

Reliability of ComEd Electrical Distribution Service

Town Hall Meeting
September 15, 2011



ComEd Electricity Reliability Report

- Background
- Key Findings
- Conclusions
- Recommended Actions



Background

- Storms of Summer 2011 Prompted Resident Comments
- Storm and Non-Storm Related Power Outages
- Village Response - Reliability Report and Recommended Actions



Background

- ComEd
 - Owns and Operates the Electrical Distribution System
 - Regulated by the Illinois Commerce Commission
 - Required to Report Outages



Background

- Village of Downers Grove
 - Does Not Provide or Distribute Electricity
 - Advocate for Residents & Businesses
 - Goal: ComEd to Provide Reliable Service
 - Used ComEd Data to Prepare Report



Key Findings

- 1,482 Outages Since 2007
 - Equipment Related – 42%
 - Weather/Tree Related – 34%
 - Other Causes – 24%



Key Findings

- 338 Outages of 4 Hours or More
 - Weather/Tree Related – 54%
 - Equipment Related – 35%
 - Other Causes – 11%



Key Findings

- 60 Outages of 24 Hours or More
 - Weather/Tree Related – 90%
 - Equipment Related – 9%
 - Other Causes – 1%

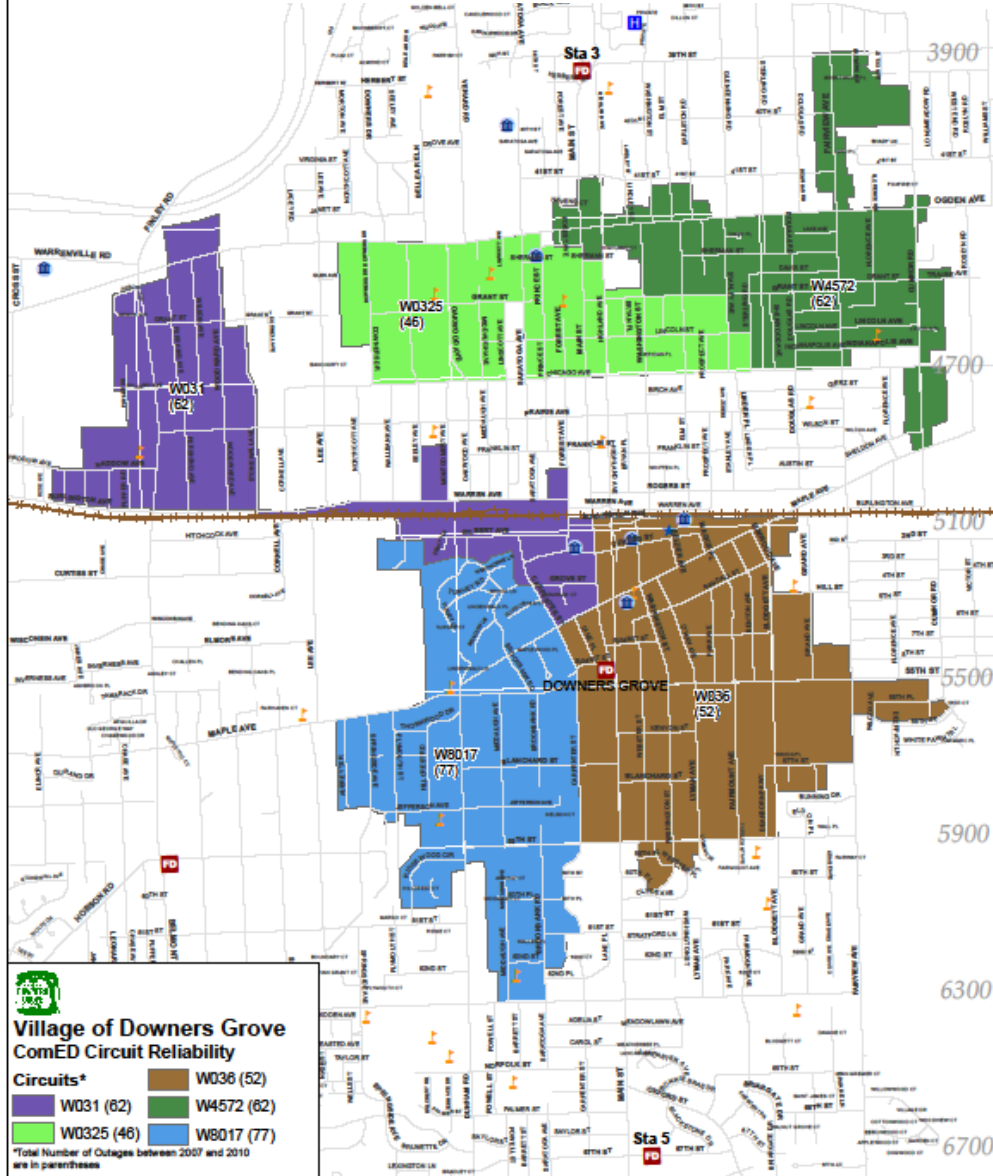


Key Findings

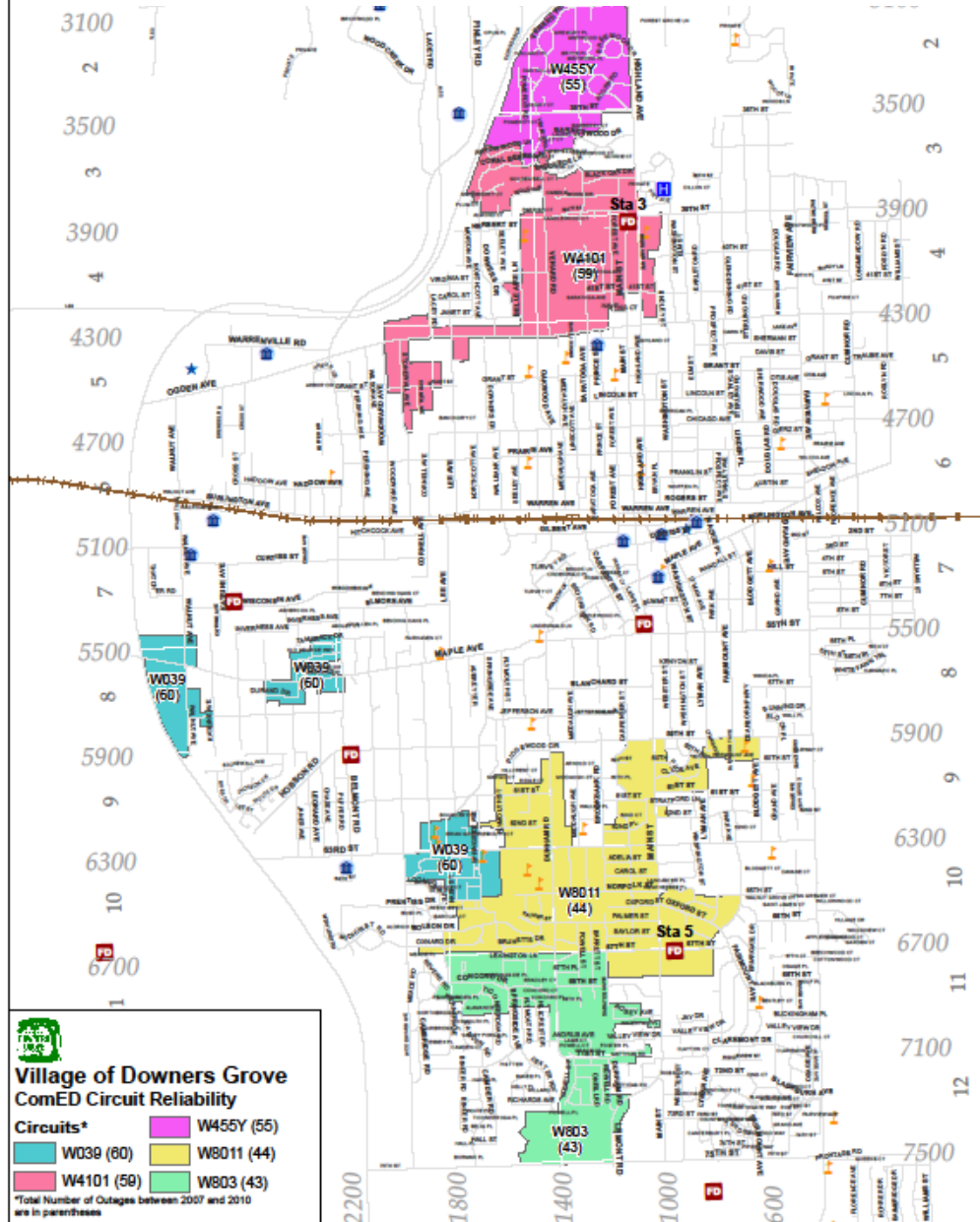
- 10 Circuits With Highest Number of Outages
 - 10.75 to 19.25 Outages Per Year



Five Circuits - Weather/Trees #1 Cause



Five Circuits - Equipment #1 Cause



Key Findings

- Customers Dissatisfied with ComEd Communication
 - Inability to Speak with ComEd Representatives
 - Conflicting Reports
 - Inaccurate Restoration Times
- Village Uses Resources to Communicate with Residents and Businesses



Conclusions

- Reliability of ComEd's Electrical Distribution System Does Not Meet Customer Expectations
- Improvements That Address Equipment Related and Weather/Tree Related Outages are Required to Improve Reliability
- ComEd's Communication Efforts to Customers are Inadequate and Ineffective



Recommended Actions for ComEd

- Make Improvements to Equipment to Reduce Outages
- Improve / Increase Tree Trimming to Reduce Outages
- Make Improvements to 10 Circuits with Highest Outages First



Recommended Actions for ComEd

- Improve & Enhance Communication
 - Provide Accurate Info Directly to Customers
 - Use Website & Other Direct Communication Tools
- Submit Detailed Plan for Action Implementation
- Provide Quarterly Reports



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