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from the office of Mayor John D Ryan

ComEd Urges Customers to Be Aware of Energy-Related Scams Over the Holidays

Common schemes involve imposters posing as ComEd employees to gain entry to a customer's home to steal belongings. Some scammers, using technology to make their calls appear to come from a ComEd phone number, threaten to turn off a customer's service unless they make a direct payment with a prepaid cash card. In other attempts, scammers send emails to businesses and request that they send ComEd payments to bogus payment sites.

Here are some tips to help identify scams

1. ComEd will never come to a customer's home or business to:

- Demand a payment, or ask for immediate payment with a prepaid cash card.
- Ask for their ComEd account number or other personal information, such as a driver's license number.

2. ComEd will never call a customer to:

- Ask for their account number, or personal information such as their Social Security number or bank information and they won't ask you to make a direct payment with a prepaid cash card.

3. To identify an actual ComEd employee, remember:

- All ComEd field employees wear a uniform with the ComEd logo, including shirt and safety vest.
- ComEd employees visibly display a company ID badge with the ComEd logo and employee's name.
- Carefully review emails originating from outside your organization's network.
- Check the name of the sender and business and make sure it matches the name and business in the email address. Look for misspellings or slight alterations.
- Make a call to verify the email was sent from a trusted source. Use a phone number from the business' records or the sending company's official website and not the number provided in the email.

A ComEd worker may knock on a customer's door if they are unable to access equipment, such as the meter or pedestal transformer. If any customer is unsure whether a visitor or caller is a ComEd employee or believes he or she has been a target or victim of a scam, call **1-800-EDISON-1 (1-800-334-7661)** immediately. To learn more, visit ComEd.com/ScamAlert.

Any customer who is experiencing a hardship or difficulty with their electric bill should call ComEd immediately at **1-800-334-7661 (1-800-EDISON-1)**, Monday through Friday from 7 a.m. to 7 p.m. to learn more and enroll in a program. For more information, visit ComEd.com/PaymentAssistance.
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