



An Exelon Company

## How to Contact ComEd

### General Contact Numbers:

#### CALL CENTER

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

Non emergency calls. You will be speaking to a Customer Service Representative who will enter your request or problem into our computer system which will create a Customer Ticket. This Ticket is routed to the corresponding ComEd department where action is required. It is most beneficial if the customer can specify the addresses 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, log into our website at [www.ComEd.com](http://www.ComEd.com), click onto Customer Service, and follow the links on the webpage.

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)

*Requires ComEd account number, SSN of ComEd account holder, or Phone number on ComEd account*

- Proactive status updates throughout outage duration
- Power restoration confirmation

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

Visit [ComEd.com/App](http://ComEd.com/App)

#### Outage Map

- Visit [ComEd.com/Map](http://ComEd.com/Map) or [www.ComEd.com/Map](http://www.ComEd.com/Map)
- 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)

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