

Martín Montes
Vice President, Large Customer Services
Commonwealth Edison Company
Three Lincoln Center
Oakbrook Terrace, IL 60181
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October 16, 2020

Dr. Michael Riordan
Superintendent School District 229
9400 Southwest Highway
Oak Lawn IL 60453

Dear Dr Riordan

I hope this letter finds you, your students and staff safe and in good health during these challenging times. We at ComEd understand that all, or part, of your District's academic instruction is being conducted online. For this reason and more, we remain diligent to our commitment to provide your staff and students with reliable, safe and affordable electricity during this unprecedented time of e-learning.

At the same time, we understand that some members of your staff and some of your students' families may be experiencing financial hardship as a result of the ongoing pandemic. That is why we're taking the time to let you know of the bill assistance options available to help those struggling with past-due balances. If you are aware of staff members or families that could benefit from additional support, *we ask that you share this information with them and have them call us immediately at **1-800-EDISON1 (1-800-334-7661), M-F, 7am-7pm.*** Our customers can also visit [ComEd.com/Support](https://www.comed.com/support) to learn more about the following payment assistance options and eligibility requirements:

- **CARE Customer Hardship Grants.** Residential customers facing financial hardship may be eligible to receive one-time CARE grants from ComEd to help them get back on their feet.
- **COVID-19 Financial Bill Assistance.** A one-time bill assistance credit of up to \$500 is available this year for eligible, low-income households.
- **Flexible, Extended Payment Arrangements.** For a limited time, low-income households and residential customers expressing financial hardship may be eligible for a flexible payment arrangement so they can spread balances over 24 payments, with 0% down. Residential customers who may not be facing financial hardship, but would like to spread balances, may be able to do so over 18 payments, with no more than 25% down.
- **Waiver of New Deposits and Fee Relief.** ComEd is waiving any new deposit requirements for a limited time for customers expressing financial hardship and extending relief from various fees (such as reconnection fees) to help low-income residential customers.
- **State and Federal Financial Energy Assistance.** Illinois' Percentage of Income Payment Plan (PIPP) and the federal Low-Income Home Energy Assistance Program (LIHEAP) also provide valuable financial help to households that may be facing financial challenges.

On behalf of ComEd's dedicated essential front-line workers, thank you for the privilege of serving you, your staff and your vibrant educational community. Please be well and safe.

Best Regards,

A handwritten signature in blue ink, appearing to read "Martín Montes". The signature is stylized and cursive.

Martín Montes
Vice President, Large Customer Services