



An Exelon Company

## How to Contact ComEd

### **General Contact Numbers:**

#### **CALL CENTER**

**1-800-Edison-1 or (800) 334-7661**

You will be using the Voice Response Unit or speaking to a Customer Service Representative where your request or problem will be entered into our system. Your request is either automatically completed in the system or routed to the corresponding ComEd department who will take the necessary action to resolve the request. It is most beneficial if the customer can specify the account number, phone number on the account or the address where ComEd work is required.

#### **J.U.L.I.E.**

**(800) 892-0123 or 811**

Website: [www.call811.com](http://www.call811.com)

Joint Utility Locating Information for Excavations

All emergency or non-emergency utility facility locates must be requested through the J.U.L.I.E. one call system.

#### **Streetlight Outage**

To report any streetlight outages, visit [www.ComEd.com/StreetlightOutage](http://www.ComEd.com/StreetlightOutage) or fax the appropriate form to the number below.

**Fax (630) 684-2692**

#### **New Electric Service**

**(866) 639-3532 or (866) NEW-ELEC**

Any new requests should be initiated through this number.

**Fax (630) 684-3701**

New electric service inspections are to be faxed to this number.

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Visit [www.ComEd.com](http://www.ComEd.com) for more information on the following features:

#### **Outage Alerts**

- Report an outage - Text OUT to 26633 (COMED)
- Enroll by texting 'ADD OUTAGE' to 26633 (COMED). You will instantly receive a text message confirming your enrollment
- Proactive status updates throughout outage duration
- Power restoration confirmation
- Check Outage Status - Text 'STAT' to 26633 (COMED)
- Unsubscribe from Outage Alerts - Text "STOP" to 26633 (COMED)

\*For more information, visit [ComEd.com/Text](http://ComEd.com/Text)

#### **Mobile Application**

- Report outages and check outage status
- Manage your account and make payments
- Find payment location
- View usage comparison and receive tips to save energy
- Enroll in personalized notifications

\*For more information, visit [ComEd.com/App](http://ComEd.com/App)

- View outages at street-level
- View outage summary by town, village, Chicago ward
- View cause of outages
- View estimated time of restoration

#### **Outage Information**

- Report an Outage: [ComEd.com/Report](http://ComEd.com/Report)
- Storm Center: [ComEd.com/Storm](http://ComEd.com/Storm)

#### **Social Media**

- Customers can engage ComEd through these channels on a variety of customer service issues
- Company and industry related news
- Energy efficiency tips

Twitter: [www.Twitter.com/ComEd](http://www.Twitter.com/ComEd)

Facebook: [www.Facebook.com/ComEd](http://www.Facebook.com/ComEd)

YouTube: [www.YouTube.com/CommonwealthEdison](http://www.YouTube.com/CommonwealthEdison)

Flickr: [www.Flickr.com/CommonwealthEdison](http://www.Flickr.com/CommonwealthEdison)

LinkedIn: [www.Linkedin.com/company/comed](http://www.Linkedin.com/company/comed)

Instagram: [www.Instagram.com/ComEd](http://www.Instagram.com/ComEd)

Pinterest: [www.Pinterest.com/ComEdIL](http://www.Pinterest.com/ComEdIL)