

# THE POWER OF SELF-SERVICE



## MOBILE APP

- Report an outage
- 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



Apple QR Code



Android QR Code

[ComEd.com/App](http://ComEd.com/App)



## OUTAGE ALERTS

- 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
- Subscription confirmation

[ComEd.com/Text](http://ComEd.com/Text)



## 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](http://ComEd.com/Map)



## 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](http://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](https://Facebook.com/ComEd)

