

News Release

Contact:
ComEd Media Relations
312-394-3500

FOR IMMEDIATE RELEASE

ComEd Reminds Customers of Expanded Assistance Options to Help with Energy Bills

Options include up to \$500 in grants, more flexible payment options and waiving of fees

CHICAGO (Aug. 6, 2020) – As many Illinois families and businesses continue to struggle with the financial challenges posed by the COVID-19 pandemic, ComEd reminds customers in need that a variety of assistance options are available. In June, ComEd announced a comprehensive customer-assistance package that offers eligible customers up to \$500 in grants, waives fees and provides more flexible payment options.

“In the midst of a public health and financial crisis, we understand that many families and businesses are struggling to make ends meet,” said ComEd CEO [Joe Dominguez](#). “We want customers to know they can count on access to safe, reliable and affordable energy. That is why we’re doing all we can to continue to offer a variety of assistance options, and to make sure our customers are aware there are financial solutions available to fit their needs.”

Customers who are challenged in paying their outstanding balances and electric bills should contact ComEd's customer care team as soon as possible at 1-800-EDISON-1 (1-800-334-7661), Monday through Friday from 7 a.m. to 7 p.m. to take advantage of assistance options. More information is also available at [ComEd.com/Support](https://www.comed.com/support).

ComEd worked with the Illinois Attorney General’s office, the staff of the Illinois Commerce Commission and a broad group of stakeholders in June to develop a comprehensive, customer-support package that:

- **Extends the Suspension of Disconnections.** ComEd will provide continued relief from service disconnections by extending its suspension on disconnecting customers. For a limited time, ComEd will not disconnect service for nonpayment to help customers get back on their feet. This option will remain available based on the impact of COVID-19 on the northern Illinois economy.
- **Offers Bill Assistance for Eligible Low-Income Customers.** To help customers who are past due on their ComEd accounts, ComEd will provide additional bill assistance for eligible, low-income households earning 200 percent or less of the federal poverty level.
- **Makes Available More Flexible Payment Arrangements.** Under the comprehensive support package, customers will have additional flexible payment options, including

longer payment plans in which payments will be spread out over up to 18 months for residential customers, or 24 months for low-income customers and customers experiencing financial hardship.

- **Extends Fee Relief.** ComEd will continue to waive reconnection fees for eligible residential customers disconnected prior to March 18, 2020 and will waive new residential deposit requirements for an extended period.

These comprehensive customer assistance programs supplement the extensive relief that ComEd already offers customers in need, including:

- **Flexible Payment Options.** These include budget billing, which averages payments over a 12-month period to help customers manage their monthly energy bills.
- **CARE Financial Assistance Grants.** For customers who struggle to cover energy expenses, ComEd offers a wide range of financial assistance programs.
- **Supplemental Arrearage Assistance.** Recognizing that customers facing economic hardship may be challenged to quickly pay off debt accrued during a period of nonpayment, ComEd also offers arrearage assistance through its Supplemental Arrearage Protection Program (SARP).

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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](#).