

How to Contact ComEd

General Contact Numbers:

CALL CENTER

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

You will be using the Voice Response Unit or speaking to a Customer Service Representative where your request or problem will be entered into our system. Your request is either automatically completed in the system or routed to the corresponding ComEd department who will take the necessary action to resolve the request. It is most beneficial if the customer can specify the account number, phone number on the account or the address where ComEd work is required.

J.U.L.I.E.

(800) 892-0123 or 811

Website: 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, 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.

Visit www.ComEd.com for more information on the following features:

Outage Alerts

Report an outage - Text OUT to 26633 (COMED)

Enroll by texting 'ADD OUTAGE' to 26633 (COMED). You will instantly receive a text message confirming your enrollment.

- Proactive status updates throughout outage duration
- Power restoration confirmation

For more information, visit ComEd.com/Text

Mobile Application

- Report outages and check outage status
- Manage your account and make payments
- Find payment location
- View usage comparison and receive tips to save energy
- Enroll in personalized notifications

For more information, visit ComEd.com/App

Outage Map

- Visit www.ComEd.com/Map OR visit the ComEd Municipal Portal Muniportal.ComEd.com
 - For optimal performance use Google Chrome
- 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
- Storm Center: 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
Facebook: www.Facebook.com/ComEd
YouTube: www.YouTube.com/CommonwealthEdison
Flickr: www.Flickr.com/CommonwealthEdison

LinkedIn: www.Linkedin.com/company/comed
Instagram: www.Instagram.com/commonwealththedison
Pinterest: www.Pinterest.com/ComEdIL