



Communication Update:

Message from ComEd: Additional steps to ensure residential customers in Northern IL have access to electric service during this critical time

At ComEd, we are committed to delivering safe and reliable energy to our customers in the communities we serve. And our highest priority in performing this critical role is the safety of our customers, communities and employees.

As all of us work to comply with Gov. J.B. Pritzker's COVID-19 stay-at-home order, ComEd has taken additional steps to help ensure its residential customers across northern Illinois have access to electric service during this critical time. If customers are currently unable to travel to a walk-in location to make a payment, please be aware that ComEd is not disconnecting service for non-payment and is waiving all new late payment charges through May 1, 2020, or until the end of the governor's state of emergency declaration, whichever is later. Since it is not critical at this time to visit a ComEd payment location to make a payment, ComEd offers mail and electronic payment options. We are also working with customers who contact us to establish payment arrangements and identify energy assistance options to address their specific needs.

Please encourage your residents to conduct regular business with ComEd 24/7 using [ComEd.com](https://www.comed.com). With our website, it's easy to:

- Make a payment at [ComEd.com/PayMyBill](https://www.comed.com/PayMyBill)
- Make payment arrangements at [ComEd.com/DPA](https://www.comed.com/DPA)
- Report an electric outage at [ComEd.com/Outage](https://www.comed.com/Outage)
- View your bill by signing into My Account at [ComEd.com/MyAccount](https://www.comed.com/MyAccount)
- Start, stop or move service at [ComEd.com/Moving](https://www.comed.com/Moving)
- Learn about assistance programs at [ComEd.com/Care](https://www.comed.com/Care)
- Get tips on saving energy while working from home at [ComEd.com/EnergySavingTips](https://www.comed.com/EnergySavingTips)
- Learn about other ways we support our communities [ComEd.com/SupportingOurCommunities](https://www.comed.com/SupportingOurCommunities)

We also encourage customers to conduct business with us through the ComEd mobile app, where they can view and pay their bill, report an outage, and register for alerts. For more information, visit [ComEd.com/App](https://www.comed.com/App).

If customers are struggling to pay their energy bill, they should contact ComEd as soon as possible at 800-334-7661 or visit [ComEd.com/CARE](https://www.comed.com/CARE), for financial assistance programs and flexible payment options. These offerings can help reduce budget strain for eligible customers, particularly during this time when some customers face unforeseen circumstances.

On behalf of ComEd, thank you for helping us share this important information and please stay safe.

Jane S. Park
SVP Customer Operations
ComEd Chief Customer Officer

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Help Community Action Partnership of Lake County continue helping families in need of the valued resources. Please consider making a donation today.
We truly appreciate your support at this time!

Donations will support low income Lake County, Illinois residents.

DONATE GENEROUSLY TODAY



About Community Action Partnership of Lake County

Community Action Partnership of Lake County is one of 1,100 agencies across the United States established under the Economic Opportunity Act of 1964 to fight America's War on poverty. Community Action Partnership of Lake is one of the largest social service organizations in Lake County serving 24,000 individuals and families annually. Services are in program areas: Pre-K education through Head Start and other early childhood education programs that focus on kindergarten readiness; Youth and Family Services that include emergency assistance, self-sufficiency case management, employment and training, post-secondary scholarships, and a food pantry; affordable housing for low-income individuals, families, and honorably discharged homeless military veterans; home heating bill payment assistance; home weatherization; small business incubators and volunteer programs. For more information, visit <https://caplakecounty.org/>.

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Community Action changes people's lives,
embodies the spirit of hope,
improves communities, and makes
America a better place to live.
We care about the entire community,
and we are dedicated to helping people
help themselves and each other.



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