



March 29, 2022

Re: Response to March 23, 2022, Letter

Dear Mr. Merchant,

Thank you for your March 23, 2022, letter. ComEd remains committed to assisting all of our customers, especially those residential customers in need of additional financial support and flexibility as the 2021-2022 Winter Moratorium draws to a close.

As we've discussed with you, Illinois Commerce Commission General Counsel Natalia Delgado, ICC Staff, the Office of the Illinois Attorney General, and representatives of various customer advocates, we are proud to offer a comprehensive customer relief package. We believe these offerings will provide the time, flexibility, and additional assistance for customers in need.

***Low-Income Customer Protections***

ComEd understands that Low-Income Customers<sup>1</sup> will receive additional financial assistance in the form of the Utility Disconnection Avoidance Program (UDAP) and a summer Supplemental LIHEAP Assistance Grant from the Illinois Department of Commerce and Economic Opportunity (DCEO). ComEd is committed to providing these customers with protection from disconnection for nonpayment through July 31, 2022, while they await receipt of funds from DCEO.

In addition, Low-Income Customers will be eligible for more generous deferred payment arrangements (DPA) of 12 months with \$0 down through July 31, 2022. All other residential customers will also be afforded more generous DPA arrangements of 12 months with only 10% down through July 31, 2022.

ComEd is interested in reviewing opportunities and requirements necessary to work with DCEO and other utilities to seek to automate protections that keep customers from disconnect at the point of LIHEAP application verses grant award. Meanwhile, ComEd is aware that some customers may experience a delay in having their LIHEAP or PIPP applications reviewed and approved by Local Administrative Agencies (LAAs). To help protect those customers who have applied for LIHEAP but have not yet been approved and subsequently identified as a Low-Income Customer in our system, ComEd will offer to enroll such customers in a 12 month \$0 down DPA.<sup>2</sup> To receive this benefit, the customer needs only to contact ComEd and inform the Customer Service Representative of their recent LIHEAP application at an LAA. The customer will not be at risk of disconnection as long as the customer does

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<sup>1</sup> ComEd is defining "Low-Income Customers" in this context as those customers who have received LIHEAP or PIPP benefits between June 2021 and April 1, 2022.

<sup>2</sup> At this time, ComEd's system is unable to identify those customers who have applied, but not yet received a determination, on their LIHEAP or PIPP applicants from the LAA and liheap.net. ComEd is committed to continuing conversations with the LAAs, DCEO and other interested utilities to determine what information technology system changes are needed to enable this feature in the future.

not default on the DPA. Once the customer is approved for LIHEAP, any LIHEAP amounts received will be used to reduce or satisfy the DPA balance.

Similarly, through July 31, 2022, ComEd will automatically waive any reconnection fees assessed on a Low-Income Customer, including those customers who are newly enrolled in LIHEAP and PIPP at the time of disconnection. No customer action will be required.

Additionally, ComEd will continue to waive late payment fees and deposits for those customers who ComEd has identified as meeting the applicable eligibility criteria of Sections 8-201.7 and 8-201.8 of the Public Utilities Act.

### ***Staggered Disconnection Notices and Disconnections for Non-Payment for Residential Customers***

Residential disconnection notices will be sent out in a staggered manner, based on customer bill group.

Starting April 5, 2022, ComEd will implement staggered disconnections based on a customer's arrearage level compared to the average residential customer arrearage on January 31 (i.e., \$231):

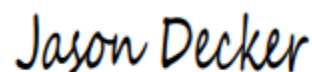
- **April 2022:** 250% or more of January average arrearage (\$575+) eligible for disconnection
- **May 2022:** 175% or more of Jan. avg. (\$400+) eligible for disconnection
- **Starting June 1, 2022,** ComEd will resume its standard business operations, which uses a dynamic disconnection threshold approach. Those arrearages with the highest and oldest arrearages would be designated for disconnection first.

### ***Enhanced Customer Outreach and Community Collaboration***

To help inform customers of this comprehensive credit and collection package, ComEd will utilize robust customer communications and engage in targeted community outreach efforts, such as with Chicago aldermen and other key community stakeholders, to raise awareness. In addition, ComEd will offer to collaborate with DCEO and LAAs to help them inform LIHEAP applicants about ComEd's available offerings.

ComEd greatly appreciates the Commission's leadership on this topic. We believe that together we can help connect customers in need to available assistance as pandemic restrictions are lifted and the winter moratorium draws to a close.

Sincerely,



Jason M. Decker  
Vice President, Customer Financial Operations  
Commonwealth Edison Company