

ComEd offers eligible customers 50 percent credit on outstanding bills

Helping Hand offers \$1 million to help customers avoid service suspension due to financial hardship

(CHICAGO) **March 1, 2010** – Responding to unemployment rates of more than 20 percent in parts of the Chicago metropolitan area, ComEd today launched its Helping Hand program, a month-long effort that will pay half the balances for customers facing a recent or pending service suspension due to a financial hardship.

From March 1 – 31, up to \$1 million will be made available from ComEd’s customer assistance funds. Eligible residential customers who pay 50 percent of their outstanding balance can receive a credit from ComEd for the remaining 50 percent. To be eligible, customers must have received a disconnection notice within the last 120 days and have experienced a financial or medical hardship.

“The Helping Hand program is just that – a one-time opportunity for customers most affected by the economic downturn. This will help those facing special hardships keep the power on and regain the ability to successfully manage their electricity bills,” said Anne Pramaggiore, ComEd president and chief operating officer.

The Helping Hand program reflects ComEd’s ongoing commitment to assist customers who face short- and long-term financial challenges. Last year, ComEd distributed approximately \$15.5 million in assistance through its CARE programs to more than 75,000 customers. These programs included Residential Special Hardship Grants and Fresh Start Electric Space Heat Credits. This year, ComEd will distribute more than \$10 million in new funds.

ComEd was also a primary supporter of statewide assistance legislation signed into law last year that created a Percentage of Income Payment Plan (PIPP). Introduced by State Senator Kimberly Lightford and State Representative Marlow Colvin, PIPP will help low-income customers by limiting how much they can be charged and will create manageable monthly payment plans.

Lightford said “PIPP will provide an ongoing option to address the increased number of Illinois residents who have been unable to keep up with their electric bills due to other mounting bills or job loss. By providing incentives through PIPP for good payment behavior will improve the quality of life and provide long-term value to Illinois”.

Customers can sign up for ComEd Helping Hand by calling 888-806-CARE (2273). They will need to provide a ComEd account number, identify their hardship, and provide a method of payment (check, credit card or debit card).

This information is provided by Commonwealth Edison Company (ComEd) a unit of Chicago-based Exelon Corporation (NYSE EXC), one of the nation’s largest electric utilities with approximately 5.4 million customers. ComEd provides service to approximately 3.8 million customers across northern Illinois, or 70 percent of the state’s population.