

Dear Valued Customer:

While we work in the community to deliver reliable power to your homes and businesses, we are also working behind the scenes to enhance your customer experience. In fact, we are preparing to transition to a **new customer billing system**.

Please be aware that **all residential and business customers will receive a new account number in early 2024**. This includes customers who choose to have electricity supplied by a company other than ComEd, as well as landlords or business owners with multiple locations. Each property, home, apartment, condominium and business location will be assigned a new account number.



Your new account number is uniquely yours. Whether you start a new service, move to a new address, or even close your account and open another account later, your new account number stays the same.*

If you currently pay your ComEd bill directly through a bank or other financial institution, you will need to update your account number in early 2024 to ensure your payments are applied to your account.

When we transition to the new billing system, residential customer bills will have a new look; the ComEd colors and logo will be revised to align with recent brand updates. Business customer bills will be redesigned to look more like a residential customer's energy bill. **Check out the new look on the back of this newsletter!**

The articles in this newsletter can help you learn more about these changes. Please look for your new bill and new account number starting in early 2024.

GIL QUINIONES | CEO, ComEd

*In limited circumstances, your account number may need to change.

just for you...

Enroll in AutoPay. It's easy!

Once enrolled, you won't need to update your banking information with your new ComEd account number!

ComEd.com/AutoPay

Finding your new account number.

Learn more about the transition to our new customer billing system by simply scanning this QR code now for details.



ComEd.com/BillingUpdate



Once the customer billing system is live in early 2024, you can find your new account number in several places:

- Upper right corner of your ComEd bill
- Online at ComEd.com/MyAccount in the upper left corner of My Dashboard
- In the ComEd mobile app at the top left of your home screen

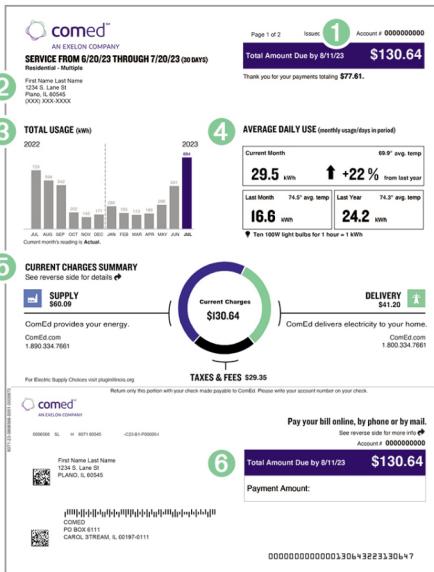
Watch for a new helpful online tool coming soon to assist you through this transition!

Don't have My Account? Register at ComEd.com/BillRegister – it's easy and free.

New for 2024!

New Account Numbers, New Look

In early 2024, every customer will receive a new account number. You'll also receive a bill that looks a little different. Take a look below to see where to find important information on your new bill.



Residential Customers

Your bills will have a new look.

Business Customers

Your bills are being redesigned and will now look more like a residential customer's energy bill. This change will make it easier to read and understand your supply, delivery and taxes & fees charges.

Bill Descriptions

1 NEW ACCOUNT NUMBER

2 YOUR CONTACT INFORMATION

3 TOTAL USAGE - Highlights current month's energy usage in a graph.

4 AVERAGE DAILY USAGE - Current month's average daily usage with arrow indicating comparison to last year.

5 CURRENT CHARGES - Shows cost breakdown of Supply, Delivery, and Taxes & Fees.

- Supply indicates who provides your energy and is your choice.
- Delivery is always provided by ComEd.
- Taxes & Fees are mandated by your local and state governments.

6 TOTAL AMOUNT DUE - Contains current charges and due date.

7 ELECTRIC CHOICE ID - The Electric Choice ID is a new component of your bill that is related to the electricity supplied to your home or business. If you choose to participate in Community Solar or purchase electricity supply from a company other than ComEd, your Electric Choice ID will be used for enrollment purposes. Note: Your Electric Choice ID is not the same as your account number.

8 CHARGE DETAILS - Service dates and cost breakdowns.

9 UPDATES - Messages from ComEd and your supplier (if different from ComEd).

10 WAYS TO PAY - Options for paying your bill.

How your new account number affects your payment and assistance options.



If you currently pay your ComEd bill directly through a **bank or other financial institution**, you'll need to update your account number in early 2024 to help ensure your payments are applied to your account.

If you're enrolled in **Automatic Payment (AutoPay)**, no action necessary! Your new account number will be updated automatically.

If you're enrolled in **Budget Billing**, we will also review your monthly billing amounts every three months instead of every six as it is done now. Your monthly payment will be adjusted accordingly.

If you pay your ComEd bill **by mail**, include your new account number on your check. Note, you can still submit payment stubs from previous months bills with your check and your payment will be posted to your new account number.

If you qualify for any **financial assistance options**, make sure to use your new ComEd account number when applying.

To learn more about all the ways to pay, visit ComEd.com/Pay.

