

Contact numbers for the Residents

- Residents need to call to the 1-800-EDISON1 (1-800-334-7661) to report an outage or downed wires
- Residents should always stay clear of downed power lines and call 911 should they feel there is immediate danger.
- Other ways to report an outage include:
 - The online form at ComEd.com/Report to report or to check if your outage has been reported
<https://secure.comed.com/Outages/ReportAnOutage/Pages/ReportAnOutage.aspx>
 - Text OUT to 26633 (COMED) if you've already subscribed to Outage Alerts.
 - Download the free ComEd Mobile App (for iPhone® and Android™® smartphones).
 - Log onto the Facebook Outage App.
 - Call 1-800-EDISON-1. (During storms call centers may experience high wait times.)
- Please note that 911 is not the primary number to call for ComEd outages, unless Customers feel there is immediate danger. Due to the impact of storms, it is possible that Customers will experience wait times to report their outage. This is one reason ComEd provides multiple options for outage reporting. If Customers are experiencing wait times to report their outage please remain on the line to report the outage or use other methods to ensure the proper information is provided to ComEd and from ComEd to the Customer to support the power restoration process.
- For Updates on power outages, please see:
 - Current Storm information Web page
<https://www.comed.com/Outages/StormCenter/Pages/CurrentStormInformation.aspx>
 - Outage Map Web page <https://outagemap.comed.com/>
 - Or the free ComEd Mobile App

FOR RESIDENTS CALLING THE VILLAGE/CITY FOR COMED ASSISTANCE: PLEASE PROVIDE THESE RESOURCE NUMBERS

<p>For General ComEd Inquires:</p> <ul style="list-style-type: none"> • Report an outage, tree on a line, leaning pole, etc. • Report any power emergency • Request outage history • Billing/payments info (<i>*Please note if you change your Retail Electric Provider, or "RES," you must contact ComEd to be sure our delivery billing address is updated to align with your RES billing processes, AKA some RES' include energy and deliver charges in a single bill; others do not and Customers will receive a separate bill from ComEd</i>) • Stop/Start/Transfer service • Energy Efficiency information and programs, etc. 	<p>1-800-EDISON1 (1-800-334-7661) Representatives are available Monday-Friday 7:00am to 7:00pm Call for Emergencies 24/7 https://www.comed.com/customer-service/service-request/start-stop-move/Pages/default.aspx</p>
<p>For Commercial and Governmental Entities:</p> <ul style="list-style-type: none"> • Billing inquiries and disputes • Customer Supplier Choice info (<i>*Please note if you change your Retail Electric Provider, or "RES," you must contact ComEd to be sure our delivery billing address is updated to align with your RES billing processes, AKA some RES' include energy and deliver charges in a single bill; others do not and Customers will receive a separate bill from ComEd</i>) • Stop or Start Service • Update Mailing Address or Phone Number • Usage Information 	<p>Business Customer Service Center 1-877-426-6331 Monday-Friday 7:00am to 7:00pm</p>

<ul style="list-style-type: none"> • Billing & Payment • Schedule a Planned Outage 	
<p>J.U.L.I.E Call to arrange to have utilities marked before construction projects begin</p>	<p>1-800-892-0123 www.call811.com</p>
<p>New Business:</p> <ul style="list-style-type: none"> • New Electric Service Needed (including street lights) • Building Additions & Expansions • Service Revisions & New Meter • Removal & Demolition 	<p>New Business Hotline 1-866-639-3532 (option #2) Monday – Friday 7:30am – 4:00pm</p>
<p>Customer Payment Assistance Programs</p> <ul style="list-style-type: none"> • Find out about available Financial Assistance Programs (CHAMP, Residential Special Hardship, LIHEAP and PIPP) 	<p>ComEd CARE 1-888-806-2273 (Option #2)</p>