

**ICC INQUIRY RE: JULY 11, 2011 STORM**

**Commonwealth Edison Company's Response to  
Illinois Commerce Commission ("Staff") Data Requests**

**PM 1.01 – 1.12**

**Date Received: August 12, 2011**

**Date Served: September 1, 2011**

**REQUEST NO. PM 1.01:**

Regarding automated system (VRU)

- a) Identify any functions that cannot be completed by the VRU and require that a customer speak to a CSR?
- b) If the customer's need cannot be completed via the VRU, does the customer have the option to speak with a CSR?
- c) During an emergency, how does the customer have access to a CSR?
- d) If no access is available, how does ComEd ensure that the customer is not penalized because ComEd's CSRs are not available?
- e) Does the automated system make a note of the customer's contact?
- f) When will ComEd Suspend Automated Collection Calls?
- g) Can ComEd limit the suspension of automated calls to specific customers impacted by outage or is it system wide?

**RESPONSE:**

- a) The functions that are built into the Voice Response Unit ("VRU") and have been identified to require the customer speak to a customer service representative ("CSR") are as follows:
  - i. Reporting down wires;
  - ii. Reporting dim or flickering lights, street light outages or other power problems;
  - iii. Request damage claim forms; and
  - iv. Air conditioning cycling program which includes enrolling, changing options and general or billing information.
- b) Generally, yes. However, during storm events, the call center may give priority to outage and emergency callers. If the customer's need is not related to an outage or emergency then the customer will not be able to reach a CSR.
- c) ComEd understands subpart (c) of this data request to be asking about a storm event. During a storm event, depending on the impact of the storm a CSR may only take outage or emergency related calls.

- d) During a storm event when CSRs are not available, ComEd customers have numerous ways to make transactions on their account. For example, payments can be made at authorized agents or via the internet through ComEd's website. With regard to customers attempting to contact ComEd to set up a payment plan, ComEd will evaluate whether a temporary suspension of collection actions is warranted. However, since automated calls and disconnection notices are sent well in advance of an actual disconnection, customers have ample time to contact ComEd regardless of storm restoration activities.
- e) Yes, the automated systems, the VRU and the ComEd website, create a "contact" in ComEd's Customer Information Management System ("CIMS") for every successfully completed transaction. However, if a customer is unable to successfully complete a transaction they are prompted to call back at another time.
- f) The suspension of automated collections calls is not normal practice. However, due to the magnitude of the storm restoration efforts and at Staff's recommendation, automated calls were suspended for five (5) days from July 13, 2011 through July 17, 2011, starting up again on July 18, 2011, due to the sheer magnitude of the storm restoration efforts.
- g) No, ComEd cannot limit the suspension of automated calls to specific customers impacted by an outage. The daily file transfer to the vendor who places these calls includes all customers fitting that particular trigger (e.g. due a proactive or field notification call) and cannot be parsed by region or operating center. Thus the decision to stop proactive and field notification calls is an "all or nothing" proposition.

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**REQUEST NO. PM 1.02:**

What operational changes are made with respect to customer service, customer communication, automated systems when ComEd declares an emergency resulting from storms or other weather related events?

**RESPONSE:**

ComEd understands the phrase "declares an emergency" to mean when it activates its Emergency Response Organization (ERO). See ComEd's Response to Staff Data Request PM 1.03. Further, ComEd understands the phrase "customer communication" to mean communications "to" customers.

During storms, ComEd primarily manages only storm-related customer inquiries through all of its channels, including Customer Service Representatives and Social Media analysts. In addition, the "Storm Center" on ComEd's website is activated, which provides a quick link to a dedicated web page providing customers general information about the storm.

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**REQUEST NO. PM 1.03:**

What is the definition of emergency? At what threshold are changes made?

**RESPONSE:**

ComEd understands the term "emergency" to be "emergency storm mode." The ComEd Customer Care Center defines an "emergency storm mode" to be when the Emergency Response Director activates emergency response teams.

The Emergency Response Director will determine ComEd's Distribution System Operating Condition (OPCON) Levels per the Storm/Emergency Manual, which is attached to ComEd's Response to Staff Data Request PM 1.05 and labeled as PM 1.05\_Attach 1.

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**REQUEST NO. PM 1.04:**

Are changes in operating procedures automated or manually performed? What personnel are responsible to ensure changes are made?

**RESPONSE:**

ComEd understands that the reference to "changes in operating procedure" in this data request is intended to mean the customer operating procedures/process during storm events.

Changes to the customer operating procedures/processes are initiated manually.

The ComEd Customer Care Center (i.e. Call Center) has a storm plan that is initiated when severe weather is expected. The Storm/Emergency Manual which is used as a guide, is attached to ComEd's Response to Staff Data Request PM 1.05 labeled as PM 1.05\_Attach 1.

During storm events, the storm responders fill different roles than their normal duties.

The Emergency Response Manager ("ERM") for the Customer Care Center is responsible for ensuring that the plan is in place and that the plan is implemented.

The following Lead roles report to the ERM and are responsible for the following:

1. **Resource Lead** – Responsible for staffing plans for Care Center employees, as well as the management of the internal routing of calls, the use of external company assets, such as a third-party call center to supplement the ComEd agents, and the Voice Response Unit (VRU);
2. **Communications Lead** – Responsible for all internal communications as well as all communications made via the web and social media. This Lead also works with other internal departments to draft messaging used on the VRU; and
3. **Call Center Lead** – Responsible for the real-time management of all Customer Care Center employees.

The roles and responsibilities are listed in the Storm/Emergency Manual.

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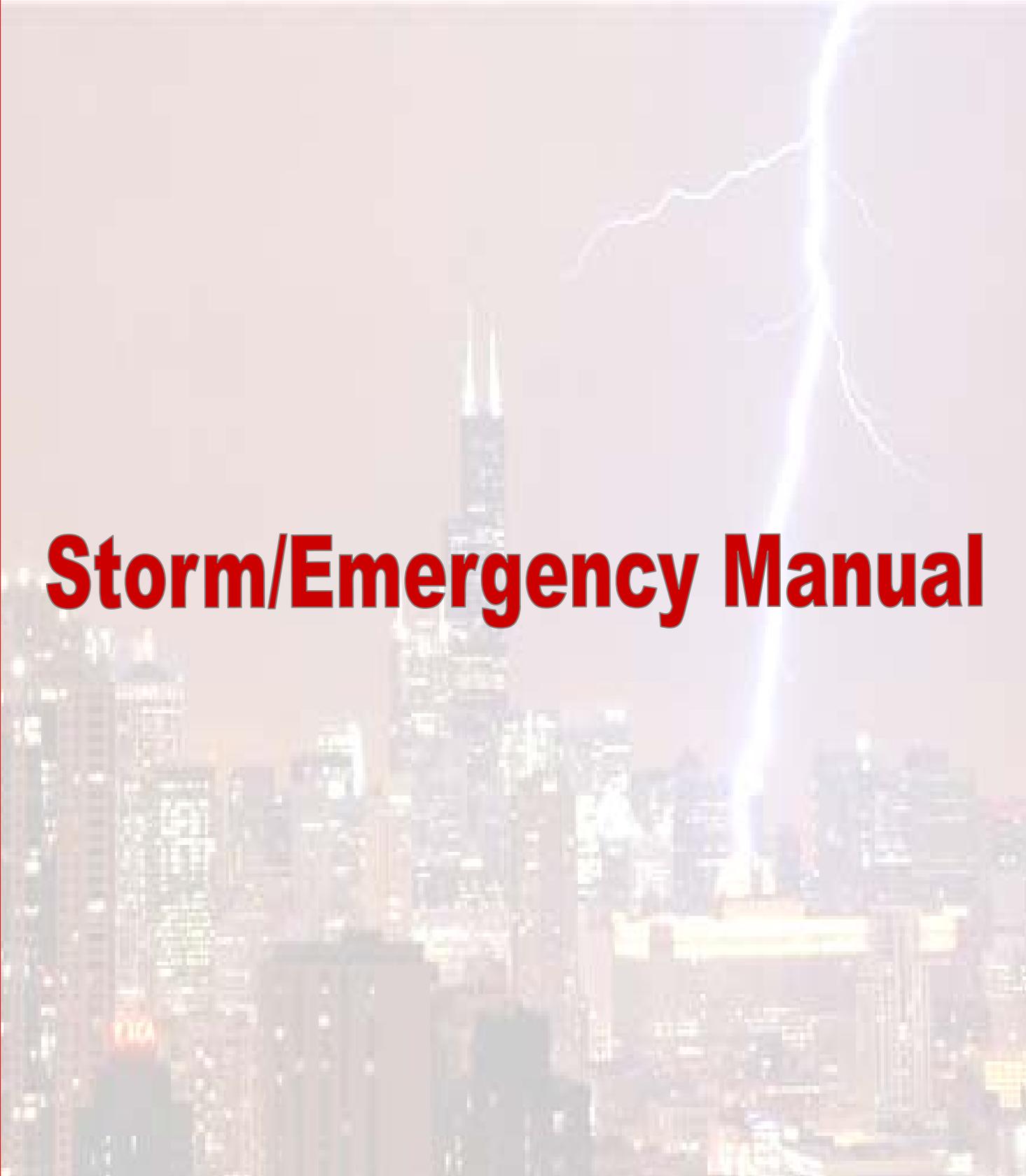
**Date Served: September 1, 2011**

**REQUEST NO. PM 1.05:**

Does ComEd have written procedures to identify actions to be taken? If yes, please provide a copy.

**RESPONSE:**

ComEd understands this data request to be asking about actions to be taken for a storm event. The Customer Care Center utilizes the Storm/Emergency Manual which defines emergency response roles and responsibilities. The Storm / Emergency Manual is attached hereto and labeled as PM 1.05\_Attach 1.



# Storm/Emergency Manual

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# Roles & Responsibilities

# Emergency Response Manager

## OVERVIEW

The Emergency Response Manager (ERM) serves as the leader of the contact center during a storm or other emergency. The ERM oversees the call center storm/emergency plan and serves as the primary point of contact between the Customer Contact Center, the ComEd leadership team, the OCC Storm Command Center and Local 15.

The ERM is responsible for approving the staffing and communications plan, participating in the Command Center conference calls, and keeping the leadership team up-to-date on the contact center's storm plan.

## ROLES AND RESPONSIBILITIES

### EMERGENCY RESPONSE MANAGER (ERM)

**A ERM is assigned to lead the contact center storm team and works with the RESOURCE MANAGEMENT Duty Administrator and the CONTACT CENTER Duty Administrator to make storm-related decisions. The ERM will represent the contact center on the OCC pre-event and storm working conference calls and participate in the OCC Storm debrief.**

#### **Job Responsibilities:**

- Participate in Command Center conference calls.
- Schedule and lead the Leadership Pre-event conference Call.
- Initiate the Resource Management conference call.
- Approve staffing and communications requirements.
- Manage the financial expenditures for the contact center.
- Provide regular updates to Customer Operations leadership team on the staffing and communications plans and key storm metrics.
- Create and issue email updates to ComEd leadership during the storm. A template can be found in the appendix section of this guide.
- Serve as the primary point of contact for the Local 15 Business Agent

# Resource Management

## OVERVIEW

RESOURCE MANAGEMENT is the point of contact for staffing decisions during storms and other times when call volume is excessive. RESOURCE MANAGEMENT is responsible for participating in conference calls to determine staffing plans, and overseeing and initiating call-outs—mandatory and voluntary. They also ensure the systems required to process customer outage reports are functioning properly.

**RESOURCE MANAGEMENT obtains and ensures that outage restoration information is being communicated to customers who calls 1-800-EDISON1 and related phone numbers.**

## ROLES AND RESPONSIBILITIES

### RESOURCE MANAGEMENT DUTY ADMINISTRATOR

**A RESOURCE MANAGEMENT Duty Administrator is assigned for storm coverage and partners with the ERM and CONTACT CENTER Duty Administrator to make storm-related decisions.**

#### **Job Responsibilities:**

- Participate in Resource Management conference call.
- Evaluate need to activate IT / LAN Support.
- Determine staffing requirements, develop and communicate staffing plan.
- Ensure staffing plan is implemented.
- Evaluate need for automatic call routing changes.
- Determine need for Supplemental Staffing.
- Escalate ETR issues, if necessary.
- Ensure Resource Management implements designated IVR scripted messages when Bulk ETRs are uploaded.

### RESOURCE MANAGEMENT COMMUNICATIONS RESOURCE ANALYST

#### **Conference Call and Communications Responsibilities:**

The Communications Room Analyst is responsible for paging the ERM, Duty Administrators and Duty supervisors to inform them of OCC and Resource Management storm conference calls.

- Receives page from OCC and pages the ERM immediately.
- Gathers all data relevant for conference call and briefs the ERM.

- If the ERM has not called into the Communications Room within 15 minutes prior to the start of the conference call, the Analyst will begin calling home, work and cell phones until he reaches the ERM to handle the call.
  - If the primary ERM is not available, the Analyst will begin calling the home, work and cell phones of the back-up ERM to handle the call.
  - Pages information to the ERM and Duty Administrators, supervisors and storm communications lead.
  - Once the OCC call has been completed, the ERM will notify the Communications Room Analyst with the time of the Resource Management Conference call.
- Communications Room Analyst responsibilities for this call include:**
- Page Administrators (all Administrators if call is between 0600 and 2300, Duty Administrators between 2300 and 0600), as well as Duty Supervisors and Storm Communications Lead with the time of the call and the conference bridge number with pass code.
  - Dial into bridge with leader code
  - Once call begins, give the current weather conditions
  - Once the Communications room has ETR info, they will scroll it on the Readerboard, and page it out to the duty list

**Additional storm responsibilities for the Analyst include, but are not limited to:**

- Extract intelligence information from ODS/OMS and CIMS to answer caller questions.
- Liaise with OCC Help Desk to handle telephone inquiries from internal customers.  
**(Note: Storm Communications Lead will handle inquiries specifically from Media Relations and Corporate Communications.)**
- 24X7 point of contact who engages the Contact Center for ETR process
- Communicate appropriate information received from the EOC and OCC in reference to suspending, resuming and Bulk Uploads of ETRs to all appropriate Contact Center personnel
- Monitor ETRs and communicate ETR issues and/or expired ETR's to the Assistant Director
- Test IVR, ACD and in-bound phone systems to ensure each is functioning properly. Test should be run at least once per shift, per person.
- Maintain all IVR messages
- Update Redboard with current information.
- Monitor ComEd VRU and Powerline.
- Acquire hourly restoration update information from the SRP Web page.
- Update area-specific messages on ComEd VRU and Powerline hourly.
- Produce and distribute all appropriate storm reports.
- Perform additional pages as needed.
- Activate IGS / LAN Support.
- Prepare ICC Report
- Coordinate communications between the Business Agent (BA) from Local 15 and the ERM.

**Assisting Business Agents with questions during storms**

During storm situations, the Business Agent (BA) from Local 15 may have questions or concerns that can only be answered by the ERM. The BAs (Terry

Cagney) have been given 630-684-3110 as the initial phone number to reach the ERM. When a BA calls, please follow the procedure below:

- Inform the BA of the names of the primary and back-up ERM and which ERM is currently involved in the storm decision-making process.
- Page the ERM with a request to call the BA as soon as possible and include the phone number for the BA on the page.
- The ERM will make every attempt to call the BA within a half hour.
- If, due to circumstances surrounding the storm such as a scheduled OCC or Resource Management conference call, the ERM will not be able to respond within this time frame, the Analyst should inform the BA of the situation and give a time frame of when the BA can expect a callback.
- If the ERM is unavailable for any reason, the analyst should contact the back-up ERM and follow the above procedure.

# Contact Center

## OVERVIEW

The Contact Center is the front-line for customers during storms and emergencies. Contact Center leaders work with Resource Management to make storm-related decisions.

## ROLES AND RESPONSIBILITIES

### CONTACT CENTER DUTY ADMINISTRATOR

**The CONTACT CENTER Duty Administrator assumes the lead role in both CONTACT CENTERS during storm coverage. The Duty Administrator is assigned for storm coverage and partners with the ERM and RESOURCE MANAGEMENT Duty Administrator to make storm related decisions. The Duty Administrator is also responsible for properly staffing the management team and ensuring the CONTACT CENTER Duty Supervisor has the proper amount of support.**

#### **Job Responsibilities:**

- Evaluate Contact Center Management Staffing Requirements, CC1 support and timekeeper support.
- Participate in making storm related decisions.
- Participate in Resource conference call.
- Communicate Plans and Status to Contact Center Management Team.
- Escalate ETR issues, if necessary.
- Ensure Resource Management implements designated IVR scripted messages when Bulk ETRs are uploaded.
- Manage/resolve any local bargaining unit issues.
- For multi-day storms alert Facilities via procedure on Supplies tab under General information.

Note: Support Managers are included in the Contact Center Duty Administrator rotation. Their roles and responsibilities, as listed above, are activated outside of core business hours (Monday thru Friday, 6 p.m. - 7 a.m.) or during times of storms or emergencies. These Administrators are intended to manage storm or emergent issues that can affect the Contact Center's ability to answer phone calls.

### CONTACT CENTER DUTY SUPERVISOR

#### **Job Responsibilities:**

- The CONTACT CENTER Duty Supervisor assumes the lead role in the CONTACT CENTER during storm coverage if the Duty Administrator is off-site.
- **Additional responsibilities include, but are not limited to the following:**

- Participate in all Resource Management conference calls (when scheduled for primary duty or back-up) and relay information to management and CSRs. It is especially important for back-up Supervisors to actively participate on calls during storms or other weather events. Back-up Supervisors are often needed because of the duration of some events during storm (or hot weather) seasons.
- If a Duty and/or Back-up Duty Supervisor is not available (pre-planned personal event), he/she must arrange for someone to backfill the position.
- Duty and/or Back-up Duty Supervisors can be called to report to work when any type of situation arises that requires management intervention during off-hours. Duty is not limited to call volumes or staffing situations.
- Duty and/or Back-up Duty Supervisor can be held when any type of situation arises that requires employees to be held (voluntarily or forced).
- Coordinate meals
- Document event log of storm event.
- Direct workforce (management and CC1s) and assign responsibilities
- Communicate status to CSRs via e-mail

Duty Supervisors and/or Back-up Supervisors can be scheduled for a maximum of 16 hours. All attempts will be made to limit 12 on / 12 off for Duty Supervisors if at all possible. Supervisors are responsible for ensuring their phones are charged and audible.

# Communications/ETR

## OVERVIEW

The CONTACT CENTER Storm Communications/ETR Lead is responsible for sending regular updates to both CONTACT CENTERS on the status of weather, outages and any other emergency conditions that result in holding shifts and/or overtime. They are also responsible for monitoring customer calls as needed, monitoring and reporting estimated restoration times related to storm/emergency activity, answering calls that come into the Resource Communications room, and assisting the RESOURCE ANALYST with other duties as assigned. The Communications/ETR Lead will work with the Resource Room Analysts to ensure consistent coverage in the Communications room for the duration of the event.

## ROLES AND RESPONSIBILITIES

### CONTACT CENTER COMMUNICATIONS/ETR LEAD

#### **Job Responsibilities:**

The CONTACT CENTER Communications/ETR Lead will create and distribute internal communications related to storm/emergency activity to call center employees. The lead will also be responsible for monitoring ETRs as well as obtaining accommodations during storms when necessary.

#### **Responsibilities include but are not limited to the following:**

- May monitor “Working Conference Calls” during an event, and will participate in Resource Conference Calls, if the call is held.
- Liaise with the RESOURCE MANAGEMENT Communications Resource Analyst and CONTACT CENTER Duty Administrators to provide storm status reports and staffing updates to CONTACT CENTER personnel.
- Create email with bulk uploads and suppression times once communicated by the Real-Time Room Lead.
- Liaise with the Web/Social Media Administrator to obtain web content for inclusion in the Storm Alerts.
- Monitor customer calls to pinpoint existing and potential issues.
- Answer and direct calls that come into the Communications Room.
- Monitor the appropriate ETR report for ETRs close to expiration.
- Escalate any expired ETR issues to the Assistant ERD at the EOC.
- Attempt to resolve any and all ETR issues by notifying the Resource Management Duty Administrator and Contact Center Duty Administrator by phone, or discuss on the Resource Management conference call.
- Keep track of ETR suspensions and bulk uploads. Notify Contact Center management and follow-up with the OCC when suspension of ETRs have continued longer than three (3) hours. Follow up with EOC regarding the time frame for ETR suspensions and estimated bulk uploads.

- Ensure that all members of the Contact Center management are aware of bulk upload. Notify Resource Communications room to page all bulk upload information to Contact Center management with expected time of completion.
- Ensure that all members of the Contact Center management are aware of bulk upload completion and VRU messages that have been removed. Check with resource room to ensure messages have been removed when upload is complete. Make sure bulk upload completion information has been paged out to all management personnel.
- Responsibilities also include, but are not limited to, obtaining hotel rooms and making other accommodations as necessary for call center staff.

See ETR Timeline and Process Diagrams on pages 60-61.

# Web & Social Media

## OVERVIEW

The Web-Social Media Administrator is responsible for external-facing communications through electronic channels for ComEd, via the Call Center Storm team. Electronic channels include, but are not limited to the website, social media and the VRU.

## ROLES AND RESPONSIBILITIES

### WEB AND SOCIAL MEDIA ADMINISTRATOR

#### **Job Responsibilities:**

The Web-Social Media Administrator is responsible for updating the Storm Center on the ComEd customer-facing website ([www.ComEd.com](http://www.ComEd.com)), monitoring and responding to social media posts related to storm & emergency activity and outages, and reviewing storm-related VRU scripts.

#### **Responsibilities include but are not limited to the following:**

- May monitor “Working Conference Calls” during an event, and will participate in Resource Conference Calls, if the call is held.
- Work with the OCC Communications Lead and Corporate Communications to open, update, and close the Storm Center on the external Web site, [www.ComEd.com](http://www.ComEd.com).
- Assist Resource Management Communications Resource Analyst with updates to IVR scripting as a storm progresses.
- Monitor social media mentions related to storms, emergencies, outages and other safety hazards during an event.
- Respond to social media posts as appropriate to gather or provide information.
- Share critical information with the call center or OCC for resolution.
- Prepare a log of social media activity at the end of each shift.
- Liaise with the Communications Lead to provide web content for inclusion in the Storm Alerts.

See the Web site update process at:

[http://exelonweb.exeloncorp.com/sites/EEDEmergencypreparedness/Emergency\\_Preparedness\\_COMED/Controlled%20Documents/EP-CE-1504%20ComEd%20Storm%20Center%20Web%20Page%20Guideline%20for%20ComEd.com.doc](http://exelonweb.exeloncorp.com/sites/EEDEmergencypreparedness/Emergency_Preparedness_COMED/Controlled%20Documents/EP-CE-1504%20ComEd%20Storm%20Center%20Web%20Page%20Guideline%20for%20ComEd.com.doc)

# Procedures



# Communications

The purpose of this section is to provide the detailed communication structure and process to be utilized in the storm response. Specifically, this section provides the following:

- The overall SRP communication and information processing structure.
- The process by which customers and the media are kept adequately informed of our storm restoration efforts.
- Storm reporting and measurements.

## OVERVIEW

- The Distribution System Operations (DSO) Shift Manager contacts the on-call Emergency Response Director to notify them of incoming weather (or of a situation when weather has unexpectedly moved in to the ComEd territory). The DSO Shift Manager or the on-call Emergency Response Director will initiate a pre-strategy conference call to assess the oncoming storm, determine staffing needs, and initiate and mobilize the ComEd Command Center (at the OCC) and Regional/Local Offices if needed.
- The OCC information Desk personnel make notifications with regard to Storm Conference Calls, Command Center opening/closing, change of OPCODE levels, and weather updates.
- A separate Emergency Communications Conference call is led by the Command Center Communications & External Affairs Manager, as needed.
- The Communications & External Affairs Manager approves the internal talking points, which are created by the EED Communications personnel. The talking points are distributed to the appropriate personnel and departments for use during the event and restoration efforts.
- Within the CONTACT CENTER, the RESOURCE MANAGEMENT Communications Resource Analyst will be responsible for coordinating communications as detailed on [pages 6-8](#).
- Within the CONTACT CENTER, the CONTACT CENTER Storm Communications Lead will be responsible for coordinating communications as detailed on [page 11](#).

The CONTACT CENTER ERM will participate on Storm Conference Calls using data provided by the RESOURCE MANAGEMENT Communications Resource Analyst. (Refer to Template) The CONTACT CENTER Storm Communications Lead may monitor Storm Conference Calls and will participate on Emergency Communications Conference Calls.

## CONFERENCE CALLS

- A “Pre-event Conference Call” is initiated by the OCC when a storm is expected in the service area. The OCC will page the Resource Management Communications Room Analyst who will then page out the Contact Center ERM.
- Pre-event calls will continue every 1 to 3 hours until the storm hits.
- The ERM will schedule a Resource Conference Call if needed. (There is usually at least 1 Resource Conference Call.) The purpose of the Resource Conference Call is to develop a plan for staffing the Contact Center during the storm. Once decisions are made, a template communication form is used to notify the CC1s.
- The ERM is also responsible for scheduling a Customer Ops Leadership pre-event call. This call will be to inform the Customer Ops leadership team of staffing plans and the need to activate proper call center storm roles. The bullet points to cover on this call can be found in the “Addendum” section of this manual

During the EOC Pre-event, and later “Working Conference Calls”, the Contact Center ERM will report Contact Center status and will receive storm and operational readiness, as well as ETR updates. As mentioned under Roles and Responsibilities, the Resource Management Analyst, upon request, provides Contact Center status information to the CONTACT CENTER ERM for the Conference Calls.

### Resource Management Conference Call Script

**Dial-in number: 1877 802 4003 access code #900225.**

- Roll Call
  - Contact Center ERM
  - Contact Center Duty Administrator
  - Resource Duty Administrator
  - Chicago North Duty Administrator
  - Oakbrook Duty Administrator
  - Chicago North Management that would like to be recognized
  - Oak Brook Management that would like to be recognized
  - Communications Lead
- Current Weather conditions – Communications Room Analyst
- Update of OCC conditions reported on OCC conference call – ERM
- IVR scripts currently in use and plans for changing them
- Duty Administrators will communicate Staffing Plan including all overtime options:
  - Clarify holding only full-time or full- and part-time CSRs
  - Communicate the reason for overtime (in terms of IEX codes)
  - Should Chicago remain open
  - Address the need for additional CC1s
  - Address the need for additional OSRs, OSSs and Timekeepers
  - Address the need for management staffing
  - Address reader board Communication needs

- ARCOS up to date
- Any communications needed
  
- Three way communication of plan with all duty supervisors on the call
- Clarify any questions.
- If available announce next OCC conference call and RESOURCE MANAGEMENT conference call.

## **ETRs**

Providing an accurate ETR is one of the most important elements of customer satisfaction. Supervisors of field employees are asked to reinforce the expectation that ETRs must be provided after an assessment of the time required to complete repairs and restore power.

- Field crews should contact the dispatcher to report the ETR. If the restoration time should change for any reason, employees are asked to provide revised restoration times.
- Following the completion of repairs necessary to restore power, field employees should immediately report back to their dispatcher with final completion information or any referral information required.

### **Monitoring of ETRs**

Contact Center employees and Resource Management should routinely monitor ETRs for reasonableness during an outage event.

CSRs who notice delays and inaccuracies should report these occurrences to their supervisor or CC1. They should include the customer's name, address and account number for reference along with the source of the ETR misinformation.

In the event that a problem with timely or accurate ETR information is identified:

- Real Time Lead or Real Time Support person will contact the Call Center ERM prior to the OCC Storm Conference Call, and/or
- The ERM will notify the team during the OCC Storm Conference Call.
- Real Time Lead or Support person will make sure the duty personnel s are always kept abreast of all ETR problems and issues.

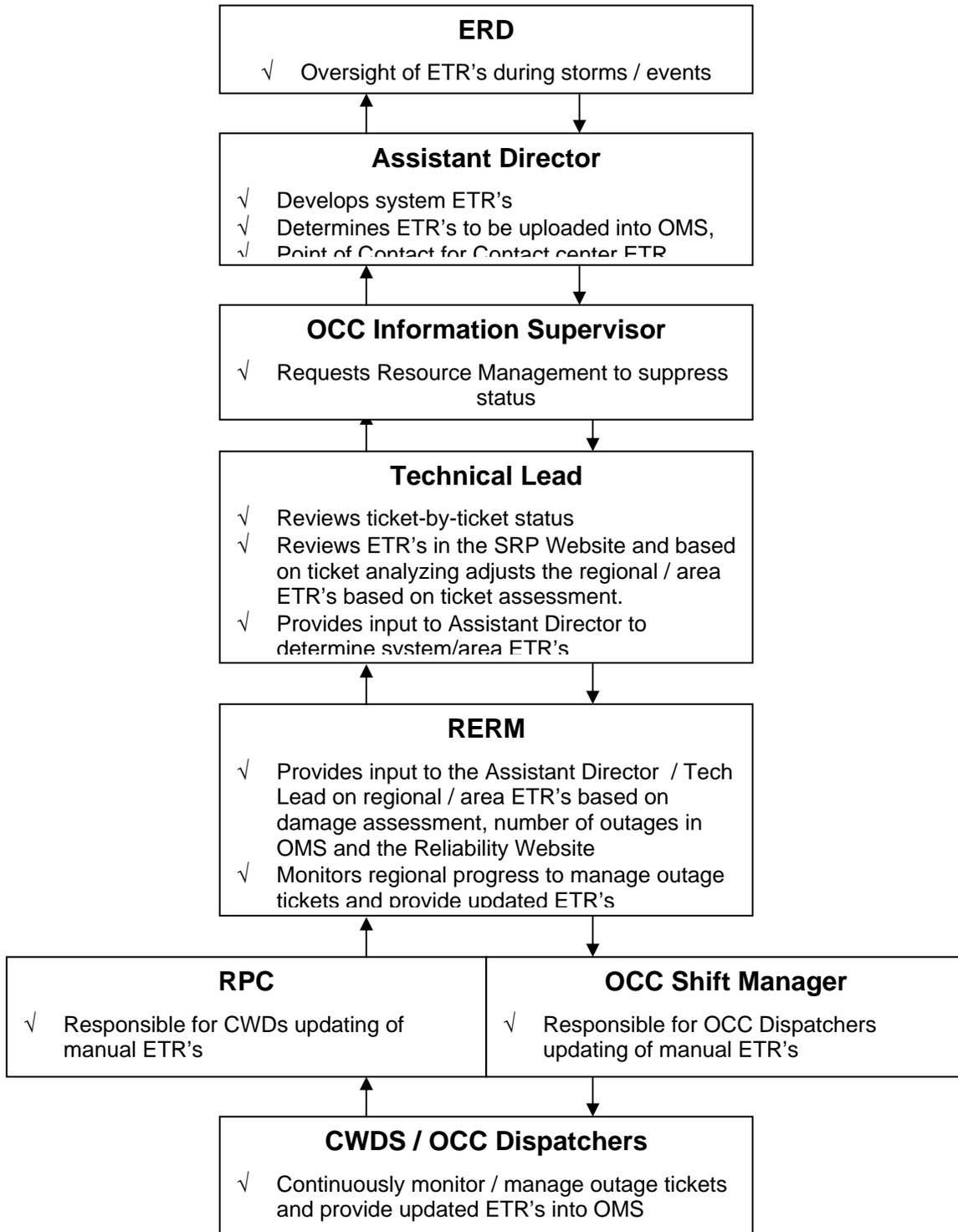
## **COMED STORM COMMUNICATIONS PROCESS - OVERVIEW**

Refer to Chart on page 57.

# ETR

(Estimated Time of Restoration)

## Hierarchy of the ETR process during Storms / Events



## SUPPRESSING VRU MESSAGES FOR ETR's

System generated Auto ETR's may be suppressed in the VRU only if storm / event damage has occurred or is predicted to occur and the EOC is open or expected to open:

1. If the EOC is not yet open or is scheduled to open:
  - The OCC Information Supervisor notifies **Resource Management** via phone call **(630-100-6030)** to suppress ETR's in the VRU on OMS outage tickets
2. If the EOC is Open:
  - Upon arrival to the EOC, the Assistant Director will consult with the OCC Information Supervisor to identify if the messaging in the VRU has been suppressed regarding ETR information
  - Once bulk uploads of ETRs are complete, or the auto generated ETRs are deemed adequate, Resource Management will be contacted to remove the ETR suppression on the VRU.

## BULK ETR UPLOADS

If Bulk ETR Uploads shall be performed based upon damage/outages in a Regional/Local office that has invalid system generated Auto ETR's suppressed, the Assistant Director determines the Bulk ETR Upload and completes **EP-ED-788 Form - ETR Status**. Action to accomplish the bulk uploads needs to be taken within 2-3 hours of the EOC opening, if ETRs are being suppressed in the VRU.

### IVR - Regional Script

- Due to the extreme weather in our service territory we currently have thousands of customers without power.
- Our analysts will need some time to determine where repair crews are needed most and determine restoration times for service based upon the degree of damage found.
- Reporting your outage will assist us in assessing the extent of damage in your area. For your convenience, please use our automated system.
- As each area is analyzed, estimated restore times will be made available.
- If an estimated restore time is available for your area, it will be given following this message.
- Please note that information regarding service restoration times are only estimates, which may change.
- If an estimated restore time is not available for your area and your power has not been restored within the next 3 hours, please call back for an updated status on your outage.
- We are sorry for any inconvenience this outage may have caused you. Thank you for your patience and cooperation.

# Holding Shifts

Before holding shifts, a request should be sent for Voluntary Overtime.

ANY employees that have been restricted from their normal duties for the day i.e. can't talk, on a training code, or returned from long-term absence, should not be held. Only employees that can perform their regular duties should be held.

The RESOURCE MANAGEMENT Duty Administrator and CONTACT CENTER Duty Administrator will determine the need to hold shifts.

## TASKS

### ***RESOURCE MANAGEMENT Duty Administrator***

The RESOURCE MANAGEMENT Duty Administrator will should instruct the Communications Room Analyst to scroll the message "Holding all Shifts" on the reader boards.

- **Every attempt should be made to give employees 20-30 minutes advance notice.**
- **If part-time employees are held, a call-out must be started at the 1-hour mark.**
- **If only full-time employees are being held, then a call-out would be initiated at the 2-hour mark unless 25% of all full time employees being forced can be released every hour. (Please refer to "Voluntary Overtime Policy – page 49.)**
- As full-time CSR replacements arrive, the ERM, RESOURCE MANAGEMENT and CONTACT CENTER Duty Administrators will determine when to release the onsite part-time CSRs. The decision is based on call volume and the staffing situation.

### ***CONTACT CENTER Supervisors***

When holding shifts, the Contact Center Duty Administrator should do the following:

- Post signs or flags informing CSRs of the hold on all doors, exits and the elevator.
- The signs that are posted should include the following information: Date, Full-time or Part-time (or both), and "ALL SHIFTS ARE HELD AS OF (enter time) due to (enter reason)".
- Floor Supervisors should verbally tell the CSRs that a hold is in effect (in case the CSRs are unable to check email due to call volume).

*Keep in mind that held CSRs should be put on the phones (no downgrades or special projects).*

## **CONTACT CENTER CC1**

- After the determination has been made to hold shifts, the Offline CC1 will utilize ARCOS to prepare the call-out list, placing employees on holdover and verifying that all exceptions have been entered. **Every attempt should be made to give employees 20 - 30 minutes advance notice.**
- The CC1 will document which employees are on the property and the time their shift will end. If an Offline CC1 is not on the property, the CC1 on the property will update and maintain all entries in ARCOS and IEX.
- Once the list is complete, the CC1 will give a copy to the requesting Supervisor.
- The CC1 will keep a copy for the CC1 records.
- The CC1s will man the CC1 gate for escalated calls and CSR questions (business as usual).

### **Communications Lead**

- Send email requests for Voluntary Overtime, as requested.
- After a determination has been made to hold shifts, if requested, the Storm Communications Lead should send an email to the CONTACT CENTER informing them of the hold, and advise the reason for the hold.

## **CALL-OUT ELIGIBILITY**

Following the storm conference call, RESOURCE MANAGEMENT will determine the number of CSRs needed for a call-out as well as the type of call-out.

- Employees coded as follows are **excluded** from the call-out:
  - Sick / Medical Restrictions that prevent working a full shift
  - 4X (Discipline), 5D, 5J(jury duty), FMLA (during scheduled FMLA time), 59 Time, and On-Site
  - New Employees (not yet certified)
  - Full- and part-time employees on vacation for that day (vacation day is from 12am – 12am)
  - Full time & Part time employees on vacation for a full week (do not call on weekend or RDO for that week)
- Employees coded as follows are **included** in the call-out:
  - Floating Holiday / RDOs
  - 4X or 5X employees including those scheduled to work a full shift with restrictions, i.e. 5-10 min. break every hour (except for the “exclusions” listed above)
  - Loaned to Other Departments / Corporate Programs (i.e. Crusade of Mercy)
  - FMLA (after scheduled FMLA time)
  - Training (not new hire)

## **CONTINGENCY STAFFING**

RESOURCE MANAGEMENT may utilize supplemental staffing as a temporary measure to handle outage related calls until the required ComEd employees arrive on-site. Supplemental staffing may also be used when the call volume related to outages is excessive or when expected restoration times are lengthy and additional resources are needed quickly.

- Once the decision has been made to turn on supplemental staffing by the ERM and RESOURCE MANAGEMENT Duty Administrator, a callout for the required number of CSRs must begin immediately.
- All full-time and part-time shifts currently on the property will be held while supplemental staffing is being utilized.
- RESOURCE MANAGEMENT will immediately send an alpha page to everyone on the Duty administrator's list.
- During normal business hours, the ERM will notify the Chief Union Steward in each office and provide them with the time supplemental staffing will be turned on and confirm that a call-out has begun.
- Outside of normal business hours, the Contact Center ERM will notify Local 15:

Terry Cagney	(708) 243 -0761
Local 15	(630) 357 -1970

- Once the Callout has been completed and all called-out staff has arrived, supplemental staffing must be turned off.

If supplemental staffing is used to provide additional contingency staffing when the call volume related to outages is excessive all personnel are needed as well as additional resources. A callout for all CSRs, full and part time shall be initiated, all ComEd CSRs shall be held and notification to Local 15 must occur.

- Two calls will be made to each employee on the callout list when utilizing supplemental staffing for the excessive call volume contingency. When using ARCOS, leave the call-out open until all part time CSRs on overtime have been released. Part Time CSRs must remain until supplemental staffing is turned off or they have reached 16 hours of continuous work. Once all part time CSRs have been released, the full time callout can be stopped.
- **Supplemental Staffing must be turned off prior to releasing any ComEd CSRs, full or part time.**

## **CONTINGENCY STAFFING - REVENUE MANAGEMENT (This may change)**

### **Call-out Process – Normal Business Hours**

- During business hours the Manager or Director of Revenue Management will be notified by the ERM that additional staffing is needed.
- Credit Employees (CCRs) will gather their Electric Trouble Issuance material and report to the Oakbrook Customer Care Center.
- CCRs will receive headsets, aspect id numbers and seating assignment upon arrival at the Oakbrook Customer Care Center.

### **Call-out Process – Non-Business Hours**

- During non-business hours a CONTACT CENTER Duty Administrator from Revenue Management will be contacted and informed that additional staffing is needed.
- The RESOURCE MANAGEMENT Duty Administrator will implement the call-out via ARCOS.
- A courtesy call should be made to the Chief Union Steward.
- The call-out should be completed by cumulative overtime (lowest to highest) if applicable; otherwise, seniority should be used as the determining factor.

### **Release of Staff**

- The additional staffing (Revenue Management) should **always** be released prior to the CSRs.

### **Refer to**

#### **Contact Center Voluntary Overtime and Guaranteed Release Agreement**

(See page 49 for a copy of the Agreement)

## **CONTINGENCY STAFFING – CONTACT CENTER**

### **CONTACT CENTER DUTY ADMINISTRATOR**

#### ***Standard (Voluntary) Call-Outs***

- ERM and RESOURCE MANAGEMENT Duty Administrators should determine whether the call-out is voluntary or mandatory.
- Next, determine if additional CC1s are needed. If so, call-out as many CC1s as necessary. (Based on lowest cumulative overtime.)
- Are additional OSRs needed?

- Determine if additional Supervisors are needed. Begin a call-out if necessary.
- The primary Supervisors from both offices will be used before the back-up supervisors from the Contact Center when CN is closed. When CN is open, Contact Center back-ups will assist when needed.
- When the CN primary Duty Supervisor is assisting in OBC, there will be an overlap in working hours to allow a turnover.
- If only Oak Brook is open, the ERM should work with the RESOURCE MANAGEMENT and CONTACT CENTER Duty Administrators to determine whether to open Chicago and whether to include Chicago CC1s and CSRs in the call-out.
- If Chicago is to be called, notify their CONTACT CENTER Duty Administrator. All full-time CSRs (Chicago North and Oak Brook) must be called out prior to calling out Oak Brook or Chicago North part-time CSRs.
- If the call-out requires opening the Chicago North office, begin call-out by calling CC1s.
- Initiate a call-out of all CSRs in the following order:
  - Full-time CSRs based on accumulated overtime.
  - Part-time CSRs based on accumulated overtime.
  - For a Forced Call-out where the employees have no overtime, use seniority (lowest seniority to highest seniority).

### ***Standard (Voluntary) Call-Outs—If ARCOS is Down***

- Assign an on-site CC1 to begin voluntary call-out. **Supervisor must verify that all eligible employees have been called.**
- A voluntary call-out can be stopped if the event is cancelled or the necessary number of staff has been reached.
- Once the call-out list has been verified to be correct, the CC1 will call the first eligible number on the list.
- The CONTACT CENTER Duty Administrator is responsible for ensuring each call-out list has notes detailing the event type and the date and time the call-out is performed. This step must be done for each round of call-outs within an event.

**If you go through the list more than one time, use a fresh call-out list for each call-out. Use consistent abbreviations (per legend) for indicating contacts.**

### ***Mandatory Call-Outs – If ARCOS is Down***

#### **Management is responsible for the mandatory call-out.**

- The CONTACT CENTER Duty Administrator is responsible for ensuring each call-out list has notes detailing the event type and the date and time the call-out is performed. This step must be done for each round of call-outs within an event.
- If you go through the list more than one time, use a fresh call-out list for each call-out. Use consistent abbreviations (per legend) for indicating contact.
- On a mandatory call-out, management is to telephone the employee and state their name, the date, the time, and the following message: “This is a mandatory call-out, upon receipt of this message, you need to call the CONTACT CENTER (provide number where you can be reached).”
  - A message can be left on an answering machine, voicemail or with a person.
  - If no message can be left, a continuous call must be done, i.e. continue to try and reach them.
- If a voluntary call-out was completed first, a mandatory call-out can be stopped if the event is cancelled or you have reached the necessary number of staff.

If the call-out was a forced call-out without a voluntary call-out first, make sure to complete the entire call-out list of eligible full-time CSRS.

## **CONTACT CENTER CC1**

### ***Standard (Voluntary) Call-Outs***

- After the determination has been made to hold shifts, the Offline CC1 will utilize ARCOS to prepare the call-out list, placing employees on holdover and verifying that all exceptions have been entered.
- The Offline CC1 is responsible for correctly entering overtime in IEX based on the information provided. The CC1 should enter meals and call-out allowances where applicable for each employee.
- The CC1's are responsible for coordinating with the duty supervisors on meals.
- The CC1 will document which employees are on the property and the time their shift will end. Once the list is complete, the CC1 will give a copy to the requesting Supervisor and keep a copy for the CC1 records.
- The CC1s will man the CC1 gate for escalated calls and CSR questions (business as usual)

- The CC1 assigned to Offline is responsible for turning over all paper work. All IEX entries must be current before the Offline CC1 leaves the property.
- **All paperwork that relates to the call-out is to be turned into the CC1 Supervisor on duty for review.**

### ***Standard (Voluntary) Call-Outs—If ARCOS is Down***

**The CC1 is responsible for a voluntary call-out and needs to sit at a desk with IEX access.**

- On a voluntary call-out the CC1 is to telephone the employee and state their name, the date, the time, and the following message: “This is a voluntary call-out, upon receipt of this message, please call (provide number where you can be reached).”
  - A message can be left on an answering machine, voicemail or with a person.
  - If no message can be left, mark the sheet “NA” and continue to the next eligible CSR.
- **If the event changes from a voluntary to a mandatory call-out, the call-out must be started over from the beginning (remember to use a fresh call-out list for your notations). The time that the voluntary call-out was stopped and time the mandatory call-out began must be documented.**
- The CC1 records the outcome of the call on the Call-out list with the following information:
  - If the CSR answers the phone and is willing to report for work, the CC1 records the time and “Yes” next to the CSRs name on the Call-out sheet.
  - If the CSR answers the phone and is NOT willing to report for work, the CC1 records the time and “No” next to the CSR’s name on the sheet.
  - If the CSR does NOT answer the phone but has an answering machine; the CC1 leaves a message for the CSR, records the time and “L/M” next to the CSR’s name on the Call-out sheet.
  - If the CSR does NOT answer the phone and does NOT have an answering machine; the CC1 records the time and “No Answer” next to the CSR’s name on the Call-out sheet.
- The CC1 determines if the quota required by RESOURCE MANAGEMENT has been reached and either goes on to call the next number on the Call-out sheet or determines that the call-out is complete and notifies the CONTACT CENTER Duty Administrator.
- If the Call-out list has been exhausted (no eligible personnel remaining), the CC1 continues the call-out process by starting over at the beginning of the list until the quota has been reached.

- If the voluntary call-out is changed to a mandatory call-out, the CC1 is to mark the time the voluntary call-out stopped by drawing a line under the last employee along with noting their initials next to the line.

### **CC1 Requirements**

If the CC1s regular job is not IEX/Paper, ask a supervisor to call RESOURCE MANAGEMENT to get a temporary password that can be used for the day.

## **OVERTIME CHEAT SHEET:**

### ***Volunteers and Force Holds (Full time only)***

- Determine number needed for overtime - CSRs and CC1s
- Have CC1 check Care Center overtime mailbox for volunteers (CSRs / CC1s) currently on the property. Does this fulfill staffing need? If yes – You've got your people - notify them and you are done. If no:
  - Have CC1 canvas for the additional volunteers you need based on low overtime.
  - Determine if you want volunteer message on reader board. If yes, then call Comm. Room with info.
  - Have CC1s report back when they have obtained number of volunteers through canvas.
  - If CC1 does not receive enough volunteers, determine if you want to hold.
- Hold full time volunteers for two hours. By the two-hour mark decision whether to release or continue to hold must be made.
- If releasing, the Comm. Room will determine the number to be released at each hour. This is based on a quarter of the force holds released at the 2, 3, 4 and 5 hour held mark until all forced full time CSRs/CC1s are released.
- If unable to release at any of these points, a full time CSR/CC1 callout must be initiated.
- Full time callout must be active until full time forced CSRs/CC1s are released based on the cumulative overtime list.
- Full time volunteers will be the last released based on the cumulative overtime list.
- If part time CSRs are being held, a callout must be initiated after the one-hour mark.
- Close vacations when necessary. Management has the discretion to close vacations when necessary to prevent a decline in staff. This can be done per shift or on a daily basis.

**(If a storm or system emergency requires immediate action – You may force hold right away and have the volunteer canvas done after we hold as long as we begin a release of the force holds by the two-hour mark, or begin the callout.)**

## CHECKLIST WHEN USING ARCOS FOR A CALLOUT

- ❑ Updating the ARCOS system is to be done by a CC1 in each location. This update is part of their daily duties, however before the Callout is initiated, the Communications Room Analyst will contact the appropriate people to ensure ARCOS is current.
- ❑ The Comm. Room Analyst initiates the Callout after receiving verification of update.
- ❑ Duty Administrator will direct the Comm. Room Analyst regarding which work groups, (CC1s, Full Time CSRs, Part Time CSRs, etc) and offices (CN and OBC, or only OBC) should be called out.
- ❑ Duty Administrator will direct the Comm. Room Analyst as to the number of employees from each work group needed for the callout. (For example: 1 CC1 and 10 Full Time CSRs for Chicago and 2 CC1s and 10 Full Time CSRs for OBC)
- ❑ Once the callout is initiated, ARCOS will move through the callout list utilizing low overtime, to high overtime, until it gets the required number of accepted responses, or until an attempt to contact everyone on the list has been made.
- ❑ If an additional pass through the list is needed, the duty administrator should direct the Comm. Room Analyst to make 2 passes through the list.
- ❑ Once through the list, the system will remain in a waiting state for CSRs to call back until the required number is reached or the callout is stopped or closed.
- ❑ If the callout has not been filled, but the additional staffing is no longer needed, the Duty Administrator should direct the Comm. Room Analyst to stop the callout.
- ❑ A Callout cannot be closed until all employees in a held or called out state have been released in ARCOS.
- ❑ It is the responsibility of the CC1 to release the employees from overtime and holdover in ARCOS.
- ❑ It is the responsibility of the Comm. Room Analyst to close the callout after all overtime has been ended.

## **BACK-UP IF ARCOS IS DOWN**

### **Call-Out List**

- The call-out list is updated daily with the employee's current shift and any exceptions (switch, restrictions, and disabilities). The call-out list can be located:
  - **Oakbrook** - Copies of the current call-out list can be retrieved from RESOURCE MANAGEMENT.
  - **Chicago North** – located behind the CC1 workstations.

### **CC1 Responsibilities**

- The CC1 will check the forms to make sure that each page is accounted for and in the proper order by the numbers on the bottom of the page.
- The CC1 will retrieve the schedule management screen for the employees that are being called.
- The CC1 needs to remember to pull the BCST, CC1s, Bilingual, and Residential CSRs from the different MU's. Then follow normal IEX procedures.
- If there is a question, the CC1 will use IEX to verify if an employee should be called. **See Eligibility for the Call-Out on page 22.**

### **CC1 Requirements**

If the CC1s regular job is not IEX/Paper, ask a supervisor to call RESOURCE MANAGEMENT to get a temporary password that can be used for the day.

**Note: Oakbrook - Do not release the midnight shift if you are beginning a mandatory call-out prior to 8:30am.**

**Note: In the event employees are working 16-hour shifts, remember to schedule breaks in IEX.**

# Time Keeping

## PROCEDURES

- The Offline CC1 is responsible for correctly entering overtime in IEX based on the information provided. Management will advise the CC1 what type of overtime to enter for employees:
  - Full-time – Emergency Prep OT (OCC is closed)
  - Part-time - Emergency Prep PT (OCC is closed)
  - Full-time - Storm OT (OCC is open)
  - Part-time - Storm Prep (OCC is open)
- If the event changes from Emergency Prep to storm, management will inform the CC1 of the time the change happened.
- The CC1 should review the accumulated overtime on the call-out list to check for any discrepancies.

# Meals

## GENERAL INFORMATION

**The contract requires paying each employee a \$9.00 meal allowance or providing a meal during overtime situations.**

- As a courtesy, in addition to the meal allowance, a meal is generally provided for employees that are held or those that are on unplanned voluntary overtime.
- A good-faith effort should be made to provide meals at the 2-hour mark from the start of the overtime and should continue at 5-hour intervals after the first meal until shifts are released.
- As a guideline, CSRs are given 20 minutes off the phone to get their food and eat.
- The CONTACT CENTER Duty Supervisor should consult RESOURCE MANAGEMENT for the number of people who can come off the phone to eat. This information should then be communicated to the CC1 who is coordinating the food for the CSR staff.
- Contact Center Duty Supervisors should make certain they have a PCard in their possession. The contact for obtaining a PCard is the Administrator on duty. Each menu included in the Call-Out Guide lists hours of operation and estimated time for delivery. Be sure to provide beverages and appropriate utensils.
- For safety reasons during the overnight hours, Catering By Night should be used for food delivery and service at OBC. Contact information is listed below **(after hours)**.

Jeff Netz  
630-505-0058  
708-370-8411 (cell)

Richard/Darlene Knight  
630-739-3831

When ordering, allow 1.5 hours lead-time if hot food is requested and 1-hour lead-time if cold food is requested. The Catering by Night management staff understands and has agreed to our time constraints when supplying meals to the staff.

NOTE: If we are aware that shifts may be held late in the evening, please notify Catering By Night by 2:00pm Mon-Fri (if possible) so that they can prepare accordingly.

## MEAL SCHEDULING

### CC1s assume responsibility for ordering, monitoring and serving food.

- The CC1 will place the meal order for required number of employees including CC1s and management personnel.
- When the food arrives, the CC1 will ask the supervisor how many people can eat at one time (based on call volume).
- The CC1 will give the OSRs the exception sheet with the CSR names and time they are to be taken off the phones to eat with the earliest shifts going first.
- The CC1 will note the CSRs' names and times they were taken off the phone on an exception sheet.
- The OSR will inform the CSR of the amount of time that is allowed off the phones to eat.
- The Offline CC1 should complete IEX entries for each employee. "OT off Phones" is the correct exception code to use for meal breaks.
- The exception sheet with this documentation should be attached to the back of the call-out sheet. This is required for reporting purposes.
- The following are guidelines for the recommended serving schedule:
  - ✓ Employees should work at least 2 hours immediately preceding their regular shift start time to qualify for a meal.
  - ✓ Or, more than 2 additional hours immediately following a basic workday.
  - ✓ There are 4 meal periods: 6:30am, 12:30pm, 6:30pm, and 12:30am.
- If the employees were called out and work through any of the above meal periods, they must receive a meal or meal allowance once they have worked 2 hours of overtime.
- Employees would be eligible for another meal or meal allowance at 5-hour intervals after the first meal.

**Example:** Employee reports to work at 11am, the next meal period is at 12:30pm. The employee has not worked 2 hours of overtime yet, however will have worked 2 hours of overtime at 1pm. The employee is entitled to a meal or meal allowance at 1pm.

**Example:** Employee reports to work at 1am, the next meal period is at 6:30am. The employee is released at 5am. The employee has not extended his/her overtime past the 6:30am meal period so is not entitled to a meal or meal allowance.

## Meal Schedule

<b>For CSRs that are Called In</b>		
<b><u>If they started at</u></b>	<b><u>Meal Period</u></b>	<b><u>Next Meal Period</u></b>
10:30 pm - 12:30 am	2 hours after start time	Every 5 hours after that
1:00 am - 4:00 am	6:30 AM	Every 5 hours after that
4:30 am - 6:30 am	2 hours after start time	Every 5 hours after that
7:00 am - 10:00 am	12:30 PM	Every 5 hours after that
10:30 am - 12:30 pm	2 hours after start time	Every 5 hours after that
1:00 pm - 4:00 pm	6:30 PM	Every 5 hours after that
4:30 pm - 6:30 pm	2 hours after start time	Every 5 hours after that
7:00 pm - 10:00 pm	12:30 AM	Every 5 hours after that

<p><b>For CSRs that are held at the end of their shift</b></p> <p><b>Meal Period:</b> 2 hours after the end of their shift</p> <p><b>Next Meal Period:</b> Every 5 hours after that</p>
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Rvsd 8/5/04

# Supplies

## GENERAL INFORMATION

- As soon as Contact Center(s) are aware of a potential multi-day storm, they should call the Help Desk to alert Facilities Services.
  - Help Desk for ComEd: 1-800-365-0724
  - State that the nature of your call is a “High Priority” (“Priority 1”)
  - Jot down ticket # provided by Help Desk
  
- Given that it’s a “Priority 1” call, the Help Desk immediately notifies Ken Ludvigsen, Manager, Distribution Facilities Services
  
- Ken Ludvigsen then calls the assigned janitorial company.
  
- The janitors are then dispatched to the requested Contact Centers to begin their shift, which involves cleaning and stocking supplies.
  - There is a 4-hour response time from the time they are dispatched, but the janitorial staff typically arrives much sooner than that.
  - \*\*As a new supplemental plan, if the Contact Centers would like to provide their own emergency supply closet, Distribution Facilities is willing to provide supplies to be used only if needed while the janitorial service is in route to begin their shift.
  
- Please note that the supply closet currently utilized by Distribution Facilities personnel cannot be accessed by Management personnel.
  
- Depending on the amount of work needing to be done, the janitorial shift can run anywhere from 4 to 8 hours. Once a particular shift has worked 8-hours, Ken Ludvigsen conducts an assessment of the situation and will assign additional shifts as long as we need them.

# Sleep Time / Accommodations

## GENERAL INFORMATION

- **FOR MANAGEMENT STAFF:** There will be a primary and back-up on a 12-hour rotation for all duty weeks and all duty lists. The primary will handle storm duty from 7:00 a.m. until 7:00 p.m. each day of duty. The back-up will handle storm duty from 7:00 p.m. until 7:00 a.m. each day of duty. The Storm week begins at 7:00 a.m. on Monday of the storm duty week for the primary, and ends at 7pm on Sunday. For the back-up, storm duty will commence at 7:00 p.m. Monday of your storm back-up week and end at 7:00 a.m. the following Monday morning.
- Full-time employees working 8 hours after shift or a total of 16 hours are entitled to 8 hours of sleep time.
- Upon release Full time employees working 8 hours or more during the 16 hours preceding their regular shift are entitled to 8 hours of sleep time.

**Example:** CSR responds to a call-out and reports into work at 1 a.m. The employee's shift begins at 11 a.m. Employee is released at 10 a.m. after 8 hours of overtime. The employee is entitled to 8 hours of sleep time from 10 a.m. until 6 p.m.

- If the employee's shift begins before the end of the 8 hours of sleep time, the employee is not due back to work until the 8 hours is up (Code 59 for overlap).
- The full-time schedule does not change (i.e. breaks and lunches do not change).  
**Example:** Full-time CSRs' regular shift starts at 8 a.m. and we release them at 2 a.m. after a mandatory hold that only allows them 6 hours of time before they are due back. The employee is then paid sleep time (also known as 59 time) from 8 a.m. to 10 a.m. This allows them 8 hours of sleep time. The employees should return to work to finish their shift after 8 hours of rest unless directed otherwise by management.

However, if an employee is forced in at 12 a.m. and the regular shift starts at 8 a.m. we are not obligated to release them at the start of their shift and pay them 8 hours of sleep time.

- CSRs may be required to work the entire 16 hours. This decision is at the discretion of the RESOURCE MANAGEMENT and CONTACT CENTER Duty Administrator.
- If management determines that operating conditions warrant, the employees can be released for their entire shift and not be requested to report back to work to complete their shift after the 8 hours of sleep if the sleep time extends 6 hours or more into the employee's regular work schedule.

- Part-timers should be given 8-hours of sleep time if appropriate, however part-time employees are not paid for sleep time/will not be paid for this time.
- During events, accommodations may be considered for employees when drive time to their home location is in excess of 1 hour or when safety is an issue.
  - If an employee has worked overtime during a storm or system emergency, and is requesting accommodations due to fatigue or safety issues determine the approximate time the drive would take and if it is about one hour or longer, please make the necessary accommodations.

# Releasing

## REFER TO CHECKLIST ON PAGE 37.

- Contingency staffing (Revenue Management) should ***always*** be released prior to the CSRs.
  - During business hours a supervisor from Revenue Management will release the CCRs back to their area to complete their shift.
  - During non-business hours, a supervisory team member will either release the CCR to go home or instruct them to report to their department.
- The RESOURCE MANAGEMENT Duty Administrator will inform the CONTACT CENTER DUTY ADMINISTRATOR of the release time.

## PROPER RELEASE OF EMPLOYEES

1. Release any “non-CONTACT CENTER “ workgroups handling calls (i.e. Revenue Management).
2. Release part-timers.
  - If you cannot release all part-time employees, release by highest cumulative overtime. If there is no overtime, use seniority (highest seniority to lowest seniority).
  - **All** part-timers must be released (from both CONTACT CENTERS) before full-time release can begin.
3. Once all part time employees have been released, we will begin a release of Full-time Employees forced through the holding of shifts or a Mandatory call out. Once all Forced, Full-time Employees are released, Resource Management will stop any active call outs.
4. Release full time employees by highest cumulative overtime. If there is no overtime, use seniority (highest seniority to lowest seniority). (See Note below)
5. Volunteers will be released next, based on the cumulative overtime list. The volunteers with the highest cumulative overtime will be released first. If there is no overtime, use seniority.
6. When the event is over, a CC1 should remain on the property to update ARCOS with release information and update IEX with the overtime for the staff.

NOTE: If seniority is a consideration for release, **employees forced on overtime should be released starting with highest seniority.** Employees who *volunteer* for overtime should be released starting with **lowest** seniority.

## CONTACT CENTER DUTY ADMINISTRATOR RELEASING CHECKLIST

- ❑ The ERM and Duty Administrators will determine if a pre-release conference call is necessary. If so, the ERM will schedule the conference call.
- ❑ Duty Administrators will develop a release plan based on overtime. Duty Administrators will review appropriate section of the Storm Manual, and then present the plan to the ERM.
- ❑ Review staffing issues not covered in the Storm Manual
  - Review individuals being released and determine a plan for bringing them back, if necessary.
  - Review overtime worked and evaluate other potential problems.
- ❑ Notify affected Contact Center of actions taken during closed hours, highlighting any potential problems experienced.
- ❑ Review reporting locations for Duty Administrators if Contact Center is closed during the release. (Chicago North)
- ❑ Develop communication plan to use while executing the release.
  - Who will communicate the release
  - What exactly will the communication say
  - When must the communication be delivered
  - What will be the means of delivery (face to face, email, reader boards, etc.)
- ❑ Remember to use 3-way communication with duty supervisors.
- ❑ All CSRs are to be released either by highest cumulative overtime, or seniority if there is no accumulated overtime (highest to lowest seniority)
- ❑ Select a group of CSRs to release earlier than scheduled **when a large storm is approaching the area**. Ask the agents to return at a designated time, based on the weather predictions and communications with the OCC. In these situations, give employees the option to stay at a nearby hotel to ensure that they can return in a safe and timely manner.
  - NOTE: Employees are periodically offered the opportunity to stay overnight at the end of a long shift (16 hours) when a major storm hits the territory. See “Accommodations” section.

## Things to Remember

- CC1s who are working on their regular shifts will continue to do their jobs for the duration of their shift. These CC1s can be utilized for storm duties if necessary.
- CC1s who are called in or working mandatory overtime will have assigned duties based on need.
- The CC1 assigned to Offline is responsible for turning over all paper work. All IEX entries must be current before the Offline CC1 leaves the property.
- All paperwork that relates to the call-out is to be turned into the CC1 supervisor on duty for review.

**Note: Remember to use the appropriate code block (Financial Management Fundamentals) when the Command Center is open.**



# Weather/Emergency Codes



# Weather Codes

Weather Codes are received from Murray and Trettel, Inc. Weather Command service and are paged out by the OCC when a storm event is expected or in progress. A typical warning is issued 2-8 hours before the conditions develop. Warnings contain information about the type, intensity, duration, and amount of precipitation; type, frequency, and intensity of lightning, temperatures and wind conditions before, during, and after the storm, clouds and sunshine, weather following the storm, and most importantly, the impact of the storm on operations.

At the most basic level, color and probability codes (1-10) indicate general weather conditions and likelihood of each level of severity. Two numbers together will always equal 10.

CONDITION	CODE	MEANING	PROBABILITY
GREEN	G	No Trouble	1 = 10%
YELLOW	Y	Little or Limited	2 = 20%
RED	R	Significant	Etc.
BLACK	B	Major	

In summer a forecast of **R8/B2** would imply an 80% chance of a significant weather event, such as thunderstorms with high winds (**R8**) and a 20% chance of major weather events such as winds over 60 mph or heavy rainfall causing severe flooding, possibly a tornado or strong squall line (**B2**). Additional codes provided in the Storm Guidelines manual describe specific weather conditions in more detail.

A typical OCC storm page would appear as follows:

## **STORM WARNINGS**

PER M&T: AT 0030, FOR SE & SW REGIONS ONLY, SCATTERED SHOWERS AND ISOLATED T-STORMS WILL REMAIN IN THE AREA UNTIL 1000. THESE STORMS MAY CONTAIN C-G LIGHTNING, HEAVY RAINFALL WITH GUSTS TO 25 MPH. COLOR CODE Y7/G3. BJH

This would be read as "Per Murray & Trettel, at 12:30 am, for Southeast and Southwest Regions only, scattered showers and isolated thunderstorms will remain in the area until 10:00 am. These storms may contain cloud to ground lightening, heavy rainfall with gusts to 25 miles per hour. Color code Y7/G3 (70% chance of mild storm, 30% chance of no adverse weather event).

**Note that the OCC has developed some acronyms (such as C-G) that do not appear in the list of Murray & Trettel codes. If you come across a code that you cannot identify, please contact the Duty Administrator.**

# Murray and Trettel Weather Codes

<u>Warning Color codes:</u>		<u>Clouds:</u>	
<b>GREEN</b>	No Trouble	<b>CL =</b>	Clear
<b>YELLOW</b>	Little or Limited	<b>S =</b>	Sunny
<b>RED</b>	Significant	<b>HZ=</b>	Hazy
<b>BLACK</b>	Major	<b>MF=</b>	Mostly Fair
<u>Warning Classification:</u>		<b>PS &amp; PC=</b>	Partly Cloudy
		<b>MC =</b>	Mostly Cloudy
Type 1 =	Isolated Thunderstorm	<b>C =</b>	Cloudy
		<b>OVC =</b>	Overcast
Type G =	General Thunderstorm	<b>VC =</b>	Variable Clouds
		<b>IC =</b>	Increasing Clouds
Type S =	Squall line	<b>DC =</b>	Decreasing Clouds
		<b>FG =</b>	Fog
Type W1=	Local High winds	<u>Various:</u>	
		<b>LT =</b>	Late
Type W2=	General Wind Storm	<b>E =</b>	Early
		<b>] =</b>	Ending
Freezing Rain		<u>Precipitation:</u>	
		<b>IP =</b>	Sleet
Freezing Drizzle		<b>R =</b>	Rain
		<b>L =</b>	Drizzle
Sleet		<b>S =</b>	Snow
<u>Storm Characteristics:</u>		<b>ZR =</b>	Freezing Rain
Slight		<b>ZL =</b>	Freezing Drizzle
		<b>SF =</b>	Snow Flurries
Moderate		<b>RW =</b>	Rain showers
		<b>SW =</b>	Snow showers
Locally Severe		<b>TRW =</b>	Thunderstorm
		<u>Various:</u>	
Generally Severe		<b>"+" =</b>	Heavy
		<b>"-" =</b>	Light
Prolonged		<b>"--" =</b>	Very Light
		<b>No Sign</b>	Moderate
Compounded by wind			1/10/03

## OPCON Levels

The OCC will update ComEd **Distribution System Operating Condition (OPCON)** Levels as needed. Detailed descriptions and prescribed response actions for each level are listed in the Storm Guidelines manual. Distribution System OPCON levels are coded numerically:

Distribution OPCON Level	Description
1	Normal Conditions
2	Heightened Alert
3	Enhanced Support
4	Comprehensive Support
5	Emergency Support
6	Catastrophe

Whenever the Distribution OPCON level is reported, the OCC will also include a code indicating the **Transmission System Operating Condition** Level. Transmission OPCON levels are coded alphabetically:

Transmission OPCON Level	Description
A	Normal Conditions
B	Enhanced Support
C	Energy Advisory
D	Energy Management
E	Energy Alert
F	Energy Emergency
T	Transmission Contingency Warning
TR	Transmission Emergency

Codes are reported in an alphanumeric format, e.g., A2. A2 designates Transmission OPCON level A, and Distribution OPCON level 2.

A typical page message updating OPCON levels might read:

**OPCON LEVEL CHANGE / COMED COMMAND CENTER STATUS OPENED**  
 AT 1350, OPCON LEVEL A2 WAS DECLARED. THE COMED COMMAND CENTER HAS OPENED, HOURLY STORM PAGING WILL NOW BEGIN. 20500 CUST O/S AT THIS TIME. JFM

At 1:50 pm, OPCON level A2 was declared. The ComEd Command Center has opened; hourly storm paging will now begin. 20,500 customers are out of service at this time.

OPCON Levels will generally be reported separately from Weather Codes in OCC paged messages. Weather Codes are independent of ComEd. OPCON Levels are determined by specific ComEd criteria and require specific ComEd responses to given system conditions or emergency events.

**Figure 1: ComEd Transmission System Operating Condition Levels**

OpCon/Activation Levels	Description
A <b>NORMAL OPERATIONS</b>	Operating reserves are adequate, bulk transmission system is operating within designed limits.
B <b>ENHANCED SUPPORT</b>	The Emergency Response Director may request support from groups, or departments within ComEd for events that are not defined above. The groups or departments involved will be defined by the Emergency Response Director. The TO Command Center may be partially or fully staffed at the discretion of the Emergency Response Director.
C <b>ENERGY ADVISORY</b>	Operating Margins for the upcoming forecasted peak load for ComEd are less than adequate. The demand for electricity is close to exceeding ComEd's available energy resources.
D <b>ENERGY MANAGEMENT</b>	Potential or on-going events may degrade the reliability of the electric grid such that Riders are expected to be used and various steps of the Emergency Load Conservation Procedure may be implemented. Critical substations and peakers will be manned.
E <b>ENERGY ALERT</b>	Potential or on-going events may degrade the reliability of the electric grid such that Riders will be used, and various steps of the Emergency Load Conservation Procedure will be implemented. Critical substations and peakers will be manned. Notifications will be made to the public for energy conservation steps.
F <b>ENERGY EMERGENCY</b>	ComEd reserves are negative, and ComEd does not have enough resources available to meet forecasted load for the next peak period. System-wide or local transmission events have jeopardized the reliability of the electric grid. Frequency on the Eastern Interconnection may be degrading; possible underfrequency/undervoltage or manual load shedding may occur. Riders will be used, various steps of the Emergency Load Conservation Procedure will be implemented, critical substations and peakers will be manned, appeals will be made to the public for voluntary energy curtailment steps, and a high probability exists that system-wide, short duration controlled interruptions in order to preserve the integrity of the region's electric power grid will be implemented.
T <b>TRANSMISSION CONTINGENCY WARNING</b>	<b><i>This activation level would normally be used when degradation of conditions are expected or when the magnitude of possible events require additional support personnel.</i></b> Activities or events are occurring or expected to occur on the transmission system may require actions to be taken to relieve loading or voltage problems if the first contingency event occurs. Actions include transfer of load or dropping of firm customer load to gain relief. This activation/OPCON level shall be initiated when the normal operating chain of command requires support in the analysis or expected required actions.
T R <b>TRANSMISSION EMERGENCY</b>	A transmission event has occurred that requires immediate action to relieve loading and/or voltage conditions. Automatic or manual load shedding in order to gain relief may occur.

**Figure 2: ComEd Distribution System Operating Condition Levels**

OpCon		Current/Expected Situation Considerations (one or more)	Response Actions
1	<b>NORMAL OPERATIONS</b>	<ul style="list-style-type: none"> <li>• Normal State</li> </ul>	<ul style="list-style-type: none"> <li>• Distribution system configuration and activity is within normal parameters</li> <li>• Current support level is adequate</li> </ul>
2	<b>HEIGHTENED ALERT</b>	<ul style="list-style-type: none"> <li>• 10,000-30,000 customers without service</li> <li>• 0-6 hrs ETR for full system service restoration</li> <li>• 0-8 hrs ETR for single region restoration</li> <li>• The DSO Shift Manager may initiate in response to a potential threat to the distribution system.</li> <li>• Severe weather existing or anticipated</li> <li>• Homeland Security Orange, Red or significant Security Threat believed to exist</li> </ul>	<ul style="list-style-type: none"> <li>• Request additional support from groups, or departments within ComEd (e.g. analysts (ODS), Regional/Local SRP, &amp; SRM)</li> <li>• Request personnel or crews to be held at local offices</li> <li>• Discretionary initiation of the conference calls and/or the opening of the ComEd Command Center by the Emergency Response Director (staffing may be reduced from minimum requirements excluding an SRP event)</li> <li>• Implement Security Procedure/Checklist for Security Events</li> <li>• Hourly Storm Paging and faxing for regulatory requirements initiated (<b>REQUIRED</b> when 10,000 customers are without service for 3 consecutive hours) – ODS/OMS OPCON Levels and Storm Mode updated</li> </ul>
3	<b>ENHANCED SUPPORT</b>	<ul style="list-style-type: none"> <li>• 30,000-75,000 customers without service</li> <li>• 6-18 hrs ETR for full system service restoration</li> <li>• Widespread severe weather (icing, winds &gt;40mph sustained) or locally extreme weather existing or anticipated</li> <li>• Multiple significant events in progress</li> <li>• Loss of Regional Office</li> </ul>	<ul style="list-style-type: none"> <li>• All available ComEd overhead construction personnel are utilized</li> <li>• Overhead Contractors, Underground, and Substation construction crews can be utilized if necessary.</li> <li>• Storm Restoration Process (SRP) is initiated</li> <li>• ComEd Command Center is opened (with representatives from the following areas providing input: ESO, External Affairs, Customer Service, EED Communications, and Regulatory Strategies &amp; Services)</li> <li>• Hourly storm paging and storm report faxing initiated (<b>REQUIRED</b>) – ODS/OMS OPCON Levels and Storm Mode updated</li> <li>• DSO Shift Manager will contact BPO when 50,000 customers without service for &gt;than 1 hr for DOE notifications</li> </ul>
4	<b>COMPREHENSIVE SUPPORT</b>	<ul style="list-style-type: none"> <li>• 75,000-150,000 customers without service</li> <li>• 18-60 hrs ETR for full system service restoration</li> <li>• Widespread extreme weather (heavy ice, winds &gt;50 mph sustained) existing or anticipated</li> <li>• Loss of OCC</li> </ul>	<ul style="list-style-type: none"> <li>• All of the above level 3 actions</li> <li>• All available ComEd Distribution personnel and ComEd contractors are utilized</li> <li>• ComEd may also request assistance from other utilities and outside contractors</li> <li>• May request activation of the IECN (Illinois Emergency Communications Network)</li> </ul>
5	<b>EMERGENCY SUPPORT</b>	<ul style="list-style-type: none"> <li>• &gt;150,000 customers without service</li> <li>• 60-96 hrs ETR for full system service restoration</li> </ul>	<ul style="list-style-type: none"> <li>• All of the above level 4 actions</li> <li>• ComEd is also requesting assistance from other utilities and outside contractors to assist in the restoration effort</li> </ul>
6	<b>CATASTROPHE</b>	<ul style="list-style-type: none"> <li>• &gt;1 Million customers without service</li> <li>• &gt;96 hrs ETR for full system restoration</li> <li>• Widespread or severe damage to facilities or infrastructure</li> <li>• Destruction or events causing multiple fatalities along with significant system or facility damage</li> </ul>	<ul style="list-style-type: none"> <li>• All of the above level 5 actions</li> <li>• Employee Accountability activated</li> <li>• Governmental assistance for restoration may be requested via IEMA or FEMA</li> </ul>



# Addendums



## **Call Center Voluntary Overtime and Guaranteed Release Agreement**

### **PREAMBLE**

Commonwealth Edison (ComEd) ("the Company") and IBEW Local 15 ("the Union") agree to establish a Call Center Voluntary Overtime and Guaranteed Release Agreement (the "Agreement"), as set forth below:

This Agreement applies to the ComEd Call Center only and cannot be used in any other Departments of ComEd or Exelon Business Services Company without negotiation with Local 15 and will be effective when signed by the parties' designees. Nothing in this Agreement diminishes rights the Union or the Company has under the Collective Bargaining Agreement (CBA). Conditions not specifically covered by this Agreement will be administered in accordance with the provisions of the CBA.

This Agreement does not set a precedent and is without prejudice to any course of action either party may pursue in the future. One year after the effective date of this Agreement and before expiration of the CBA, either party may upon 30-days written notification to the other party, indicate their intent to amend or terminate this Agreement. Upon termination of this Agreement, the rights and obligations of both parties shall be as set forth in the CBA unless an agreement is reached to amend the Agreement instead. Absent termination or amendment as set forth above, this Agreement will remain in effect until September 30, 2013.

### **AGREEMENT**

#### **Section 1: Voluntary Overtime Process**

##### **A. Volunteering, Management Determination of Overtime Needs and Notification**

Each day, full time CSRs/CC1s who have decided to volunteer for overtime will send an e-mail to a designated e-mail address. Call Center Management will then determine the need for overtime and the number of full time CSRs/CC1s needed. A CC1 will identify those full time CSRs/CC1s on the property who have expressed an interest in working overtime. The CSRs/CC1s will then be notified that they have been selected to work the overtime assignment.

##### **B. Overtime Assignment**

Overtime will be assigned in order of low overtime of the full time volunteers on the property who have submitted an e-mail. If full time volunteers' overtime hours are the same, seniority will be the determining factor as to who will receive the overtime assignment.

**C. Volunteer Canvas and Overtime Expectations**

In situations where there is a need for more full time volunteers than those who have sent e-mails, a CC1 will canvas the full time CSRs/CC1s on the property. Any full time CSR/CC1 volunteering for overtime through canvas or sign up sheet, agrees to volunteer for the duration of the overtime assignment, in accordance with the terms of the CBA.

**D. Hold and Callout**

If there is a need to hold over employees beyond the number of full time volunteers, a callout will be initiated after two hours for the purpose of replacing those full time CSRs/CC1s who are forced to stay, unless, at or before the two-hour mark of the holdover, 25% of the full time CSRs/CC1s forced to be held over are released. Each hour thereafter, 25% of all full-time forced holdovers will be released, or if an hour passes without a release of 25% as set forth above, a call out for replacements will be initiated immediately.

If part time employees are held for more than an hour, per the CBA and the part time agreement, a callout for full time CSRs will be initiated at the one hour mark.

**E. Open Chicago North Call Center, Voluntary and Forced Overtime**

When Chicago North (CN) is open, full time volunteers will be utilized from both CN and Oak Brook (OB) on a 50-50 split basis. Forced CSRs will also be forced on a 50-50 split basis when possible (observing the 2 hour callout rule). Examples:

1. There is a need for 24 CSRs for overtime. OB has 15 full time volunteers and CN has 12. 12 full time volunteers would stay from CN and 12 of the 15 full time volunteers would come from OB.
2. If there are not enough full time volunteers to make a 50-50 split at either location, the other location would cover the need. Hence, if there is a need for 24 full time CSRs for overtime and CN has 10 full time CSRs on the property and OB has 15 full time CSRs, CN would be required to hold all 10 and OB would hold 14.
3. If CN has five full time CSRs or less who have volunteered or can be forced, the Company may decide to close that office at the normal close of business for CN and release all full time volunteers or forced CSRs at that time.
4. When CN is closed and OB is open, (late evenings, over nights and Sundays, for example) full time volunteers and forced employees will come from the OB full time workforce first (following the 2 hour rule when forced). If a callout is necessary, the callout for additional full time CSRs would be initiated at OB first. If additional staff were needed, CN would be opened.

**Section 2: Release from Overtime and Guaranteed Release**

- A. Releases will follow the same procedure as set forth in Section 1.
- B. The Company and the Union also agree to follow a guaranteed release policy for the duration of this Agreement. The process for guaranteed releases is as follows:
  - 1. Employees may be granted a guaranteed release for an appointment, special function, or to begin vacation outside of their scheduled working hours with proper notification.
  - 2. Employees will submit such requests to their supervisor.
  - 3. Requests will be granted on a first come/first serve basis.
  - 4. Allotment:
    - 1. CSRs - Eight (8) guaranteed releases will be available for CSRs daily. Three (3) releases will be designated for CN employees. Three (3) releases will be designated for OB employees on the day shift, one (1) release will be designated for OB employees on the evening shift, and one (1) release will be designated for OB employees on the midnight shift.
    - 2. CC1s – Four (4) guaranteed releases will be available for CC1s daily. One (1) release will be designated for CN employees. One (1) release will be designated for OB employees on the day shift, one (1) release will be designated for OB employees on the evening shift, and one (1) release will be designated for OB employees on the midnight shift.
  - 5. Full-time employees may be granted up to 12 guaranteed releases yearly.
  - 6. Part-time employees may be granted up to 4 guaranteed releases yearly.
  - 7. If a need for an additional guaranteed release arises, the granting of such will be at management's discretion.

- 8. A guaranteed release can be denied, or future releases for a CSR cancelled by management if abused. (Example of abuse would be a CSR scheduling a guaranteed release and consistently canceling at the beginning of the CSR's basic workday thereby blocking other CSRs from obtaining a release for the day).
- 9. Employees must request or cancel a guaranteed release prior to the start of their shift.
- 10. Any unused guaranteed releases will not carry over to the following year.

Upon the effective date of this Agreement between the Company and the Union, the Union agrees to withdraw all grievances filed against the Company (Listed in Attachment A) due to no callout performed while holding over full time employees.



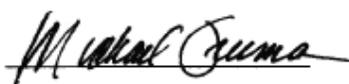
Lisa Olmstead Vice President, Customer Care  
Commonwealth Edison



Terrence Cagney- Business Representative  
IBEW, Local 15



Brian Montgomery - Director, Labor Relations  
Commonwealth Edison



Michael Freeman - Business Representative  
IBEW, Local 15

**CHECKLIST:**  
**Overtime & Call-back Pay Issues**  
**(West Only)**

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The following outline is to serve as a guide to supervisors for the consistent administration of the terms of the labor agreement which address compensation due employees who are called back to work outside of their regular work schedules.

**Article IV, section 18 of the labor agreement states:**

1. *“An employee called back (with or without previous notice) for work at any time outside their regular work schedule shall be paid a minimum of two hours straight-time pay and a call-back allowance of two hours straight-time pay. If pay for the time worked at the applicable overtime rate exceeds two hours straight-time pay, the employee is to be paid at the applicable overtime rate for the hours worked and, in addition, will be paid the call-back allowance of two hours at straight-time, unless the time worked on a regular day off or holiday (with previous notice) amounts to eight hours or more, in which case no call-back allowance shall be paid.*
2. *If an employee is called back more than once between two consecutive scheduled work periods, their pay and call-back allowance for such intermittent work shall not be more than the work have received had the employee worked continuously from the starting time of the first call-back until the quitting time of the last call-back.*
3. *An employee, who operates a Company-owned vehicle which is kept at their home, shall in case of a callback be given a call-back allowance on the above basis.*
4. *An employee shall not be considered to be called back when the employee works overtime which, without interruption except time out without pay for a meal, immediately precedes or follows a regular work period.*
5. *This section does not apply to overtime work that is part of established work schedules.”*

**Clarification for administration purposes:**

**Paragraph 1:**

- ✓ Employees called back are entitled to a minimum of 2 hours of straight time pay **or** the overtime pay they receive for the overtime worked due to the callback, which ever is greater.
- ✓ Employees are also entitled to the call-back allowance (2 hours of straight time pay) unless the overtime worked is eight hours or more **and**:
  - Prior notice was provided the employee for call-backs occurring on the employee’s regular day off, **or**
  - On a holiday

If these conditions exist, the employee is **not** entitled to the callback allowance.

**Paragraph 2:**

- ✓ If the employee is called-back two or more times between regular work periods, the employee is entitled to:
  - Call-back allowances and minimum pay requirements provided in paragraph 1 so long as doing so does not exceed what the employee would have earned had the employee worked continuously from when the first call-back started to the end of the last call-back.
  - If the value of the call-back allowances and minimum pay requirements is greater that the value of the continuous payment of the employee (at the applicable overtime rate) from

the start of the first call-back to the end of the last, the employee is entitled to latter (continuous pay from the first to the end of the last call-back period)

**Paragraph 3:**

- ✓ If an employee has a Company vehicle at home the employee remains eligible for call-back allowances in accordance with the conditions identified in paragraphs 1 & 2.

**Paragraph 4:**

- ✓ Employees are not eligible for a call-back allowance when they work periods of overtime without interruption (except for meals) immediately preceding or following their regular work schedule.

**Paragraph 5:**

- ✓ The terms of this section of the labor agreement do not apply when the overtime being worked by the employees as part of their established work schedule (e.g. prearranged overtime)

## DUTY SUPERVISOR CHECKLIST

### Meals

- CC1 - Feeding Times – When is the first feeding and subsequent feedings? (up to the 16 hour mark)
- CC1 - Number Agents to be fed – How many agents need to be fed for each feeding period? (ensure that all MUs – CSRs, OSRs, CC1s, CCG, Bilingual and BCST have been checked)
- Supervisor - Ordering of food – where and how much food needs to be ordered?
- CC1 - Notification to employees of meal times based on information from Duty Supervisor
- CC1 - Meal time Exception entry into IEX – Ensure the CC1 adjusts the time if there is a known
- Deviation to scheduled time i.e. agent stuck on call and arrives after scheduled time.
- CC1 / OSR - Monitoring of food – Ensure that only agents scheduled to eat are eating

### Communicate Held Shifts or Callout Initiation

- Supervisor - Communicate Overtime Code for IEX (subject to change by operations)
- Supervisor - Communicate the start and end time of the exception (usually extended in 2 hour increments unless exact time is known)

### Check In

- CC1 - IEX entries with start times
- CC1 - Meal/release log updates

### ARCOS

- CC1 - Update with holdovers
- CC1 - Update with releases

### Releasing

- CC1 - Canvassing of employees to volunteer to stay
- Supervisor - Communication of number of employees to be released
- Supervisor - Communication of time of release
- CC1 - Notification of employees of release by the CC1

### Turnover to shift CC1s

- CC1 - All IEX exceptions are current
- CC1 - Meal information if overtime employees still on property
- CC1 - Release information if overtime employees still on property

### Extended Events

- Contact Facilities Maintenance and arrange to have additional building maintenance performed (change trash, service bathrooms, etc.)

**(IEX exceptions: ensure that when CSRs are taken off line that the exceptions reflect accurate times on and off the phones)**

***Note: The above requires 2 to 3 CC1s based on the number of employees and requires a planning meeting to assign roles and assess staffing needs. The meeting should be initiated at the start of the event. Make sure the CC1s provide any known restrictions that would require them to leave during the event i.e. FMLA, Medical Restrictions.***

## **Assistant Directors during Storms**

**Telephone:** 815-463-2984

**Web sites:**

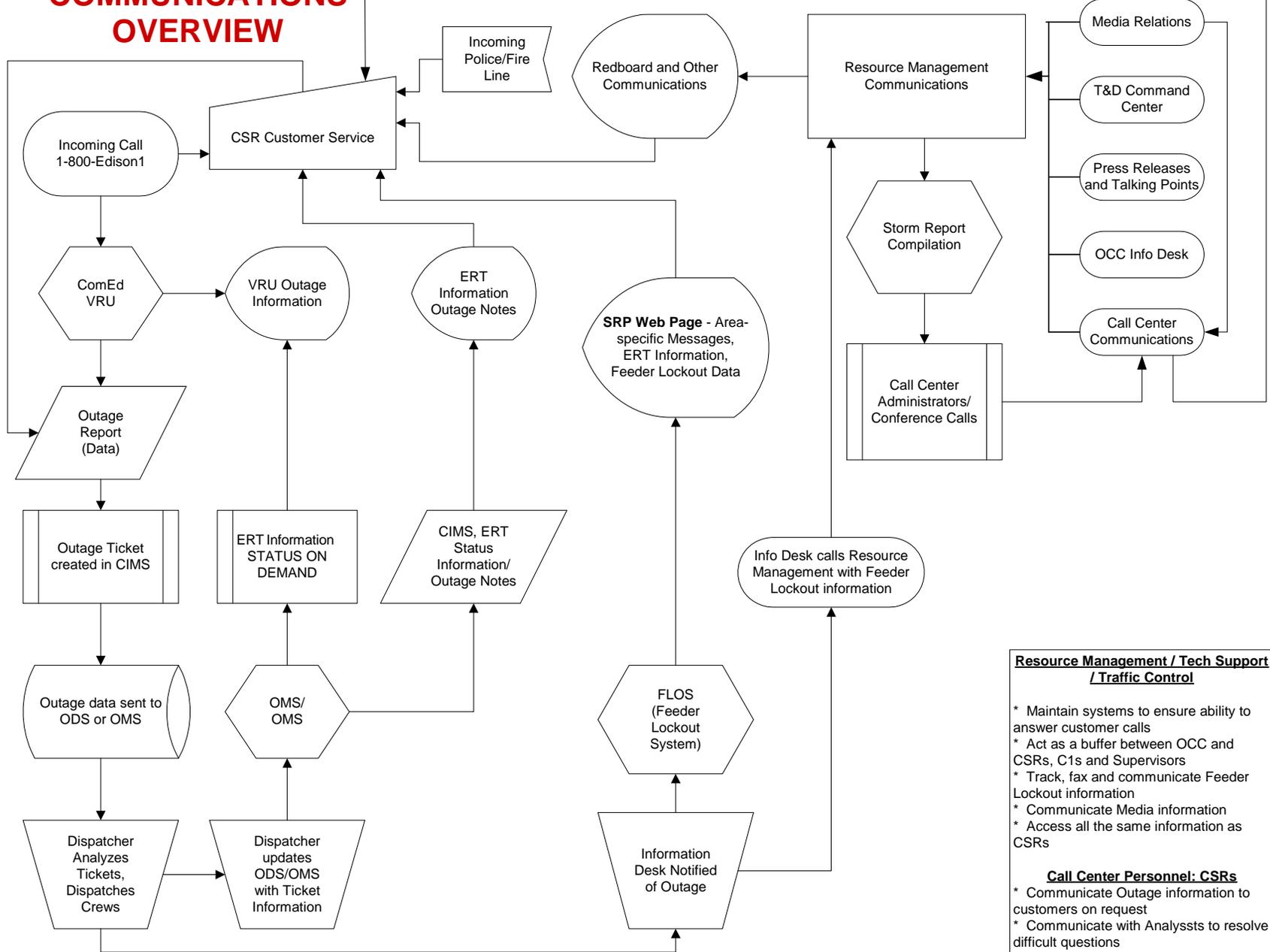
<http://exelonwss/eed/emergencypreparedness/default.aspx> (Emergency Preparedness Portal)

[http://eedemgresp.exeloncorp.com/Reports/RPT3.aspx?node\\_id=1289](http://eedemgresp.exeloncorp.com/Reports/RPT3.aspx?node_id=1289) (This Week's Duty Schedule)

<http://weather2/> (EnergyCast Direct weather web site)

[http://weather2/ecd/severe/40018\\_loop.htm](http://weather2/ecd/severe/40018_loop.htm) (EnergyCast Direct severe weather StormCast)

# COMMUNICATIONS OVERVIEW



**Resource Management / Tech Support / Traffic Control**

- \* Maintain systems to ensure ability to answer customer calls
- \* Act as a buffer between OCC and CSRs, C1s and Supervisors
- \* Track, fax and communicate Feeder Lockout information
- \* Communicate Media information
- \* Access all the same information as CSRs

**Call Center Personnel: CSRs**

- \* Communicate Outage information to customers on request
- \* Communicate with Analysts to resolve difficult questions
- \* Ensure CSRs are available to take customer calls

## SRP COMMUNICATION/INFORMATION REQUIREMENTS MATRIX

From → To ↓	OCC	ComEd Command Center	Regional/Local Office	Customer Service & Technical Support	External Affairs & ESO	EED Communications
<b>OCC</b>	Page weather updates and conference calls. Monitor SCADA for lockouts & restores.	Communicate with ESO, External Affairs Managers & EED Comm. personnel to assist in disseminating consistent information. Interface with information desk. OPCON Level Changes	Crew #s, ETRs, # of wire watchers, via SRP Web Site. Initiate ETR call backs.	Provide call back statistic information. Monitor call volume and control call back traffic.		
<b>ComEd Command Center</b>	Provide storm information. OPCON Level changes.		Crew #s, ETRs, # of wire watchers, via SRP Web Site. Initiate ETR call backs.		Contact department specific representative (ESO, Comm. Relations Managers) when possible, to answer inquiry.	
<b>Regional/Local Office</b>	Initiates conference call. OPCON Level Changes. Updated feeder lockout database information. Provide information & communication people. Feeder restore times.			Monitor call volume and control call back traffic.		

**Figure 14: SRP COMMUNICATION/INFORMATION REQUIREMENTS MATRIX (Continued)**

From → To ↓	OCC	ComEd Command Center	Regional/Local Office	Customer Service & Technical Support	External Affairs & ESO	EED Communications
<b>Customer Service &amp; Technical Support</b>	Updates FDR lockout database (FLOS) and SRP Web. Single point of contact for outage information. Feeder restore times. Page and Fax hourly storm reports. OPCON Level changes.	Ensures additional staffing to trigger automated confirmation calls. Provides estimated time to restoration				Provides talking points for Contact Center personnel. Issue press releases.
<b>External Affairs, Regulatory Strategy &amp; Serv, ESO</b>	OPCON level changes. Provide specific outage information. Hourly paging of info.	Interfaces with representatives from ESO, External Affairs Managers & to help with inquiries.		Assists to provide specific outage information as needed. Fax outages to municipalities. Update area messages for 800 municipal phone line.	Communicate with municipalities and local press.	Provides talking points for External Affairs personnel to assist with communications. Gathers information from OCC and sends updates to External Affairs Managers and Regulatory Strategy & Services.
<b>EED Communications</b>	Provides hourly customer count and storm information, OPCON level changes	Provide template for press release, projected ETRs, photo ops, interface w/ media-duty rep		Record area specific messages		

Pages 62 and 63 of this attachment are entirely confidential and have been redacted.

**Storm Conference Calls - OCC Conference Bridge #888-829-9831 #315712**

Date	Time of Call	Storm Service Level	# of calls since storm began	Outage call Trend up/down over last hour	Staffing Plan/Changes	Nature of calls/concerns (ETR issues to be discussed on the call and IVR scripts in use to answer questions only)

**Notes:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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## EXECUTIVE STORM UPDATE EMAIL TEMPLATE

Relay storm information to an appropriate distribution list as determined by ERM in the format of the example below:

- **Customers Out of Service:** 36.7K
- **Storm Service Level:** 74.1 percent with more than 329K calls offered.
- **Number of Agents on Site:** 84 at 9:00 am with peak projected of 97 at 4:00 pm. Average Sunday staff is between 10 and 12 CSRs. Customer Care is shifting to 12-hour shifts for the safety of our employees. This provides coverage needed while increasing rest time between shifts.
- **OMS/CIMS:** OMS/CIMS experienced a momentary outage from 5:30 to 6:15 am. The system is currently working.
- **Call Volume:** Customer call volume is holding flat. Primary call reason is for status. We are averaging about 800-900 calls per half hour.
- **Escalation Reasons:** Escalation reasons continue to be mainly in regards to customer frustration over not having power or estimated time to be restored. Customers are continuing to become extremely difficult with our agents. Agents continue to be tremendously apologetic and letting customers know that our crews are working feverishly to get service back up and/or estimated time to be restored.
- **Current VRU Message:**

Due to the extreme weather in our service territory over the last few days, several thousands of customers remain without power. As damage assessment efforts continue, restoration estimates will be available to all remaining affected areas by this evening. Please note, due to severity of these storms, many customers may not be restored for multiple days depending on the degree of repairs needed. To assist with these efforts please use our automated system to report your outage. We are indeed sorry for any inconvenience this outage may have caused you. Thank you for your patience and cooperation.

- **Current Web Message:**

July 25, 2010

Last Updated: 8:30 a.m.

Two waves of thunderstorms moved through northern Illinois Friday evening and into Saturday morning knocking out power for about 170,000 ComEd customers. Many power lines and utility poles were damaged in the wake of lightning strikes, high winds, heavy rain and flooding. By early Sunday morning ComEd crews had restored power to 98 percent of the customers affected by the storms. We have mobilized 180 crews to work around the clock and have brought in contractor crews as needed.

Safety is paramount. Customers should stay away from downed power lines. Check on elderly and other sensitive family members and neighbors to ensure their safety and make alternate arrangements if needed.

For information on how to protect yourself from an electrical hazard tied to flooding, please click [here](#).

If your power is out, you can report an outage on the web by logging into your online account.

Check out our team in action:

A ComEd crew works on 63rd & Austin Ave in Chicago Saturday, July 24, 2010.

## **Bullet Points for ERM Pre-Event Leadership Call.**

ERM will conduct a conference call with Department Heads, and Vice Presidents of Customer Operations prior to the beginning of a storm once the EOC pre-event call has been concluded in order to inform all partners the status of activating storm roles and staffing plans. Information Included on this call will be the following:

- **Current Service Level / ASA**
- **Number of Agents on Site.**
- **Any current or expected technical issues.**
- **EOC plans regarding opening of Command Center**
- **Call Center staffing plan for storm**
- **Time of activation of storm roles**
- **. Name of primary and back-up personnel for ERM role**
- **Current VRU Message:**
- **Answer any questions the partners on the Leadership call may have.**

## SAMPLE STORM ALERT

Storm Alerts should be sent to the Cust CC\_Com Alert distribution list in Outlook.

Customer Contact Center

# EMERGENCY STORM ALERT

**Date:** Thursday, August 7, 2008

**Time:** 9:40 p.m.

**Approver:** Diana Sharpe

**Weather:** An all clear has been issued for the entire ComEd service territory.

**Areas Affected:** Entire ComEd service territory

**Number of Customers Affected:** About 130,000 customers remain without service at this time. However, as of 4 p.m. today, about 400,000 customers have been restored.

### Estimated Time of Restoration (ETR) Reminders

*(ETRs are constantly reviewed & may not be accurate)*

- Our crews were hampered by numerous downed power lines, broken poles, uprooted trees and extensive debris that needed to be cleared in some cases before restoration could begin. Therefore, ETRs remain suppressed and customers are encouraged to check back by mid-day Wednesday for a more accurate estimated time of restoration.
- You may relay a CIMS ETR if the Outage Status states that a crew or construction crew is on-site or has been dispatched.

### How can you assist our customers?

***Please convey the following information to our customers.***

- More than 500 crews have been working diligently to restore service to the 545,000 customers who lost electrical service after the series of destructive storms swept through our service territory.
- While we are using all available resources at our disposal, the damage to our systems are so severe that this will be a multi-day restoration effort. Crews are working to repair dozens of down power lines and clear debris from down trees and branches. In some areas, flooding has slowed our crews from reaching effected equipment.
- As of 6 p.m., we have restored service to 75 percent of the affected customers. Ninety-percent of the affected customers are expected to be restored by 6 p.m. Wednesday.
- All remaining customers should be restored by midnight Friday.
- We recognize that an outage of any duration is an inconvenience and we appreciate your patience and understanding as we work to restore your service as safely and quickly as possible.
- For all police or fire calls: Be sure to provide the caller with the Outage Number for their reference.
- If a customer indicates that s/he has called multiple times regarding the same unresolved issue, please escalate the call in order to provide the highest quality customer care and satisfaction.

**THANK YOU FOR YOUR DEDICATION. IT IS GREATLY APPRECIATED!**

# Storm Center Web Page Guidelines (ComEd.com)

## OVERVIEW

At the direction of the EOC Communications Lead, the Call Center Communications Lead within Customer Operations will open the Storm Center Web page on ComEd.com and post all updates. ComEd Communications ERM will review and approve all messages before the EOC Communications Lead forwards them to Call Center Communications Lead (Cust Ops) for posting to the Storm Center Web page.

### 1. Criteria to Initiate ComEd.com Storm Center

When the EOC is opened and...

- 35K or more customers are without power at one time OR
- 10K or more customers are expected to be out of service for at least 2 days due to a major event (e.g., substation fire, etc.) OR
- A community experiences a major disaster with significant impact to electrical service (tornado, etc.)

### 2. Web Page Content Updates

- Updates to the Storm Center information page should occur every 4 hours. There may be exceptions to this based on the system conditions but for most cases the Storm teams should adhere to this schedule.
- If information has not changed since the last update, the Storm Center information page will be reposted with the same information in order to change the "last updated" time stamp

### 3. Storm Duty Responsibilities for this Process

#### ▪ EOC Communications Lead

- ~ Determines whether the event meets the criteria for activating the Storm Center Web page. If it does, the EOC Communications Lead then notifies the appropriate personnel; Call Center Communications Lead (Cust Ops), on-duty ComEd Communications ERM, Media Productions (if required).
- ~ Secures approval of all messages and other content from ERD, on-duty ComEd Communications ERM, and others as needed (i.e. Safety ERM for photos).
- ~ Adapts one of the following pre-approved templates for the initial posting with final review by ERD.
 

Such as...

  - **When 35K or more customers are without power:**  
*Severe weather currently is affecting a large portion of the ComEd service territory. Crews are surveying the damage and working to restore service. General updates on restoration efforts will be posted as more information becomes available. If you are experiencing an outage, please report it immediately by clicking "Report Now" button on the right or call 1-800-EDISON-1.*
  - **For smaller, localized events in which 10K or more customers are expected to be without power for multiple days:**  
*Due to \_\_\_\_\_ (tornado damage, substation fire, etc.), customers in the \_\_\_\_\_ (area/suburb) are expected to be without power for an extended period. Crews are surveying the damage and working to restore service. Updates on restoration efforts will be posted as more information becomes available. Please stay tuned and report any new outages by clicking "Report Now" button on the right, or call 1-800-EDISON-1.*
- ~ For unique events not covered by the above, the EOC Communications Lead develops with the on-duty ComEd Communications ERM an alternate initial message.
- ~ For significant updates, EOC Communications Lead works with on-duty ComEd Communications ERM to draft new messages at least once every 4 hours or as directed by the ERD based upon significant changes.
  - If there has not been a significant change the EOC Communications lead will call or send an email message to the Call Center Communications Lead (Cust Ops) stating "No change in Web message, please repost"
- ~ For significant multi-day events, EOC Communications Lead contacts Media Productions to get photo/video footage for possible posting.

- **NOTE:** If videos are to be posted, the videos must be sent to IT (eBusiness) to post to the server. IT then provides a hyperlink (URL) that will be inserted into the Storm Center Web page. This will require advance notice and at least one day turnaround. To submit a request to IT, send an e-mail to “CMS Support” Outlook mailbox with the request. This mailbox is only monitored during normal business hours.
  - ~ Reviews photos/video from Media Production and submits to on-duty ComEd Communications ERM and the Safety ERM for approval.
  - ~ Acquires all final approvals from the ERD.
  - ~ Submits “Final” approved content/photos/video to Call Center Communications Lead (Cust Ops) for posting. Ensure receipt of submittal is confirmed by contacting the Call Center Communications Lead via phone.
  - ~ Notifies Call Center Communications Lead (Cust Ops) and on-duty ComEd Communications ERM on intent to close the EOC and to close the Storm Center Web page.
- **ComEd Communications ERM**

**NOTE:** On-duty ComEd Communications ERM can be reached 24/7 via the ComEd Media Hotline at 312-394-3500. The same number also reaches the ComEd Communications Command Center when opened at One Financial Place, generally when 75,000 or more customers are affected by outages.

    - ~ Edits the “Draft” content submitted by EOC Communications Lead
    - ~ Approves “Final” content for posting to Storm Center and submits back to EOC Communications Lead to receive final ERD approval.
    - ~ Provides periodic updates to content which should be every 4 hours
- **Call Center Communications Lead (Customer Operations)**
    - ~ Opens the Storm Center Web page with approved initial message from EOC Communications Lead.
    - ~ Posts approved content to Storm Center Web page.
      - Will send one email or place one phone call to request updated content if not received after 4 hours have expired. If no response is received, current Storm Center information page will be reposted with the same information in order to change the “last updated” time stamp
    - ~ Posts approved photos/video to Storm Center Web page.
    - ~ Closes the Storm Center Web page.
    - ~ Contacts IT for any issues with ComEd.com by submitting a Help Desk ticket and put in Subject: Route to CIMS-WEB-EXL queue and make sure a description of the issue is provided. Then, also call the Help Desk and provide the same information. Help Desk will notify the appropriate IT personnel to assist.
- **Media Productions Personnel**
    - ~ Reports to scene specified by the EOC Communications Lead.
    - ~ Media Productions personnel will have to size images prior to them being posted to the Storm Center Web site – size needs to be 261x344 pixels or for multiple pictures they should be sized 199x135 pixels in order to fit multiple pictures on the page.
    - ~ Crops and/or resizes photos to fit the Web page.
    - ~ Submits flash video file to IT to post to server.
    - ~ Submits photos/video to EOC Communications Lead.
- 4. Web Content (to include photos/video)**
- After initial Storm Center message is posted, consideration for content for brief message updates could include the following customer-relevant information:
    - ~ Day and time of update
    - ~ Number of crews working the storm recovery
    - ~ Cause of outages
    - ~ Estimate number of customers currently without service
    - ~ Estimated time of restoration (if available)
    - ~ Safety messages (e.g., “call ComEd in case of downed wires”)
    - ~ Hardest hit areas

**NOTE:** The number of crews, hardest hit areas and other more detailed information also will be provided to the news media during the hourly call-downs to local media outlets and in response to media inquiries by Communications.

- For multi-day restoration efforts, it may be advisable to post relevant photos/video of damage and crews working to restore power.
  - ~ In this case, the EOC Communications Lead and the Media Productions person can identify appropriate photographs and work with the Safety ERM to ensure all workers are wearing proper gear and using proper safety procedures in the photos before posting.
  - ~ Please note that this activity may not be possible until 24-48 hours into restoration due to other core Communications/Media Productions activities.

**5. Activation of Call Center Communications Lead (Cust Ops) for Initiating Storm Center Web page**

- Contact the on-duty Call Center Communications Lead (Cust Ops) to turn on the Storm Center Web page and to post approved content/photos/videos to this Web page. Their duty list can be found on the EP Website under **Schedules/Duty Lists**, then select **ERO Duty Schedules**, then select **Call Center Communications Lead Storm Duty Roster** (link below)

[http://exelonweb.exeloncorp.com/sites/EEDemergencypreparedness/Emergency\\_Preparedness\\_COMED/3%20ERO%20Duty%20Schedules/Call%20Center%20Communications%20Lead%20Storm%20Duty%20Roster.doc](http://exelonweb.exeloncorp.com/sites/EEDemergencypreparedness/Emergency_Preparedness_COMED/3%20ERO%20Duty%20Schedules/Call%20Center%20Communications%20Lead%20Storm%20Duty%20Roster.doc)

**6. Activation of Media Productions Personnel**

- Contact Media Production personnel listed on the Duty list found on the EP Website under **Schedules/Duty Lists**, then select **Phone Lists** then select **Photographer Contacts** (link below)

[http://exelonweb.exeloncorp.com/sites/EEDemergencypreparedness/Emergency\\_Preparedness\\_COMED/2%20Phone%20Lists/Photographer%20Contacts.doc](http://exelonweb.exeloncorp.com/sites/EEDemergencypreparedness/Emergency_Preparedness_COMED/2%20Phone%20Lists/Photographer%20Contacts.doc)

**7. Closing the Storm Center Web Page**

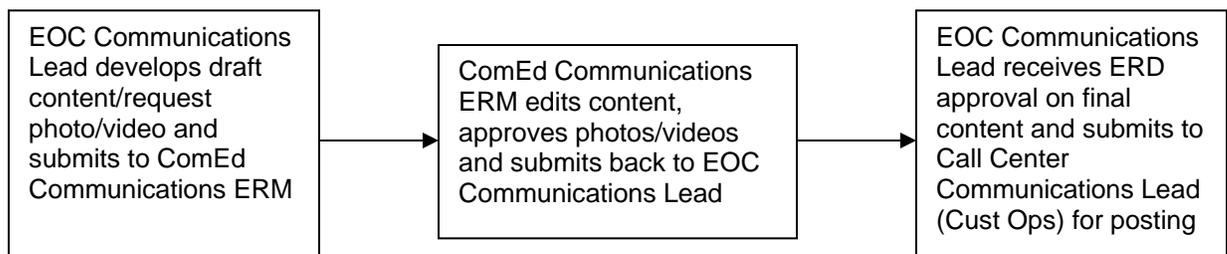
- The EOC Communications Lead will draft (see example below) the final update content for posting when we have reached 95 percent or better of restoration.

*Date, time*

*ComEd crews have restored service to more than \_\_\_\_\_ percent of the \_\_\_\_\_ (number) customers affected by \_\_\_\_\_'s (day of week) severe storm. The remaining customers are expected to be restored by \_\_\_\_\_ (ETR). If you are currently without power and have not yet notified ComEd, please report your outage by **clicking "Report Now" button on the right**, or call 1-800-EDISON-1.*

- Call Center Communications Lead (Cust Ops) will close down the Storm Center Web page upon announcement of the EOC closing.
- Approximately 24 hours after the final update message, Call Center Communications Lead (Cust Ops) duty person should post the standard Storm Center page information and standard rotating imagery on the home page. If applicable, all storm photos should be removed and saved in an archive.
  - ~ There is an approved, standard photo that is used on the "hot link" to the Storm Center. To ensure rapid activation of the Storm Center, this photo is the one that should be used moving forward.

**8. Approval Process**



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**DEVELOPMENT HISTORY**

<b>Revision 0</b>		<b>Date 05/24/2010</b>
Writer	Robert Charland – EP	
Reviewer(s)	Abby Schultz (Customer Operations), Jackie Lambert (EP), Jeff Burdick (ComEd Communications)	
Approver(s)	Frank Scumacci (Customer Operations), Judy Papaleo (EP)	
Reason Written	Determine when/how to turn on ComEd.com Storm Center Webpage	
<b>Revision 1</b>		<b>Date 07/19/2010</b>
Writer	Robert Charland – EP	
Reviewer(s)	Abby Schultz (Customer Operations), Jackie Lambert (EP), Jeff Burdick (ComEd Communications)	
Approver(s)	Frank Scumacci (Customer Operations), Judy Papaleo (EP)	
Reason Written	Clarified Title for Customer Operation and reformatted	

# Customer Message Scripts

Provides samples of automated messages communicated to customers during power outages, including storm and emergency; outbound calls; and day-to-day messages.

## Abbreviations used in this document

**VRU** – *Voice Response Unit*

**ETR** – *Estimated Time of Restoration*

**IVR** – *Interactive Voice Response*

**ASM** – *Area Specific Message Audience*

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## Storm and Emergency VRU Messages

### VRU Messages for Initial Stages of Storm

#### Standard Message

*“Due to the extreme weather in our service territory, we currently have thousands of customers without power.*

*We understand restoration times are important to you. However, it is most important that we provide you with ACCURATE restoration times. Our storm centers are currently working with field crews to determine the extent of damage throughout the area. To assist with these efforts, please use our automated system to report your outage.*

*As damage assessment is completed for each area, we will make estimated restoration times available via our automated phone system, as well as our website. If your power has not been restored within the next 3 hours, please call back; or if you have access to the Internet through your computer or mobile device, please visit our outage pages at [comed.com](http://comed.com) for a status update. Please note. Information regarding service restoration times are only estimates and may change depending on the degree of repairs needed.*

*We are indeed sorry for any inconvenience this outage may have caused you. Thank you for your patience and cooperation.”*

#### Alternative Message 1

*“Due to the weather in our area, we have a large number of customers without power.*

*We are evaluating the damage and will have estimated restoration times available shortly. We appreciate your patience and when an estimated restoration time for your area is available, you will hear it following this message.”*

#### Alternative Message 2

*“The severe weather has caused widespread outages across our service territory.*

*As our dispatchers analyze the outages, restoration times will be made available. When an estimated restore time for your outage is available, you will hear it following this message.”*

#### Alternative Message 3

*“Due to the severe weather conditions, we are experiencing power outages throughout the entire service area.”*



## Pre-Recorded VRU Messages

### [2-3 Hour Callback Script](#)

*“Due to the extreme weather in our service territory, we have thousands of customers without power.*

*We understand restoration times are important to you. However, it is most important that we provide you with ACCURATE restoration times. Our storm centers are currently working with field crews to determine the extent of damage throughout the area. To assist with these efforts, please use our automated system to report your outage.*

*As damage assessment is completed for each area, we will make estimated restore times available via our automated phone system as well as our website. If your power has not been restored within the next **2 to 3 hours**, please call back. If you have access to the Internet through your computer or mobile device, please visit our outage page at [comed.com](http://comed.com) for a status update. Please note. Information regarding service restoration times are only estimates, and may change depending on the degree of repairs needed.*

*We are indeed sorry for any inconvenience this outage may have caused you. Thank you for your patience and cooperation.”*

### [3-4 Hour Callback Script](#)

*“Due to the extreme weather in our service territory, we have thousands of customers without power.*

*We understand restoration times are important to you. However, it is most important that we provide you with ACCURATE restoration times. Our storm centers are currently working with field crews to determine the extent of damage throughout the area. To assist with these efforts, please use our automated system to report your outage.*

*As damage assessment is completed for each area, we will make estimated restore times available via our automated phone system as well as our website. If your power has not been restored within the next **3 to 4 hours**, please call back or if you have access to the Internet through your computer or mobile device please visit our outage page at [comed.com](http://comed.com) for a status update. Please note. Information regarding service restoration times are only estimates, and may change depending on the degree of repairs needed.*

*We are sorry for any inconvenience this outage may have caused you. Thank you for your patience and cooperation.”*

### [5-6 Hour Callback Script](#)

*“Due to the extreme weather in our service territory, we have thousands of customers without power.*

*We understand restoration times are important to you. However, it is most important that we provide you with ACCURATE restoration times. Our storm centers are currently working with field crews to determine the extent of damage throughout the area. To assist with these efforts, please use our automated system to report your outage.*

*As damage assessment is completed for each area, we will make estimated restore times available via our automated phone system as well as our website. If your power has not been restored within the next **5 to 6 hours**, please call back or if you have access to the Internet through your computer or mobile device please visit our outage page at [comed.com](http://comed.com) for a*

*status update. Please note. Information regarding service restoration times are only estimates, and may change depending on the degree of repairs needed.*

**We are indeed sorry for any inconvenience this outage may have caused you. Thank you for your patience and cooperation.”**

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## Custom Script Examples

*Proposed message for all customers calling ComEd during the storm*

*(6/7/2007)*

*“Due to the extreme weather and high winds in our service territory, many of our customers are without power. These conditions are expected to continue throughout the night and into Friday morning.*

*While we are working continuously to restore power as quickly as possible, some areas with severe damage may take longer to restore. To assist with these efforts, please use our automated phone system to report your outage. You can also report your outage at [comed.com](http://comed.com) through your computer or mobile device.*

*We apologize for the inconvenience and thank you for your patience and cooperation.*

*(8/24/2007)*

*Due to the extreme weather in our service territory over the last few days, thousands of customers remain without power. As damage assessment efforts continue, restoration estimates will be available to all of the remaining affected areas by this evening. Please note, due to severity of these storms, many customers may not be restored for multiple days depending on the degree of repairs needed. To assist with these efforts please use our automated phone system to report your outage, or you can report your outage at [comed.com](http://comed.com) through your computer or mobile device. We are indeed sorry for any inconvenience this outage may have caused you. Thank you for your patience and cooperation.*

*(8/26/2007)*

*For our Northern Region, the majority of customers out of power will be restored by midnight on Tuesday, August 28th. All other outages in the Northern Region will be restored by Wednesday, August 29th. As more accurate information regarding restore times becomes available from our crews in the field, they will be provided following this message. We are indeed sorry for any inconvenience this outage may have caused you. Thank you for your patience and cooperation.”*

## Notes

The terms “extreme weather” and “severe weather” can be substituted for a specific event

1. Severe winds
2. Severe snow storm
3. Severe ice storm
4. Severe thunderstorm
5. Severe flooding

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## Automated Outbound Callbacks

### Automated Outbound Messages

#### Automated Outbound ETR Callback

*“This is ComEd calling with an automated message to provide you with information as we work to restore service to your area.*

*Because of damage to equipment in your area, you may be without power.*

*As of \_\_\_\_\_ (time) on \_\_\_\_\_ (date), we estimate that power to your area will be restored by \_\_\_\_\_ (time) on \_\_\_\_\_ (date).*

*We apologize for any inconvenience this outage has caused you. Thank you for your cooperation.”*

#### Automated Outbound Restoration Confirmation Calls

*“This is ComEd calling with an automated message.*

*Our crews in the field report that your electricity has been restored.*

*If your lights are back on, please hang up at this time. <pause 2 seconds>*

*If your electricity is still off, press 1 to issue an updated outage report for your location.”*

#### Automated Call Ahead

*“Because of the high volume of outages in our service territory, we are calling to verify your current outage status.*

*In order to assist us with the restoration efforts, please confirm the status of your electric service.*

*If your electric service has been restored, press 1.*

*If your electric service remains off, press 2.”*

## Normal Outage Messages

### IVR ETR Script Samples

Status	ETR Script	Status Script (No ETR or expired ETR)
0,1	"As of _____ (time) on _____ (date) our dispatch center has analyzed your outage. The estimated restore time is _____ (date/time). Thank you for your call."	"As of _____ (time) on _____ (date) our dispatch center has analyzed your outage. Currently, there is no estimated restoration time. Thank you for your call."
2	"As of _____ (time) on _____ (date) our dispatch center has sent a crew to investigate your outage. The estimated restore time is _____ (date/time). Thank you for your call."	"As of _____ (time) on _____ (date) our dispatch center has sent a crew to investigate your outage. Currently, there is no estimated restoration time. Thank you for your call."
3	"As of _____ (time) on _____ (date) our field crews are working on your outage. The estimated restore time is _____ (date/time). Thank you for your call."	"As of _____ (time) on _____ (date) our field crews are working on your outage. Currently, there is no estimated restoration time. Thank you for your call."
4	"As of _____ (time) on _____ (date) our field crews have investigated your outage and have determined that additional resources are necessary to restore power. The estimated restore time is _____ (date/time). Thank you for your call."	"As of _____ (time) on _____ (date) our field crews have investigated your outage and have determined that additional resources are necessary to restore power. Currently, there is no estimated restoration time. Thank you for your call."
5	"As of _____ (time) on _____ (date) our field crews have investigated your outage and have determined that additional resources are necessary and have been sent to restore power. The estimated restore time is _____ (date/time). Thank you for your call."	"As of _____ (time) on _____ (date) our field crews have investigated your outage and have determined that additional resources are necessary and have been sent to restore power. Currently, there is no estimated restoration time. Thank you for your call."
6	"As of _____ (time) on _____ (date) our field crews are working on your outage. The estimated restore time is _____ (date/time). Thank you for your call."	"As of _____ (time) on _____ (date) our field crews are working on your outage. Currently, there is no estimated restoration time. Thank you for your call."
9	"We have no information available for a power outage at your location."	



## Inbound IVR Messages for Specific Feeder Outages

### Standard Feeder Outage Message

*"If your call is regarding a power outage in \_\_\_\_\_ (town, township, city) in the vicinity of \_\_\_\_\_ (boundaries, streets, cross streets), we are aware of the (outage, problem) and have dispatched crews to the area to make the necessary repairs.*

*We are indeed sorry for any inconvenience this power outage may be causing. Again thank you for calling ComEd."*

### Alternative Message 1

*"If your call is regarding a power outage in \_\_\_\_\_ (town, township, city) in the vicinity of \_\_\_\_\_ (boundaries, streets, cross streets), we are aware of the (outage, problem) and have dispatched crews to the area to make the necessary repairs.*

*For your convenience, please use our automated phone system to report your outage. Or if you have access to the Internet through your computer or mobile device, please visit our outage page at [comed.com](http://comed.com) to report your power outage."*

### Alternative Message 2

*"If your call is regarding a power outage in \_\_\_\_\_ (town, township, city) in the vicinity of \_\_\_\_\_ (boundaries, streets, cross streets), we are aware of the (outage, problem) and have dispatched crews to the area to make the necessary repairs.*

*We apologize for the inconvenience this outage has caused you. Please assist our dispatch center by reporting your outage."*

### Alternative Message 3

*"If your call is regarding a power outage in \_\_\_\_\_ (town, township, city) in the vicinity of \_\_\_\_\_ (boundaries, streets, cross streets), we are aware of the (outage, problem) and have dispatched crews to the area to make the necessary repairs.*

*There are \_\_\_ customers out of power due to this outage.*

*We are indeed sorry for any inconvenience this power outage may be causing. Again thank you for calling ComEd."*

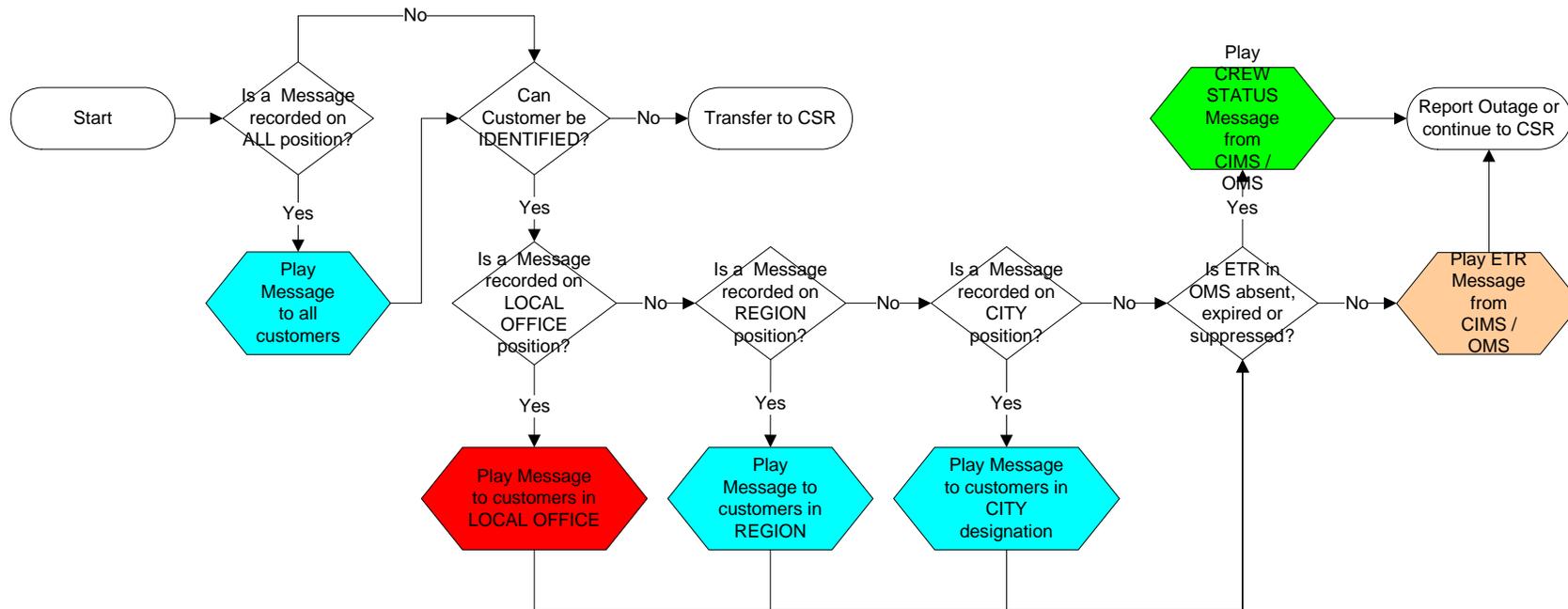
### Alternative Message 4

*"If your call is regarding a power outage in \_\_\_\_\_ , we are aware of the problem and have dispatched crews to the area to make the necessary repairs.*

*For your convenience, please use our automated phone system to report your outage. Or if you have access to the Internet through your computer or mobile device, please visit our outage page at [comed.com](http://comed.com) to report your power outage."*

## IVR Message Flow Chart

See coordinated-colored messages in script





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## **TERMS AND DEFINITIONS**

**CONTACT CENTER ERM**: Contact Center Emergency Response Manager

**CWD**: Construction Work Dispatcher

**EOC**: Emergency Operations Center

**EP-ED-788 FORM – ETR STATUS**: Required form used to document each step of the ETR process of suspending, resuming or uploading Bulk ETR's

**ERD**: Emergency Response Director. Has Command and Control of the event

**ETM**: Emergency Response Manager

**ETR**: Estimated Time of Restoration

**IGS**: IBM Global Services. Desk side and network support vendor.

**IT ED REAL TIME SYSTEMS**: IT group that performs Bulk ETR Uploads into OMS (630-576-6500 Option 1)

**IT ERM**: Information Technology Emergency Response Manager, contact person for IT issues, but not responsible for performing Bulk ETR Uploads into OMS

**IVR**: Interactive Voice Response unit. Technology that answers customer phone calls and processes transactions while the customer is on the phone.

**OCC INFORMATION SUPERVISOR**: Operations Control Center Information Supervisor

**OCC SHIFT MANAGER**: Operations Control Center Shift Manager

**OPERATING LEAD**: A member of the EOC team

**RERM**: Regional Emergency Response Manager

**RM**: Resource Management, 24 x 7 point of contact who engages the Contact Center for the ETR process (630-100-6030)

**RPC**: Restoration Process Coordinator

**SRP**: Storm Restoration Process as defined by the emergency preparedness group.

**TECH LEAD**: A member of the EOC team

**VRU**: Voice Response Unit. See IVR (they both refer to the same system).



**ICC INQUIRY RE: JULY 11, 2011 STORM**

**Commonwealth Edison Company's Response to  
Illinois Commerce Commission ("Staff") Data Requests**

**PM 1.01 – 1.12**

**Date Received: August 12, 2011**

**Date Served: September 1, 2011**

**REQUEST NO. PM 1.06:**

How is ERT determined?

**RESPONSE:**

ComEd uses the term ETR ("Estimated Time to Restore").

ComEd understands this Data Request to ask how ETRs are determined during storm events.

A job aid (labeled as PM 1.06\_Attach 1), has been developed based on more than 10 years of data to help assist storm teams in establishing storm ETRs. The job aid, as well as an ETR calculator program, allows ComEd to develop an ETR for each reporting center by device type. ETRs are established for fused outages, transformer outages and services at the regional and local office levels. During storms, auto ETRs are initially suppressed and are not available to the customers through the Voice Response Unit ("VRU") or via a customer service representative ("CSR"). Once an 'all clear' has been given for the storm, meaning the weather front has passed through ComEd's service territory, ETRs are established based on the magnitude of the storm, type of storm and resources available for restoration. The approved ETRs are uploaded to the Outage Management System ("OMS"), the suppression is removed and ETRs are available through the VRU and the CSRs.

During storm restorations, bulk ETRs are uploaded and monitored by the storm teams. Appropriate changes are made based on restoration progression. The overall goal is to review ETRs as restoration efforts progress. Crews are also required to update the ETR once they arrive on the jobsite, identify the work required and determine the amount of time that the repair will take.

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Job Aid 06 07/06/11

**ComEd Historical ETR Data**

(1998-2010)

\* Restoration times reflect ComEd Local Contractors available for storm restoration if not available consider extending restoration times by 10%. Customers Restored Times are based on customers outage duration.

Event Type	Suggested ETR Commitment Time ***	Range of Customers Out of Service	80% Customers Restored (in hours)	90% Customers Restored (in hours)	99.9% Customers Restored (in hours)	100% Customers Restored (in hours)	Avg # of Outages	Avg CAIDI
Lightning	3	20 - 50k	9	11	26	27	254	189
Lightning	6	50 - 100k	11	14	30	41	437	187
Lightning	6	100 - 200k	18	22	45	57	927	258
Lightning	12	200 - 250k	16	21	47	52	1029	380
Lightning	12	* 333,349	27	38	80	80	2261	563
Wind	4	50-100k	12	13	28	35	434	162
Wind	6	100-200k	18	22	40	47	788	189
Wind	12	200-250k	21	26	64	75	1119	335
Wind	12	* 315,910	22	26	48	69	1644	178
Wind	24	* 595,124	39	45	81	109	3809	495
Wind, Lightning Storm	3	30 - 50k	10	12	28	32	251	215
Wind, Lightning Storm	6	50 - 100k	14	18	41	50	442	168
Wind, Lightning Storm	6	100 - 200k	18	23	44	57	787	221
Wind, Lightning Storm	12	200-250k	28	33	69	121	1031	360
Wind, Lightning Storm	12	* 333,602	37	39	83	101	2035	408
Wind, Lightning Storm	24	400 - 500k	46	59	102	127	2859	670
Wind, Lightning Storm	24	* 519,912	31	51	111	260	3357	666
Wind, Lightning Storm	24	* 631,271	57	82	141	156	4248	924
Ice, Snow, Wind	4	40 - 100k	12	14	34	39	350	154
Ice, Snow, Wind	6	100 - 170k	31	40	72	84	1042	268
Ice, Snow, Wind	24	* 861,655	42	60	157	157	2253	822

Heat and Other Related Data available on separate Worksheets

\* Only 1 storm included in results

\*\*\* Following passage of storm

CSW 0000105

Rev 07/06/2011

Historical Average Duration of Outages by Customer Count 2005-2010							
Major Cause of Storm	# of Customers affected by Storm	# of Customers affected by Outage	Chicago Average Outage Duration	North Average Outage Duration	South Average Outage Duration	West Average Outage Duration	All Average Outage Duration
LIGHTNING	000-050K	001-010	397	344	360	243	319
		011-050	347	306	382	217	316
		051-250	276	229	263	229	257
		251-500	258	291	156	83	228
		501+	464	201	204	131	300
		<b>000-050K Total</b>		<b>396</b>	<b>226</b>	<b>211</b>	<b>172</b>
	050-100K	001-010	388	315	433	449	415
		011-050	310	265	410	415	364
		051-250	248	231	332	422	318
		251-500	229	228	243	390	265
		501+	211	223	377	193	241
		<b>050-100K Total</b>		<b>223</b>	<b>227</b>	<b>357</b>	<b>227</b>
	100-150K	001-010	480	549	526	387	487
		011-050	430	513	516	314	449
		051-250	330	451	346	286	360
251-500		214	326	261	223	257	
501+		180	288	256	135	226	
<b>100-150K Total</b>			<b>215</b>	<b>320</b>	<b>275</b>	<b>165</b>	<b>253</b>
<b>LIGHTNING Total</b>		<b>262</b>	<b>278</b>	<b>290</b>	<b>201</b>	<b>259</b>	
LIGHTNING, WIND	000-050K	001-010	301	535	389	295	400
		011-050	315	505	388	278	404
		051-250	209	418	301	256	313
		251-500	263	299	422	216	278
		501+	166	380	289	366	309
		<b>000-050K Total</b>		<b>191</b>	<b>383</b>	<b>299</b>	<b>310</b>
	050-100K	001-010	415	334	375	402	377
		011-050	261	353	348	397	355
		051-250	260	277	288	371	312
		251-500	158	296	203	311	253
		501+	223	231	219	264	238
		<b>050-100K Total</b>		<b>222</b>	<b>250</b>	<b>234</b>	<b>292</b>
	100-150K	001-010	665	596	576	508	562
		011-050	588	485	474	501	501
		051-250	439	372	424	457	423
251-500		360	393	215	381	347	
501+		387	295	252	199	279	
<b>100-150K Total</b>			<b>396</b>	<b>319</b>	<b>281</b>	<b>267</b>	<b>312</b>
150-200K	001-010	1,243	1,409	181	1,119	1,142	
	011-050	557	1,099	296	1,131	988	
	051-250	584	937	241	924	816	
	251-500	615	556	227	887	677	
	501+	592	629	66	434	506	
	<b>150-200K Total</b>		<b>595</b>	<b>687</b>	<b>118</b>	<b>556</b>	<b>582</b>
200K+	001-010	1,673	1,798	1,563	1,098	1,527	
	011-050	1,707	1,954	1,569	1,018	1,616	
	051-250	1,245	1,673	1,130	791	1,269	
	251-500	916	1,252	973	654	975	
	501+	708	1,251	803	570	894	
	<b>200K+ Total</b>		<b>836</b>	<b>1,336</b>	<b>895</b>	<b>645</b>	<b>984</b>
<b>LIGHTNING, WIND Total</b>		<b>622</b>	<b>838</b>	<b>606</b>	<b>433</b>	<b>646</b>	
WIND	050-100K	001-010	356	445	342	431	412
		011-050	165	442	327	332	352
		051-250	136	348	379	265	292
		251-500	135	340	591	269	342
		501+	156	228	169	171	189
		<b>050-100K Total</b>		<b>151</b>	<b>260</b>	<b>226</b>	<b>209</b>
	100-150K	001-010	377	315	294	210	288
		011-050	190	335	228	226	268
		051-250	270	310	191	199	258
		501+	229	200	87	268	193
<b>100-150K Total</b>		<b>219</b>	<b>212</b>	<b>105</b>	<b>260</b>	<b>202</b>	
<b>WIND Total</b>		<b>186</b>	<b>236</b>	<b>181</b>	<b>229</b>	<b>214</b>	
<b>Grand Total</b>		<b>533</b>	<b>704</b>	<b>496</b>	<b>364</b>	<b>537</b>	

## ComEd Historical Data Non-Storm Days

(1998-2006)

Temp	TR Overhead CAIDI	TR Padmount CAIDI	Main Line Overhead Outages	Main Line Underground Outages	Underground Faults
90-95	223	202	72	84	167
96-99	391	289	97	161	208
100 +	574	434	82	114	319

### Average Outages on Distribution Overhead and Underground Equipment Failures as a result of Increased Temperatures

Type of Equipment Involved	Temperature Range	Avg # of Outages
Distribution OH and UG TR Equip Failures	90-95	10 to 30
Distribution OH and UG TR Equip Failures	96-100	78 to 147
Distribution OH and UG TR Equip Failures	100 +	200+
Distribution OH Equip Failures/ Includes TRs	90-95	24 to 48
Distribution OH Equip Failures/ Includes TRs	96-100	48 to 184
Distribution OH Equip Failures/ Includes TRs	100 +	184 to 256
Distribution UG Equip Failures/ Includes TRs	90-95	29 to 41
Distribution UG Equip Failures/ Includes TRs	96-100	41 to 97
Distribution UG Equip Failures/ Includes TRs	100 +	97 to 160

\* Heat event outages are normally spread throughout the day increasing in the late afternoon, the system is affected differently than during a storm.

Data Updated 1/4/2008

CSW 0000107

## ComEd Historical Transformer Data Affected by Heat

Forecasted Temperature*	System Prediction			Chicago			Northern			Southern			Western		
	Mainline Faults	URD Faults	Xfmr Burnouts	Mainline Faults	URD Faults	Xfmr Burnouts	Mainline Faults	URD Faults	Xfmr Burnouts	Mainline Faults	URD Faults	Xfmr Burnouts	Mainline Faults	URD Faults	Xfmr Burnouts
85	2	22	4	1	0	1	1	9	1	0	7	1	0	6	1
86	2	22	5	1	0	1	1	9	2	0	7	1	0	6	1
87	3	23	7	2	0	1	1	10	2	0	7	2	0	6	2
88	3	24	8	2	0	2	1	10	3	0	8	2	0	6	2
89	3	25	11	2	0	2	1	10	3	0	8	3	0	7	3
90	3	25	13	2	0	3	1	10	4	0	8	3	0	7	3
91	3	26	17	2	0	3	1	11	5	0	8	4	0	7	4
92	3	27	21	2	0	4	1	11	7	0	9	5	0	7	5
93	3	28	26	2	0	5	1	12	8	0	9	6	0	7	6
94	4	28	32	2	0	6	1	12	10	1	9	8	0	7	8
95	4	29	39	2	0	8	1	12	12	1	9	10	0	8	9
96	4	30	48	2	0	10	1	13	15	1	9	12	0	8	11
97	4	32	57	2	0	12	1	13	18	1	10	14	0	8	14
98	4	33	67	2	0	14	1	14	21	1	10	16	0	9	16
99	4	34	80	2	0	16	1	14	25	1	11	20	0	9	19
100	5	35	94	3	0	19	2	15	30	1	11	23	0	9	22
101	5	36	109	3	0	22	2	15	34	1	11	27	0	9	26
102	5	37	126	3	0	25	2	15	40	1	12	31	0	10	30
103	5	39	145	3	0	29	2	16	46	1	12	36	0	10	34
104	5	40	166	3	0	33	2	17	52	1	13	41	0	10	39
105	6	42	191	3	0	39	2	18	60	1	13	47	0	11	45

\*At O'Hare Airport

Data Updated 1/4/08

ComEd 2007 to 2010 All Storms									
Date	Start Time	Day of the week	Type	Outages	Customers Affected	80% Restored	90% Restored	100% Restored	CAIDI
2/24/2007	17:51	Saturday	ICE, SNOW, WIND	583	101,004	13	20	35	156
4/11/2007	5:29	Wednesday	ICE, SNOW, WIND	531	76,559	8	11	39	119
5/24/2007	10:45	Thursday	WIND	392	74,829	10	12	** 24/53	104
6/7/2007	6:30	Thursday	WIND	719	116,744	21	26	** 38/58	129
6/18/2007	14:00	Monday	LIGHTNING, WIND	485	70,353	16	24	32/46	121
6/26/2007	13:43	Tuesday	LIGHTNING	129	28,013	6	7	32/41	156
7/9/2007	14:02	Monday	LIGHTNING, WIND	306	55,664	6	10	23	135
7/18/2007	18:16	Wednesday	LIGHTNING, WIND	805	141,425	13	19	35	162
7/26/2007	2:42	Thursday	LIGHTNING, WIND	241	43,073	9	12	** 18/28	157
8/6/2007	17:47	Monday	LIGHTNING, WIND	631	70,946	17	21	** 36/43	192
8/12/2007	1:16	Sunday	LIGHTNING, WIND	305	46,347	9	10	** 19/26	193
8/22/2007	1:39	Wednesday	LIGHTNING, WIND	413	89,678	12	14	25	137
8/22/2007	18:14	Wednesday	LIGHTNING, WIND	356	53,569	16	17	** 69/94	189
8/23/2007	10:56	Thursday	LIGHTNING, WIND	4248	631,271	57	82	** 141/156	924
9/25/2007	12:55	Tuesday	LIGHTNING, WIND	269	52,734	10	15	22	120
12/1/2007	13:05	Saturday	ICE, WIND	1105	121,443	24	31	62	305
12/22/2007	23:40	Saturday	WIND	979	207,733	14	19	** 66/82	254
<b>2008</b>									
5/2/2008	8:20	Friday	LIGHTNING	117	59,015	5	6	15	127
5/30/2008	9:31	Friday	LIGHTNING, WIND	576	106,661	11	16	** 36/61	180
6/6/2008	4:41	Friday	LIGHTNING, WIND	623	106,478	15	19	** 35/44	103
6/7/2008	16:05	Saturday	TORNADO, LIGHTNING, WIND	177	48,929	19	27	** 45/51	530
6/8/2008	8:45	Sunday	LIGHTNING, WIND	688	123,037	19	23	** 35/42	181
6/12/2008	22:09	Thursday	LIGHTNING, WIND	633	81,530	15	18	** 37/42	250
6/15/2008	6:13	Sunday	LIGHTNING, WIND	685	138,029	14	18	** 41/43	391
6/28/2008	14:17	Saturday	WIND	430	69,107	15	17	** 29/33	172
7/10/2008	15:38	Thursday	LIGHTNING	436	74,221	18	22	** 30/44	180
8/4/2008	18:00	Monday	TORNADO, LIGHTNING, WIND	3,262	495,639	31	46	** 96/107	724
10/26/2008	12:34	Sunday	WIND	384	57,441	7	9	** 23/26	116
12/19/2008	0:05	Friday	ICE, WIND	1,487	168,098	63	81	** 117/136	328
12/26/2008	19:17	Friday	WIND, FLOODING/WATER DAMAGE	565	109,260	31	34	** 49/58	120
<b>2009</b>									
3/29/2009	1:40	Sunday	ICE, SNOW	452	82,448	13	15	** 32/39	208
4/5/2009	20:36	Sunday	ICE, SNOW	192	40,326	7	10	** 22/29	131
5/13/2009	18:46	Wednesday	LIGHTNING	294	37,958	13	17	** 24/32	181
6/19/2009	1:44	Friday	LIGHTNING, WIND	1,424	249,500	31	37	** 84/165	375
6/24/2009	12:32	Wednesday	LIGHTNING	182	22,919	6	7	33	259

### ComEd Historical Wind Information

Date	Start Time	Day of the week	Type	Outages	Customers Affected	80% Restored	90% Restored	100% Restored	CAIDI
04/20/04	17:59	Tuesday	WIND	60	19,968	10	15	34/42 **	299
10/6/2009	16:37	Tuesday	WIND	269	52,711	8	10	27	126
10/26/08	12:34	Sunday	WIND	384	57,441	7	9	23/26 **	116
03/13/06	5:30	Monday	WIND	514	62,127	11	13	25	104
06/28/08	14:17	Saturday	WIND	430	69,107	15	17	29/33 **	172
02/25/01	3:14	Sunday	WIND	477	71,000	10	12	24/34 **	172
05/24/07	10:45	Thursday	WIND	392	74,829	10	12	24/53	104
10/29/04	20:33	Friday	WIND	589	83,086	19	20	42	199
03/05/04	3:50	Friday	WIND	602	99,993	11	12	31/58 **	147
02/11/99	7:50	Thursday	WIND	800	105,427	14	17	38/49 **	136
12/26/08	19:17	Friday	WIND	565	109,260	31	34	49/58**	120
04/07/01	8:29	Saturday	WIND	523	112,725	11	13	29	156
06/07/07	6:30	Thursday	WIND	719	116,744	21	26	38/58 **	129
10/27/2010	10:51	Wednesday	WIND	696	118,759	9	11	34	152
04/07/00	16:41	Friday	WIND	532	120,045	18	21	33	321
10/24/01	20:59	Wednesday	WIND	815	140,694	21	24	40	129
05/28/98	17:48	Thursday	WIND	1038	182,242	25	39	58	442
10/26/2010	2:27	Tuesday	WIND	1,264	188,154	14	15	41/60 **	203
11/12/03	12:13	Wednesday	WIND	946	192,015	10	14	31/40 **	166
05/18/00	12:16	Thursday	WIND	1292	201,584	27	31	78	563
12/22/07	23:40	Saturday	WIND	979	207,733	14	19	66/82 **	254
03/08/02	22:57	Friday	WIND	1086	216,714	23	27	48/64 **	188
05/10/03	20:34	Saturday	WIND	1644	315,910	22	26	48/69 **	178
11/09/98	22:56	Monday	WIND	3809	595,124	39	45	81/109 **	495

\*\* indicates the a few outlying customers where not restored at the initial time

Data Updated 07/06/11

### ComEd Historical ICE/SNOW - Wind Information

Date	Outages	Customers	CAIDI	Min Temp	Max Temp	Avg Temp	Rain Inches	Snow Inches	Wind Speed MPH	Wind Gust MPH
04/05/09	192	40,326	131	34	45	39	0.51	4	23	34
12/01/06	391	65,156	188	18	33	26	1.23	5.8	28	35
04/11/07	529	76,500	119	33	43	38	1.15	3.0	26	38
02/18/00	184	81,948	124	28	32	30	1.13	11.1	26	32
03/29/09	452	82,448	208	31	41	36	6.50	6.5	27	32
02/24/07	583	101,016	156	26	32	29	0.43	2.0	30	36
11/24/04	794	110,389	252	30	43	37	0.82	4.3	30	38
04/07/00	530	120,008	321	30	52	41	0.45	1.6	31	40
12/01/07	1,131	127,100	305	19*	35*	27*	0.66*	1.4*	31*	39*
12/23/09	1,240	151,758	297	29	32	30	1.30	0.0	21	31
12/19/08	1,487	168,098	328	8	31	NA	0.60	9.5	24	43
03/09/98	2,253	861,621	822	16	35	26	1.60	6.5	41	47

\*12/1/07 Storm - Weather Statistics based on Readings At Rockford Station - NOAA

Data updated 06/02/2010

<b>Revision 0</b>		<b>Date 06/15/2007</b>
Writer	Mindy Sayers - EP	
Reviewer(s)	Mark Sayers - Ops Manager	
Approver(s)	Dan Gron – EP Director	
Reason Written		
<b>Revision 1</b>		<b>Date 01/04/2008</b>
Writer	Mindy Sayers - EP	
Reviewer(s)	Bob Moyer - EP Manager	
Reason Written	Added Heat, Wind, Snow and Ice Data	
<b>Revision 2</b>		<b>Date 04/29/2008</b>
Writer	Mindy Sayers - EP	
Reviewer(s)	Mark Sayers - OCC Manager	
Reason Written	Updated with 2007 data.	
<b>Revision 3</b>		<b>Date 06/16/2008</b>
Writer	Mindy Sayers - EP	
Reviewer(s)	NA	
Reason Written	Corrected an ETR associated with wind on the main page.	
<b>Revision 4</b>		<b>Date 03/22/2009</b>
Writer	Mindy Sayers - EP	
Reviewer(s)	NA	
Reason Written	Updated Information to reflect additional data points from 2008 storms.	
<b>Revision 5</b>		<b>Date 06/02/2010</b>
Writer	Mindy Sayers - EP	
Reviewer(s)	Judy Papaleo - EP Manager	
Reason Written	Updated Information to reflect additional data points from 2009 storms.	
<b>Revision 5</b>		<b>Date 07/06/2011</b>
Writer	Mindy Sayers - EP	
Reviewer(s)	Mark Sayers - OCC Manager	
Reason Written	Updated Information to reflect additional data points from 2010 storms. Added new table for Historical Average duration of outages by customer count.	

**ICC INQUIRY RE: JULY 11, 2011 STORM**

**Commonwealth Edison Company's Response to  
Illinois Commerce Commission ("Staff") Data Requests**

**PM 1.01 – 1.12**

**Date Received: August 12, 2011**

**Date Served: September 1, 2011**

**REQUEST NO. PM 1.07:**

How is the call center updated with ERT information?

**RESPONSE:**

ComEd uses the term Estimated Time to Restore ("ETR").

Outage ("ETRs") are generated in the Outage Management System ("OMS") based on parameters established at the Operations Command Center ("OCC"). Until a storm moves out of ComEd's service territory, ETRs are suppressed through the Voice Response Unit ("VRU") and customer service representatives ("CSRs") are instructed to not provide ETRs to customers. Once the storm front has passed through and a preliminary damage assessment has been completed, initial ETRs are created and uploaded to OMS, which in turn, downloads to the ComEd's Customer Information Management System ("CIMS") and the VRU. The suppression is then lifted and ETRs are once again available to customers.

The OCC works with the Resource Management Group at the Oakbrook Call Center which communicates directly with the CSRs when ETRs are suppressed and when they are made available.

**ICC INQUIRY RE: JULY 11, 2011 STORM**

**Commonwealth Edison Company's Response to  
Illinois Commerce Commission ("Staff") Data Requests**

**PM 1.01 – 1.12**

**Date Received: August 12, 2011**

**Date Served: September 1, 2011**

**REQUEST NO. PM 1.08:**

What forms of communication are used by ComEd to notify customers of ERT?

**RESPONSE:**

ComEd uses the term Estimated Time to Restore ("ETR").

If ETRs are available, customers are able to obtain ETRs via the voice response unit's ("VRU") interactive voice response ("IVR"), Customer Service Representatives, and via text messages if they subscribe to the outage alert program. Other social media methods, such as ComEd's website, Facebook and Twitter are also utilized.

**ICC INQUIRY RE: JULY 11, 2011 STORM**

**Commonwealth Edison Company's Response to  
Illinois Commerce Commission ("Staff") Data Requests**

**PM 1.01 – 1.12**

**Date Received: August 12, 2011**

**Date Served: September 1, 2011**

**REQUEST NO. PM 1.09:**

When ComEd cuts power to a circuit to make repairs, does it notify the newly impacted customers?

- If yes, how and when?
- If not, can ComEd implement notification prior to intentional interruptions of power?
- How is the ERT affected?

**RESPONSE:**

ComEd uses the term ETR: "Estimated Time to Restore."

Yes. ComEd has a planned/emergent outage notification process in place. The process consists of an automated blast call to all customers who will be affected by the outage. However, during storm restoration efforts, such calls may be suspended as they may adversely impact the overall restoration efforts. ComEd's automated blast calls take approximately an hour to arrange and execute, potentially delaying restoration efforts until completed.

During the restoration period associated with the July 11, 2011 storm, 21 emergent blast call outage notifications were made.

The ETR for any emergent intentional interruption is entered into the outage ticket and is available to the customer service representative ("CSR").

Currently for planned outage notification, information to the customers is not provided via social media. ComEd can provide the available ETRs to the customer through secured Social Media channels, if the magnitude of the storm warrants such action and if the ETRs are not suppressed.

On the ComEd website <https://www.comed.com/sites/customerservice/Pages/ManageMyAccount.aspx> any ETRs available in the Customer Information Management System ("CIMS") are provided to the customer if they log into "Manage My Account". In addition, via the Voice Response Unit ("VRU"), ETRs are provided to the customer if they are not suppressed.

**ICC INQUIRY RE: JULY 11, 2011 STORM**

**Commonwealth Edison Company's Response to  
Illinois Commerce Commission ("Staff") Data Requests**

**PM 1.01 – 1.12**

**Date Received: August 12, 2011**

**Date Served: September 1, 2011**

**REQUEST NO. PM 1.10:**

For each day of the storm event (until electricity was restored) provide the call volume and the abandon call rate.

**RESPONSE:**

The call volume and average abandon call rate for each day of the storm event, from July 11, 2011 – July 17, 2011 is listed below in the table:

<b>DAY</b>	<b>DATE</b>	<b>TOTAL CALL VOLUME (CSR + VRU)</b>	<b>ABANDON CALL RATE</b>
MON	7/11/2011	614,518	6.9%
TUE	7/12/2011	283,854	3.7%
WED	7/13/2011	136,704	5.2%
THU	7/14/2011	91,826	3.1%
FRI	7/15/2011	73,437	3.7%
SAT	7/16/2011	26,294	2.5%
SUN	7/17/2011	19,731	1.7%

Note:

On July 11, 2011 and July 12, 2011, the ComEd Customer Care Center was only taking service interruption calls.

On July 14, 2011 and July 15, 2011, the Customer Care Center was taking some normal business calls, but not at full capacity.

By July 16, 2011 and July 17, 2011, the Customer Care Center was operating under normal business conditions.

**ICC INQUIRY RE: JULY 11, 2011 STORM**

**Commonwealth Edison Company's Response to  
Illinois Commerce Commission ("Staff") Data Requests**

**PM 1.01 – 1.12**

**Date Received: August 12, 2011**

**Date Served: September 1, 2011**

**REQUEST NO. PM 1.11:**

For each day of the storm provide the wait time for customers to speak to a customer service representative and the wait time to speak to a supervisor.

**RESPONSE:**

The average wait time for customers to speak to a customer service representative ("CSR") for each day of the storm, from 7/11/2011 – 7/17/2011 is listed in the table:

<b>DAY</b>	<b>DATE</b>	<b>CUST. TO CSR WAIT TIME (seconds)</b>
MON	7/11/2011	156.1
TUE	7/12/2011	80.3
WED	7/13/2011	45
THU	7/14/2011	90.5
FRI	7/15/2011	117
SAT	7/16/2011	90.1
SUN	7/17/2011	41.4

Note:

On July 11, 2011 and July 12, 2011, the ComEd Customer Care Center was only taking service interruption calls.

On July 14, 2011 and July 15, 2011, the Customer Care Center was taking some normal business calls, but not at full capacity.

By July 16, 2011 and July 17, 2011, the Customer Care Center was operating under normal business conditions.

**ICC INQUIRY RE: JULY 11, 2011 STORM**

**Commonwealth Edison Company's Response to  
Illinois Commerce Commission ("Staff") Data Requests  
PM 1.01 – 1.12**

**Date Received: August 12, 2011**

**Date Served: September 1, 2011**

**REQUEST NO. PM 1.12:**

For each day of the storm event provide a comparison of the estimated restoration time with the actual restoration time for the affected customers.

**RESPONSE:**

Following a conversation with ICC Staff, it was agreed that ComEd would provide one example comparing estimated restoration times to actual restoration time for the July 11, 2011 storm. The table below is an example of a storm-related transformer outage. The data shows the start of the outage and the actual time the customer was restored (highlighted in yellow). It also shows each customer ("CUST NO"), the number of times that customer called ("CUST CALL"), the Estimated Time To Restore Given ("ETR GIVEN") to the customer, and in minutes, the difference between the ETR given to the customer and the actual restore time ("DIFFERENCE (MINUTES) BETWEEN ETR AND OUTAGE END"). The ETR process is discussed in ComEd's Response to Staff Data Request PM 1.06.

<b>Transformer 453131A6 Outage in Glenbard from 7/11/11 9:14 - 7/12/11 14:59</b>			
<b>CUST NO</b>	<b>CUST CALL</b>	<b>ETR GIVEN</b>	<b>DIFFERENCE (MINUTES) BETWEEN ETR AND OUTAGE END</b>
21304850	11JUL2011:18:09:42		suppressed
21304850	12JUL2011:08:18:23		suppressed
21304850	12JUL2011:10:48:15		suppressed
21304850	12JUL2011:13:13:58	16JUL2011:12:00:00	-5581
21304850	12JUL2011:13:30:32	16JUL2011:12:00:00	-5581
21304850	12JUL2011:14:11:31	16JUL2011:12:00:00	-5581
21304850	12JUL2011:14:18:22	16JUL2011:12:00:00	-5581
21304850	12JUL2011:14:32:41	16JUL2011:12:00:00	-5581
109110810	12JUL2011:13:57:41	16JUL2011:12:00:00	-5581
109110810	12JUL2011:14:10:27	16JUL2011:12:00:00	-5581
109110810	12JUL2011:14:33:09	16JUL2011:12:00:00	-5581
177315920	12JUL2011:08:41:20		suppressed
177315920	12JUL2011:08:45:18		suppressed
239112900	12JUL2011:08:00:28		suppressed
239112900	12JUL2011:12:40:17	16JUL2011:12:00:00	-5581
239112900	12JUL2011:14:26:33	16JUL2011:12:00:00	-5581
709144302	11JUL2011:16:28:18		suppressed
709144302	12JUL2011:11:17:18		suppressed
709144302	12JUL2011:12:06:05		suppressed
709144302	12JUL2011:14:10:46	16JUL2011:12:00:00	-5581
709144302	12JUL2011:14:24:47	16JUL2011:12:00:00	-5581
717107400	11JUL2011:16:29:56		suppressed
717107400	12JUL2011:11:22:46		suppressed

\* ETR were suppressed and not available to our customers