



where **energy** comes from

Frequently Asked Questions

1. How is mc² different from ComEd?

mc² serves as a licensed retail electricity supplier, selling electric power to commercial and industrial customers. **mc²** causes bulk power to be delivered to the ComEd system. ComEd, in turn, delivers that power and thus, serves as a local distributor in charge of the physical delivery of power to your local business. ComEd retains all control and responsibility for the distribution wires, substations, poles, and meters in addition to being responsible for all service issues such as outage.

Business customers should contact ComEd at 1-877-426-6331 for assistance with meter, outage, voltage or other delivery related concerns.

2. How do I benefit from switching to mc²?

mc² allows you to take control of your energy costs and choose the type of power pricing plan and strategy that meets your specific business goals for limiting risk in your electricity supply purchases.

3. Do I get guaranteed savings with mc²?

Not necessarily. **mc²** can provide you with a Fixed Rate per kilowatt-hour (kWh) product that will set or “lock in” the rate per kWh that you pay for electricity supply over a specific period of time. Your actual usage pattern and the vicissitudes of the market will ultimately determine your electricity costs on a monthly basis. For example, if you lock in a fixed rate that reflects a then current market pricing, and the market price later decreases from that level, you will not be saving when comparing to the decreased market price to the locked-in rate. In contrast, if market prices increase from the level reflected in your locked-in rate, you will likely be paying less than you would have paid absent the lock-in rate from **mc²**. **mc²** offers products to mitigate the risk of the locked-in fixed rate product for those customers who wish to retain some ability to take advantage of favorable power market conditions that may exist from time to time. See our **mc²** CHOICE Product for more details.

4. How many other businesses like mine have switched to another electric supplier?

As of December 31, 2009, over 50,000 non-residential accounts in the ComEd service territory had switched to a retail supplier such as **mc²** for their electricity supply needs. Further, 75% of the electricity supply required by the non-residential customers in the ComEd service area is supplied retail electricity suppliers such as **mc²**.

5. Does mc² have access to “Green Energy” electricity supply?

Yes. **mc²** can help you become a “green” business. Through the acquisition of Renewable Energy Credits (REC's), **mc²** has procured Wind Power electricity supply that can be used to offset your carbon footprint.

6. Will I get different service from ComEd if I switch to another supplier?

Absolutely not. ComEd treats all customers equally regardless of their supplier selection. ComEd continues to maintain and operate the distribution system to all customers. There is no change in the delivery process for distribution of the power to your facilities.



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How It Works-Begin with **mc²**

1. **How do I get a price quote from **mc²**?**

All we need is a copy of your ComEd bill to get the process started.

2. **How long does it take to get a price for electricity supply?**

The process can be accomplished within an hour.

3. **Do I need to do anything with ComEd if I decide to switch to **mc²**?**

No. Once you authorize the switch, **mc²** will inform ComEd of your choice. In addition, you will receive a confirmation letter from ComEd notifying you of the switch date.

4. **When will my new service with **mc²** begin?**

The switch date coincides with a regularly scheduled ComEd meter read cycle date, and will be identified in the service agreement between you and **mc²**.

5. **Will I still get a monthly bill from ComEd?**

Yes. You will continue to receive a monthly bill from ComEd for the distribution related fees and charges as well as the applicable state and municipal taxes. These charges and fees are the same regardless of your electricity supply selection.

6. **What if I have a power delivery problem, such as an outage, who do I call?**

ComEd maintains responsibility for delivery of the power to your facility including issues related to outages. You should contact ComEd directly at 1-877-426-6331 for delivery issues. However, if you have an issue or question related to your monthly **mc²** supply invoice, please call us at 1-877-MC2-POWR for assistance.



7. **What happens if I have to cancel service with **mc²** before the end of the agreement term?**

mc² allows customer to cancel service prior to the end of the agreement term. The Early Termination process is clearly defined in the electricity supply agreement between you and **mc²**. You may be subject to an early termination charge depending on the product you purchased from **mc²**.



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8. What will my mc² bill look like?

 MC Squared Energy Services, LLC Department # 10177 PO Box 87618 Chicago, IL 60680-0618 where energy comes from		Utility Number: 0123456789 Invoice Number: M2394151									
ABC Company ATTN: John Smith 123 Main Street Building #3 Chicago, IL 60610		Service From: 07/07/2009 Service To: 08/04/2009 Issue Date: 08/05/2009 Due Date: 08/20/2009 Current Due: \$ 2,415.60 Amount Paid: 0.00 Late Fees: \$ 0.00 Prior Balances: \$ 0.00 Total Due on Account: \$ 2,415.60									
Please be sure to attach this remittance slip to the front of your payment - it will help ensure proper processing											
CUSTOMER INFORMATION											
Contract No. 4631676003-0 Service Information ABC Company 123 Main Street Chicago, IL 60654		 www.mc2energyservices.com Toll Free: 877.622.7697 Fax: 877.281.1279 Office: 312.474.6442 where energy comes from									
Account Information Group ID: 1048 Invoice Number: M2394151 Account Number: 0123456789 Meter Number: 123456789 Service From: 07/07/2009 Service To: 08/04/2009 Total kWh: 36,000		Total Rate per kWh \$ 0.0671 X Total kWh: 36,000 Invoice Amount \$ 2,415.60									
STATEMENT											
Invoice Number	Service To	kWh	Rate per kWh	Amount	Late Fee	Total Bill	Due Date	Date Received	Amount Paid	Reference Number	Account Balance
M2115954	02/05/09	32,345	\$ 0.06710	\$ 2,170.35	0.00	\$ 2,170.35	02/24/09	02/17/09	\$ 2,170.35	304	\$ 0.00
M2158956	03/05/09	28,345	\$ 0.06710	\$ 1,901.95	0.00	\$ 1,901.95	03/21/09	03/15/09	\$ 1,901.95	383	\$ 0.00
M2207104	04/07/09	31,115	\$ 0.06710	\$ 2,087.82	0.00	\$ 2,087.82	04/23/09	04/21/09	\$ 2,087.82	455	\$ 0.00
M2254673	05/06/09	26,859	\$ 0.06710	\$ 1,802.24	0.00	\$ 1,802.24	05/23/09	05/19/09	\$ 1,802.24	539	\$ 0.00
M2300917	06/05/09	29,340	\$ 0.06710	\$ 1,968.71	0.00	\$ 1,968.71	06/24/09	06/19/09	\$ 1,968.71	606	\$ 0.00
M2346000	07/07/09	32,161	\$ 0.06710	\$ 2,158.00	0.00	\$ 2,158.00	07/23/09	07/17/09	\$ 2,158.00	684	\$ 0.00
M2394151	08/04/09	36,000	\$ 0.06710	\$ 2,415.60	0.00	\$ 2,415.60	08/20/09		0.00		\$ 2,415.60



where energy comes from

9. What Charges in the ComEd bill will mc² Replace?



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USEFUL TELEPHONE NUMBERS
 Hearing/Speech Impaired: 1-800-572-5789 (TTY)
 Customer Service: 1-877-4-ComEd-1 (1-800-426-6331)

Page 1 of 1

Name: ABC Company
Service Location: 123 Main Street Chicago
Phone Number: 000-000-0000
Account Number: 0123456789

Meter Information

Read Date	Meter Number	Load Type	Reading Type	Previous	Present	Diff	Mult x	Usage
08/04	123456789	General Service	Tot kWh	24983 ACT	25283 ACT	300	120	36000
08/04	123456789	General Service	Tot kW	51.38 ACT	52.08 ACT	0.7	120	84.00

Commercial Demand 0-100 kW Service from 07/07/2009 to 08/04/2009 -28 Days

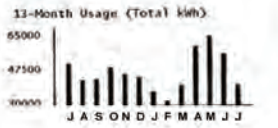
Charge Description	Amount
Customer Charge	\$ 12.79
Standard Metering Charge	6.73
Distribution Facilities Charge	408.24
Transmission Services Charge	214.56
Electricity Supply Charge	2,342.52
Purchased Electricity Adjustment	28.00
Environmental Cost Recovery Adj	6.12
Energy Efficiency Programs	12.60
Franchise Cost	32.17
State Tax	115.06
Total	\$ 3178.79

Other Charges

Thank you for your payment \$-3324.40


Total Due **\$ 3178.79**

Your Usage Profile



Month Billed	Total Demand	Avg Daily kWh	Avg Daily Temp
Current Month	84.0	1241	64F
Last Month	91.0	1305	71F
Last Year	82.0	1198	67F

Return only this portion with your check made payable to ComEd. Please write your account number on your check.



12 1 0 000 0004/000012/000007 000 01 GX3UJD 123 01202007

Check here to pledge a donation to Power Up fund and complete form on reverse side.

CUSTOMER ADDRESS:
 CITY STATE ZIP

To pay by phone call 1-800-588-9477. A convenience fee will apply.

99999 9999 90000 0000


Account Number Payment Receipt Stamp
0123456789

Payment Amount

Please pay this amount by 08/20/2009 **\$ 3178.79**

0000120400000000000000

999999999900012040082971257363



ComEd
 Bill Payment Center
 Chicago IL 60668-0001