

# BE INFORMED

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## DON'T GET SCAMMED



### PROTECTING YOUR COMMUNITY FROM FRAUD.

ComEd regularly receives reports of scammers posing as ComEd employees. They go to great lengths to try and take our customers' money. We are educating our customers so they are prepared and can avoid being the victim of a scam or energy-related fraud.

#### Will ComEd contact customers to sell electricity?

**NEVER!** There are many electric suppliers in Illinois. Regardless of a customer's electricity supply choice, ComEd will continue to deliver electricity to the homes and businesses in your community.

**BEWARE!** Some companies use aggressive tactics to try and get a customer's business. ComEd will never contact a customer to sell them electricity.

#### Will ComEd ever knock on a customer's door?

**YES.** ComEd field employees may knock on a customer's door if they are unable to access ComEd equipment. This can happen without prior notification.

**BEWARE!** ComEd will **NEVER** go to a home or business and ask for a customer's account number or other personal information such as social security or tax identification numbers. We will not ask to see a customer's energy bill.

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

**NEVER!** ComEd employees won't contact customers 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 a customer's service if they refuse to pay.

**Customers should report any suspicious behavior immediately.**

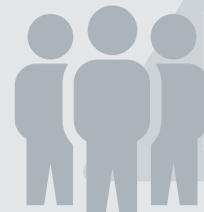
**Call 1-800-EDISON-1 to report.**

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

#### SCHEDULE A WORKSHOP!

ComEd is holding workshops to educate customers about fraud. To schedule a workshop for your community please email us at

[ComEducation@ComEd.com](mailto:ComEducation@ComEd.com)



#### What if a customer is contacted via phone?

ComEd rarely contacts customers by phone, but if we do, we will never ask for an account number, personal information, social security or tax identification numbers. ComEd will never ask for immediate payment by cash, check, prepaid cash card or cryptocurrency such as bitcoin.

**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, customers can 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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