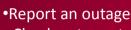
# THE POWER OF SELF-SERVICE



## **MOBILE APP**



## **OUTAGE ALERTS**



- Check outage status
- Make a payment
- View account summary
- View account history
- Enroll in Budget Billing
- •Enroll in automatic payment
- Link to ComEd Social Media site
- View outage map



Android QR Cod

ComEd.com/App

- Report an outage
- -Text OUT to COMED (26633)
- Subscribe to Outage Alerts
- -Text ADD OUTAGE to COMED (26633)
- •Real-time outage status updates
- •No more than 7 texts in one day
- Power restoration confirmation

ComEd.com/Text

•Subscription confirmation



## **OUTAGE MAP**

- •View outages related to the same ticket
- View outages at the 500-foot level
- View cause of outages
- View estimated time of restoration
- Check crew status
- View outage summary by city, county or Chicago ward

ComEd.com/Map



#### comea.com/App

#### **OPOWER SINGLE SIGN ON**

- Compare energy usage
- Get energy saving tips
- Develop an energy management plan
- Daily/hourly detail to AMI customers
- High energy usage alerts (AMI only)

ComEd.com/MyEnergyTools



## **FACEBOOK REPORT AN OUTAGE**

- •Report an outage
- Check outage status
- View basic account information
- Access ComEd.com for full self-service options

Facebook.com/ComEd









