



## Help for customers when they need it most.

As the economy reopens, ComEd understands people may continue to experience financial hardship. ComEd has worked with the Attorney General's office, the staff of the Illinois Commerce Commission and a broad group of stakeholders to develop a financial assistance package to help customers. ComEd cares about customer wellbeing and safety at this time. We are offering this package as a supplement to the extensive relief already available to customers in need as part of our ongoing effort to ensure safe, reliable and affordable energy.

### **CARE Customer Hardship Grants.**

Residential customers facing financial hardship may be eligible to receive one-time CARE grants from ComEd to help them get back on their feet.

### **Bill Payment Assistance Program.**

A one-time bill assistance credit of up to \$500 is available this year for income eligible households with a past-due balance. Contact ComEd to verify eligibility.

### **Flexible, Extended Payment Arrangements.**

For a limited time, residential customers may be eligible for a flexible payment arrangement with a down payment on the past-due amount and the accumulated balance spread over up to 18 months. Those facing financial hardship and income eligible households may be eligible for a flexible payment arrangement that spreads past-due balances over a period of up to 24 months with no down payment.

### **Waiver of New Deposits and Fee Relief.**

ComEd is waiving any new deposit requirements for a limited time and extending relief from various charges (such as reconnection fees) to help residential customers who may be eligible.

## **COMPLETE DETAILS AVAILABLE:**

[ComEd.com/Support](https://ComEd.com/Support) | 1-800-EDISON-1 (1-800-334-7661)

## **SAVE ENERGY, SAVE MONEY.**

The ComEd® Energy Efficiency Program offers customers tips and programs to help them save on their energy bills.

[ComEd.com/WaysToSave](https://ComEd.com/WaysToSave)



### **Federal and State Financial Energy Assistance.**

Income eligible households should be aware of Illinois' Percentage of Income Payment Plan (PIPP) and the federal Low-Income Home Energy Assistance Program (LIHEAP), both of which provide valuable financial assistance to help pay energy bills.

### **CONTACT YOUR LOCAL ACTION AGENCY TODAY!**

[HelpIllinoisFamilies.com](https://HelpIllinoisFamilies.com)

877-411-WARM

Text Telephone (TTY)  
is available at  
800-785-6055



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