](#). Customers can also call 1-800 EDISON1 (1-800-334-7661), or report outages via the website at [ComEd.com/Report](#). Spanish-speaking customers should call 1-800-95-LUCES (1-800-955-8237).

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ComEd is a unit of Chicago-based Exelon Corporation (NASDAQ: EXC), a Fortune 100 energy company with approximately 10 million electricity and natural gas customers – the largest number of customers in the U.S. ComEd powers the lives of more than 4 million customers across northern Illinois, or 70 percent of the state’s population. For more information visit [ComEd.com](#) and connect with the company on [Facebook](#), [Twitter](#), [Instagram](#) and [YouTube](#).