

Technology Features Quicksheet

OUTAGE ALERTS



- Report an outage - Text **OUT** to 26633 (COMED)
- Subscribe to Outage Alerts – Text **ADD OUTAGE** to 26633 (COMED)
Will need **one** of the following:
 - ComEd account number
 - SSN of ComEd account holder
 - Phone number on ComEd account
- Unsubscribe to Outage Alerts – Text **STOP** to 26633 (COMED)
- Real-time outage status updates
- No more than 7 texts in one day
- Power restoration confirmation
- Subscription confirmation

MOBILE APP



- Report an outage
- Check outage status
- Make a payment
- View account summary (up to 5 accounts)
- View account history
- Enroll/un-enroll in Budget Billing
- Enroll/modify/delete automatic payment
- Find payment location
- Link to ComEd Social Media sites (Twitter, Facebook, YouTube)

Apple QR Code



Android QR Code



OUTAGE MAP

- View number of outages related to the same ticket
- View outages at the street-level/circuit-level
- View cause of outages
- View estimated time of restoration
- Check progression of outage restoration





COMED.COM REFRESH

- New design and navigational structure
- Homepage Outage information and functionality during storms
- Enhanced search functionality
- Prominently-placed social media buttons



SOCIAL MEDIA

- ComEd presence on Twitter, Facebook and YouTube
- Customers can engage ComEd through these channels on a variety of customer service issues
- Company and industry related news
- Energy efficiency tips
- Twitter: @ComEd
- Facebook: Facebook.com/ComEd
- YouTube: YouTube.com/CommonwealthEdison



CUSTOMER SATISFACTION SURVEY

- ComEd.com visitors randomly invited to share feedback about self-serve options
- Survey offered while on the main ComEd.com site or while logged into My Account.
- If a customer declines, they will not be offered the survey again for 90 days.
- Survey consists of pre-populated answer selections and free-form comment boxes.