



ComEd can help you Keep the lights on

Deferred Payment Arrangements

At ComEd, we understand a little support goes a long way. We have options that can help you pay your energy bills and find a solution so that you continue to enjoy reliable, safe and affordable electricity.

What should I do if I can't pay my entire bill now?

To avoid disconnection of your electric service, a Deferred Payment Arrangement (DPA) is available to residential customers with a past-due balance. Once you make a down payment on the amount owed, the balance is paid through installments in addition to your regular monthly bill. You must contact us at **800-EDISON1** to enroll in a DPA. By enrolling and staying current on a DPA, you will avoid service disconnection.

How much will my down payment and monthly DPA be?

ComEd will work with you to determine a down payment and monthly DPA amount based on:

1. How much you owe,
2. Your ability to pay,
3. If you are LIHEAP-qualified, and
4. Any other factors that relate to the situation, including if you qualify for any financial assistance programs.

Do I have to pay my regular bills in addition to the installments?

Yes. Your monthly bill will include the installment needed to keep the DPA current. Your DPA will default if you pay late, or if you don't pay both the full amount of the monthly installment and the full amount of your current bill.

Can I be on a Budget Billing payment plan at the same time as the DPA?

Yes. Budget Billing is a great tool to help you plan your monthly payment. See below for more information.

Can I get back on a DPA if I default?

Yes. If you default by paying late or not paying the full installment and current charges, you can reinstate your DPA. You also may be able to renegotiate your current DPA. However, future defaults may subject your account to disconnection.

What if my economic situation changes and I cannot afford my DPA?

You may be able to renegotiate a DPA even if your DPA is in default.

How many DPAs can one account have?

Active customers can only have one DPA at a time.

How soon should I call about a DPA?

Call right away. Even if you think you may not qualify for a DPA, please call to discuss available assistance and payment arrangement options.

We are here to help!

ComEd.com/PaymentAssistance
800-EDISON1 (800-334-7661)



Scan code
for details.

Smart Assistance Manager

The new ComEd Smart Assistance Manager (SAM) tool will help you explore financial assistance and savings programs that are right for you. Easy-to-use and designed to offer support when you need it most, SAM delivers personalized recommendations based on your usage and billing history. This self-service tool helps you manage your bills in the comfort and privacy of your home, local library, or wherever you access the Internet - and helps you learn how to take control of your everyday energy use. Limited income customers can verify eligibility and all customers will find tips and offerings to help you save. Visit ComEd.com/SAM

Support IS ALL AROUND YOU

Low Income Home Energy Assistance Program (LIHEAP)

Percentage of Income Payment Plan (PIPP)

LIHEAP is a federal program that provides a one-time grant to help you with energy bills. Whether you rent or own your home, LIHEAP offers financial assistance to limited-income households to help pay heat and electric bills.

PIPP is available for eligible LIHEAP customers to manage energy bills year-round. You're placed on a Budget Billing plan and your bill amount is split between the program benefit and your payment based on a percentage of your household income.

For open application periods and details on LIHEAP and PIPP, visit LIHEAPIllinois.com. Prefer to call instead? Residents of Chicago and Cook County can call **800-571-2332** for information. Residents of other counties may call **877-411-9276**.

Budget Billing

Budget Billing provides a predictable monthly payment based on your electricity usage from the last 12 months. You'll know exactly what you'll pay each month so you can keep your budget in check.

Your electricity costs are spread evenly month-to-month by charging a pre-arranged amount with each bill. The payment amount is reviewed every six months and adjustments will be made as needed to help keep the payment in line with your actual usage.



DISCOVER MORE RESOURCES TO HELP YOU MANAGE YOUR ENERGY USE AND PAY YOUR ELECTRIC BILL.

Give-A-Ray

Eligible customers could save an average of \$400 on a year of energy bills at no cost to them! This is a new program from ComEd designed to increase your access to the benefits of solar energy and does not require any solar panels to be installed at your property. Customers who meet the eligibility requirements will receive a free subscription to a community solar project and credits on their energy bill for the energy generated by their share of the project. Give-A-Ray is made possible by Illinois Solar for All. Learn more at ComEd.com/GiveARay

More Savings and Convenience

We want your access to reliable energy to be even easier. To help, we have made some important changes. Additional fees are no longer assessed by ComEd on payments made by credit and debit card, or electronic checks. For more information, visit ComEd.com/Pay.

To offer you more convenience, eligible residential customers can have their deposits and late payment charges waived for a year. To see if you're eligible, please visit Comed.com/Eligibility.

Energy Efficiency

Whether you rent or own your home, the ComEd Energy Efficiency Program offers a wide range of energy-saving opportunities designed to help you take control of your energy use and save money on your electric bills.

Program offerings include free energy assessments, and discounts and rebates on a variety of ENERGY STAR® certified appliances, smart thermostats, qualifying high-efficiency equipment and tune-ups, as well as online tools to help manage energy usage.

To learn more, visit ComEd.com/HomeSavings or call **855-433-2700**.

Peak Time Savings

The Peak Time Savings program pays you back for reducing your energy use and it's FREE! Simply use less energy than you normally would on a few of the hottest days of summer and you'll receive credits on your energy bill. Enroll, make changes and save. There is no cost to enroll and no penalty if you enroll and don't participate – so there's no reason not to enroll today! Learn more at ComEd.com/PTS