



powering lives

The safety and well-being of our customers, communities, and employees are our top priorities, particularly as we face together the COVID-19 national emergency.

We understand that the availability of reliable power has never been more important, and we have extensive plans in place to meet your energy needs. While the situation is changing rapidly, we have taken additional steps:

- **Voluntarily suspending service disconnections** for customers who cannot pay, and waiving new late payment charges, through at least May 1, 2020. We understand that many of our customers may experience a financial strain due to the slowdown in the economy related to the pandemic. The last thing we want our customers and communities to worry about at this stage is whether they will be without power.

Offering our most flexible payment arrangements and energy financial assistance as a result of COVID-19. We are prepared to work with every customer on a case-by-case basis to find payment arrangements and identify the best fit out of the many energy-assistance options ComEd has available. Please visit [ComEd.com](https://www.comed.com) or contact our Customer Care team from 7 a.m. to 7 p.m., M-F, at [800-334-7661](tel:800-334-7661) to learn more.

Offering the ability to conduct core transactions online. You can conduct regular business with ComEd 24/7 at [ComEd.com](https://www.comed.com) or through the [ComEd Mobile App](#).

Heightening safeguards for our employees out working in the field. Our field personnel will follow social distancing recommendations from the CDC. It is possible that our field personnel may be required to wear additional protective equipment, such as masks, gloves or goggles, while performing work at homes and in communities.

Informing you to stay on the alert for scammers during this critical time. Imposters posing as ComEd employees may exploit the coronavirus to try to steal your money or identity. For tips on spotting such scams, visit [ComEd.com/ScamAlert](https://www.comed.com/ScamAlert).

For more information and updates on our pandemic preparedness and response, as well as related customer service options, please visit [ComEd.com/Coronavirus](https://www.comed.com/Coronavirus).

On behalf of ComEd, thank you for being a valued customer and please stay safe.

Jane Park
Senior Vice President
ComEd Customer Operations & Chief Customer Officer