ComEd
An Exelon Company

How to Contact ComEd

General Contact Numbers:

CALL CENTER
1-800-Edison-1
(800) 334-7661
Non emergency calls. You will be speaking to a Customer Service Representative who will enter your request or problem into our computer system which will create a Customer Ticket. This Ticket is routed to the corresponding ComEd department where action is required. It is most beneficial if the customer can specify the addresses where ComEd work is required.

J.U.L.I.E.
(800) 892-0123 or 811
Website: www.call811.com
Joint Utility Locating Information for Excavations
All emergency or non-emergency utility facility locates must be requested through the J.U.L.I.E. one call system.

Streetlight Outage
To report any streetlight outages, log into our website at www.ComEd.com, click onto Customer Service, and follow the links on the webpage.
Or fax the appropriate form to the number below.
Fax (630) 684-2962

New Electric Service
(866) 639-3532
(866) NEW-ELEC
Any new requests should be initiated through this number.
Fax (630) 684-3701
New electric service inspections are to be faxed to this number.

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Visit www.ComEd.com for more information on the following features:

Outage Alerts
Report an outage - Text OUT to 26633 (COMED)
Subscribe to Outage Alerts – Text ADD OUTAGE to 26633 (COMED)
Requires ComEd account number, SSN of ComEd account holder, or Phone number on ComEd account
- Real-time outage status updates
- Power restoration confirmation

Mobile Application
- Report outages and check outage status
- Manage your account and make payments
- Find payment location

Outage Map
- View outages at street-level
- View cause of outages
- View estimated time of restoration

Social Media
- Customers can engage Comed through these channels on a variety of customer service issues
- Company and industry related news
- Energy efficiency tips

Twitter: http://www.twitter.com/ComEd
Facebook: www.Facebook.com/ComEd
YouTube: www.YouTube.com/CommonwealthEdison