

Residential FAQs

Frequently Asked Questions

Who is mc²?

MC Squared Energy Services, LLC (mc²), is a licensed Alternative Retail Electricity Supplier (ARES) in the state of Illinois. As a competitive retail electric supplier, mc² provides energy service to both residential and business customers. The senior management team at mc² is headquartered in Illinois and has more than 100 years of cumulative experience in the electricity supply business. For more information on mc², read the "[About Us](#)" section of our website.

What is an Alternative Retail Electric Supplier (ARES)?

An ARES or retail electricity supplier, is a business that sells electricity to residential and/or commercial customers in a competitive market. To do business in Illinois, an electric supplier must be certified by the Illinois Commerce Commission (ICC) and complete the utility's registration process. mc² is a licensed ARES in the state of Illinois.

What is the "custom supply price" that mc² offers?

Unlike most other ARES, mc²'s proprietary pricing model allows us to provide each customer with a custom supply-price offer based on their specific electricity usage. Most suppliers use a one-size-fits-all approach and offer everyone the same price, regardless of their individual energy usage. In contrast, mc², with your permission, downloads your electrical usage profile from ComEd and calculates a specific price for you right on the spot – it only takes a few minutes. You make the decision if the price we calculate is the right price for you to make the switch.

What are the steps to follow to select mc² as my new supplier?

It is not difficult to make the switch. The most important thing to have available is a copy of your current ComEd bill. After you evaluate the plans available, carefully read the details of the plan you've selected. When you have finished completing the online enrollment form and agree to the terms and conditions, we'll process the electricity supply switch.

What happens when I switch to mc²?

You will continue to receive the same reliable electric service through the same transmission and distribution system currently operated by ComEd. Through mc², you will receive an energy-supply price (per kWh), fixed for the length of the agreement with no sign-up fees and no early termination fees.

How is mc² different from ComEd?

mc² serves as a licensed retail electricity supplier, selling electric power to residential and business 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 residence. In the unlikely event that mc² were to fail to deliver power, ComEd would not interrupt the supply of power to your meter. 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 outages. Residential customers should contact ComEd at 1-800-334-7661 for assistance with meter readings, outages, voltage or other delivery-related concerns.

If I select mc² as my supplier, do I have to notify ComEd?

No. After you've selected mc² as your electricity supplier, we'll take care of notifying ComEd on your behalf. There is nothing else you need to do.

Can ComEd electric space heat customers switch to mc²?

Yes. Recent regulatory changes at the Illinois Commerce Commission (ICC Order No. 11-0498) will eliminate the rate benefits for electric space heat customers. Starting June 1, 2013, ComEd's electric space heat rate will match ComEd's standard residential rate. mc² custom electricity prices can result in significant savings for electric space heat customers.

If you switch your electricity supply service to MC Squared Energy Services and at a later date elect to return to ComEd for electricity supply services, **you will retain your Electric Space Heat Rate designation with ComEd** if it continues to be available.

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 agreement between you and mc².

How will I be billed?

You will continue to get one bill from ComEd. The mc² charges for electricity supply, capacity and transmission services will be included in the Electricity Supply Service portion of your ComEd bill. ComEd will continue to bill you for Distribution Services and Taxes. Payments are sent to ComEd at the address provided by the utility.

Can I still get my bill electronically from ComEd? Can I stay on Budget Billing?

Yes. Switching to mc² doesn't impact your bill options with ComEd including e-bill, automatic bill payment and budget billing. For additional questions on these programs contact ComEd at 1-800-334-7661.

Will I receive confirmation of my switch to mc²?

Yes. mc² will send a confirmation email to the email address provided with instruction and access to the "My Account" portal on this website. In the "My Account" portal you can view a copy of your MC Squared Electric Supply Agreement Terms and Conditions for Service and update any personnel information. In addition, ComEd will also mail you a confirmation letter indicating they have received notice of your switch to mc² as your electricity supplier.

Can I choose green power?

Yes. The mc² 100% Green Option provides residents and businesses with the opportunity to support clean energy resources, such as wind power. When you enroll in the 100% Green Option, mc² purchases Renewable Energy Certificates (RECs) to cover 100% of your electricity supply requirements.

The mc² Green Option is in addition to our renewable purchase requirements under Section 16-115D of the Illinois Public Utilities Act.

What is a Renewable Energy Certificate (REC)?

As defined by Green-e Energy®, electricity generated from renewable sources, such as wind or solar, is separated into two parts: the electricity or electrical energy produced by a renewable generator and the renewable "attributes" of that generation. These attributes include the tons of greenhouse gas that were avoided by generating electricity from renewable sources instead of conventional fuels, such as coal, nuclear, oil, or gas. These renewable attributes are sold separately as renewable energy certificates (RECs). One REC is issued for each megawatt-hour (MWh) unit of renewable electricity produced. ¹

¹ www.green-e.org

Will ComEd treat me differently once I select mc² as my supplier?

No. ComEd no longer generates power. All of the power delivered by ComEd comes from other generation companies, and more than 80% is currently provided through an ARES like mc². Moreover, by statute ComEd must provide the same service to each customer, even if you have chosen an ARES to supply your electricity. ComEd is responsible for the delivery of power and energy to your residence and will continue to respond to service calls and emergencies.

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

mc² allows our customers to cancel service and pending enrollments for services provided without a penalty. However, you are obligated to pay for services rendered under the contract until service is terminated.

Who do I call if I have questions about my bill?

If you have questions related to the delivery or metering portion of your bill, you should call ComEd at 1-800-334-7661. For questions about the supply portion of the bill, call mc² at 1-855-740-9992. Numbers for both the utility and mc² can also be found on your ComEd bill.

Who do I call if my power goes out?

ComEd is still responsible for the safe, reliable delivery of the electricity you purchase from mc². You will continue to call ComEd at 1-800-334-7661 for all delivery issues including outages, voltage problems and distribution emergencies.

What happens at the end of my agreement with mc²?

mc² will send an electronic renewal notice to your email address no later than 30 days prior to the initial agreement end date. The renewal notice will offer to extend your agreement for a specified market price and term. You can cancel this renewal offer within 30 days of the renewal notice date. After 30 days, the renewal offer will be deemed accepted, and your current agreement will be amended accordingly.

Can I switch to another supplier or go back to ComEd after I enroll with mc²?

Yes.

What is the Smart Value Power program?

The mc² Smart Value Power program is a time-of-use electricity pricing program for residential customers with smart meters. Your monthly electricity bill is calculated using separate pricing for electricity used during Value Hours and Peak Hours, respectively. mc² Smart Value Power customers are guaranteed to never pay more than ComEd rates with the mc² Price Protection Guarantee. Go to "Smart Meter Options" to find out more.