

Why your phone number matters to ComEd

Help ComEd stay in touch with you.

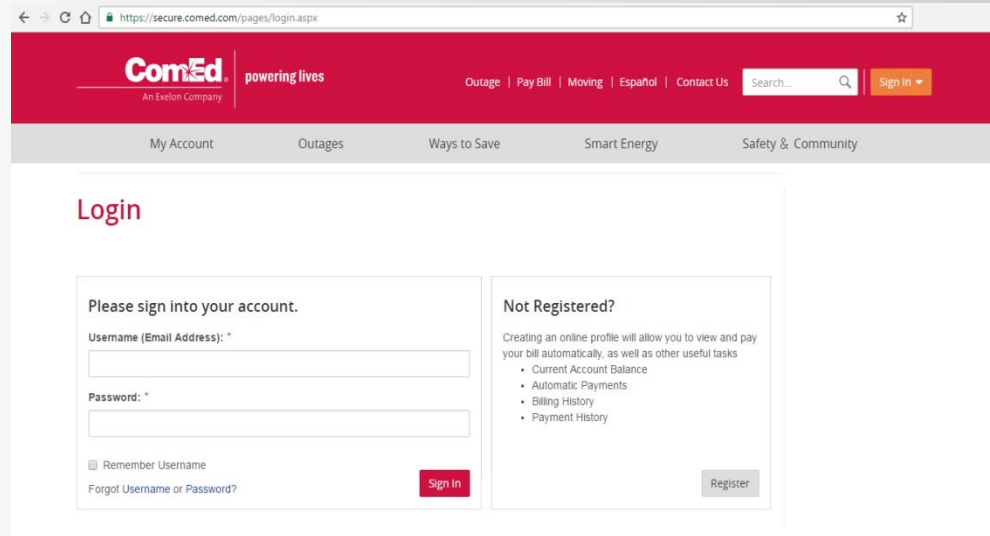
ComEd needs to be able to contact you when it is important. In the event an outage occurs, ComEd's automated outage system identifies your location based on the primary phone number it has on record for your account. When you call to report an outage using the phone number ComEd has on record for your account, the outage automatically appears in ComEd's system soon after you hang up.

Having the **correct phone number on file** allows you to report an outage without you having to speak with a Customer Service Representative. This also allows ComEd dispatchers to accurately identify the location of the outage and more accurately determine your service restoration time.

Additionally, when ComEd has planned maintenance work, such as upgrades in your neighborhood, it uses the primary phone number it has on record for your account to notify you in the event your electric service is affected. Without an accurate phone number, ComEd will be unable to send important updates.

Updating your primary phone number is important.

Visit [ComEd.com/myaccount](https://www.comed.com/myaccount), sign in and update your contact information. Or call 800-334-7661 from 7AM to 7PM to speak with a ComEd Customer Service Representative.



The screenshot shows the ComEd website's login page. The browser address bar displays "https://secure.comed.com/pages/login.aspx". The page features the ComEd logo and "powering lives" tagline. A navigation bar includes links for "Outage", "Pay Bill", "Moving", "Español", and "Contact Us", along with a search bar and a "Sign In" button. Below the navigation bar, there are links for "My Account", "Outages", "Ways to Save", "Smart Energy", and "Safety & Community". The main content area is titled "Login" and contains two columns. The left column, titled "Please sign into your account.", includes fields for "Username (Email Address):*" and "Password: *", a "Remember Username" checkbox, a "Forgot Username or Password?" link, and a "Sign In" button. The right column, titled "Not Registered?", includes a "Register" button and a list of benefits: "Current Account Balance", "Automatic Payments", "Billing History", and "Payment History".