

ComEd CARES About Customers

ComEd CARE is a multi-million dollar, multiyear initiative to help our customers save money on their energy bills and provide energy assistance programs to help those most in need.

ComEd anticipated this some time ago, before the nearly 10-year rate freeze expired in January 2007 that customers may need financial assistance. That is why we put in place the ComEd CARE program in 2006 to help customers manage their energy bills. And now we are doing even more.

These programs provide immediate relief for customers most in need while ensuring that ComEd can continue to provide reliable service.

This ComEd CARE Energy Assistance program will be administered by the Illinois Association of Community Action Agencies (IACAA) and 15 of its member Community Action Agencies [listed here](#).

NOTE:

LIHEAP IS THE STATE-ADMINISTERED LOW INCOME HOME ENERGY ASSISTANCE PROGRAM. RATE RELIEF PROGRAMS WILL CONTINUE ONLY AS LONG AS FUNDS ARE AVAILABLE.

Income Eligibility Guidelines 200% OF POVERTY LEVEL

Family Size	30-day income	annual income
1	\$1,701	\$20,420
2	\$2,281	\$27,380
3	\$2,861	\$34,340
4	\$3,441	\$41,300
5	\$4,021	\$48,260
6	\$4,601	\$55,220

Summer Assistance Program

Provides a credit of \$30 for summer months (equal to 600 hours of air conditioning for a medium-sized window air conditioner). This program runs from June 1st through August 31st.

Who qualifies?

All customers with household incomes of up to 200% of poverty level (\$41,300 for a family of four) qualify.

How do I apply?

If you received ComEd LIHEAP for 2007 program year, no application necessary; all other customers with incomes at or below 200% of the federal poverty level must enroll at one of Illinois Association of Community Action Agencies (IACAA) 15 member Community Action Agencies [listed here](#).

Residential Special Hardship Fund

Provides a one-time variable grants of up to \$1,000 for residential customers.

Who qualifies?

Residential customers with household incomes up to 400% of the poverty level (\$82,600 for a family of four) who identify a hardship issue. Includes documented medical, military, senior or disability hardships among others to qualify.

How do I apply?

See one of the Illinois Association of Community Action Agencies (IACAA) 15 member Community Action Agencies [listed here](#).

ComEd's Homeless Prevention Fund

The ComEd Homeless Prevention Fund provides an avenue for ComEd residential customers that are facing eviction or foreclosure because of disconnection of electric service to obtain assistance to pay their ComEd electric service account. During 2008, these applicants may be able to obtain up to \$1,000 in assistance from the ComEd and Emergency Fund to prevent the imminent disconnection or to obtain reconnection of their service in an effort to avoid eviction or foreclosure of their principal dwelling.

ComEd Homeless Prevention Fund has exhausted its funding for this program year. Applications will no longer be taken at our partner agencies.

Expanded weatherization program for all-electric, LIHEAP-approved customers.

Who qualifies?

Selected residential customers who heat with electricity and qualify for LIHEAP.

How do I apply?

No application necessary. Eligible customers will be notified by program administrator or you may apply at one of the [Chicago LIHEAP Agencies](#) or [Suburban LIHEAP Agencies](#).

ComEd CARE

Expansion of ComEd CARE, including environmental, energy efficiency and education programs.

Who qualifies?

All ComEd customers interested in managing their energy costs; some programs have income-eligibility requirements.

How do I apply?

Visit <http://www.comedcare.com/> or call 888-806-CARE (2273) for details.

More Rate Relief Information: Information for Low Income, Senior and Disabled Customers

A number of municipal, county and state assistance programs are available for customers needing temporary assistance. Use the highlighted links below and contact information below to learn more about each program, including its eligibility requirements.

The Power Up program

This program, funded by ComEd and through donations from customers, provides an energy assistance grants of up to \$400 to families not approved for LIHEAP. Households with incomes at or below 200% of the federal poverty level are eligible to apply for Power Up funds. This program helps families in need to prevent imminent disconnection or assist with the reconnection of their electrical service. The following documents are needed to complete an application for the Power Up Program:

- Proof of gross income from all household members for the 30-day period prior to the application date (pay stubs, social security benefit letter, etc.)
- A copy of your current ComEd bill (within 30 days)
- Proof of identification for the ComEd customer of record (gas, water or telephone bills, photo ID, etc.)

All ComEd Customers wishing to make a donation to the Power-Up program can do so by checking the box located on the back portion of their ComEd bill and including their donation along with their payment. Customers may also use this form to make a contribution. ComEd will match up to \$500,000 of the donations through October of 2008. Applications are processed on a first-come, first-served basis. ComEd has partnered with LIHEAP Administering Agencies for application processing. For further information on where to apply, call the Energy Assistance Hotline: (800) 571-2332.

Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP is a government assistance program through which the State of Illinois pays a portion of the utility bill for eligible low-income households with demonstrated need. LIHEAP administers both a Winter Heating Program and a Summer Cooling Program to help eligible households pay their electricity bills. Customers can learn how to apply for LIHEAP funds by contacting one of the Chicago LIHEAP Agencies or Suburban LIHEAP Agencies.

CHAMP - ComEd Helps Activated Military Personnel

In January 2002, ComEd launched a new program to assist activated members of the U.S. Military, National Guard and Reserve who have been called to active duty with paying their electricity bills. The program, called ComEd Helps Activated Military Personnel (CHAMP), offers a package of benefits to assist activated guard and reservists who reside within ComEd's service territory. There are approximately 26,000 U.S. National Guard and Reserve members in ComEd's service territory. It is estimated that between 3,000 and 5,000 of them may be eligible for the program. A brief description of the program components follows. At the beginning of 2003, ComEd made the decision to extend the program indefinitely.

Since its inception, the program has been widely used by the Military, Guard and Reservists determined to be eligible. In conjunction with ComEd's Revenue Management department and The Military, National Guard and Reservist applicants are screened to determine their need and eligibility.

Some of the available benefits include:

- Cash Stipend
- Deferred Payment Plan/Installment Payment Plan
- Extended Due Dates (preferred due dates)
- Cancellation of Late Charges (Late charge exemption)
- Deposit Reduction and/or Refunds
- Budget Payment Plan

Call 1-800-Edison1 for assistance