



Financial Assistance Options

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 | 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



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

877-411-WARM

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

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STAYING SAFE & KEEPING THE LIGHTS ON

As the economy reopens, ComEd understands some of you may continue to experience financial hardship. We can help find a financial assistance solution that is right for you.

- **ComEd 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.
- **ComEd 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. Learn more about eligibility requirements and how to apply at ComEd.com/BillAssistance.
- **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.

Get complete details now!

ComEd.com/Support

1-800-EDISON 1 (1-800-334-7661)

- **State and Federal Financial Energy Assistance.** Qualifying income eligible households may also benefit from 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

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MANTENERSE SEGURO Y MANTENIENDO LAS LUCES ENCENDIDAS

A medida que se reabre la economía, somos conscientes de que puedes seguir teniendo dificultades financieras. Juntos, podemos encontrar una solución que funcione para ti.

- **Subsidios de atención al cliente de ComEd CARE.** Los clientes residenciales que están pasando por dificultades financieras pueden ser elegibles para recibir una única subvención CARE de ComEd para ayudarlos a recuperarse.
- **Programa de asistencia financiera para facturas de ComEd.** Este año se ofrece un crédito único de asistencia financiera para facturas de hasta \$500 para los hogares con ingresos elegibles y con saldo vencido. Contáctanos para verificar tu elegibilidad.
- **Arreglos de pago flexibles y extendidos.** Por tiempo limitado, clientes residenciales podrían ser elegibles para un plan de pagos flexibles arreglado con cuota inicial, para pagar facturas atrasadas y deudas acumuladas en un periodo de hasta 18 meses. Los clientes residenciales que pasen por dificultades financieras y aquellos hogares con ingresos elegibles podrían ser elegibles para un plan de pago flexible para que se les permita pagar el saldo vencido en 24 meses y sin pago inicial.

¡Obtenga detalles completos ahora!

Es.[ComEd.com/Support](https://www.comed.com/support)

1-800-EDISON 1 (1-800-334-7661)

- **Asistencia de energía financiera y estatal.** Los hogares elegibles con ingresos elegibles también pueden beneficiarse del Plan de Porcentaje de Ingresos de Illinois (PIPP por sus siglas en inglés) y el Programa Federal de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP por sus siglas en inglés) que proporcionan asistencia financiera valiosa para ayudar a pagar las facturas de energía.

¡PÓNTE EN CONTACTO CON TU AGENCIA DE ACCIÓN LOCAL HOY MISMO!

HelpIllinoisFamilies.com

877-411-WARM

El teléfono de texto (TTY) está disponible en el 800-785-6055

