From: **ComEd**
Date: Thu, Mar 12, 2026, 8:32 AM
Subject: Beware of AI Scams

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Learn How to Spot Fake Alerts and Protect Your Info

Scammers are increasingly using advanced artificial intelligence (AI) to generate highly convincing fake outage and past due text message alerts. These AI-created images, videos, and voice recordings, often referred to as deepfakes, are designed to look and sound legitimate, making it easier for scammers to trick customers into clicking links, sharing personal information, or sending money. It is important to remain vigilant and verify any unexpected requests before taking action.
To help protect your account and personal data, please remember that ComEd will never:

- Threaten to disconnect your service
- Sell you electricity
- Request sensitive information such as Social Security number, driver's license number, Tax ID, or bank details
- Ask for your ComEd account number, unless you initiate contact to enroll in a program or service

If you receive a suspicious message, do not click on links or provide any personal information. Instead, contact ComEd directly through our official channels to confirm the legitimacy of the communication.

Stay Safe

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