



PROMPTS FOR FEEDBACK ON CHICAGO'S ELECTRICITY FRANCHISE

ComEd has delivered Chicago's electricity for nearly 75 years under a series of contracts known as electricity franchise agreements. Through these agreements, the company is responsible for operating and maintaining the electrical infrastructure- wires, poles, substations- that delivers reliable power to residents and businesses. Over time, the public's needs and expectations of the company have expanded beyond service reliability and safety in order to meet the important social, economic, and climate challenges of this century.

The current franchise agreement went into effect in 1992 and recently expired. The City of Chicago can renegotiate a contract with the current franchisee, ComEd and/or explore new partnerships. For such a historic opportunity, public input and experiences are very important to consider. For more information, visit the [Electricity Franchise Agreement webpage](#).

You can submit comments, suggestions, or ideas for improved service and community benefits to FranchiseFeedback@cityofchicago.org. Here are a few sample prompts:

1. Electricity Billing and Savings
 - a. Based on your experience(s), share any feedback about your experience with billing, credit, or customer support. What processes worked well? What could be improved?
 - b. Have you enrolled in programs such as hourly billing, energy assessments, or [payment assistance programs](#)? Were they helpful? Why or Why not?
2. Electricity Infrastructure Investment
 - a. What new investments, projects, services, or programs would be helpful for the electricity needs of your home or business?
 - b. How would you like to see the electricity utility support climate action and greater resiliency? Some examples include community solar, building retrofits, community choice aggregation, community vehicle charging programs.
3. Electricity Access: Shutoffs and Reconnections
 - a. Share your recommendations to ensure electricity is always accessible and reliable.
 - b. How can residents be better supported to prevent shutoffs? How could the reconnection process be improved?
4. Utility Accountability
 - a. What accountability strategies would you like to see put in place with the next electricity franchisee? For example, shorter contract term length, an advisory council with community representatives, or annual community public meetings.
 - b. On what issues would you like to see customers involved in decision-making alongside the electricity utility?