

Clean Air Counts - ComEd Electric Customer Choice

Frequently Asked Questions

How do I sign up (enroll) with Integrys Energy?

Signing up with Integrys Energy for your home, condo or apartment is easy and takes about 5 minutes. You will want to have copy of a recent electric utility bill, from Integrys' ComEd program overview page click on the 'Enroll' button, and complete the Customer Information form. You will receive an email confirmation of your enrollment request, including your unique confirmation number and a links to the product Terms and Conditions. Upon successful enrollment you will receive written notification from your current utility company, ComEd, confirming your choice and your utility bill will reflect the switch to Integrys Energy Services.

Why do I need my utility account number for enrollment?

In order to enroll with we must have your active utility account number so that we can inform the utility of your choice to switch. The utility information is the key piece of information in communicating your electricity supply switch with your utility.

Will I save money by switching?

Integrys Energy Services strives to offer a very competitive rate compared to the current standard utility. Integrys Energy's currently posted rate is 19.8% lower than ComEd's current Price to Compare for residential non-heating customers. Savings result from a comparison of Integrys' fixed rate for identified delivery classes for a 12 billing cycle (November 2011 meter read to October 2012 meter read) term, as compared to ComEd's October 2011 to May 2012 fixed rate (ComEd's electric supply charge, plus ComEd's transmission services charge). Comparison does not include ComEd delivery charges or ComEd's "purchased electricity adjustment". ComEd's rates will change each June and October. Price to Compare is based on the ICC's Plug In Illinois website.

Who do I call if I have questions about my bill?

If you have questions on the delivery portion of your bill, you should call your local utility. For questions about the supply portion of the bill, please call our customer service line at 1-888-688-1236.

How will I be billed? Will I receive 2 bills?

You will continue to receive one bill from your electric utility (ComEd) that details the Integrys Energy (electric supplier's) charges separately. Please see a sample ComEd bill.

Why do you compare Integrys' 12-month fixed rate from November 2011 to ComEd's rate that expires May 31, 2012?

Customers look for savings comparisons. The comparison that Integrys provides is one based upon what customers have spent rather than what customers would spend. In order to provide a savings comparison against what a customer would spend if they were supplied electric commodity by ComEd, Integrys would have to know ComEd's future rates. ComEd's rates are

established twice per year and neither Integrys nor ComEd can predict what those future rates will be. Without knowing what rate ComEd will charge, Integrys cannot promise savings as compared to future ComEd rates. While the savings comparison that Integrys provides is not a guarantee of future savings as compared to future ComEd rates, the savings comparison is still a valuable tool in the decision-making process because it uses the rate expiring in May 2012 as a benchmark or a frame of reference. Rather than simply giving a customer the per unit rate, which is difficult to understand, the comparison provides a context in which to understand how switching to Integrys will impact their per unit rate and ultimately the amount a customer will spend for power.

Is there a cancellation fee?

Yes, residential customers will be charged a one-time fee of \$50 if your agreement is terminated without cause before the term has expired. Please see Terms and Conditions for full details.

Who do I call if my power goes out?

Please call your utility, Commonwealth Edison (ComEd), at 1-800-EDISON-1 for all emergency or technical problems. The utility is still responsible for the safe and reliable delivery of the electricity you purchase, whether you purchase your electricity from the utility or a supplier.

I currently get my electricity from my municipality. Can I switch to Integrys Energy?

No. The Integrys Energy Services program is for customers served by ComEd.