Summer Preparedness
Consumer Focus
May 10, 2018

Illinois Commerce Commission, Chicago, Illinois

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Office of the Illinois Attorney General
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

<table>
<thead>
<tr>
<th></th>
<th>ComEd</th>
<th>Ameren</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hourly pricing</td>
<td>17,873</td>
<td>13,616</td>
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<tr>
<td>Peak time savings</td>
<td>226,695</td>
<td>40,131</td>
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</tbody>
</table>

- 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.
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

SAIFI  CAIDI (min)
reported/gc

• 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
  35,892 incl outages
• 2015 = 585,456 excl outages (9)  0.735/0.938
  35,892 incl outages
• 2014 = 858,952 excl outages(9)  0.784/0.958
  48,164 incl outages
# Outage Performance

**Ameren**  
CAIDI/minutes

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<tr>
<th>Year</th>
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<th>Events</th>
<th>SAIFI</th>
<th>CAIDI</th>
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<td>368,480</td>
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<td>372,192</td>
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<td>2015</td>
<td>154,425</td>
<td>4</td>
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<td>2014</td>
<td>358,232</td>
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[Available June 1, 2018]

139/144

121/147

137/149

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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