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# Customer Assistance and Billing Options

Support is all around you.



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**We agree bills are too high.** Here is what we're doing about it. We know customers are frustrated with rising energy costs – we are too. That's why we are taking action to keep your bills as low as possible. From delivering direct relief to advocating for customer protections, we are driving solutions to help lower bills and prevent power outages. Our all-of-the-above approach to affordability is designed to protect customers – now and over the long-term.



## Payment & Assistance Options

### Payment Arrangements

A payment arrangement allows you to **settle a past-due balance** by making a down payment and spreading the remaining amount over installments added to your regular monthly bill. To qualify, you must not have defaulted on a previous payment arrangement in the last 12 months and your service must not have been disconnected for non-payment.

### Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP is a federal program that provides a **grant to help you pay your energy bills**. Whether you rent or own your home, LIHEAP offers financial assistance to income eligible households.

### Low Income Discount (LID)

The Low Income Discount Program helps you manage your energy costs. By certifying your income you may be eligible to **receive a discount on your energy bills**, depending on your household income. Customers can receive both LIHEAP and LID assistance to help lower their bill.

### Supplemental Arrearage Reduction Program (SARP)

SARP provides **stabilized monthly billing** with Budget Billing and lowers the account balance with arrearage reduction credits. Customers must be a LIHEAP recipient within the past 18 months to qualify for SARP.

### Catch Up and Save

Catch Up and Save is a program for **SARP-enrolled customers to receive a free energy savings kit**, which features products that help lower energy usage and improve the efficiency of your home.

Learn more about program availability and requirements:

**[ComEd.com/PaymentAssistance](https://ComEd.com/PaymentAssistance)**



## Billing Options

### Budget Billing

Provides a predictable monthly payment based on your electricity usage during the last 12 months. You'll **know exactly what you'll pay each month** to help you manage your budget. Your electricity costs are pre-arranged and spread evenly month-to-month, helping to eliminate monthly variations. The payment amount is reviewed every three months to help keep payments in line with your actual usage.

### Due Date Extension

You may be eligible for an **extension of your bill due date by 21 calendar days**. You will still be charged a standard late payment fee after the original due date has passed, but you will not risk your outstanding balance going to collections.

### Deposit and Late Payment Charge Waivers

Residential customers who live in qualifying zip codes or who meet eligibility requirements will have **deposits and late payment charges waived**. Customers currently receiving LIHEAP and PIPP (Percent of Income Payment Plan program) benefits under the Energy Assistance Act are automatically approved.

To learn more and enroll:

**[ComEd.com/BillingOptions](https://ComEd.com/BillingOptions)**



## Managing Your Energy Use

### Energy Efficiency

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**. Get started with rebates and discounts on a variety of energy-efficient products and appliances.

### Rate Options

Explore programs that let you **earn a bill credit or save money** by shifting your energy use to times when demand is lower.

### High-Usage Alerts

Sign up to receive High-Usage Alerts and you'll be notified when your energy use is **trending higher than normal** so you can make changes to help you save. Choose text, call or email notifications.

Learn more about ways to save now:

**[ComEd.com/WaysToSave](https://ComEd.com/WaysToSave) | 855-433-2700**



## ComEd's Smart Assistance Manager Tool (SAM)

Use SAM to receive personalized bill assistance recommendations and savings options right for you. Available 24/7 and only takes about 3 minutes.

**[ComEd.com/SAM](https://ComEd.com/SAM)**

### Then...

Log in to **My Account** for the most personalized SAM experience. While logged in, you can also view your account, pay your bill, track your energy use, enroll in programs, set your notifications and more.

If you don't already take advantage of My Account, get started today.

**[ComEd.com/MyAccount](https://ComEd.com/MyAccount)**



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## Keeping Your Energy Bill as Low as Possible

Any increase in your energy bill can be difficult to manage. ComEd takes our responsibility to our customers seriously, and that guides the work we are doing today and the solutions we're advocating for tomorrow.



### Payment & Assistance Options

- Payment Arrangements
- LIHEAP
- Low Income Discount (LID)
- SARP
- Catch Up and Save



### Billing Options

- Budget Billing
- Due Date Extension
- Deposit and Late Payment Charge Waivers



### Managing Your Energy Use

- Energy Efficiency
- Rate Options
- High-Usage Alerts

Full details inside!  
**ComEd.com/SAM**

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