

ELECTRIC RELIABILITY – 2011 RECAP

Electric Reliability 2011

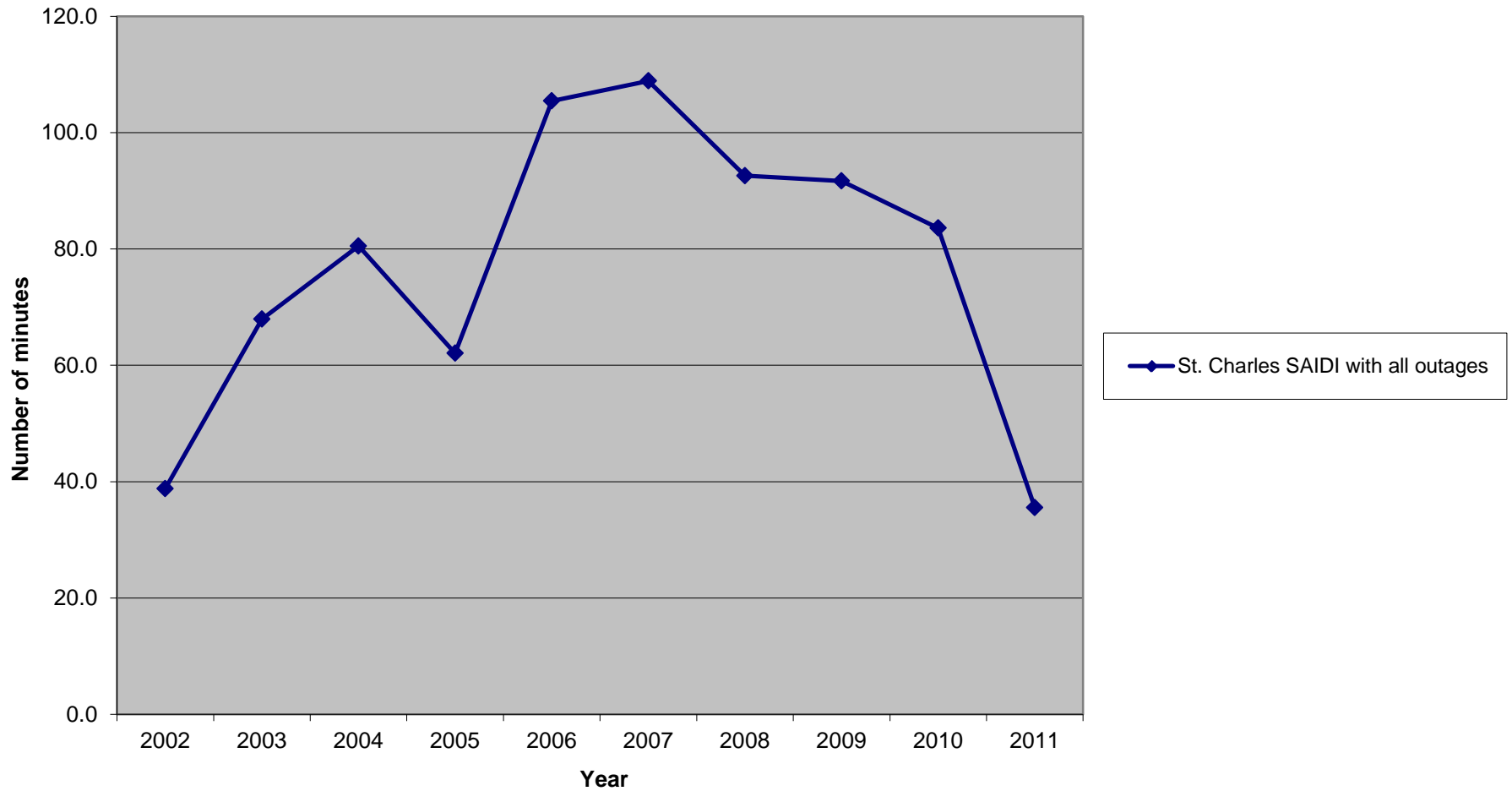
- Performance of the electric system was our best in 10 years.
- By industry standards, we are in the top quartile for performance with respect to duration of outages and frequency of outages.
- Our summer reliability during the major storms and heat was notably good.

SAIDI

- Utility Performance Metric defined by the total number of customer outage minutes, divided by the total number of customers.
- In other words, the average number of minutes each system customer was without power this year.
- Dropped to 35.5 minutes in 2011.
- Was 108.9 minutes in 2007.

SAIDI

SAIDI Comparison
Lower is Better

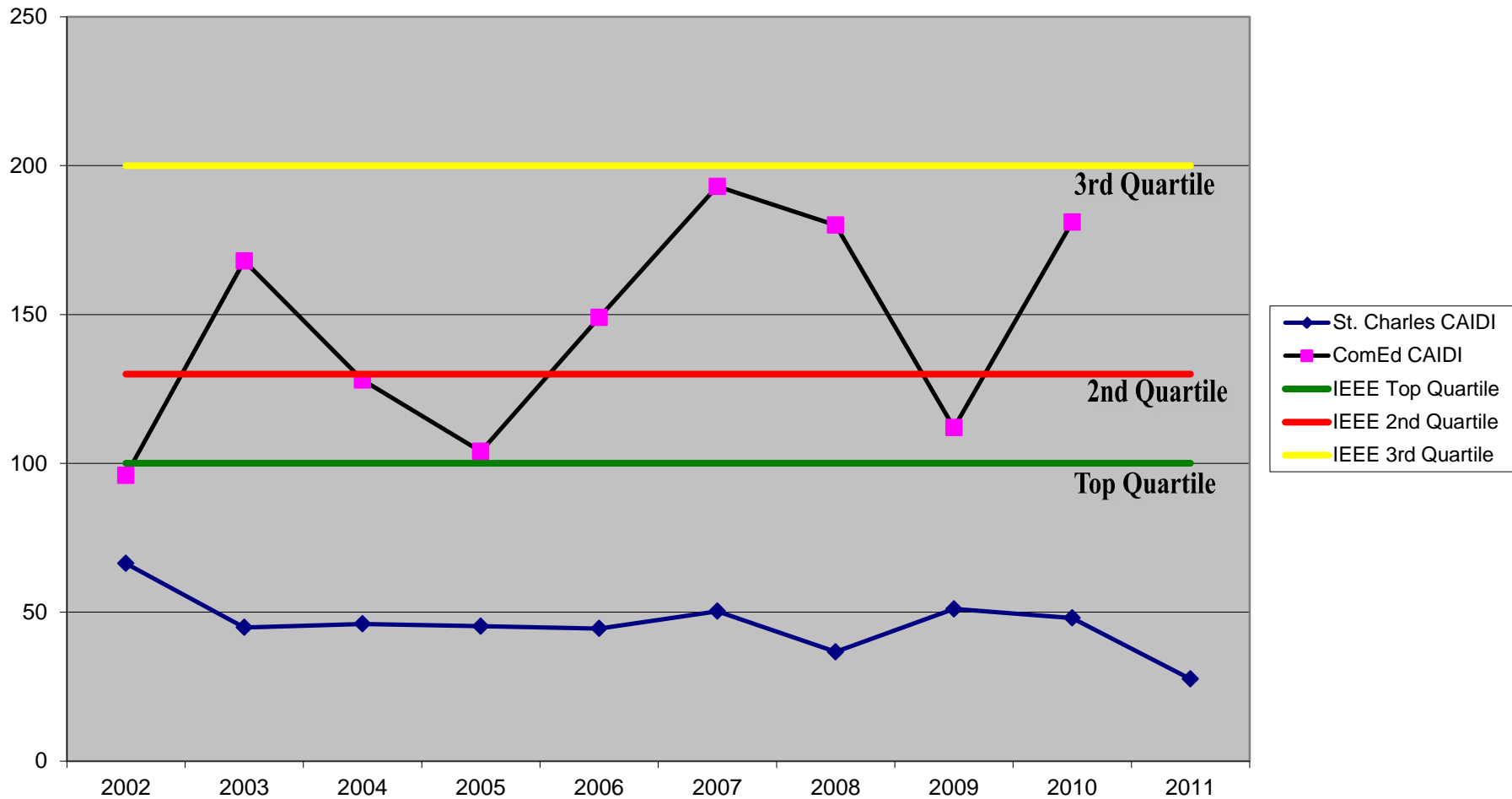


CAIDI

- Utility Performance Metric defined by the total number of customer outage minutes, divided by the total number of customers who experienced an outage.
- In other words, the average number of minutes it takes the City to restore an outage.
- While we have always been a top quartile performer, it dropped to 28 minutes in 2011.
- Was 51 minutes in 2009.

CAIDI

CAIDI Comparison to ComEd - Outages Over 1 Min
Lower Is Better

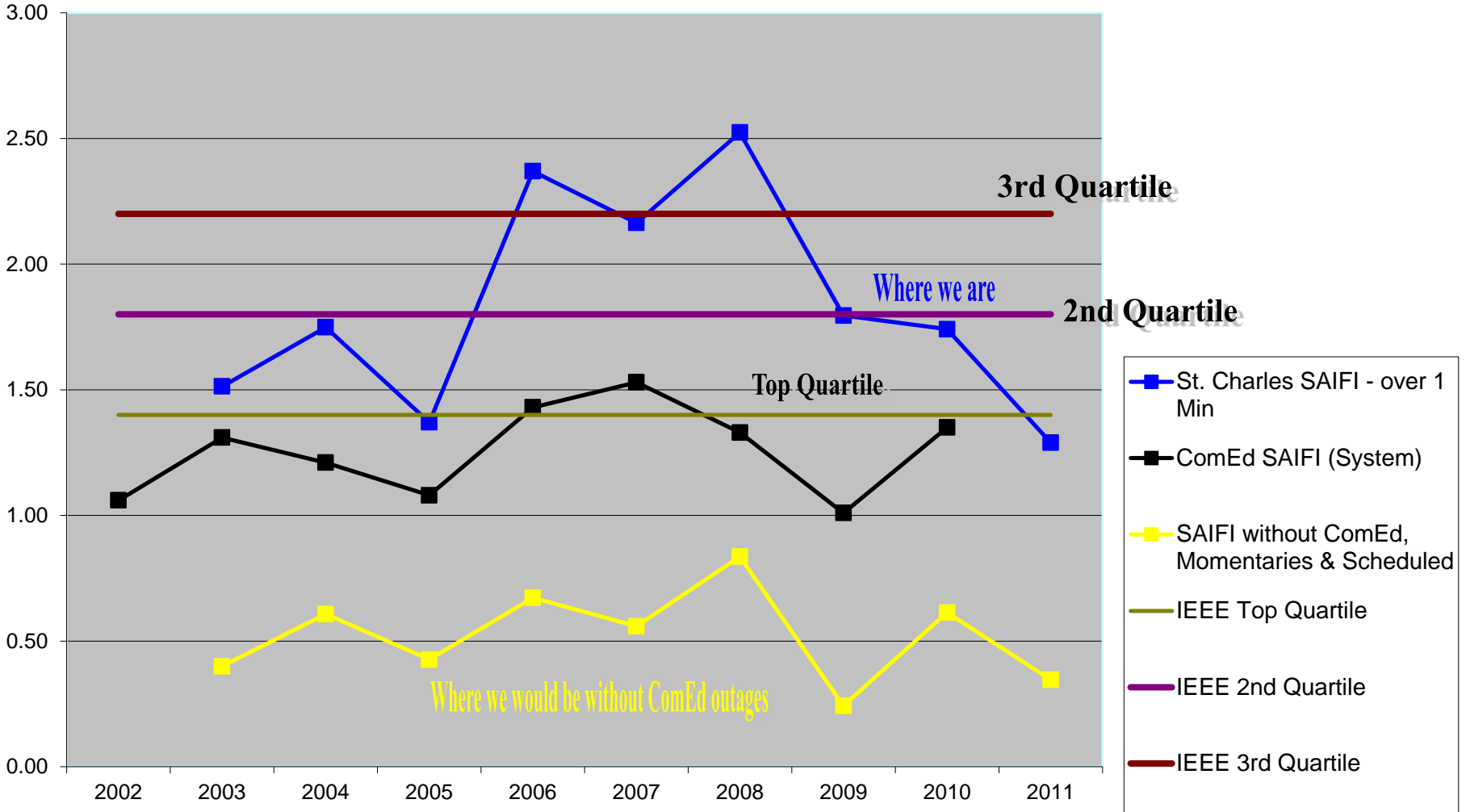


SAIFI

- Utility Performance Metric defined by the total number of customers who experienced an outage, divided by the total number of customers on the system.
- In other words, the average number of outages each system customer experienced.
- In 2011 we made the top quartile, with 1.3.
- Was 2.5 minutes in 2008.

SAIFI

SAIFI-Outages Over 1 Minute



Electric Index Wrap Up

- All index numbers are trending better.
- We are having fewer large outages.
- Programs designed to improve reliability are working:
 - Cable Replacement Program has reduced the number of cable faults.
 - Tree trimming and focus on old poles has reduced weather related and tree related outages.
 - Substation modernization, SCADA, and our 1-866 outage call system are improving outage response times.
 - Improvements on the ComEd system are noticeable.

Electric Reliability Summer 2011

June and July were extraordinary with respect to weather:

- A number of extreme heat days.
- Many heavy rains.
- Many violent storms with amazing lightning.

Electric Reliability Summary

Extreme Heat:

- July 20th was the highest historical demand for electricity on our system.
- Zero heat related equipment failures.
- Capacity planning activities have proven effective.
- Our system can handle the load of a very hot string of days.

Electric Reliability Summary

Storms:

- There were numerous summer storm events.
- Many customers have experienced momentary outages related to storm activity.
- Sustained outage performance was very good.

Electric Reliability Summary

Major Summer Storm:

- July 11 Storm – rolled through at about 7:30AM on a Monday:
 - Record breaking storm, worst in years.
 - ComEd had over 850,000 customers lose service.
 - Some ComEd customers were out for a number of days.
 - City had 2,869 customers out of service due to the storm. Most of them due to loss of a ComEd line.
 - All but 103 customers were restored within an hour.
 - All City customers restored within three and a half hours (10AM).

Electric Reliability Summary

Sustained Summer Outages Summary

June and July 2011:

- Only two ComEd lines had sustained outages over this two month period:
 - Line into City Hall – 18 minutes around 7:45AM on 7/11
 - Line into Peck Road – 7 minutes around noon on 7/20
- Electric Department guys and gal (Erika) worked through the night and on weekends on a number of occasions to minimize customer outage minutes related to trees, wind, and lightning on our system.
- Only a small handful of customers experienced an outage that was more than three hours over these months.

Electric Reliability Summary

Momentary Outages Summer Summary

Frequency:

- A total of 15 momentary outages in June and July on ComEd lines.
 - (1) – Line serving half of Dunham Road Sub
 - (5) – Line serving North 12th Street Sub
 - (7) – Line serving Peck Road Sub and half of Prairie St. Sub
 - (1) – Line serving part of Dukane Drive Sub
 - (1) – Line serving another portion of Dukane Drive Sub
- Glass half full view would say that the ComEd system protective devices worked and kept us from having 15 more sustained outages

Electric Reliability Summary

Momentary ComEd Summer Outages (continued):

Frequency:

- Only three of our nine lines did not experience a momentary outage during June and July.
- ComEd has done a good job of investigating the momentary outages and have reasonable explanations as to the causes.
- Corrective actions have been taken.
- We talk with them every month and are satisfied with their response to outages and their follow up.

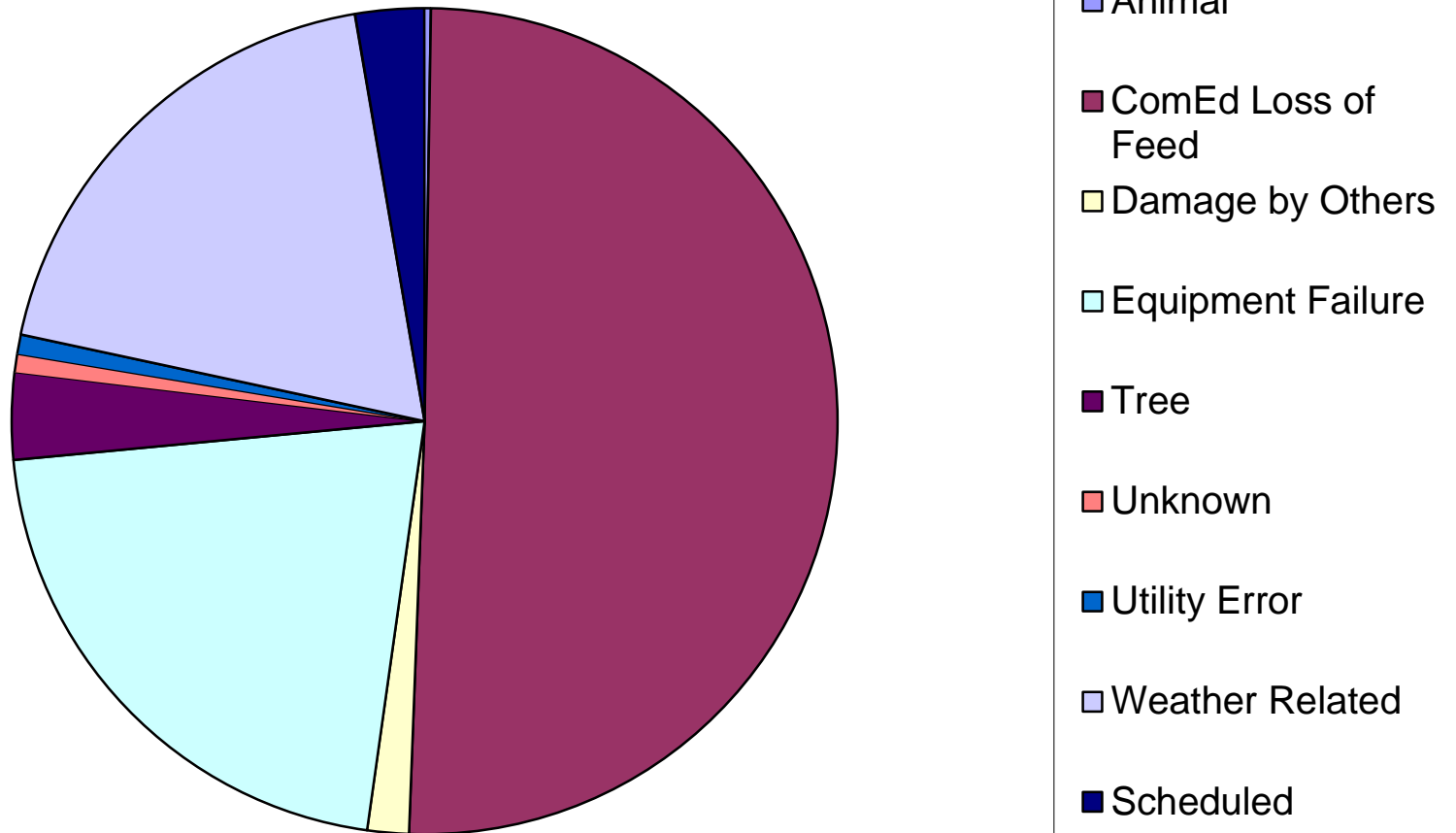
Electric Reliability Summary

Both the ComEd System and our system have performed well with respect to sustained outages:

- Vast majority of customers restored within three hours
- New automated 1-866-444-0016 outage reporting system:
 - Has functioned as designed
 - Has aided Staff in managing outages
 - Has provided better customer service

Electric Reliability Summary

2011 Customer Outage Minutes



Electric Reliability Summary 2012

- Continue to work with ComEd on improving their system.
- Maintain effort on tree trimming and old pole line replacements.
- Continue to enhance and refine our Cable Replacement Program.
 - Continue effort on distribution cables in residential neighborhoods.
 - Begin to evaluate and replace mainline cables.

Electric Reliability Summary 2012

- This is what a top quartile performing utility looks like.
- While 2011 was a record year for us, we want to improve our performance in 2012.
- Questions/Comments?