

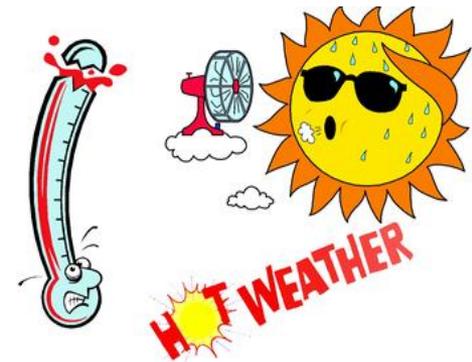
Summer Preparedness Consumer Focus May 10, 2018

Illinois Commerce Commission, Chicago, Illinois

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Summertime Consumer Utility Issues

- Relief from high heat bills, but residual debt may persist, straining budgets
- Cooling drives up usage and bills
- Storm outages
- Longer days mean more ARES and ARGs Solicitations



Relief from Heating Bills but ...

- Illinois weather burdens consumers in winter with heating bills and in summer with cooling bills.
- Many Illinois consumers cannot afford winter heating and fall behind in payments during the cold weather months.
- Winter leaves consumers with debt or disconnection without gas to heat water and gas for cooking.
 - Approx 30,000 disconnections/year
- **IL AG initiative to expand low-cost repayment options.**

Hot Weather Drives Up Electricity Usage

- **Air conditioning: single largest user of electricity for most consumers**
 - Central AC: increases usage by 350-950 kwh per month
 - At Average 11¢ ComEd kwh charge, monthly increase from \$38.50 - \$104.50
 - Higher supplier prices exacerbate effect: e.g., \$56.00 - \$152.00 higher monthly charge @16¢
- **Customer usage very weather sensitive, sensitive to customer heat tolerance**
- **Customer charges very sensitive to usage and to supply price**

Supply Charges Matter

- With summer demand spiking, longer days, more supplier door-to-door sales.
- Customers often do not understand the price differences between supply and other charges.
- Charges on Plug-In Illinois site show that at 500 kwh/month, 78 of 88 offers *higher* than default supply charge, 18 are 30% higher.
- Effect on bills magnified as usage increases.
- Need for supply price disclosures in order for customers to protect their pocketbooks.

Summer Energy Management Tools

| | ComEd | Ameren |
|------------------------------------|---------|---------------|
| • Hourly pricing | 17,873 | 13,616 |
| • Peak time savings | 226,695 | 40,131 |
| • AC cycling- Thermostat Option | 16,491 | |
| Planned expansion to | 46,125 | by 12/21/2021 |

Sources: ComEd and Ameren AMI Reports, 2018



Summer Heat Can Be Deadly - 1995

- Summer of 1995 left **739 people dead** of heat related causes.
- Scattered outages throughout the region due to heat, demand.
- A major outage caused by the loss of three transformers at the Northwest Substation left 49,000 residents without electricity for up to 2 days in the midst of the heat wave.
- Outages left residents without AC, elevators, lights, refrigeration.
- Usage soared, some consumers reportedly declined to use their AC due to cost concerns.
- See Heat Wave, A Social Autopsy of Disaster in Chicago, Eric Klinenberg (2002).

Storms and Outages

- 2011 More than 2 million customer outages, 6 major summer storms
 - June 21: 416,288 outages, with 76,000 customer outages > 24 hours
 - July 11: 911,207 outages, with 256,000 customer outages > 24 hours
- Consequences of outages reach throughout community
 - Customers without power, air conditioning, refrigeration, light
 - No street lights or traffic controls
 - Public safety
 - Downed power lines
 - Back-up power options
 - Priority restoration -- Municipal Joint Operations Center
 - Cost to consumers, public agencies, utility

Outage Performance

ComEd

Days qualifying for exclusion (continued)

2016 – Performance Year 4

| Date | Customer Interruptions |
|-----------|------------------------|
| 2/19/2016 | 213,785 |
| 7/24/2016 | 82,687 |
| 3/16/2016 | 63,822 |
| 7/6/2016 | 63,333 |
| 7/21/2016 | 60,301 |
| 7/23/2016 | 54,135 |
| 2/20/2016 | 23,194 |
| 7/25/2016 | 20,461 |
| 7/22/2016 | 12,525 |

2017 – Performance Year 5

| Date | Customer Interruptions |
|-----------|------------------------|
| 3/8/2017 | 113,232 |
| 1/10/2017 | 89,501 |
| 7/21/2017 | 69,387 |
| 7/12/2017 | 67,301 |
| 5/17/2017 | 61,626 |
| 6/14/2017 | 59,814 |
| 7/23/2017 | 57,846 |
| 6/28/2017 | 49,287 |
| 7/19/2017 | 49,168 |
| 5/18/2017 | 40,065 |
| 7/20/2017 | 36,794 |
| 3/7/2017 | 33,514 |
| 7/22/2017 | 17,016 |
| 6/29/2017 | 12,939 |

- 2017 = 617,162 excl outages (9) 0.575/0.89
140,328 incl outages
total = 757,490 customer outages
- 2016 = 531,421 excl outages (9) 0.612/0.918 84.5/87.3
- 2015 = 585,456 excl outages (9) 0.735/0.938 79.1/88.7
35,892 incl outages
- 2014 = 858,952 excl outages(9) 0.784/0.958 78.6/90.1
48,164 incl outages

Outage Performance Ameren

CAIDI/minutes

SAIFI

- 2017 [available June 1, 2018]
139/144
- 2016 = 368,480 excluded outages (6 events) 0.93/1.04 121/147
- 2015 = 372,192 excluded outages (9 events) 0.94/1.06 137/149
- 2014 = 154,425 excluded outages (4 events) 1.00/1.08 133/151



Are Fewer Customers Being Affected By Outages?

- Storm outages remain a significant summer threat to millions of residents throughout Illinois.
- EIMA Performance metrics exclude most storm-related outages (“significant weather event”) and do not reflect customer experience.
- EIMA Performance metrics primarily measure “blue sky” outages.

Thank you

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