

News Release

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FOR IMMEDIATE RELEASE

ComEd is Prepared to Provide Reliable Energy During the Summer Heat to Customers

ComEd providing additional assistance to customers during pandemic

CHICAGO (July 1, 2020) – As summer arrives in northern Illinois and many people are still spending increased time working and living at home, ComEd is ready to provide reliable energy to ensure customers can be comfortable in rising temperatures.

“We’re well prepared for this summer,” said ComEd President and COO [Terry Donnelly](#). “We’re coming off our best year on record for reliability and continuing to invest in the system to make sure our customers have what they need during the summer and beyond.”

Throughout the pandemic, ComEd employees have been working to maintain and upgrade the energy system in northern Illinois. ComEd customers have seen a 70 percent improvement in reliability since the company started its smart grid investments in 2012. Since 2012, ComEd has avoided more than 13 million customer interruptions due in part to smart grid and system improvements.

“This is a summer unlike any other. We are continually looking at the system and our processes to make sure our customers receive reliable energy,” Donnelly said. “We are committed to providing safe and reliable service to our customers every day, and the work we have completed to upgrade the energy grid will help us continue to meet that commitment.”

To help families and communities recover from the economic challenges created by the COVID-19 pandemic, ComEd worked with the Illinois Attorney General’s office, the Staff of the Illinois Commerce Commission (ICC) and a broad group of stakeholders in June to develop a comprehensive, customer-support package. In addition to extending the suspension of disconnections and late-payment charges for customers, the package provides bill assistance for eligible limited-income customers, more flexible payment options and the waiver of certain deposits and fees for an extended period of time. Additionally, in April, ComEd requested its third rate decrease in a row and fifth in 10 years, which will help keep the average residential bill lower than it was more than a decade ago.

The company offers both financial assistance and flexible-payment options that can help eligible customers reduce budget strain. Payment options include budget billing, which averages payments out over a 12-month period to help customers manage their monthly energy bill, and flexible payment arrangements. Customers who may be experiencing financial hardship should visit [ComEd.com/CARE](https://www.comed.com/CARE) or call 800-334-7661 for program details.

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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](#).