

[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. You will be able to see how much energy you use and 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 ComEd meter installer with appropriate identification will attempt to knock on your door when we arrive at your home and 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 see how much energy you use 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, smart grid technology merges the power of computers with the electric grid. "The grid" is 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 and interruptions. These are known as operational efficiencies which result in lower costs that are passed on to all customers.

#### 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.

#### Where will the 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 at 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 to each ComEd customer for all smart grid improvements is about \$3 per month. In addition to the reduction in ComEd's operational costs that we pass on to our customers, you can more than offset the increase by taking advantage of online energy-management tips offered by ComEd, as well as participating 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.