

CHAT ASSISTANT TERMS & CONDITIONS

By using the chat assistant for the websites and mobile apps of Atlantic City Electric Company, Baltimore Gas and Electric Company, Commonwealth Edison Company, Delmarva Power & Light Company, PECO Energy Company or Potomac Electric Power Company, as applicable (referred to herein as “us” “we” or “our”) (as updated from time to time, the “Chat”), you are agreeing to the following terms and conditions regarding the Chat. Your use of the Chat will also be governed by our [Privacy Policy](#) and [Terms of Use](#).

1. Description of the Chat

The Chat is a feature of our website and mobile app that will help you engage with certain account functions in a text-assisted manner. For instance, you may be able, among other things, to obtain account balances, pay bills, report outages, start, stop or move service or obtain other helpful information about our utility services or your account. In the future, we may add new functionalities. The Chat has the option for you to sign in to your account to access your account-specific information. If you choose not to sign in, there will still be helpful publicly available information available to you through the Chat.

2. Privacy and Security

Any personal information that we collect through the Chat will be governed by our [Privacy Policy](#). We may use interactions in the Chat to improve the service or use data to provide a more personalized experience.

- To use the Chat, you acknowledge that you will have to write messages to the Chat and you will receive written responses. To initiate an interaction with the Chat, you may have to tap an icon on the screen on our website or mobile app. Once you initiate an interaction with the Chat, we will keep a record of these interactions. You should not share confidential or sensitive information, like your social security number or PIN, with the Chat. To confirm the accuracy of your interactions with the Chat, you can always retrieve your account details through our website or mobile app.
- You acknowledge that anyone who can access your accounts through our website or mobile app, either through your passcode, fingerprint, or otherwise, could also access your accounts through the Chat. We will treat these interactions as though you authorized them, and as though they are authorized interactions and transactions, even if another person initiated or completed them.
- With respect to voice interactions through the Chat, if and when such may become available, the Chat will help you engage with certain account functions in a voice-assisted manner. In such case, you acknowledge that you will have to speak aloud to the Chat and you will receive audio responses. You may want to consider the times and places you use the Chat and avoid exchanging personal or private information where it may be overheard. Once you initiate an interaction with the Chat, we will record and transcribe these interactions. Once activated, the Chat may respond to voices that are not yours. You acknowledge that once you invoke the microphone in a session, the Chat may capture, record, and transcribe other voices in addition to yours, and may continue recording for a period of time (up to 15 seconds) after the Chat hears any statement to which a response can be made, unless you close the Chat or sign out of our website or mobile app. We will treat all voice interactions and transactions as though you authorized them, and as though they are authorized interactions and transactions, even if another voice or person initiated or completed them.
- You acknowledge that we may have to share your Chat interactions to comply with law, subpoena or court order and will do so in accordance with applicable law.

3. The Chat’s Interactions with You

The Chat knows about your relationship with us and products and services you have with us. The Chat will communicate with you through screen (or, if available, voice) interactions. You are responsible for reviewing the information that the Chat displays on the screen and confirming that it accurately reflects your requests or instructions. Please carefully execute and review interactions with the Chat, as it is possible that the Chat may misunderstand you at times, may not have complete information related to your request, may otherwise make a mistake in responding to you, or the technology may simply not work. The Chat is only able to take actions and offer information based upon the current or historical status of your account(s) with us. You can always confirm your account activity through our website or mobile app and we encourage you to do so.