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ComEd Opens Applications for Customer Relief Fund, \$10 Million in Bill Relief Now Available

One-time grants of up to \$500 are available for income-eligible customers and up to \$1,000 for nonprofit organizations while funds last

CHICAGO (July 7, 2025) — ComEd today encouraged customers to begin applying to the [Customer Relief Fund](#), which offers one-time grants of up to \$500 for qualifying low- to moderate-income residential customers, and \$1,000 for nonprofit organizations, to help those struggling with rising energy costs in northern Illinois. Supported by [Exelon](#), ComEd's parent company, the Customer Relief Fund has allocated \$10 million in bill assistance grants, provided on a first come, first serve basis, to eligible customers, while funds last.

To administer the funds, ComEd is partnering with trusted community organizations, [Neighborhood Housing Services \(NHS\) of Chicago](#) and [The Salvation Army \(TSA\)](#), the latter of which hosted the announcement at its Red Shield office in Chicago's Englewood neighborhood. To apply, qualifying customers can find online applications through either organization at [ComEd.com/Relief](#), or through one of the following partner organizations, both of which will have a list of locations for customers to submit applications in person:

The Salvation Army

- (312) 667-2010
- Visit [salarmy.us/ComEd](#) to see locations accepting in-person applications.

Neighborhood Housing Services

- (888) 688-5438
- Visit [nhschicago.org/customer-relief-fund](#) for a list of locations accepting in-person applications.

"As energy costs rise from summer heat and increasing capacity charges, we understand the financial strain this can place on families and community organizations," said [Melissa Washington](#), Senior Vice President of Customer Operations and Strategic Initiatives at ComEd. "That's why ComEd is working with community partners to deliver the Customer Relief

Fund, reflecting our ongoing commitment to providing affordable energy and supporting customers during trying times. These grants do not need to be paid back, and they are designed to provide immediate relief to those who need it most.”

To be eligible for this bill assistance offer, residential customers must currently have past due electric bills and be at or below 300% of the Federal Poverty Level. For a family of four, that is equal to an annual household income of \$96,450.

Nonprofit customers must provide documentation of active 501(c)(3) status to apply. For residential customers who received LIHEAP assistance within the last 18 months, no documentation is required during the application. Residential customers who have not received prior assistance must provide documentation to confirm their income level.

“The Salvation Army believes that every family—throughout the City of Chicago, or across northern Illinois—should be able to live in a home where basic necessities such as electricity do not create undue financial hardship,” said **Lt. Colonel Jonathan Rich, Divisional Commander of The Salvation Army North and Central Illinois Division**. “The Customer Relief Fund is a timely and critical resource for households facing financial hardship, and we are proud to partner with ComEd to help provide immediate support while working together toward long-term, sustainable solutions that foster dignity and stability for those we serve across northern Illinois.”

After applying, TSA and NHS will notify customers that their application has been approved or denied, and the grant will appear on the customer’s electric bill within one to two billing cycles.

“The recent dangerous heat wave reminded us how critical reliable electricity and air conditioning are — especially for our elders and the most vulnerable in our communities,” said **Anthony E. Simpkins, President and CEO of Neighborhood Housing Services of Chicago**. “With many more hot days ahead this summer, the need for support is only growing. That’s why NHS Chicago is proud to partner with the Salvation Army and ComEd to help deliver financial assistance to those in need. We’re committed to strengthening neighborhoods and supporting families and this partnership is another way we can keep our communities safe, healthy, and connected.”

The Customer Relief Fund also aims to serve as a financial-support bridge from the end of LIHEAP’s funding season late this summer to the launch of ComEd’s forthcoming [Low-Income Discount program](#) in January 2026. The fund complements ComEd’s existing menu of [bill](#)

[assistance and energy management options](#), which last year alone connected more than 229,000 customers to \$133 million in various bill-assistance options.

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ComEd is a unit of Chicago-based Exelon Corporation (NASDAQ: EXC), a Fortune 200 company and one of the nation's largest utility companies, serving more than 10.7 million electricity and natural gas customers. 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](#), [Instagram](#), [LinkedIn](#), [X](#) and [YouTube](#).