

ComEd's Outage Alerts Program Allows Two-Way Texting

Text "OUT" to 26633 to report your outage!



ComEd's Outage Alerts program allows participants to report outages via text messaging.

Subscribers can simply text the word "OUT" to 26633 (COMED) to report an outage at the location ComEd has associated with their cell phone number and they receive regular updates on the status of their outage until service is restored. Non-subscribers who text "OUT" to 26633 will be

invited to subscribe to the Outage Alerts program. New subscribers will receive a confirmation text-message that they successfully subscribed, and will immediately be enrolled to receive notifications on their cell phones or pagers when an outage has been reported at their address.

To subscribe, customers will need either the ComEd account number, the account holder's social security number or the primary phone number on the account. Customers can also now enroll in the text message program thru the VRU using their account number, SSN or phone number.

Please note that ComEd does not charge customers for this notification, but their wireless carrier may have message and data fees.

To learn more about Outage Alerts, visit ComEd.com/text.

Outage Alerts Features

- Report an outage - Text **OUT** to 26633 (COMED)
- Subscribe to Outage Alerts – Text **ADD OUTAGE** to 26633 (COMED)
 - Will need **one** of the following:
 - ComEd account number
 - SSN of ComEd account holder
 - Phone number on ComEd account
- Unsubscribe to Outage Alerts – Text **STOP** to 26633 (COMED)
- Real-time outage status updates
- No more than 7 texts in one day
- Power restoration confirmation
- Subscription confirmation