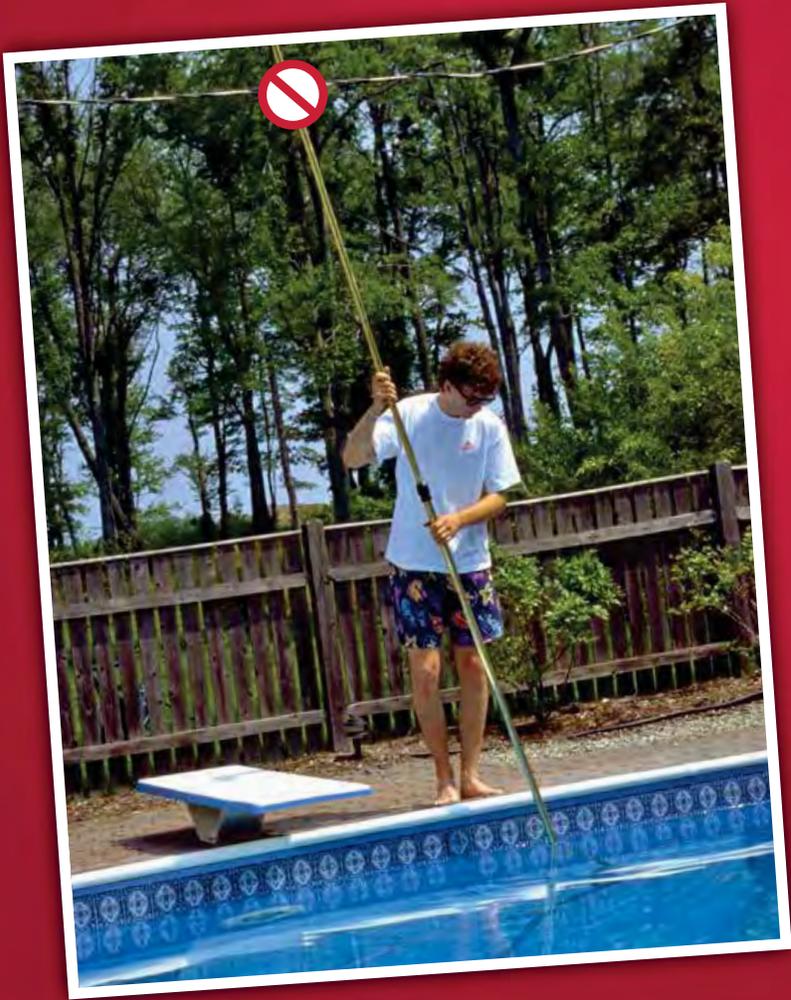


BRING SAFETY HOME

ONE LINE YOU SHOULD NEVER CROSS



BRING SAFETY HOME TO YOUR FAMILY NEIGHBORHOOD AND COMMUNITY

As your local utility and an energy delivery company with more than a century of experience, our commitment to customer service, security, and satisfaction is guided by the progress of the past and the promise of the future.

We're proud to demonstrate this commitment through resources like our *Bring Safety Home* booklet—a resource guide aimed at helping everyone in your household understand important electrical concepts in order to use electricity safely and responsibly.

It's our goal to help all residents stay safe around electricity. We continually strive to improve the quality of life for everybody who lives and works in our service area. For more useful tools, resources and programs, please visit comed.com/customer-service.

We encourage you to review this safety guide with family members and to keep it on hand for future reference. The booklet is designed to provide everyday, practical tips along with information that's critical to staying safe in an emergency. Subjects covered include the following:

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**WHEN YOU UNDERSTAND AND SHARE THIS IMPORTANT INFORMATION WITH
OTHERS, YOU HELP CREATE A SAFER ENVIRONMENT FOR EVERYONE.**

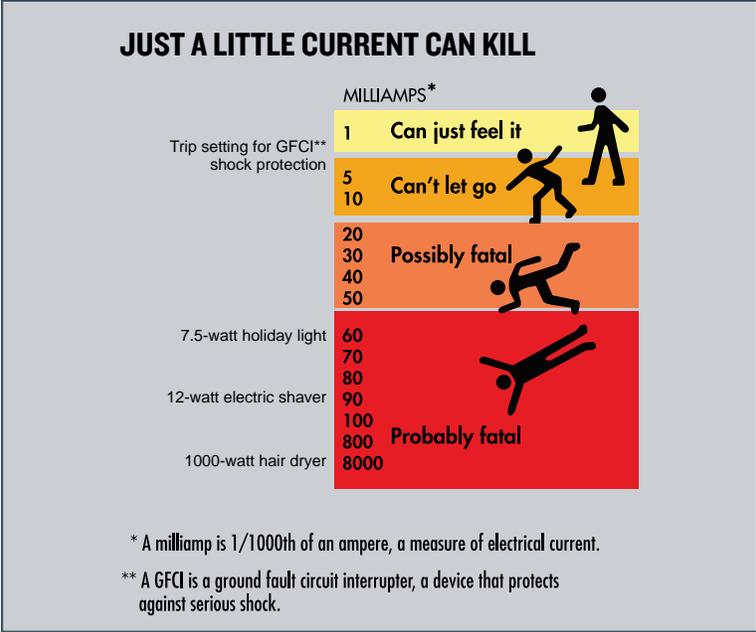
THE SHOCKING FACTS

HOW SHOCK HAPPENS

Electricity always seeks the shortest path to the ground. It tries to find a conductor, such as metal, wet wood, water—or your body! Your body is 60 to 70 percent water. So if you touch an energized bare wire or faulty appliance while you are grounded, electricity will instantly pass through you to the ground, causing a harmful—or fatal—shock.

IT DOESN'T TAKE MUCH

The amount of electricity used by one 7.5-watt holiday light can kill you in a fraction of a second if it passes through your chest. Even if it isn't fatal, electrical shock can easily cause serious falls, burns, cuts, or internal bleeding.



**AVOID SHOCK BY LEARNING HOW ELECTRICITY TRAVELS—
AND HOW TO STAY OUT OF ITS PATH.**

HOME SAFE HOME



ELECTRICAL APPLIANCES

Remember the most important rule for home appliances—electricity and water don't mix. Keep appliances, especially hair dryers, away from bathtubs, puddles, sinks and wet hands. Unplug an appliance before cleaning—even if it's off, it can shock, and wet skin decreases your resistance to electricity significantly. Never put metal objects in live parts of appliances or in outlets. If an appliance overheats, unplug it and have it checked. Use only electrical equipment that is approved by a recognized testing laboratory, such as Underwriters Laboratories.

APPLIANCE AND EXTENSION CORD INSULATION WON'T WITHSTAND DIRECT HEAT, REPEATED YANKING, BENDING OR WETNESS. TO BE SAFE:



PULL ON THE PLUG HEAD, NEVER ON THE CORD.



NEVER CARRY AN APPLIANCE BY ITS CORD.



DON'T RUN A CORD UNDER A RUG OR FURNITURE. IT MAY BE DAMAGED OR OVERHEAT.

PREVENT ELECTRICAL FIRES

Keep anything that will burn away from light bulbs, portable heaters, or toasters. Turn off heating and cooking appliances before leaving home. Don't overload outlets. If you must use an extension cord temporarily, match the amperage or wattage limits marked on the cord and appliance to avoid a fire hazard.

ABOUT GFCIs

Ground Fault Circuit Interrupters (GFCIs) are found in service panels and outlets; portable GFCI cords and power strips are also available. These devices monitor the flow of current to and from appliances. If there's an imbalance in the flow, current may be traveling through you, and the GFCI will quickly cut power to prevent serious injury.

YOUR HOME WIRING



Your home wiring contains a number of loops or circuits. A live wire brings current to a light or an outlet. A neutral wire returns current to its source. Between inside wiring and outside powerlines is a service panel or circuit breaker box.

Most service panels have a main switch. *Use the main switch to cut power in case of shock* and other electric emergencies.

Or, if you have a circuit breaker box, turn off the main circuit breaker, which should be labeled. If you do not have a main breaker, turn off all breakers.

IF YOU BLOW A FUSE

Occasionally a power interruption may occur in your house due to a short circuit or overload. If this happens:

- *Unplug sensitive appliances.*
- *Switch off power* by using the main switch or flipping all circuit breakers to “off.”
- *If you have fuses*, a blown fuse will look discolored. Replace it with a new one of the same rating—typically 15 amperes.
- *If you have circuit breakers*, turn the one that is “off” back to “on.”
- *Try to find what caused the problem and correct it.* It’s useless to replace a fuse or reset a circuit breaker only to have it blow or trip again.
- *Restore power.*
- *If this situation repeats itself*, contact a licensed electrician.



IF AN OUTLET OR SWITCH FEELS HOT TO THE TOUCH, IT COULD MEAN THE WIRING IS UNSAFE. DON'T USE THE OUTLET AND CALL A LICENSED ELECTRICIAN TO CHECK THE WIRING.

INDOOR PROJECTS

ELECTRICAL INSTALLATIONS

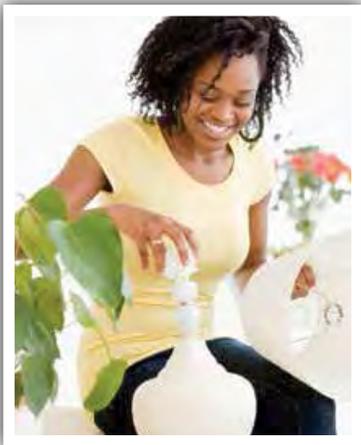
Before installing any electrical fixture, turn off the power at the main service panel or breaker box. Plug a lamp or circuit tester into the circuit you will be working on to confirm the power is off. If you aren't sure your circuit can handle the new fixture, check with a licensed electrician.



CEILING FANS

If there is a ceiling fixture where you plan to put your fan, you can often use the existing wiring. However, you must make sure the electrical or junction box in the ceiling can withstand the fan's weight. A metal box is best.

Wiring will need to be threaded and hooked up according to the manufacturer's instructions. When in doubt, consult a licensed electrician.



LIGHT FIXTURES

Put bulbs with the suggested wattage in all light fixtures. If the wattage is too high, fixtures could overheat and cause a fire. Make sure bulbs are the correct type, shape, and size for fixtures, too.

LIGHT BULBS

New high-efficiency compact fluorescent light bulbs use up to 75 percent less electricity than standard bulbs, last up to 13 times longer, and produce the same amount of light. They more than pay for themselves in lower electric bills and fewer replacements. Light-emitting diodes (LEDs) are even more efficient and long-lasting. Choose ENERGY STAR qualified light bulbs and fixtures for the greatest savings.

Halogen torchieres can cause burns and fires. If you have one, replace it with an ENERGY STAR CFL torchiere, which provides just as much light, uses only a fraction of the energy, and doesn't present a fire hazard.



SAFE DIGGING

UNDERGROUND UTILITY LINES ARE EVERYWHERE

Underground power lines and other utilities run under streets and sidewalks as well as under yards and homes. Accidentally digging into these lines could disrupt electrical service in your neighborhood. Contacting an underground power line could even result in serious injury or death.



YOU MUST CALL 811 BEFORE YOU DIG

The 811 service will arrange to mark the location of underground power lines and other utilities so you can dig a safe distance away from them. Whether you are planning to dig yourself or to hire a professional, call 811 at least two business days (a full 48 hours) before you dig to reach the Joint Utility Locating Information for Excavators (JULIE) or, in Chicago city limits, DIGGER.

Any digging or excavating job requires a call to 811, even just planting a tree! If you don't call and you hit an underground utility line, you could be hurt or killed and you may be held liable for damages.



HOW 811 WORKS

When you call 811, explain to the operator the precise location where the digging will occur. The 811 service will notify all the major utilities that have underground lines near your digging area. Within a few days, a worker from each utility will mark the location of each buried utility line. ComEd's electric lines will be marked with red flags or paint.

811 will let you know the date and time you are allowed to begin digging. You must wait until this time to begin digging, even if all utilities appear to have been marked.



PRE-MARK FOR SAFETY

BEFORE YOU CALL 811, OUTLINE THE BOUNDARIES OF YOUR PROPOSED DIG AREA OR ROUTE SO LOCATORS CAN MORE EASILY IDENTIFY AND MARK AFFECTED UTILITIES. USE WHITE MARKINGS SUCH AS FLAGS, PAINT, OR STAKES. USE BLACK PAINT OR FLAGS WHEN SNOW IS PRESENT.

WORKING AND PLAYING OUTSIDE



DO-IT-YOURSELF DANGERS

It's critical to keep yourself and your equipment at least 10 feet away from all power lines whenever you:

- Use a ladder
- Prune trees
- Clean a pool
- Install or remove an antenna
- Work on a roof
- Carry long tools or pipes
- Dig in the yard

USING POWER TOOLS AT HOME

Even a simple electric drill can cause shocks, burns, or fire if damaged or used improperly. To be safe, check cords for wear. Choose double-insulated or properly grounded tools for use outdoors or in wet areas. Outdoor electrical outlets should have weatherproof covers. When using portable saws, trimmers, or drills, keep the cord behind you where it can't be cut. Always use outlets with GFCIs or portable GFCI cords to protect against serious shock.

OUTDOOR RECREATION

Keep any of the following away from power lines. They've caused tragedies in the past.

- Kite
- Model airplane
- Fishing pole
- Boat on a trailer
- Sailboat mast
- Hang glider
- Parachute

DO-IT-YOURSELF SHOCK

A young couple began work on a fixer-upper home. The husband picked up a power drill, unconcerned that its cord was chafed, and unsafe. He touched the exposed wire. With no GFCI on his electrical outlet, he died instantly.

WHEN WORKING OR PLAYING OUTSIDE, WATCH FOR OVERHEAD LINES AND USE TOOLS SAFELY.

DOWNED POWER LINES



DOWNED LINE DANGERS

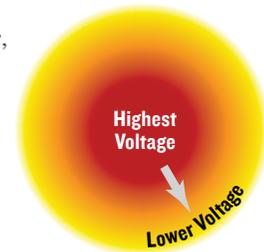
Be especially alert for downed power lines that may be hidden in puddles or tree branches after storms. If you see a downed line, stay far away and call 911. Remember: downed lines are dangerous, even if they do not spark or hum.

CAR-POLE ACCIDENTS

- *If you are in a car with a downed wire on or near it, stay there until rescue and utility workers arrive. If people come near to see if they can help you, warn them to stay away. Then ask them to call for help. When you are in the car, you are not part of electricity's path to ground.*
- *If you must leave because of fire, do not step out of the car. Instead, jump away from the car and land with both feet together. Do NOT touch the car and the ground at the same time. Shuffle away as far as possible, with your feet close together.*
- *Don't try to help someone else from a car with a downed wire on or near it. If you touch the car or person and the ground at the same time, electricity will pass through you and you could be seriously hurt or even killed.*

SHUFFLE AWAY FROM ANY DOWNED WIRE

Electricity can spread out through the ground in a circle from any downed line. The voltage drops as you move away from the point of contact. You should shuffle away from the line with your feet close together, because if one foot lands in a higher voltage zone than the other, you will become a conductor for electricity.



IF POWER GOES OUT

WHILE POWER IS OFF

Never try to fix a power interruption yourself—call your utility. Turn off all appliances to avoid damage from a power surge. Leave one light on to show when power resumes.

MEDICAL EMERGENCY

If you or any household member experiences an outage-related medical emergency, please call 911 immediately. Until your service is restored, seek shelter with a family member, neighbor or friend.

WHEN POWER RESUMES

Reset clocks and check automatic alarms and timers. Plug in only essential items—wait 10 minutes before connecting the rest to let the electrical system stabilize. Restock emergency supplies.

CAUTION: IF YOU HAVE A STANDBY GENERATOR

If you use a generator, make sure it has a manual or automatic switch that disconnects it from main power lines. If not, use the main switch on your service panel to cut power. A generator that remains connected to main power lines can backfeed power into them, shocking unsuspecting utility workers.



FLASHLIGHTS AND EMERGENCY SUPPLIES WILL MAKE IT EASIER TO COPE IN A POWER OUTAGE.

OUTAGE REPORTING AND ALERTS

MAKE AN OUTAGE EMERGENCY KIT

These supplies will help you stay self-sufficient in case you lose power and/or water:

- Three-day supply of non-perishable food per person, can opener, and pet food
- Three-day supply of water (one gallon per person per day, plus more for pets)
- Portable, battery-, hand-crank, or solar-powered radio
- Flashlights and lanterns (safer than candles)
- Extra batteries
- First aid kit
- Toilet paper, paper towels, and hand wipes
- Lighters or matches in a waterproof container
- Personal hygiene supplies
- Special needs items, such as medications, items for infants, etc.
- Cash or travelers checks
- A whistle to signal for help



THERE ARE MANY WAYS TO REPORT AN OUTAGE TO ComEd

Once the cause of the outage is known, we will do our best to provide you with updates on power restoration, when you can expect service to be restored and the cause of your outage. In most cases, outages are restored in less than two hours, longer during storms.

For additional information on outages including our online storm center, active outage map and other safety-related information, visit comed.com/customer-service/outage-information.



ONLINE ACCOUNT: LOG IN

Log in to your account from your computer or mobile device to report your outage online. Your online account provides system status, the ability to report your outage, and ongoing updates as your outage status changes.



MOBILE DEVICE: TEXT "OUT"

Subscribe to our *Outage Alerts* program and report an outage by texting "OUT", and receive alerts by texting "ADD OUTAGE", to 26633. You will receive notifications when an outage has been reported at your address, and get ongoing updates as the status of your outage changes.



MOBILE DEVICE: REPORT IN APP

Use the free ComEd Mobile App to quickly report an outage from an Apple iPhone® or Android™ device. The app will also provide notifications as the outage status is updated.



FACEBOOK: REPORT IN APP

Report your outage directly from our Facebook Outage App, and stay connected with us on our Facebook page for outage details and restoration updates during major storms.



CUSTOMER SERVICE: CALL 1-800-EDISON-1

Call ComEd at 1-800-334-7661 to report your outage by phone. Tell us about the outage so we can send the right crews and equipment to the right location. Remember, call volume can become very busy during storms and the automated, interactive system allows the company to accept thousands of calls at a time and get your information to the right people faster.

FAMILY EMERGENCY PLANNING



MAKE A FAMILY SAFETY PLAN

Plan ahead so family members know where to find each other and how to communicate when a weather emergency occurs.

PLAN FOR YOUR RISKS

Identify the types of weather hazards that could happen in your area, and the protective measures local officials recommend.

PICK A MEETING PLACE

Decide on a safe, familiar place to reunite if your home becomes inaccessible. If anyone in your household depends on electric medical devices, plan to bring chargers and/or extra batteries. If your community is at risk of flooding, identify the best routes from home, work and school to high, safe ground.

CREATE EMERGENCY CONTACT CARDS

Include phone numbers for all immediate family members as well as three people who live outside your area and can help you stay in touch. Plan to text instead of calling. Keep cards in backpacks or wallets.



AFTER A STORM

The initial danger may be over, but other hazards can arise. Take these precautions:

- Wear sturdy shoes to protect your feet from debris and broken glass.
- Stay away from downed wires and out of damaged buildings.
- Check electric meters and report any damage to your local electric utility.
- Turn on necessary appliances one at a time when power is restored.

FOR MORE EMERGENCY PREPAREDNESS TIPS, VISIT WWW.READY.GOV.

ELECTRICAL SAFETY FOR CHILDREN

START EARLY

Children’s natural curiosity can lead them into serious electrical accidents. Teach children never to put fingers or objects into an electrical outlet, toaster, or any other appliance, even if it’s off. Keep appliances—and appliance cords—away from children, bathtubs, and sinks. Use plug covers in outlets.



OUTDOOR TOYS

Electricity can travel down the strings of kites or balloons that become tangled in power lines, and can cause shock or fire. Have children use these toys in open areas, away from overhead lines. Keep metallic balloons indoors, as they are highly conductive. Tell children that if a toy gets into power lines or a substation, they should tell an adult to call the power company and should never retrieve it themselves.

POWER LINES AND ELECTRIC EQUIPMENT

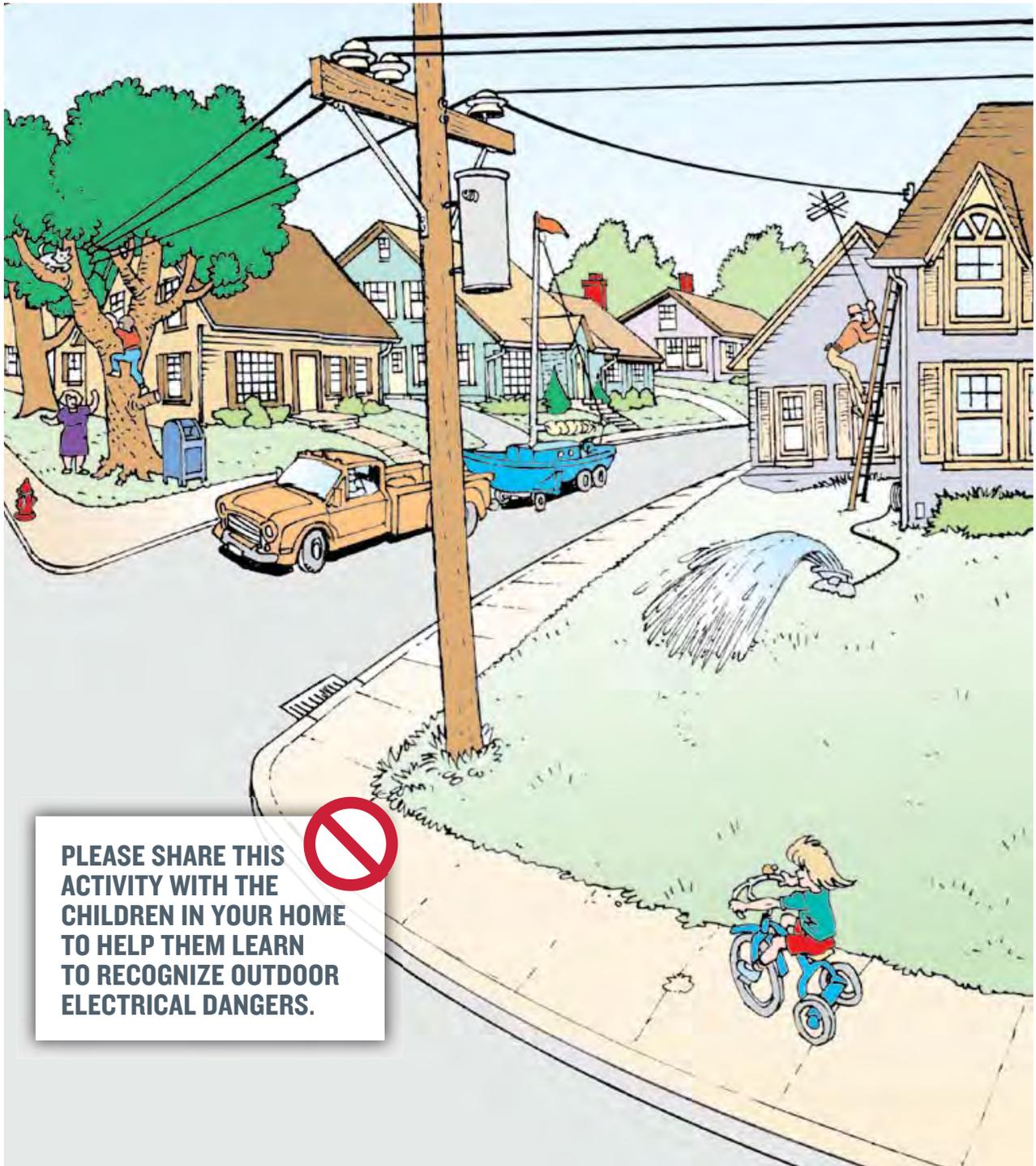
Teach children to recognize “Danger—High Voltage” signs, and to stay away from power lines, substations, and pad-mounted transformers, which look like short, metal storage cabinets on cement slabs. Don’t let kids climb trees near power lines.

KITE DESTROYS 200 HOMES

In Santa Barbara, California, a kite became entangled in high voltage power lines. Sparks fell into the underbrush, which was dry from two years of drought. The fire destroyed 700 acres of forest and 200 homes.

**TEACH BASIC SAFETY RULES EARLY TO PROTECT CHILDREN
FROM ELECTRICAL DANGERS IN THE HOME AND OUTDOORS.**

FIND THE HIDDEN DANGERS

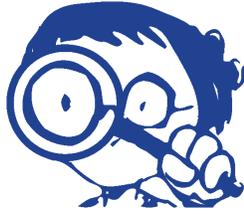


**PLEASE SHARE THIS
ACTIVITY WITH THE
CHILDREN IN YOUR HOME
TO HELP THEM LEARN
TO RECOGNIZE OUTDOOR
ELECTRICAL DANGERS.**

SAFETY AT HOME

FAMILY HOME SAFETY INSPECTION

When it comes to electricity, how safe is your home?



Do this inspection to find out. Post your completed checklist to remind everyone in your home what needs to be fixed.

LOOK FOR:

1. Overloaded outlets.
 None Needs fixing Fixed
2. Worn or frayed power cords.
 None Needs fixing Fixed
3. Power cords under rugs or furniture legs.
 None Needs fixing Fixed
4. Electric heaters close to anything that can burn.
 None Needs fixing Fixed
5. People digging without having called 811 first.
 None Needs fixing Fixed
6. Plug-in radios, CD players, or other electric appliances used near bathtubs, hot tubs, or pools.
 None Needs fixing Fixed
7. Small appliances left on when people are not home.
 None Needs fixing Fixed
8. Fuses or circuit breakers that blow/trip often.
 None Needs fixing Fixed

PREVENT UTILITY FRAUD

ComEd warns residential and business customers to be on the alert for scam artists claiming to be a ComEd representative seeking payment. Representatives from ComEd always carry proper identification and never ask customers for cash or personal financial information.

Customers can avoid being scammed by taking a few precautions:

- Never provide social security or personal information to anyone initiating contact with you claiming to be a ComEd representative or requesting you to send money to another person or entity other than ComEd.
- Always ask to see a company photo ID before allowing any utility worker into your home or business.
- When in doubt, check it out. Be skeptical of individuals wearing clothing with old or defaced company logos. If you have any doubts, ask to see a company photo ID.
- Never make payment for services to anyone coming to the door.

If customers have concerns about the status of their account or the legitimacy of a representative they can call us at 1-800-EDISON1 and a representative will be happy to assist.

People that believe they have been a target of a phone scam are urged to contact the Illinois Attorney General's office toll free at 1-800-386-5438 (TTY 1-800-964-3013) or visit the Illinois Attorney General's web site at www.illinoisattorneygeneral.gov and click on the link "Protecting Consumers."



An Exelon Company