
News Release

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FOR IMMEDIATE RELEASE

ComEd offers eligible customers 50 percent credit on outstanding bills

Helping Hand offers \$1 million to help customers avoid service suspension due to financial hardship

(CHICAGO) March 1, 2010 – Responding to unemployment rates of more than 20 percent in parts of the Chicago metropolitan area, ComEd today launched its Helping Hand program, a month-long effort that will pay half the balances for customers facing a recent or pending service suspension due to a financial hardship.

From March 1-31, up to \$1 million will be made available from ComEd’s customer assistance funds. Eligible residential customers who pay 50 percent of their outstanding balance can receive a credit from ComEd for the remaining 50 percent. To be eligible, customers must have received a disconnection notice within the last 120 days and have experienced a financial or medical hardship.

“The Helping Hand program is just that – a one-time opportunity for customers most affected by the economic downturn. This will help those facing special hardships keep the power on and regain the ability to successfully manage their electricity bills,” said Anne Pramaggiore, ComEd president and chief operating officer.

The Helping Hand program reflects ComEd’s ongoing commitment to assist customers who face short- and long-term financial challenges. Last year, ComEd distributed approximately \$15.5 million in assistance through its CARE programs to more than 75,000 customers. These programs included Residential Special Hardship Grants and Fresh Start Electric Space Heat Credits. This year, ComEd will distribute more than \$10 million in new funds.

ComEd was also a primary supporter of statewide assistance legislation signed into law last year that created a Percentage of Income Payment Plan (PIPP). Introduced by State Senator Kimberly Lightford and State Representative Marlow Colvin, PIPP will help low-income customers by limiting how much they can be charged and will create manageable monthly payment plans.

“At a time when so many individuals are struggling to cope with dire economic circumstances, PIPP will provide relief for the people who need it most,” Lightford said. “The incentives for good payment behavior offered through PIPP will improve the quality of life for many families throughout the state and provide long-term value to Illinois.”

Customers can sign up for ComEd Helping Hand by calling 888-806-CARE (2273) or by attending one of the following five special sign-up assistance fairs:

(more)

Humboldt Park (Chicago)

Monday, March 1

1 p.m. - 6 p.m.

Casa Central

1335 N. California

South Austin (Chicago)

Wednesday, March 10

1 p.m. - 4 p.m.

South Side Coalition

5071 W. Congress Parkway

Robbins

Wednesday, March 3

2 p.m. - 6 p.m.

Robbins Community Center

13800 S. Trumbull Ave.

Hopkins Park

Tuesday, March 9

10 a.m. - 2 p.m.

Hopkins Park Village Hall

13080 E. Central Street

Ford Heights

Saturday, March 13

10 a.m. - 2 pm

Ford Heights Village Hall

1343 Ellis Ave.

These communities and suburbs correspond with some of the highest unemployment rates in the area. The Illinois unemployment rate for December was 11.1 percent and the national rate 10 percent. The unemployment rate in Ford Heights is 29 percent, Hopkins Park 27 percent, Robbins 23 percent, Humboldt Park 17 percent and South Austin 17 percent.

The assistance fairs are open to anyone interested in attending and those who do must identify a hardship and bring a disconnection notice, proof of identification for the ComEd customer of record, a current ComEd bill (within 30 days) and payment (check, credit card or debit card).

In addition, ComEd and other local assistance organizations will have representatives on-site to process applications and answer questions about other payment options and assistance programs.

Those wishing to sign up by phone can call 888-806-CARE (2273). They will need to provide a ComEd account number, identify their hardship and provide a method of payment (check, credit card or debit card).

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Commonwealth Edison Company (ComEd) is a unit of Chicago-based Exelon Corporation (NYSE: EXC), one of the nation's largest electric utilities with approximately 5.4 million customers. ComEd provides service to approximately 3.8 million customers across northern Illinois, or 70 percent of the state's population.