

BE INFORMED

How to spot and avoid an energy-related scam.

WORKING TOGETHER TO PROTECT YOU FROM FRAUD.

ComEd cares about your safety and wants to educate you so you are prepared. We regularly receive reports of scammers posing as ComEd employees. Use this information to help avoid being the victim of a scam or energy-related fraud.

Be aware, be prepared!

Will ComEd contact customers to sell electricity?

NEVER! There are many electric suppliers in Illinois. Regardless of your electricity supply choice, ComEd will continue to deliver electricity to your home or business.

BEWARE! Some companies use aggressive tactics to try and get your business. ComEd will never contact you to sell you electricity.

Will ComEd ever knock on a customer's door?

YES. ComEd field employees may knock on your door if they are unable to access ComEd equipment. This can happen without prior notification.

BEWARE! ComEd will **NEVER** go to your home or business and ask for your account number or other personal information such as your social security or tax identification numbers. We will never ask to see your energy bill.

Is a payment ever required when ComEd knocks on a customer's door?

NEVER! ComEd employees won't contact you for immediate payment in any form – by cash, check, prepaid cash card or cryptocurrency such as bitcoin. ComEd will never ask for personal banking information.

BEWARE! Scammers may threaten to turn off your service if you refuse to pay.

Report any suspicious behavior immediately.

Call 1-800-EDISON-1 to report.

Visit [ComEd.com/ScamAlert](https://www.comed.com/ScamAlert) to learn more.



What if a customer is contacted via phone?

ComEd rarely contacts customers by phone, but if we do, we will never ask for your account number, personal information, social security or tax identification numbers. We also don't ask for immediate payment in any form.

BEWARE! Scammers have learned how to make the caller ID number look like a legitimate ComEd number. If you are ever suspicious, simply hang up and call ComEd directly at **1-800-EDISON-1** (1-800-334-7661).

How can a customer recognize a ComEd employee?

All ComEd field employees wear a uniform with the ComEd logo, including a shirt and safety vest. Employees will also be wearing a ComEd ID badge at all times. ComEd vehicles are white with a ComEd logo.

BEWARE! Scammers also may be wearing ComEd clothing and a fake ComEd ID badge. To confirm that someone is really a ComEd employee, simply call **1-800-EDISON-1** (1-800-334-7661) before engaging with the person. A true ComEd employee is happy to wait while the call is made.



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