

ComEd Bill Paying Assistance

ComEd announced on March 16, 2009 a two-week initiative to help customers facing disconnection of their electric service to pay their bills and get them back on track.

Customers can sign up for the CARE Helping Hand program through March 27. The program offers customers who have already received a disconnection notice a one-time opportunity to keep their power on, regardless of their household income. Customers can either pay 90 percent of the amount owed and ComEd will credit the rest, or they can pay 25 percent of the amount owed and get on an interest-free payment plan. ComEd has \$15 million available for customer assistance for 2009.

ComEd has other programs to help customers avoid getting a disconnection notice. The Residential Special Hardship Program provides one time variable grants up to \$1,000 to households making up to \$85,000 a year for a family of four, suffering hardship such as job loss, illness or family crisis.

Families of active military personnel qualify for special services such as deferred billing and extended due dates. The company also offers payment plans and budget billing plans.

In addition ComEd announced the company's support of new state legislation that will allow low-income families to pay only a portion of their utility bills, based on income. This proposed legislation is in the Senate for vote.

For more information regarding these initiatives visit:

www.comed.com/customerservice/assistance or call 888-806-2273