

Find energy efficiency tips to help lower your bill at [ComEd.com/BillSupport](https://www.comed.com/BillSupport)

What Has Happened

Last July, PJM, the transmission system operator for northern Illinois, held its annual capacity auction, through which it purchases electricity generation resources in advance of future demand. This cost makes up part of the Supply portion of a customer's monthly ComEd bill. For customers who receive energy supply from ComEd, this cost is passed through with no mark up by, or profit to, ComEd.

Because of power plant retirements, increased load and more frequent instances of extreme weather, capacity prices stemming from the PJM capacity auction have risen significantly and will result in a 10-15 percent increase in ComEd electric bills beginning in June and will be reflected in the July bill.

WHO IS PJM?

PJM Interconnection is a Regional Transmission Organization (RTO) that coordinates the movement of wholesale electricity in all or parts of 13 states, including the ComEd territory of northern Illinois, and the District of Columbia. It's a federally regulated independent organization that manages the bulk power transmission system and operates a competitive wholesale electricity market.

WHY ARE CAPACITY PRICES INCREASING?

There are several reasons for price increases.

1. There is a lack of reliable fossil fuel (gas and coal) plants. Some of those plants have become less reliable in the face of increasing severe weather and were not able to bid their capacity into the auction.
2. Some fossil fuel plants are retiring, which leads to less capacity.
3. The PJM interconnection permission process has slowed the availability of renewable energy to replace the capacity lost from fossil fuel plants.
4. There is a projected increase in load demand from data centers, AI and greater electrification.



HOW IS COMED HELPING CUSTOMERS?

We know any increase is tough—so we're stepping up support. ComEd now has a portion of its website dedicated to educating customers and connecting them to resources. Customers can visit [ComEd.com/BillSupport](https://www.comed.com/BillSupport) to find additional information about solutions to help them manage rising costs. The new website works in conjunction with ComEd's Smart Assistance Manager, an online resource available at [ComEd.com/SAM](https://www.comed.com/SAM) that makes it easier to identify and take advantage of programs that will help customers with both their immediate and future bills.

These efforts support ComEd's long-running efforts to help educate customers on money-saving programs, including energy efficiency offerings, energy-savings tips, and bill-assistance options.

ComEd also filed in 2024 with the Illinois Commerce Commission a proposal for a Low-Income Discount (LID) program, which was approved in March 2025. LID helps income-eligible residential customers manage their energy bills by enabling them to qualify to receive a percentage-based discount on their monthly electric bill determined by income level. ComEd's LID program is expected to go into effect in 2026.



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Helping Small Businesses Manage Future Energy Bills Save Money and Energy with ComEd's Award-Winning Efficiency Program

At ComEd, we know running a small business isn't easy—especially when energy costs are going up across the country. That's why we're here to do more than just keep the lights on. We offer tools, support, and incentives to help you take control of your energy use and lower your future bills.

We're also helping small businesses move toward cleaner, more sustainable energy—without breaking the bank.

SMARTER ENERGY USE STARTS HERE

Every year, we invest in new ways to help customers save. With one of the largest energy efficiency programs in the country, ComEd offers solutions for nearly every need—especially for small businesses.

WHAT'S IN IT FOR YOU



The ComEd Energy Efficiency Program:

Our award-winning program is built to help small-business customers save energy and cut costs—both now and in the long run. Since launching in 2008, it's helped hundreds of thousands of homes and businesses:

- Save over **\$10 billion** on energy bills
- Cut electricity use by more than **89 million megawatt-hours**
- Avoid nearly **66 billion pounds of carbon emissions**—the same as planting 36 million acres of trees



Here's what small businesses can tap into:

- **Free Energy Assessments:** Our Small Business Service Providers will check out your space, find ways you can save, and give you a custom report with the expected savings, upgrade costs, available incentives, and how quickly you'll see a return.
- **Cash Incentives for Upgrades:** Get help paying for energy-saving improvements like LED lighting, smart controls, sensors, refrigeration, HVAC, air compressors, and better insulation.
- **Business Energy Analyzer:** Use this free online tool to track your energy use, spot trends, and find new ways to cut back and save.

BILLING OPTIONS



EV Rebates:

Get money back when you buy an electric vehicle registered in Illinois.



EV Charging Support:

We'll help cover the prep work for installing charging stations at public sites and apartment.



Solar Resources:

Use our online tools to explore solar energy, find qualified contractors, track your project, and see how much you could save.

Let's Get Started

Want to learn more? Visit [ComEd.com/SmallBiz](https://www.comed.com/SmallBiz) to explore your options and see how we can help your business save energy and money.

Help Us Connect Your Community to Energy Support Resources

Dear Community Partners and Stakeholders,

As summer approaches, customers may see an increase in energy costs due to a recent energy capacity auction by PJM, the organization that manages the energy grid and electricity market in 13 states and Washington D.C., including northern Illinois, which resulted in higher energy supply costs. For customers who receive energy supply from ComEd, this cost is passed through with no mark up by, or profit to, ComEd.

We know that rising energy supply costs can be a challenge for many households – and ComEd is here to help. We are reaching out to ask you to **help us spread the word** about the variety of bill assistance and energy management programs designed to support customers in managing their energy usage and costs.

From flexible payment arrangements and one-time financial assistance to high-usage alerts and energy-saving tips, ComEd is committed to making energy more affordable and manageable. In 2024 alone, **we connected over 229,000 customers with more than \$113 million in support**. Our goal is to build on this success in the year ahead.

We need your help to spread the word. Please share these valuable resources with the communities you serve using our communications outreach toolkit with newsletter articles, email templates and social media posts.

By working together, we can ensure more individuals and families have access to the resources they need to keep energy affordable and sustainable.

Thank you for your partnership and continued support.

Best,

Lisa M. Aprati

ComEd External Affairs Manager

Newsletter Copy

Draft #1

Headline: Summer Survival Guide – Practical Tips to Cut Cooling Costs

Subheadline (optional): Learn how to keep your costs down while staying comfortable this season.

When the forecast reads 90 degrees, a higher energy bill can feel inevitable. It doesn't have to be. From no-cost habit tweaks to low-cost upgrades, ComEd offers practical ways to keep your space comfortable and your budget intact.

One of the quickest ways to start saving is by visiting ComEd.com/BillSupport to learn about programs that could help you. Our Smart Assistance Manager tool can even match you with the support you're most likely to qualify for..

If you're looking for immediate ways to reduce summer energy costs, check out simple tips from ComEd's Energy Efficiency Program. Five quick wins you can adopt right now include:

1. **Shift heavy-duty chores.** Run dishwashers and laundry after 7 p.m. or during off-peak hours. Enrolling in Peak Time Savings or Hourly Pricing can reward you with bill credits or lower rates for the same task.
2. **Seal and shade.** Close south-facing blinds during the day, open them at night, and add simple draft stoppers to exterior doors. Blocking heat gain and stopping leaks can trim cooling costs by up to 10 percent.
3. **Raise it a notch.** Each degree you raise the thermostat saves roughly 2% on cooling. A ceiling fan makes a room feel 4 degrees cooler, letting you nudge the setting higher without sacrificing comfort.
4. **Clear the airflow.** Move rugs, curtains, and furniture away from vents. A free-flowing system doesn't work as hard, extending equipment life and lowering monthly use.
5. **Cash in on rebates.** Through ComEd's Energy Efficiency Program, you'll find discounts on ENERGY STAR® window A/C units, smart thermostats, and more. The upfront savings pair with long-term reductions – often 15% or higher – on your annual energy bill.

Visit ComEd.com/BillSupport to bundle these tips with bill assistance options tailored to your needs. By combining smart habits, efficient equipment, and the right programs, you can stay cool all summer without scorching your wallet.

Draft #2

Headline: Support When It Matters – Bill Assistance & Energy-Saving Programs from ComEd

Subheadline (optional): Discover practical ways to stay on top of your energy expenses.

Rising energy costs can create real stress for individuals, families, and community organizations alike. As summer approaches, customers may see an increase in energy costs due to a recent energy capacity auction by PJM, the organization that manages the energy grid and electricity market in 13 states and Washington D.C., including northern Illinois, which resulted in higher energy supply costs. For customers who receive energy supply from ComEd, this cost is passed through with no mark up by, or profit to, ComEd.

Through a suite of bill-assistance and energy-management programs, ComEd continues to support customers, particularly those vulnerable to economic hardships, including:

Bill Assistance:

- **Payment Arrangements** of up to 12 months for eligible residential customers with past-due balances.
- **Fresh Start Services** offers online and person-to-person support to help educate customers on energy-management and financial-assistance options.
- **Catch Up and Save** helps customers eliminate past-due balance and provides stabilized monthly billing through new enrollment in the Supplemental Arrearage Reduction Program.

Billing Options:

- **Budget Billing** helps customers anticipate electric bills costs by providing them with a predictable monthly payment based on their electricity use from the last 12 months.
- **Due Date Extensions** of up to 21-days to help eligible customers avoid past-due balances.
- **Deposit and Late-payment Charge Waivers** for one year to income-eligible customers, along with the return of any current deposit.

Energy Management:

- **High-usage Alerts** enable customers to receive alerts when their usage is trending higher than normal to help manage overall energy use.

- **Peak Time Savings** enables customers to reduce their energy use during peak usage times and earn credits on future bills.
- **Hourly Pricing** offers customers the opportunity to purchase electricity at the hourly market price.
- **The ComEd Energy Efficiency Program** offers award-winning energy-management solutions to help customers reduce overall costs, which helps them avoid falling behind on their electric bills.

Have questions or want help figuring out which programs are right for you? Connect with [ComEd.com/BillSupport](https://www.comed.com/BillSupport) to get more information.

Whether you qualify for financial assistance or want to learn simple ways to cut down on energy usage, ComEd's team is here to support you every step of the way.

Social Post Copy

Example 1

In 2024, over 229K ComEd customers received \$113M in bill assistance resources. If you're feeling the pinch—ComEd is here to help you. Find support and start saving today: ComEd.com/BillSupport

#BillAssistance #EnergySaving

Example 2

Energy bills rising? You're not alone – and you're not without options. ComEd offers flexible payment plans, energy-saving tools, and financial assistance to help customers keep costs down.

Learn about what's available for you: ComEd.com/BillSupport

#BillAssistance #EnergySaving

Example 3

With ComEd's Smart Assistance Management tool and Energy Efficiency (EE) program, you can get personalized help managing your bill and cutting your energy waste. Take control of your costs and explore ComEd's resources here: ComEd.com/BillSupport

#BillAssistance #EnergySaving

Find energy efficiency tips to help lower your bill at [ComEd.com/BillSupport](https://www.comed.com/BillSupport)

Helping Customers Who Need It Most

BILL ASSISTANCE AND ENERGY PROGRAMS FROM COMED

At ComEd, we're committed to providing customers with reliable, affordable power—and we're always working to keep energy costs down. We've made big investments to make the grid stronger, more efficient, and better prepared for the challenges of climate change. And we're expanding access to clean energy sources like solar, to help lower energy costs for everyone.

Right now, ComEd customers are paying some of the most affordable electric rates among major U.S. cities. Still, with rising energy supply costs and an increasing energy burden nationwide, many customers are finding it harder to keep up with their energy bills.

WHAT ARE SUPPLY COSTS?

Supply costs are the charges for generating electricity. If your supplier is ComEd, we pass these costs directly to customers without making a profit. Generally, for residential customers, these costs will change monthly and vary depending on how much energy you use—so higher use means higher supply charges.

We understand the financial strain many households face, which is why we've built a range of programs to help. Whether you're behind on your bill or just trying to avoid falling behind, we've got options that can help ease the burden.

In 2024 alone, we helped over 229,000 customers access more than \$133 million in support. Here are some of the ways we're helping:

BILL ASSISTANCE PROGRAMS



→ **LIHEAP (Low-Income Home Energy Assistance Program):** One of the largest support programs. If your household income is below 200% of the federal poverty level (about \$5,200/month for a family of four), you could qualify for a one-time grant.



→ **Payment Plans:** Spread your past-due balance over up to 12 months with a payment plan—just make a down payment and pay the rest in monthly installments.



→ **Fresh Start Services:** Get help understanding your energy use and find assistance programs you qualify for. You can also set alerts if your energy use spikes.



→ **Catch Up and Save:** Provides monthly credits to a customer's bill to eliminate past-due balances. You'll also get a free energy-saving kit to lower usage at home.

FLEXIBLE BILLING OPTIONS



Budget Billing:

Pay the same amount each month based on your average usage over the past year.



Due Date Extension:

Get up to 21 extra days to pay if you qualify.



Deposit and Late Payment Charge Waivers:

If your income qualifies, we'll waive deposit and late fees for up to a year and return your current deposit.

Low-Income Discount Program (Coming in 2026)

We're launching a new Low-Income Discount program to help qualifying customers reduce their electric bill based on income. The program is designed to keep energy costs under 3% of monthly income (or 6% if you use electric heating) for qualified customers.

Energy Efficiency Program

The ComEd Energy Efficiency Program helps you save energy and money through tips, tools, and rebates. Since 2008, customers have saved over \$10 billion in energy costs and cut down on carbon emissions equivalent to planting nearly 36 million acres of trees. Find ways to save at [ComEd.com/WaysToSave](https://www.comed.com/WaysToSave).

Community Support

We're also helping communities directly through our Powering Lives Resource Fairs. These one-day events bring together support services in one place—from help with utility bills to job training, health screenings, banking services, and more. In 2024, we helped 1,600 families across underserved neighborhoods, and over 75% were connected to financial support.

Find energy efficiency tips to help lower your bill at ComEd.com/BillSupport

Helping You Save Money And Energy With ComEd

MANAGING TODAY'S COSTS & PREPARING FOR TOMORROW

ComEd is committed to more than just powering homes and businesses — we're here to help customers **manage energy use, lower monthly bills, and transition to cleaner, more efficient energy options.**

As energy prices increase across the U.S., we're expanding access to tools, incentives, and support that help you take control of your energy future — and reduce costs along the way.

THE COMED ENERGY EFFICIENCY PROGRAM:



One of the largest and most successful in the nation, our **award-winning Energy Efficiency Program** has already helped customers:

- Save **\$10+ billion** on energy bills
- Cut over **89 million megawatt-hours** of electricity
- Avoid **66 billion pounds of carbon emissions** - that's like planting 36 million acres of trees.

Find energy efficiency tips to help lower your bill at ComEd.com/WaysToSave

What's Included For Homes



- **Home Energy Savings Assessments:** Get expert advice and energy-saving products (many at no cost). Income-eligible customers may qualify for free weatherization.
- **Rebates & Discounts:** Save on energy-efficient appliances, smart thermostats, and heat pumps.
- **High Usage Alerts:** Get notified when your usage is trending high, with personalized tips to lower your bill.
- **Peak Time Savings:** Reduce usage during peak hours and earn bill credits. No penalties for not participating.
- **Hourly Pricing:** Pay based on market prices, and shift usage to save. Participants save ~15% compared to default pricing.



Clean Energy Made Easy:

- **Solar Options:** Use the Solar Calculator to explore rooftop or community solar and available incentives.
- **Electric Vehicles:** Use the EV Toolkit to compare EV models, costs, and rebates.



Take Control with ComEd Online Tools:

- **My Account:** Track usage, set alerts, and access personalized savings tips.
- **ComEd.com/SAM – Smart Assistance Manager:** Let this tool match you with savings programs and assistance options that fit your needs.
- **ComEd.com/BillSupport:** Find everything in one place: energy-saving programs, tips, and bill assistance.



Quick Energy-Saving Tips:

Make a difference with just a few simple changes:

- **Keep vents clear:** Move furniture and rugs away from air vents for better airflow.
- **Block sunlight:** Use blinds or curtains to keep your home cooler in the summer.
- **Use your thermostat wisely:** Raise temps a few degrees while away or asleep to save up to 2% per degree.
- **Use ceiling fans:** They help you feel cooler so you can raise the A/C temperature.
- **Change air filters monthly:** A clean filter can cut cooling energy use by up to 15%.

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Understanding Your ComEd Electric Bill

When most people open their electric bill, the first thing they look for is the total amount due. Some might also glance at how much electricity they used or check the difference between supply and delivery charges.

But there's more useful info on your bill than you might realize. Taking a closer look can help you understand your energy use, what you're paying for, and your payment options.

We've broken it down to make it easier to follow:



Total Usage

The Electric Usage Chart shows how much electricity you've used each month over the past year. It's measured in kilowatt-hours (kWh), which is just the standard unit for how much electricity you use.

To give you an idea:

- A laptop uses about 0.02 to 0.05 kWh per hour. So, using it for 8 hours would use roughly 0.4 kWh.
- A refrigerator typically uses 1 to 2 kWh a day.
- A medium-sized window air conditioner might use about 0.9 kWh per hour.



Supply

The Electricity Supply Charge is what you pay for the actual electricity you use. It includes a capacity charge and is passed directly from energy generators and suppliers—ComEd doesn't profit from this.

There's also a Transmission Services Charge. This covers the cost of running and improving the high-voltage system that delivers electricity regionally from power plants to ComEd distribution facilities that serve the community.

It's important to know: ComEd doesn't control the price of your electricity supply. That's set through regulated energy markets. If ComEd is your energy supplier, it passes on the Electricity Supply Charge with no markup.



Delivery

This is what you pay ComEd to deliver electricity to your home or business. It helps cover the cost of building, maintaining, and upgrading the electric grid so you have safe, reliable service.

All delivery rates are reviewed and approved by the Illinois Commerce Commission.



Taxes and Fees

These are charges required by state and federal law and municipal ordinances. ComEd collects them and passes them on to the appropriate government agencies.