

ComEd Encourages Customers to Take Advantage of Expanded Assistance Options to Help with Energy Bills

\$500 in grants, more flexible payment options still available for limited time

CHICAGO (Sept. 23, 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 options remain available to assist with past-due balances, but many of these enhanced financial assistance options are only available for a limited time.

“The public health and financial crises brought on by the pandemic do not appear to be waning anytime soon,” said ComEd CEO Joe Dominguez. “Because our vulnerable customers are hardest hit by the economic impacts of the pandemic, we are suspending disconnects until March of next year for our low-income customers and those who inform ComEd of their financial hardship prior to disconnection. However, it is important for families to take advantage of expanded customer-assistance options that are available for a limited time so that account balances do not grow to a point where it is hard to recover.”

Customers who are challenged in paying their outstanding balances and energy 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. Information on each of these options is 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 offer the following customer-assistance options that are available for a limited time:

- **Bill Assistance for Eligible Low-Income Customers.** To help customers who are past due on their ComEd accounts, ComEd provides additional bill assistance – up to \$500 – for eligible, low-income households earning 200 percent or less of the federal poverty level.
- **More Flexible Payment Arrangements.** For a limited time, ComEd offers payment plans of up to 18 installment payments with a 25% down payment for eligible residential customers. Low-income residential customers and those facing financial hardship can

spread amounts they owe over 24 installment payments with no down payment.

These customer assistance options 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).

ComEd also offers usage alerts and energy-management tips to help customers manage energy

use to save money now and on future energy bills. For more information, visit ComEd.com/OnlineTools.