

**Visitors' Business:**

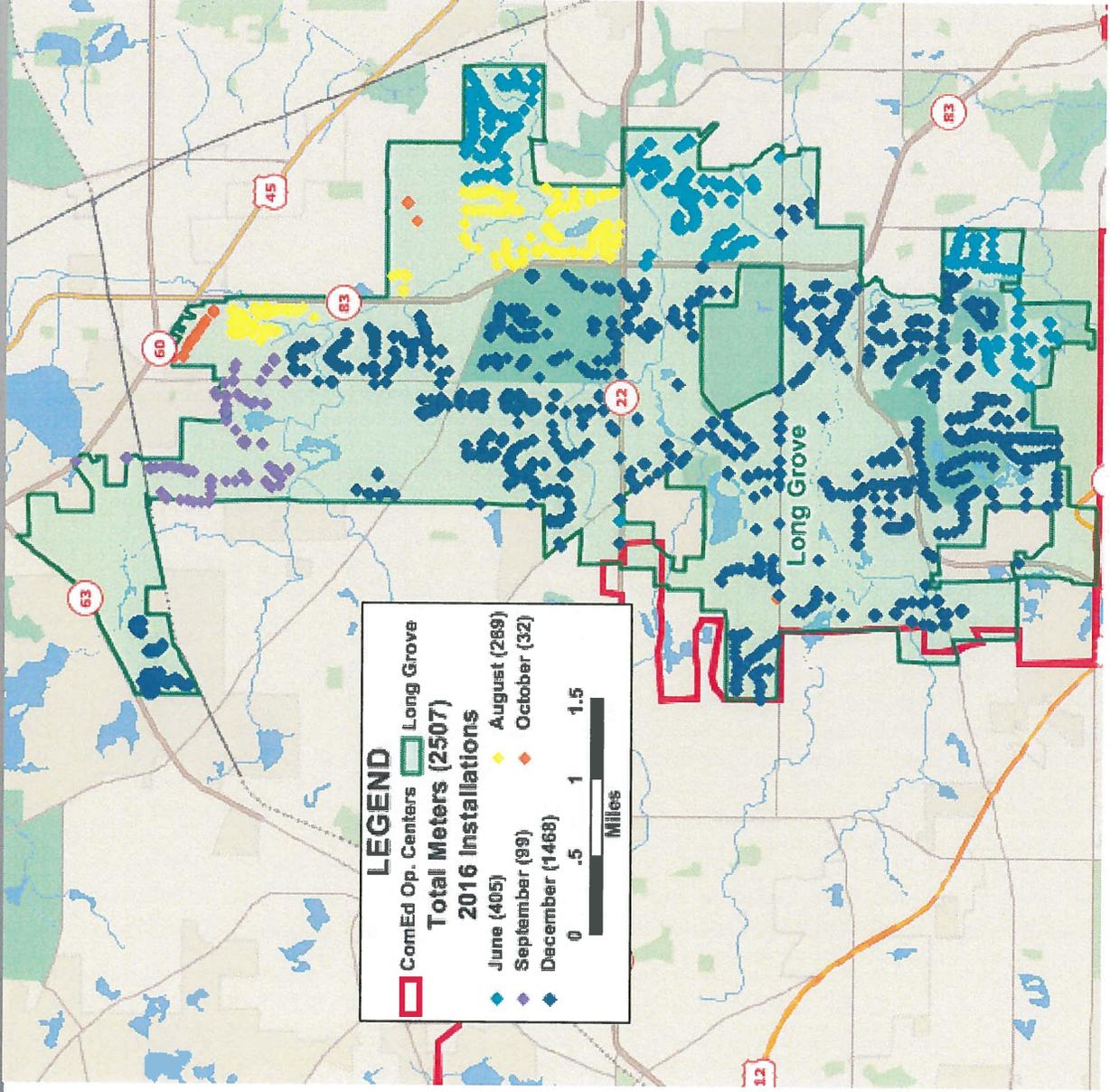
**ComEd Smart Meters Program:**

Mike McHahan, Vice President, AMI Implementation

Darren Boundy, External Affairs Director

# 2016 Long Grove Installations

9/24/2015



\* Schedule subject to change; Majority of meters will be exchanged over a seven month time period from June to December; Specialized meter installations such as C&I and A-Base meters not shown; Remaining installs to be completed in 2017.

# AMI Residential Communications Guide

ComEd plans to install smart meters in all homes and businesses across northern Illinois by the end of 2018. To help create awareness, ComEd has developed a comprehensive communications plan that provides specific implementation details to customers receiving meters. These communications provide customers with practical information on what's happening when, and encourages them to take advantage of new tools and resources to help them save on monthly bills.

TIMING	METHOD	MESSAGE/BENEFITS	COLLATERAL
90 DAYS BEFORE DEPLOYMENT	Informational insert received in customer bill	- Create awareness about smart meters and their benefits	
60 DAYS BEFORE DEPLOYMENT	6x9 mailed informative piece	- Create awareness that meters will soon be installed in customer's neighborhood - Provide more information about meters and benefits	
30 DAYS BEFORE DEPLOYMENT	Operational Letter sent in envelope and includes FAQs	- Inform that a meter will be installed at customer's home in next 30 days - Sets customer expectation on what happens day of install	
7 DAYS BEFORE DEPLOYMENT	Recorded message delivered via phone	-Reminder that meter install will be occurring within the week	
DEPLOYMENT	"Sorry we missed you" doorhanger left if unable to install meter	- ID reason install did not occur; provide avenue to reschedule	
DEPLOYMENT	"Meter Installed" doorhanger	- Inform that meter has been installed; educate about energy management tools	
30/45 DAYS AFTER DEPLOYMENT	6 x 9 mailed welcome piece 9 x 6 mailed welcome piece	- Encourage participation in energy management tools - Reminder to participate in energy management tools	

**YOUR NEIGHBORHOOD IS SCHEDULED FOR SMART METER INSTALLATION.**  
 Look for complete details about a month prior to installation.



**SU VECINDARIO ESTÁ PROGRAMADO PARA LA INSTALACIÓN DE MEDIDORES INTELIGENTES.**

Recibirá información más detallada un mes antes de la instalación.



P.O. Box 3728  
 Oak Brook, IL 60522-3728



**1234 MAIN STREET**

**SMART METER INSTALLATION IS COMING TO YOUR ADDRESS SOON.**  
 YA VIENE UN MEDIDOR INTELIGENTE A SU HOGAR.

Sample A. Sample  
 1234 Main Street  
 Apt. 123  
 Your Town, IL 12345-6789



STANDARD  
 CLASS  
 U.S. Postage  
 PAID  
 #000



**SMART METER  
 SMART  
 IMPROVEMENTS**

**MEDIDOR INTELIGENTE  
 MEJORAS INTELIGENTES**



## BETTER SERVICE. MORE RELIABILITY.

A smart meter is an important building block of ComEd's plans for a smart grid, a system that delivers electricity to customers integrating digital technology. This technology means ComEd will know when an outage occurs and when power is restored, resulting in cost savings that will be passed on to you.

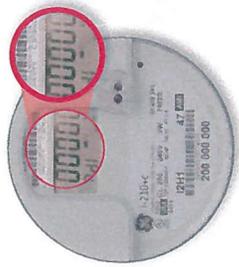
## Smart meter installation is scheduled for your home or business in the next few months.

Smart meters are digital electric meters that collect usage information and securely send it to ComEd. This helps eliminate estimated bills. Once a smart meter is installed at your home or business, you will have greater control over your energy usage and save money, too.

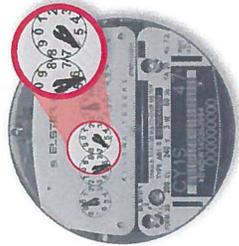
- Access your energy usage 24/7.
- Understand how much you're using and when, so you can make changes and save on your monthly bills.
- Take advantage of optional pricing programs to help you save.

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

## NEW SMART METER NUEVO MEDIDOR INTELIGENTE



## EXISTING METER MEDIDOR EXISTENTE



- Smart meters automatically send daily usage information to ComEd versus monthly manual readings at your property.
- Smart meters give you access to more timely usage information online instead of waiting for your monthly bill.
- Los medidores inteligentes envían automáticamente información diaria de su consumo en lugar de las lecturas manuales en su propiedad cada mes.
- Los medidores inteligentes le dan acceso a información de consumo en línea, en lugar de esperar por su lectura mensual.

## MEJOR SERVICIO. MAYOR CONFIABILIDAD.

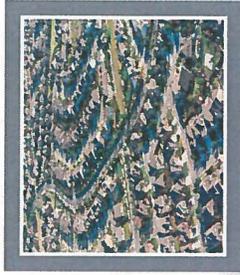
Un medidor inteligente es un componente básico importante de los planes de ComEd para construir una red de energía inteligente que suministre electricidad integrando tecnología digital. Esto permitirá que ComEd advierta cuando ocurra una interrupción del servicio eléctrico y cuando se restaure la energía, lo que generará disminución de costos para usted.

## La instalación de un medidor inteligente está programada para su hogar en los próximos meses.

Los medidores inteligentes son digitales, reciben información sobre su consumo eléctrico y la envían de forma segura a ComEd automáticamente. Esto ayuda a eliminar cálculos de facturación. Una vez instalado usted tendrá más control sobre su consumo de electricidad y además ahorrará dinero.

- Obtiene acceso a su consumo de energía las 24 horas del día, los 7 días de la semana.
- Comprenda cuánto y cuándo consume, para que pueda hacer cambios y ahorrar en sus facturas mensuales.
- Aproveche los programas de precios opcionales que le ayudan a ahorrar.

[Es.ComEd.com/SmartMeter](http://Es.ComEd.com/SmartMeter)



# 4,000,000+

Over 4,000,000 smart meters will be installed at all homes and businesses in the ComEd service territory by the end of 2018.

**ComEd**  
An Exelon Company

powering lives

[Account Number: 000 000 800]

Sample A. Sample  
1234 Main Street  
Apt. 123  
Your Town, IL 12345-6789

Service Address:  
1234 Main Street  
Apt. 123  
Your Town, IL 12345-6789

## IMPORTANT! New meters are coming soon to your neighborhood.

Dear Sample A. Sample:

Within the next 45 days, ComEd will be upgrading the existing meter at your home with a **new smart meter**. A smart meter will give you access to more information on your home's electricity use so you can make changes that can **save you money on your monthly electric bills**.

### WHAT TO EXPECT DURING INSTALLATION

- You will not need to be home if we can access the meter.
- One week prior to meter installation, we will call you at <phone# on file> to let you know when your home is scheduled for installation. If this is not the correct number, please call ComEd immediately at 866-368-8326.
- Installations will take place between 7:00 a.m. and 6:00 p.m., Monday through Saturday. A uniformed meter installer from ComEd or Corix, a ComEd-authorized contractor, with appropriate identification will attempt to knock on your door when we arrive at your home. The installation will occur at no cost to you.
- During the week of your scheduled installation, please make sure there is nothing blocking access to the meter, such as locked gates, locked doors, dogs or lawn furniture. If you normally have to be present to allow a meter reader access to the meter at your home, you will need to be home to allow the installer access to the meter.
  - Based on past experience, installation will take about 10 minutes.
  - Expect a brief interruption to your electric service. We apologize for any inconvenience this may cause.
- If we cannot access the meter, we will contact you to schedule an appointment.

**If you operate life support medical equipment** at this address or have questions regarding the new electric meter installation, please call ComEd at **866-368-8326**.

Sincerely,



Michael B. McMahan  
Vice President, Advanced Metering Infrastructure Implementation

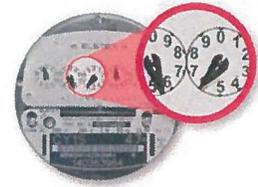
P.S. We have attached Frequently Asked Questions to help address your immediate questions. For additional information, visit [ComEd.com/SmartMeter](http://ComEd.com/SmartMeter) or call **866-368-8326**.

## SMART METERS

### Frequently Asked Questions



NEW SMART METER



EXISTING METER

#### What is a smart meter?

A smart meter is a digital electric meter that collects energy-usage information and securely sends it to ComEd. This helps eliminate estimated bills. Smart meters are important building blocks of the smart grid. With a smart meter, you can access more information on how you use electricity so you can make changes that can **save you money on your monthly electric bills.**

#### What is a smart grid?

In the same way that today's smart phone technology merged the power of computers with cellular phones, a smart grid merges the power of computers with the electric grid – the electric infrastructure made up of poles, wires and substations that provides your electricity.

#### Why is ComEd upgrading the electric grid?

Technology has transformed our way of life, but the nation's electric grid hasn't kept up with this transformation. With a smart grid, you can expect fewer and shorter outages because ComEd can better monitor the electric grid and respond to potential problems.

#### How will smart meters benefit me?

You can securely access more information on your electricity use through the Internet, and then develop smarter energy habits to better manage your monthly electric bills. Smart meters also will provide access to optional pricing programs that help you save money when you voluntarily shift electricity use to times when it costs less to produce. And because smart meters automatically send meter readings to ComEd, they eliminate the need for a meter reader to visit your home. This results in lower operational costs that are fully passed on to customers.

#### Where will my smart meter be installed?

ComEd will install the smart meter in the same location of the existing meter.

#### What do I need to do?

Please make sure there is nothing blocking access to the meter, such as locked gates, locked doors, dogs or lawn furniture.

- As long as ComEd can safely access the meter at your home, you don't need to be home at the time of installation.
- If you normally have to be present to allow a meter reader access to the meter in your home, you will need to be home to allow the installer access to the meter.

#### What will it cost and who's paying for this?

The cost of all smart grid improvements for residential customers is about \$3 per month. Smart meters are a key component of the smart grid and will comprise approximately \$2 of this monthly cost. ComEd will fully pass on to customers the operational savings that result from smart meters which, over the next 20 years, are expected to be twice the amount of smart meter costs. You can more than offset the cost of smart meters by taking advantage of online energy-management tools offered by ComEd, and enrolling in optional pricing programs that will be available through ComEd or other electric suppliers.

#### Do smart meters keep energy usage data secure?

Yes. ComEd uses state-of-the-art cryptographic technologies, similar to those used by international banks and the U.S. Department of Defense to protect against hackers seeking access to its customers' personal information. ComEd encrypts all customer-related, energy-use data transmitted by its smart meters using methods similar to those used for online banking and ATMs.

#### Where can I find additional information?

Visit [ComEd.com/SmartMeter](http://ComEd.com/SmartMeter) or call 866-368-8326.

## ComEd's Smart Meter Benefits

### WHAT ARE SMART METERS?

Smart meters are digital electric meters that collect energy-usage information and securely send it to ComEd. Smart meters are a key part of ComEd's effort to modernize the electric system and provide you with better service and a stronger, more reliable electric system.

ComEd plans to install approximately 4 million smart meters in all homes and businesses across its northern Illinois service territory by the end of 2018. ComEd will notify you in advance when it plans to install smart meters in your community.



### GREATER CONTROL OVER YOUR ENERGY USE

Smart meters provide you access to more information about your energy use through online energy-management tools. You can enroll to receive phone or email alerts when your usage is trending higher than normal for your household, and sign up for weekly emails that summarize your daily energy use. This enables you to monitor your consumption habits and make changes that can help you conserve energy and lower your electric bills.

### MORE OPTIONS, MORE SAVINGS FOR YOU

You can enroll in optional pricing programs that help you save on your electric bills. Starting in the fall of 2014, residential customers with smart meters will be able to enroll in ComEd's Peak Time Savings and earn credits on their electric bills by voluntarily reducing electricity use during designated time periods when energy is most in demand.

At any time, you also can participate in ComEd's Residential Real-Time Pricing (RRTP) program, which lets you pay the hourly market price of electricity. You can manage your costs by shifting electricity use to times when prices are lower, such as nights and weekends.

Additional money-saving programs that use smart meter information may be available through other electric suppliers.

### BETTER SERVICE

Because smart meters automatically send meter readings to ComEd, they help eliminate estimated bills and the need for a meter reader to come to your home.

### COST SAVINGS PASSED ON TO YOU

Smart meters provide more efficient utility operations—including detection of meter tampering and the ability to expedite the transfer of electrical service should you move from one location to another within the ComEd service territory. This helps reduce operating costs that become savings on your electric bills.

### SHORTER OUTAGES

When the smart grid is complete, smart meters can notify ComEd when an outage occurs and when power is restored. This leads to quicker response times and more efficient outage restoration.

### HOW DO I KNOW IF I HAVE A SMART METER?

#### Look on your ComEd bill.

You have a smart meter if the meter number has nine digits and begins with a "2." (See the "Meter Information" box near the top of your bill.)

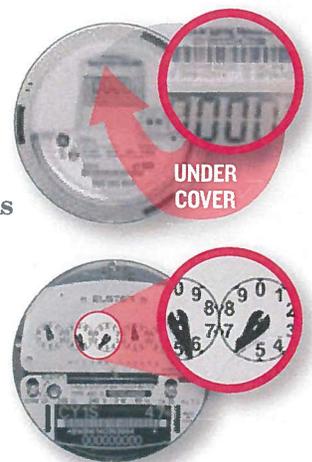
#### Check the meter installed on your home.

##### SMART METER

Smart meters are affixed with a **Silver Spring Networks sticker** at the top of the face of the meter.

##### ANALOG METER

Analog meters have **dials**.



## ComEd's Smart Meter Benefits



### CHECK OUT 'MY ENERGY TOOLS'

Whether or not you have a smart meter, access My Energy Tools to find personalized energy-savings tips, as well as more information on your energy use that gives you greater insight into how you use electricity.



#### Take advantage of My Energy Tools anytime.

1. If you haven't yet, create a free ComEd online account at [ComEd.com/MyAccount](http://ComEd.com/MyAccount). Have your account number handy.
2. After logging into your account, choose Use My Energy Tools from the My Usage tab.

#### Once you receive a smart meter, you can:

- Enroll to receive phone or email alerts when your usage is trending higher than normal for your household.
- Sign up for weekly emails summarizing your daily energy usage.
- View your projected energy usage for a bill period.
- Access hourly, daily and monthly energy-usage information online.

For more information, visit [ComEd.com/SmartMeter](http://ComEd.com/SmartMeter)



An Exelon Company

powering lives

# HOME SMART HOME

Smart meters are coming.



ComEd is powering lives by modernizing its electric infrastructure to provide you with a stronger, more reliable smart grid.

Smart meters are important building blocks of the smart grid and can help you manage your electric bills.



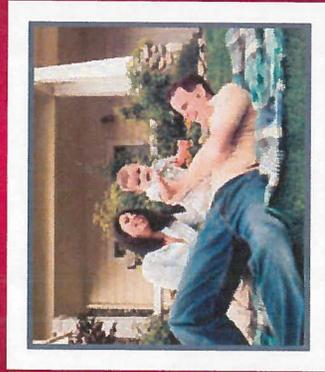
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See reverse for English.

Vea al dorso la versión en español.

## LO QUE EL NUEVO MEDIDOR INTELIGENTE LE PROPORCIONA



- Elimina casi todas las facturas estimadas
- Acceso en línea a información de consumo de electricidad
- Acceso a programas de precios opcionales

## EL MEDIDOR INTELIGENTE FUE INSTALADO HOY

RECIÉN INSTALADO



¡VEALO AHORA MISMO!

Su servicio pudo haber sido interrumpido brevemente durante la instalación. Revise sus relojes y otros dispositivos electrónicos de inmediato. Le pedimos disculpas por cualquier inconveniencia.

## SMART METER INSTALLED TODAY

NEWLY INSTALLED



GO TAKE A LOOK NOW!

Your service may have been briefly interrupted during installation. Check your clocks and other electronic devices now.

We're sorry for any inconvenience.

## WHAT THE NEW SMART METER BRINGS TO YOU



- Eliminates nearly all estimated bills
- Access to more energy usage information
- Access to optional pricing programs

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powering lives

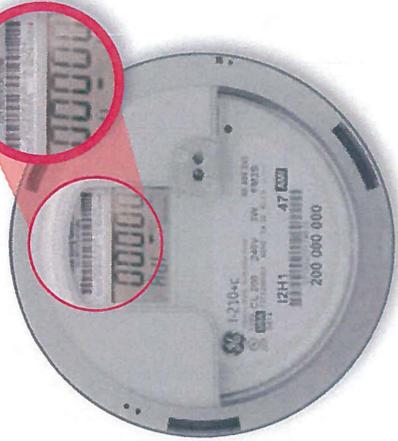
## HOW TO IDENTIFY THE SMART METER. CÓMO IDENTIFICAR EL MEDIDOR INTELIGENTE.

### Take a look now.

- Smart meters are affixed with a Silver Spring Networks sticker at the top of the meter's face.
- They do not have moving dials.
- Digital displays represent usage and operational data.
- Usage information is used for calculating your bill.

### Véalo ahora mismo.

- Los medidores inteligentes vienen con una etiqueta de "Silver Spring" en la parte superior del medidor.
- No tienen cuadrantes con agujas móviles.
- Visualizadores digitales representan datos de consumo y operación.
- La información de consumo de electricidad se utiliza para calcular su factura.



## GET STARTED NOW. CÓMO EMPEZAR AHORA MISMO.

Receive personalized energy-savings tips based on the information you provide upon enrollment. Access hourly, daily and monthly usage information to learn how to make changes and save. Sign up for usage alerts to receive a call or email when your usage is trending higher. Also sign up for weekly emails summarizing your daily energy usage.

Reciba consejos personalizados de cómo ahorrar energía basados en la información que nos entregó al inscribirse. Acceda a su información de consumo por hora, diario o mensual para aprender qué cambios hacer para ahorrar. Inscríbase para recibir alertas para recibir llamadas o correos electrónicos cuando su consumo sea alto. También podrá inscribirse para recibir información sobre su consumo diario cada semana.

### Log In ▶ ComEd.com/MyAccount

- 1 If you haven't yet, simply create a free ComEd online account using your account number.
- 2 After logging in, choose Use My Energy Tools from the My Usage tab.
- 1 Si aun no lo tiene, simplemente cree una cuenta en línea gratis de ComEd usando su número de cuenta.
- 2 Después de entrar, use Mis Herramientas de Energía del control de Mi Consumo.

## WHAT TO EXPECT QUÉ LE ESPERA

- Login to ComEd.com/MyAccount
- Explore optional pricing programs with ComEd or other electric suppliers:
  - ComEd.com/RRTP\* (Residential Real-Time Pricing or RRTP)
  - pluginillinois.org/SmartMeter

**COMPLETED**  
TERMINADO

- Meter installed
- Medidor instalado

**TODAY**  
HOY MISMO

- Conéctese con ComEd.com/MyAccount
- Explore programas de precios opcionales con ComEd u otros proveedores de electricidad:
  - ComEd.com/RRTP\* (Residential -Tarifa por tiempo o RRTP)
  - pluginillinois.org/SmartMeter

**30 DAYS**  
30 DÍAS

- Enroll in Peak Time Savings (PTS) at ComEd.com/PTS
- Access online energy-management tools
  - View energy-usage information
  - Sign up for high-usage alerts and weekly energy-usage reports

- Inscríbese en Ahorros de Horas Pico en Es.ComEd.com/PTS
- Acceso en línea a herramientas de energía
  - Vea información sobre uso de energía
  - Inscríbese en alertas de consumo y reportes de consumo de energía semanales

**2015/2016**

- During the summer, look for ComEd to announce Peak Time Savings Hours for opportunities to save

- Durante el verano, ComEd anunciará Horarios de Ahorros de Horas Pico para oportunidades en las que puede ahorrar

**2017**

- Power outages automatically communicated to ComEd

- Interrupciones de servicio eléctrico se comunican automáticamente a ComEd

For ComEd small business customers visit [ComEd.com/EID](http://ComEd.com/EID)

\*Fees and restrictions apply.  
\*Se aplican cargos y restricciones.  
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AMTDH RESXXXX

FOR MORE INFORMATION Go to [ComEd.com/SmartMeter](http://ComEd.com/SmartMeter) or call 866-368-8326  
PARA MÁS INFORMACIÓN vaya a [ComEd.com/SmartMeter](http://ComEd.com/SmartMeter) o llame al 866-368-8326