Contact Information for Utility Services

Comcast for Internet or cable TV:

Telephone:
- 1-877-727-6584
- 866-594-1234

Internet:
http://www.comcast.com

Service Center:
1585 Waukegan Road
Waukegan, IL 60085
866-594-1234

ComEd for electric service:

Telephone:
1-800-EDISON-1

Internet:
https://www.comed.com

Setting up Utilities

ComEd
Comcast

Information in this brochure is subject to change without notice
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ComEd:

1. You must verify your identity in person. Go to one of these locations and tell them that you want to verify your identity to set up an account with ComEd and receive a verification number:
   a. Ace Hardware in Round Lake
      659 Railroad Avenue
      Round Lake, IL 60073
      (847) 546-4668
   b. New Libertyville Currency Exchange
      1002 N. Milwaukee Avenue
      Libertyville, IL 60048
      (847) 362-4000
   c. Grayslake Currency Exchange
      1802 E. Belvidere Rd,
      Grayslake, IL 60030
      (847) 548-0100

2. When you go, you must bring 2 forms of identification:
   a. Your passport
   b. ONE of the following
      i. Lease agreement
      ii. Payroll stub
      iii. Credit card with your name on it
      iv. Birth certificate
      v. W2 form

ComEd (con’t):

3. You must also bring a document which shows your new address:
   1. Lease agreement
   2. Something which has been mailed to you

4. Once your identity has been verified, you will receive a PSID#.

5. To set up your account, call 1-800-EDISON-1:
   a. Ask for a sales representative. This person will ask for your PSID#.
   b. Tell the sales representative that you are a new customer
   c. Follow their directions to finish the process

Comcast:

This can be completed over the phone. Call 1-877-727-6584 or 866-594-1234 and follow the recorded instructions to reach a sales representative.

You may be asked to enter the 5-digit zip code for your new address.

Tell the sales representative that you want to become a new customer. They will ask you the following questions:

1. What is your new address? They will double-check to be sure that Comcast offers service for that address.

Comcast (con’t):

2. They will inform you what options are available for your address. You decide which services you want. For example, what speed internet?

3. What is your full name?
   a. What is your cell phone number, or what is a phone number where they can contact you?
   b. What is your passport number, date of issue, date of expiration? They may ask you for more information.
   c. Now the representative will conduct a search using this information to see if you have any outstanding debts with Comcast.
   d. They will suggest a date and time for installation.

4. Schedule. You may have to pay a fee in order to get your services installed.

5. Be at home during your scheduled installation appointment.

6. If you have any problems, contact the Comcast Service Center:
   1585 Waukegan Road
   Waukegan, IL 60085
   866-594-1234