



An Exelon Company

June 2010 Storms and Restoration Efforts

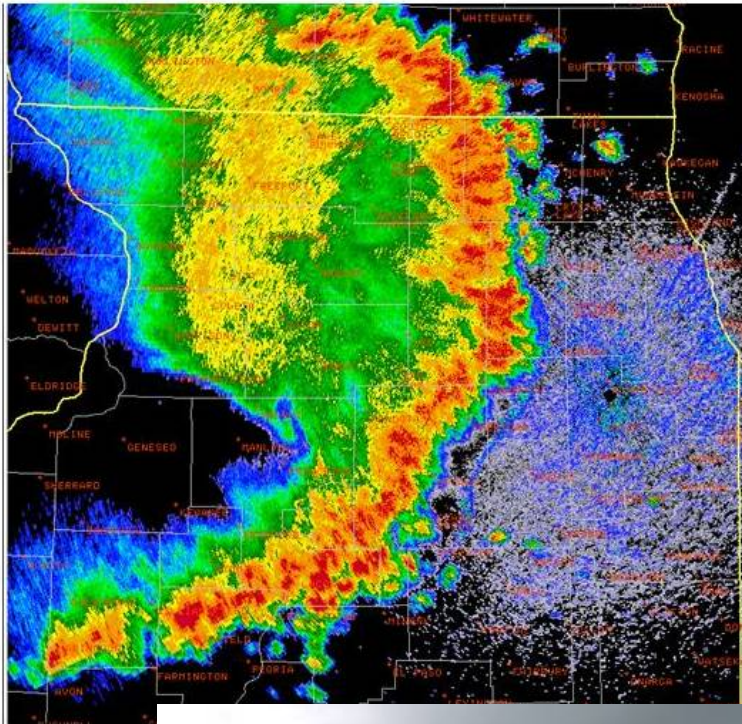
August 31, 2010



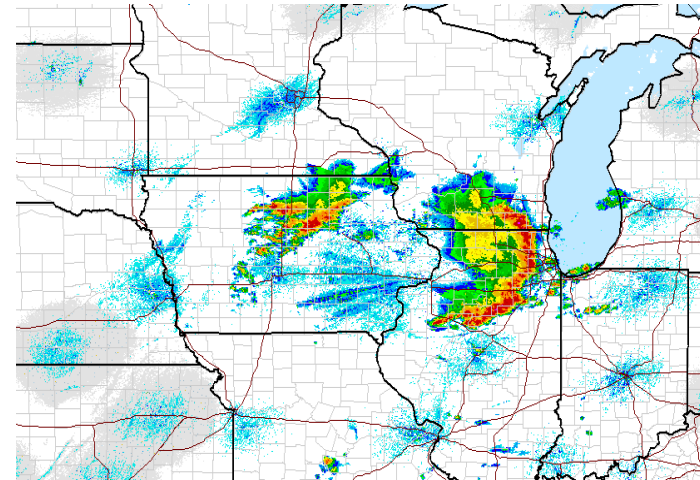
Agenda

- ✓ Storm Information
- ✓ Response Effort
- ✓ System Damage
- ✓ Municipal Outreach
- ✓ Customer Call Center Response

Bow Echo Storms



Source: NOAA
June 18, 2010

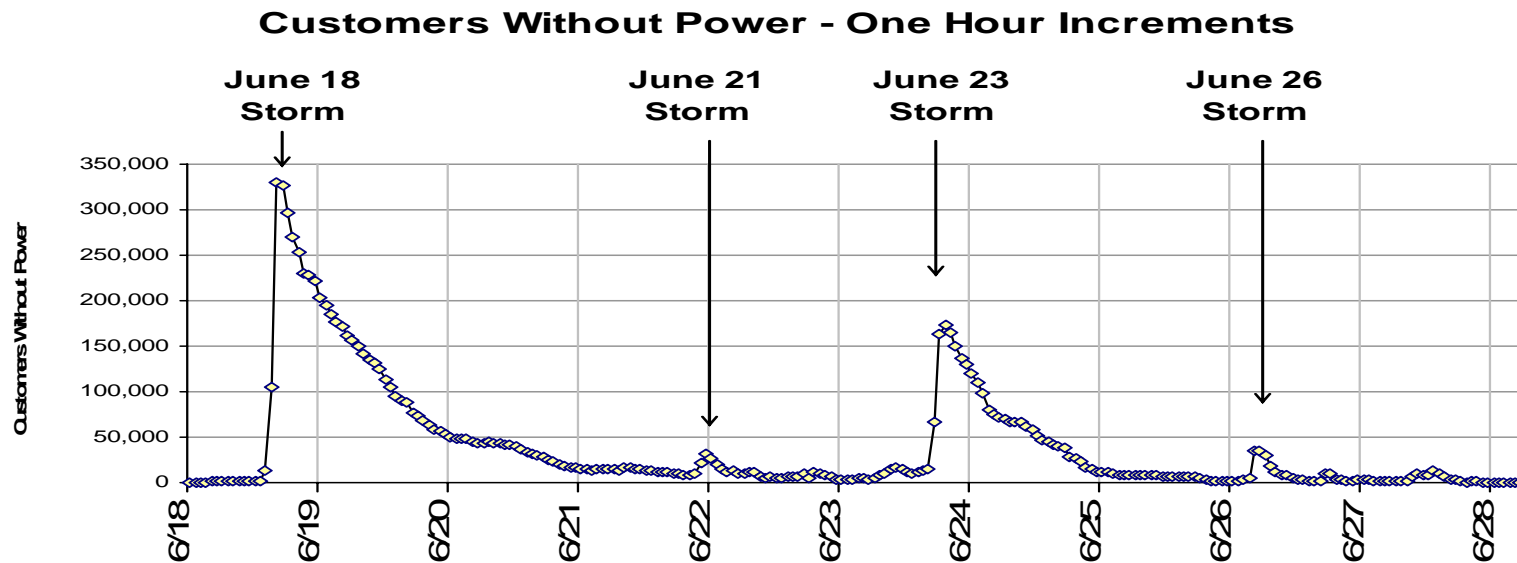


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Source: NOAA http://www.crh.noaa.gov/news/display_cmsstory.php?wfo=lot&storyid=53867&source=0

June 18th – 27th

- ✓ Multiple storm fronts struck the ComEd service territory between Friday, June 18th and Sunday, June 27th resulting in over 1 million customer interruptions
- ✓ Over 120,000 lightning strokes were recorded in the ComEd service territory
- ✓ Wind speeds of 70-80+ MPH were recorded throughout the service territory on June 18th and June 23rd



PHOTOS: STORM DAMAGE



Friday, June 18th Storm

- ✓ Two storm fronts with severe damaging winds swept through the entire ComEd Service territory
- ✓ Thunderstorm wind gusts were clocked at 70 MPH or higher
- ✓ Approximately 29,000 lightning strokes were recorded within the ComEd Service Territory
- ✓ The storm affected approximately 530,000 customers
 - 90% restored within 28 hours of losing power
- ✓ Highly affected areas in Northern Illinois included Rockford, Des Plaines and the City of Chicago
- ✓ One of the most destructive storms in the last 12 years

Monday, June 21st Storm

- ✓ Approximately 17,000 lightning strokes recorded in the ComEd Service Territory
- ✓ Maximum sustained wind speeds of 36 and wind gusts of 58 MPH recorded at O'Hare
- ✓ The storm affected approximately 77,000 customers
 - 90% restored within 5 hours of losing power

Wednesday, June 23rd Storm

- ✓ Thunderstorms with severe damaging winds swept through the central and southern part of the Service territory
- ✓ Thunderstorm wind gusts were clocked at 80 MPH or higher
- ✓ Approximately 51,000 lightning strokes recorded in the ComEd Service Territory
- ✓ The storm affected approximately 340,000 customers
 - 90% restored within 20 hours of losing power

Saturday, June 26th Storm

- ✓ Maximum sustained wind speeds of 25 and wind gusts of 36 MPH recorded at O'Hare
- ✓ Approximately 12,000 lightning strokes recorded in the ComEd Service Territory
- ✓ The storm affected approximately 61,000 customers
 - 90% restored within 5 hours of losing power

Sunday, June 27th Storm

- ✓ Maximum sustained wind speeds of 22 and wind gusts of 31 MPH recorded at O'Hare
- ✓ Approximately 12,000 lightning strokes recorded in the ComEd Service Territory
- ✓ The storm affected approximately 31,000 customers
 - 90% restored within 4 hours of losing power

June 18th - 27th Storm Impact City of Park Ridge

- ✓ ComEd serves 15,817 customers in the City of Park Ridge
- ✓ Approximately 8,600 customer interruptions occurred in Park Ridge due to the June storms

Response during June Storms

- ✓ Over 450 crews were used during restoration efforts
- ✓ Over 100 overhead contract crews were brought in from Illinois, Wisconsin, Michigan and Kansas
- ✓ Crews worked up to six 16-hour shifts (16 hours on, eight hours off) throughout the restoration process
- ✓ Over 2,500 field and office personnel worked more than 226,500 hours to restore customers



Workers on Chicago's south side replace a damaged transformer.



A Maywood Crew Leader removes branches from a worksite in North Riverside. The Chicago suburb was one of the areas hit hardest by a powerful afternoon storm on June 23.

Contract Crew Utilization

- ✓ More than 100 overhead restoration contract crews were brought in, including crews from Wisconsin, Michigan and Kansas
- ✓ Nearly 200 tree trimming crews worked to remove broken or uprooted trees
- ✓ Midwest foreign utility and contract crew availability was limited due to the storm's widespread damage and the threat of damage across the Midwestern states

Storm Restoration Process

- ✓ Step 1: Through switching and repair of high voltage transmission lines and substations, we restore service to the largest number of customers.
- ✓ Step 2: We restore power to facilities critical to public health and safety—including hospitals, police and fire stations, water reclamation plants, and communication systems.
- ✓ Step 3: We dispatch crews to make repairs to equipment that will return service to the largest number of customers in the least amount of time. These include major feeder trunk lines, high-density housing projects, and large neighborhoods.
- ✓ Step 4: Finally, we restore power to smaller neighborhoods and individual services.
- ✓ ***The safety of ComEd employees and customers is always our most important priority!***



System Damage from June Storms

ComEd equipment damage

- ✓ 550 downed or displaced poles
- ✓ 113 transformers
- ✓ 75 miles of wire and cable were used to repair lines damaged or downed during the storms
- ✓ 28 transmission structures damaged



28 fallen transmission poles in DesPlaines

Municipal Outreach

- ✓ External Affairs mobilized to proactively update more than 400 municipalities and Chicago Wards on storm restoration efforts and storm related issues
- ✓ Staffed External Affairs and Large Customer Solutions Command Center 24x7 to identify and monitor critical customer restoration
- ✓ Issued electronic storm messaging updates throughout storm period to keep municipal officials informed of electric service restoration
- ✓ On-site contact established with municipal officials and residents in hardest hit areas
- ✓ Hard hit areas included Antioch, Des Plaines, Elmhurst, Oak Brook, Oak Park, Riverside, Bolingbrook, Matteson, Flossmoor and Joliet



President and COO Anne Pramaggiore and Des Plaines Mayor Martin Moylan discuss the impact of the June 18 storm.

Customer Call Center

- ✓ The Call Center received 735,640 calls during the storms
 - 480,880 through automated self service and 254,760 through customer service representatives
 - Highest volume call days occurred on Friday 6/18 (24% of calls), Saturday 6/19 (22% of calls) and Wednesday 6/23 (20% of calls)
 - At the height of the first storm on Friday 6/18, ComEd received 14,000-15,500 calls per ½ hour interval
- ✓ Call center employees peaked at over 300 during the storms working 16 hour shifts with support from other customer operations departments
 - We also employed our additional contingency staffing as well as customer service representatives from our sister utility PECO
 - ComEd initiated its supplemental staffing when the customer call volume increased

Questions?