

To our valued customers,

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 we all 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 you are 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, automatic payment and other 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.

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

If you are struggling to pay your energy bill, you 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 being a valued customer and please stay safe.

*Jane S. Park
Senior Vice President
ComEd Customer Operations & Chief Customer Officer*

