

ComEd Offers Enhanced Communications For Customers!

ComEd has taken significant steps to greatly enhance customer communications for the upcoming storm season. Customers can now see much greater detail regarding outages at the community and county level. Also, beginning this month, customers can now text in their outages and ComEd will text back updates pertaining to their outage request. Customers now have the ability to submit their outage requests without calling in to ComEd.

ComEd Emergency

If you have an electric emergency it is important to call ComEd immediately. Never email your emergency request. If you need to report an emergency situation such as a fire, vehicle accident, electric contact/shock, or other potential danger please call 911 to notify local authorities. <https://www.comed.com/customer-service/service-request/Pages/emergency.aspx>

Storm Center

When the storms roll in, ComEd is ready to keep you up-to-date on our outage restorations. Visit the Storm Center at [ComEd.com/Storm](https://www.comed.com/customer-service/outage-information/Pages/storm-center.aspx) to get the latest information on outages in the service territory, view our Outage Map, and report an outage. <https://www.comed.com/customer-service/outage-information/Pages/storm-center.aspx>

Outage Map

With ComEd's outage map, customers can view all outages in the ComEd service area at once and zoom in and get details on specific areas, such as the estimated restoration time & status of crews working to resolve problems. Icons are color-coded to indicate the number of customers affected by each incident. Check out the interactive map at <https://www.comed.com/layouts/comedsp/outagemap.aspx>

Outage Alerts

Need to report an outage? Text the word OUT to 26633 (ComEd) and get updates until your power is restored. Visit [ComEd.com/Text](https://www.comed.com/customer-service/outage-information/Pages/outage-alerts.aspx) for more info and to sign up. <https://www.comed.com/customer-service/outage-information/Pages/outage-alerts.aspx>

Mobile App

Gain the flexibility and convenience of managing your ComEd Residential account on the go with ComEd's FREE mobile app for iPhone[®] and Android[™] devices. Report an outage, make a one-time payment, and manage account features with the swipe of a finger. Learn more at [ComEd.com/App](https://www.comed.com/customer-service/mobile/pages/mobile-application.aspx) <https://www.comed.com/customer-service/mobile/pages/mobile-application.aspx>.