



ComEd Residential Real-Time Pricing (RRTP) program

2013 Annual Report

April 16, 2014



ELEVATE ENERGY
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Table of Contents

- Executive Summary 3**
- 1. Annual Report Sections Detailed in the Joint Stipulation 4**
 - a. 2013 Program Costs 4
 - b. Number of Participants by Month..... 4
 - c. Monthly Amounts Billed to Participants and Non-participants under Rider RCA 4
 - d. Net Benefits Analysis Update 5
- 2. Marketing and Communications 6**
 - a. Customer Communication and Education 6
 - b. Marketing Activities and General Program Materials 7
 - c. Number of RRTP Participants by Month..... 10
 - d. Participant Outreach 11
- 3. Call Center Operations 12**
 - a. Call Center Statistics 12
 - b. Live Chat Launch..... 12
 - c. RRTP Enrollments and De-Enrollments 12
 - d. High Price Alerts and Load Guard 12
- 4. Survey Results..... 14**
- 5. Bill Comparison Results..... 24**
 - a. 2013 Savings Table 24
 - b. Average BESH Supply Charge/kWh..... 24
- 6. ComEd RRTP Net Benefits Analysis..... 26**
- 7. Environmental Benefits Analysis 27**
 - a. Phase 1 Results..... 27
 - b. Phase 2 Results..... 27
 - c. Phase 3 Results..... 28
- 8. Day-Ahead and Real-Time Prices Analysis 29**
 - a. Task 1: Comparison of ComEd Real-Time and Day-Ahead Prices 29
 - b. Task 2: Cost Comparison Analysis for AMI Footprint Customers: Day-Ahead vs. Flat Rate Prices 29
 - c. Task 3, Part 1: Cost Comparison Analysis for 2012 ComEd RRTP Customers: Real-Time vs. Day-Ahead Prices 30
 - d. Task 3, Part 2: Cost Comparison Analysis for 2010-12 ComEd RRTP Customers: Real-Time vs. Day-Ahead Prices 30
 - e. Task 4: Dynamic Pricing Analysis: Spikes in Hourly Pricing 31
- 9. Program Recommendations 32**
 - a. Bill RRTP Participants Based on Day-Ahead Hourly Electricity Prices 32
 - b. Remove the 12-Month Obligation..... 32
- 10. Appendix 33**

ComEd Residential Real-Time Pricing (RRTP) Program 2013 Annual Report

This document serves to fulfill the requirement to provide an annual report according to the terms of the Joint Stipulation and Rider RRTP in ICC Docket No. 11-0546. This annual report will provide key metrics and results for the ComEd Residential Real-Time Pricing (RRTP) program for reporting year 2013.

Executive Summary

The ComEd Residential Real-Time Pricing (RRTP) program continues to provide significant bill savings for participants in the program. In 2013, RRTP participants saved an average of 27.7 percent compared to the fixed-price rate, for a total average savings of \$241.23 and a grand annual total of \$2,279,271.54. In addition to savings, 91 percent of RRTP survey respondents indicated that the program was “Quick and Easy” and 86 percent reported being either satisfied or extremely satisfied with the overall program.

Elevate Energy continued to market the program to prospective customers, however, marketing ComEd RRTP in 2013 was limited to ComEd residential fixed-rate customers in AMI communities that were not under municipal aggregation contracts. These marketing parameters significantly reduced the full range of marketing activities to about 31,000 prospective customers. Elevate Energy also provided education and outreach activities to existing RRTP participants through workshops, webinars, email, and social media channels.

The dedicated RRTP call center provided by Elevate Energy received 6,462 phone calls to the general line and 192 phone calls to the Spanish line in 2013. Of these phone calls, 90 percent were answered within 30 seconds, 94.4 percent were answered within 60 seconds, and the mean call time was 6 minutes and 45 seconds. On November 22, 2013, a Live Chat feature was launched to allow existing and prospective RRTP customers the opportunity to receive program support directly through the website. Between November 22 and December 31, there were 30 live chats initiated by customers.

The net benefits were updated in 2013 by Klos Energy Consulting, LLC. (Klos Energy). The RRTP program generated \$5,616,095 of total benefits and \$1,245,982 of total costs, for a total net benefit of \$4,370,112 for customers in the PJM market territory. RRTP participants had a net benefit of \$2,031,369, while non-RRTP residential customers had a negative net benefit of \$460,385 (roughly 13.5 cents per customer). We anticipate the net benefits for non-RRTP residential customers to increase as more customers enroll in RRTP and drive additional demand response induced price effect (DRIPE) benefits. Klos Energy also updated the environmental benefits analysis for RRTP participants and determined \$192,238 of annual benefits can be attributed to energy conservation and \$30,369 can be attributed to load shifting.

1. Annual Report Sections Detailed in the Joint Stipulation

In accordance with the Joint Stipulation in ICC Docket No. 11-0546, this report will cover the following items:

a. 2013 Program Costs

There were a total of \$1,245,982 total costs associated with the ComEd RRTP program in 2013. Of these costs, \$566,724 were fixed administrator costs, \$159,888 were fixed ComEd costs, \$138,174 were variable administrator costs, \$116,150 were variable ComEd costs and \$266,046 were new enrollment (building awareness) costs. Additional details can be found on page three of the Updated Net Benefits Report provided by Klos Energy Consulting, LLC. , located in the appendix on page 111.

b. Number of Participants by Month

During 2013, a total of 1,305 new participants enrolled in the ComEd RRTP program. The highest level of monthly enrollment was 305 in January and the lowest monthly enrollment was 55 in June. There remained a steady number of participants who left the program to take service under a third party electricity supplier or finalized their account due to a move, collections, or other reasons. Only 14 participants left the program after fulfilling their 12-month requirement to return to the ComEd fixed-price rate (Terminated Accounts). A complete breakdown of the monthly enrollments can be found on page 10 of this report.

c. Monthly Amounts Billed to Participants and Non-participants under Rider RCA

In 2013, RRTP participants continued to be billed an additional monthly fee of \$0.39 to participate in the program. Non-participants continued to be billed an additional monthly fee of \$0.04 to support the RRTP program. A breakdown of monthly revenues collected to support the RRTP program is provided below.

	January	February	March	April	May	June	July	August	September	October	November	December	Total
RRTP Participants	\$ 4,004	\$ 4,032	\$ 4,083	\$ 4,235	\$ 3,952	\$ 4,055	\$ 4,236	\$ 4,158	\$ 4,069	\$ 4,132	\$ 4,128	\$ 4,030	\$ 49,113
BES Customers	\$ 79,732	\$ 79,201	\$ 46,356	\$ 45,903	\$ 43,528	\$ 43,144	\$ 45,014	\$ 43,559	\$ 42,994	\$ 43,774	\$ 42,292	\$ 41,880	\$ 597,376
RES Customers	\$ 58,121	\$ 58,393	\$ 93,333	\$ 96,821	\$ 92,966	\$ 93,712	\$ 95,531	\$ 96,547	\$ 92,960	\$ 95,485	\$ 95,269	\$ 97,224	\$ 1,066,362
Totals	\$ 141,857	\$ 141,626	\$ 143,771	\$ 146,958	\$ 140,447	\$ 140,912	\$ 144,781	\$ 144,263	\$ 140,024	\$ 143,391	\$ 141,688	\$ 143,134	\$ 1,712,851

2013 Revenue and Costs Breakdown

Revenue	
RRTP Participants	\$ 49,113
RRTP Non-Participants	\$ 1,663,739
Total Revenue Collected	\$ 1,712,851
Costs	
Total Fixed Administration Costs	\$ 566,724
Total Variable Administration Costs	\$ 138,174
Total Fixed ComEd Costs	\$ 159,888
Total Variable ComEd Costs	\$ 116,150
New Enrollment Costs (Building Awareness)	\$ 265,046
Total Costs	\$ 1,245,982
Excess Revenue	\$ 466,869

In 2013, the excess revenue collected to support the RRTP program can be primarily attributed to the greatly reduced marketing activities due to a restricted prospective marketing base. Marketing was limited to ComEd residential fixed-rate customers in AMI communities that were not under municipal aggregation contracts. These marketing parameters significantly reduced the full range of marketing activities to roughly 31,000 prospective customers.

d. Net Benefits Analysis Update

In 2013, the RRTP program generated \$5,616,095 of total benefits and \$1,245,982 of total costs, for a total net benefit of \$4,370,112 for customers in the PJM market territory. The majority of benefits came from bill savings for RRTP participants and demand response induced price effect (DRIPE), which resulted in lower electricity prices for all PJM customers because RRTP participants reduced demand on the system during high price hours. RRTP participants had a net benefit of \$2,031,369, while non-RRTP residential customers had a negative net benefit of \$460,385 (roughly 13.5 cents per customer). We anticipate the net benefits for non-RRTP residential customers to increase as more customers enroll in RRTP and drive additional DRIPE benefits. The full net benefits report can be found in the appendix on page 111.

2. Marketing and Communications

Elevate Energy managed a variety of communications and marketing activities for the ComEd RRTP program during 2013. This included developing and distributing updates and informational materials for current program participants. It also included creating general informational materials for the program, developing a marketing plan, and creating marketing materials such as a direct mail piece. Elevate Energy was responsible for developing communication and marketing plans, drafting messages, managing graphic design and branding, and working with ComEd to manage review and approval of all materials. All materials were ComEd branded and were reviewed and approved by ComEd prior to distribution. Marketing ComEd RRTP in 2013 was limited to ComEd residential fixed-rate customers in AMI communities that were not under municipal aggregation contracts. These marketing parameters significantly reduced the full range of marketing activities to about 31,000 prospective customers.

a. Customer Communication and Education

Communications to program participants focused on providing updates about the ComEd RRTP program and on educating customers about how to manage their electricity usage and costs with real-time electricity pricing. Materials for program participants that were created and distributed are included in the appendix.

- **Summer Energy Guide, May 2013**

The summer energy guide provides program updates and educates ComEd RRTP participants about typical real-time pricing patterns during the summer months. It offers guidance on strategies for shifting electricity usage to times when prices tend to be lower, and provides general energy tips for using energy efficiently at home. The guide was made available both digitally and in print. Print editions of the guide included a refrigerator magnet featuring the typical summer hourly electricity price pattern graph as a daily reminder to participants to shift and save in the summer.

- **Fall Program Update and Annual Survey, November 2013**

The fall update focused on educating participants about typical real-time pricing patterns during the colder months of the year. It provided tips on managing energy usage during the fall and winter. The update also featured easy ways to cut lighting costs, highlighted ComEd's *Smart Ideas for Your Home*[®] lighting rebates, and promoted the ComEd RRTP participant Refer-a-Friend program.

The update mailing also included an annual survey sent to participants who have been enrolled for more than one summer month on the program. The annual survey collected information on demographics, energy use patterns, and program satisfaction. The newsletter and survey was distributed both online and in print. The print version was mailed only to those without an email address. Others received the newsletter and survey electronically.

- **Biannual Participant Savings Letters, April and September 2013**

Twice each year, Elevate Energy mails ComEd RRTP participants a savings update informing them about how their costs on the program compare to what they would have paid on the standard ComEd fixed-price rate. The savings letter sent in April showcases data from the prior year (sent following the completion of the December billing cycle) and the September biannual report details savings information from the first half of the current year. The annual savings letter summarizes participants' total program savings to date, as well as a monthly breakdown of their individual results from the year to compare to program averages. ComEd RRTP participants are also able to receive monthly savings updates by email.

b. Marketing Activities and General Program Materials

- **Program Guide, updated January and September 2013**

The program guide, available in both Spanish and English, is a resource for both program participants and customers who are considering enrolling in the ComEd RRTP program. It explains the program in detail, and includes information about typical real-time price patterns, tips for shifting usage to off-peak times, and a guide to understanding the line items that appear on customers' ComEd bills with the RRTP program. Elevate Energy worked with ComEd to update the content in the guide that had been developed in prior years. The main changes to the 2013 versions included a translation into Spanish and updates to price patterns graphs.

- **Program Brochure, November 2013**

The trifold program brochure provides a general introduction to the ComEd RRTP program. The brochure summarizes the market-based structure of the program and the program tools available to help participants save.

- **Marketing Plan, 2013**

Elevate Energy worked with ComEd to develop a marketing plan covering activities to take place in December 2012 through December 2013. This process involved identifying areas where marketing activities could take place during 2013. Requirements included that the target areas be within the area where AMI meters have already been deployed. In addition, the marketing plan was restricted to target only areas that have not opted for municipal aggregation. As such, the full range of marketing activities were limited to ComEd residential fixed-rate customers located in four communities (Berwyn, Maywood, Broadview, Bellwood), or about 31,000 prospective accounts.

Because of the constrained marketing area, a separate Extended AMI Marketing Plan was developed to pursue marketing activities in communities with installed AMI meters that were under municipal aggregation contracts.

- **Bill Inserts, March and September 2013**

By law, all ComEd residential customers must be notified of the ComEd RRTP program option twice a year. During March and September all ComEd customers billed by mail received an insert describing the real-time pricing program. The March insert contained a specific savings message, and the September insert referenced a general opportunity to save with the program. An increase in enrollments occurred as a result of bill inserts. During 2013, 467 customers (26 percent of new enrollments) indicated they heard about the program through information in their bills.

- **Refer-a-Friend Promotion, March 2013**

As participation in ComEd RRTP grows, program participants have become increasingly important spokespeople for the program. During 2013, participants reporting that they heard about the program by word of mouth or referral accounted for 27 percent of new enrollments. Elevate Energy offered a Refer-a-Friend promotion to encourage participants to tell their friends and neighbors about the program. Participants received \$20 per referral. Calls to action were placed in seasonal newsletters sent to participants. Elevate Energy also notified participants of the referral offer by postcard and email. The Share the Savings offer generated a total of 188 new enrollments (11 percent of new enrollments).

- **Bilingual Direct Mail, May 2013**

Given the significant Spanish speaking population within the target marketing area, a bilingual direct mail piece was developed. This mailing included a letter (one side in English, the other in Spanish), frequently asked questions, an enrollment form, and a return envelope.

- **Internet Advertising, Google AdWords, September 2013**

A component of the fall integrated marketing push included testing the medium of internet advertising. Four ads using three different messages (cost savings, control, and electric vehicles) were placed with Google AdWords. The ads' performance was monitored and campaigns were adjusted based on click-through rates (CTR). The ads operated on a pay-per-click model, and were micro-targeted based on Zip code so that they were only visible to Google users within the target marketing area. The CTR for each of the messages was about equal, ranging from 0.17 percent to 0.24 percent, and the message focused on taking control of bills performed the best.

- **Direct Mail, September 2013**

The 2013 fall marketing campaign tested messages highlighting lower prices during off-peak hours, such as nights and weekends. This direct mail piece consisted of a standard letter size advertisement that included frequently asked questions, an enrollment form, and a return envelope.

- **Internet Advertising, WBEZ Chicago Public Radio Website Ads, November 2013**

Three types of online ads were tested on the WBEZ Chicago Public Radio website in conjunction with the “Nights and Weekends” fall marketing campaign. Ads were placed with WBEZ because listener demographics were similar to that of RRTP participants. Splash page, online radio, and home page cube ads were tested in late November 2013, paused during the holiday season, and reinstated after the start of 2014. The splash page ad format showed the greatest success in early performance analysis.

- **Space Heat Campaign, October 2013**

The ComEd RRTP program can be a good fit for electric space heat customers who are able to take advantage of lower prices typically seen during the fall, winter, and spring. The electric space heat marketing campaign targeted approximately 340 customers in the target marketing area with electric heat. The campaign included a post card mailed in the fall, followed two weeks later by a more detailed letter, frequently asked questions, an enrollment form, and a return envelope.

- **Electric Vehicle Campaign, Ongoing**

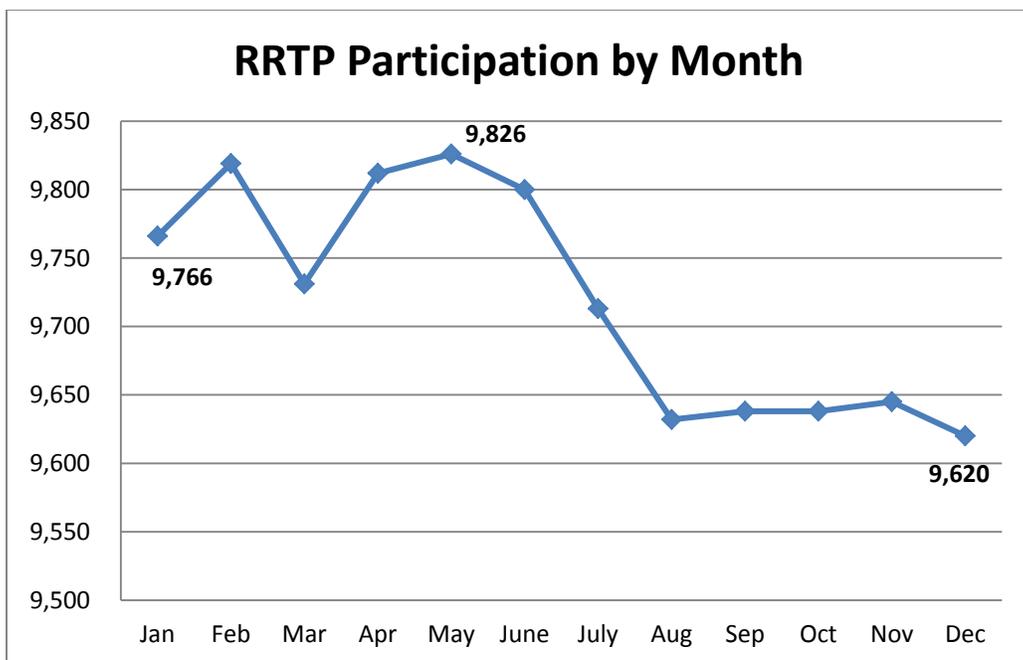
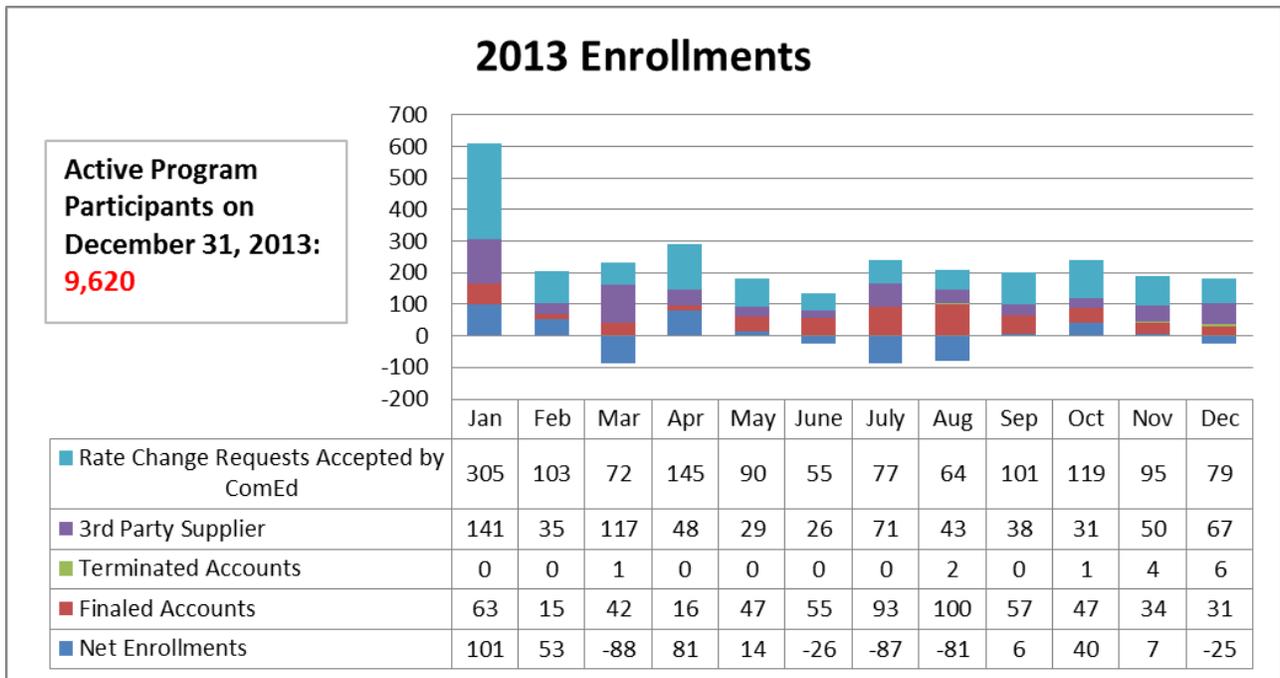
ComEd Residential Real-Time Pricing is an excellent rate option for customers who own an electric vehicle (EV). EV owners can lower the overall cost of vehicle ownership by charging off-peak when the hourly price of electricity is typically lower. An informational flyer and specific website text (<https://rrtp.comed.com/about/#Electric-Vehicle-Owners>) was developed to support outreach efforts to electric vehicle owners, dealerships, and municipalities. Elevate Energy staff spoke at educational events, such as the American Lung Association Drive Electric Forums, and engaged with EV community stakeholders.

- **Social Media Content, March 2013**

Elevate Energy coordinated with the ComEd e-channels group to create RRTP specific content for ComEd’s Facebook and Twitter pages to educate potential and existing participants about the program and provide tips on cutting electricity costs.

c. Number of RRTP Participants by Month

During 2013, a total of 1,305 new participants enrolled in the ComEd RRTP program. However, there remained a steady number of participants who left the program to take service under a third party electricity supplier or finalized their account due to a move, collections, or other reason. A total of 696 RRTP participants moved to a third party supplier and 600 RRTP participant accounts finalized during 2013. Only 14 participants left the program after fulfilling their 12-month requirement to return to the ComEd fixed price rate (Terminated Accounts).



d. Participant Outreach

- **Summer Energy Workshops and Readiness Kits**

In May, the Elevate Energy ComEd Residential Real-Time Pricing (RRTP) team hosted a series of Summer Energy Workshops to teach program participants ways to better manage their summer electricity costs. ComEd RRTP participants who attended the Summer Energy Workshops overwhelmingly found the experience to be useful and informative. The six in-person workshops and one online webinar focused on the following topics: ComEd RRTP program tools, no-cost and low-cost ways to save energy, programs and incentives to help cover the cost of energy-saving home improvements, and the basics of electricity supply choice. Workshops were held in Berwyn, Elgin, Evanston, Maywood, Chicago, and Park Forest. The workshops were geared toward current program participants, and invitations to the workshops and webinar were sent via email as well as postcard. Many of the workshop attendees were familiar with the basics of the ComEd RRTP program but had yet to take advantage of some of the tools discussed, such as the online bill comparison portal as well as the A/C Cycling and Load Guard programs. All workshops had actively engaged participants and a high satisfaction rate. The workshops were free and snacks were provided. See appendix for detailed workshop report.

- **Webinar**

In an effort to reach participants through new channels, an online webinar version of the Summer Energy Workshop was offered for the first time in 2013. The “lunch and learn” webinar was scheduled to accommodate participants who were unable to travel to a workshop in-person. A total of 97 people pre-registered for the webinar and 50 signed on to participate. The presentation lasted about 35 minutes, and the remaining time was reserved for questions that attendees typed into a chat box and presenters then answered verbally.

- **Smart Phone App Survey and Development**

To further help participants manage energy use on the ComEd RRTP program Elevate Energy developed a real-time electricity price feature within the ComEd Mobile App. A preliminary survey was sent to participants via email to gather information about their price monitoring patterns and inform the app design. The app, slated for completion during spring of 2014, will featured exclusive access for RRTP participants to easily check real-time prices, view savings information and rankings, and quickly connect to RRTP program specialists.

3. Call Center Operations

The call center provides bilingual (English and Spanish) customer support for the RRTP program from Monday through Friday, 8 a.m. to 5 p.m. ComEd customers can contact the call center via phone (888-202-7787), email (info@comedrrtp.org), Live Chat, or the “Contact Us” page on the program website.

a. Call Center Statistics

The call center received 192 phone calls to the Spanish line and 6,462 phone calls to the general line. Of these phone calls, 90 percent were answered within 30 seconds, 94.4 percent were answered within 60 seconds, and the mean call time was 6 minutes and 45 seconds.

b. Live Chat Launch

In an effort to continuously improve RRTP program support for prospective and existing participants, Live Chat was made available on the RRTP website on November 22, 2013. Between November 22 and December 31, there were 30 live chats initiated by customers. As more participants become familiar with this option, we expect this number to increase.

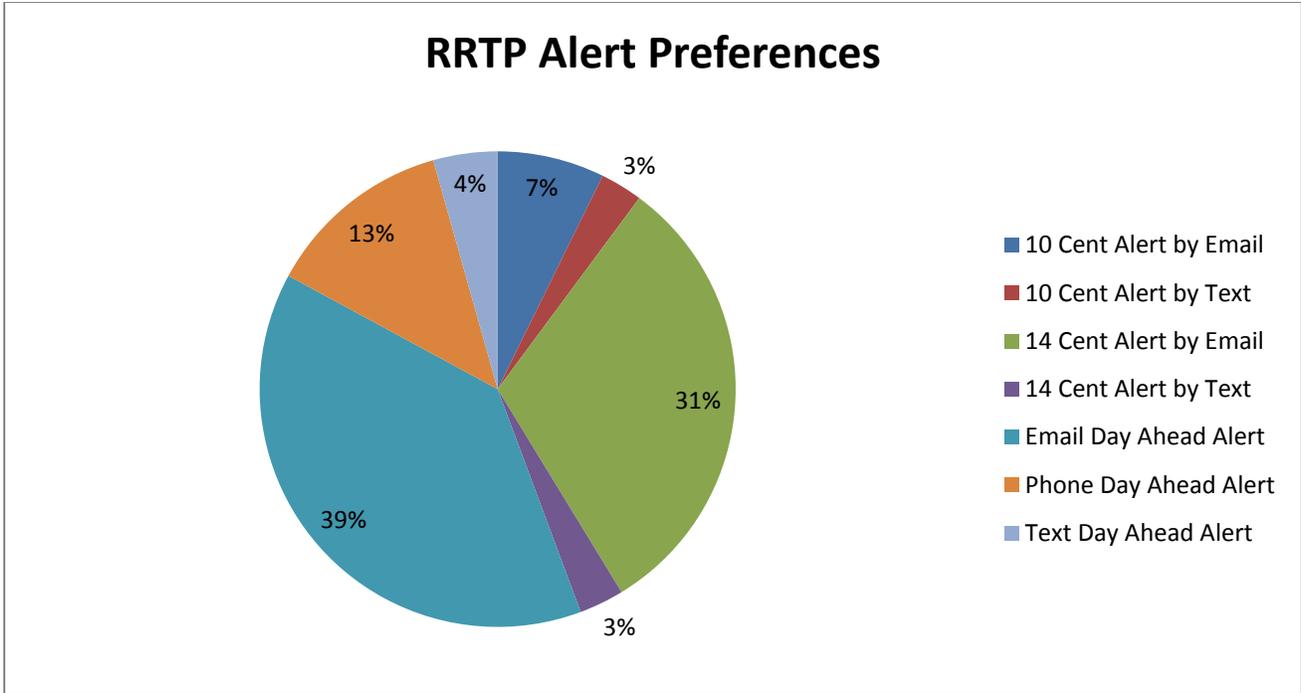
c. RRTP Enrollments and De-Enrollments

The call center processed 1,801 RRTP enrollment forms. Of these forms, 1,043 were submitted electronically via the website enrollment form, 432 were received over the phone, and 313 were received by mail. The majority of enrollees heard about the RRTP program by word of mouth, bill insert, and direct mail.

A total of 14 participants decided to leave the program after their 12-month commitment and terminated through the call center. In addition, 600 RRTP participant accounts finalized and 696 RRTP participant accounts switched from RRTP to a third party supplier.

d. High Price Alerts and Load Guard

ComEd RRTP participants can opt in to receive high price alerts based on the day-ahead and/or real-time hourly prices. The high price alert threshold for the day-ahead alerts remained at 14 cents per kilowatt hour (kWh). The high price alert threshold for the real-time alerts remained at 10 cents and/or 14 cents per kWh. In 2013 there were five day-ahead high price alerts, 36 real-time high price alerts at or above 10 cents/kWh, and 11 real-time high price alerts at or above 14 cents/kWh. The percent breakdown of each high price alert method is included below.



ComEd RRTP participants who are signed up for ComEd’s AC Cycling program can also opt in to Load Guard. Load Guard cycles the participant’s air conditioner condenser based on the real-time hourly price of electricity. Load Guard participants can choose to cycle their condenser at a price of either 10 cents or 14 cents per kilowatt hour. As of December 31, 2013, there were 1,123 RRTP participants who were actively enrolled in Load Guard. In 2013, there were 26 event days and 84 four event hours for Load Guard participants.

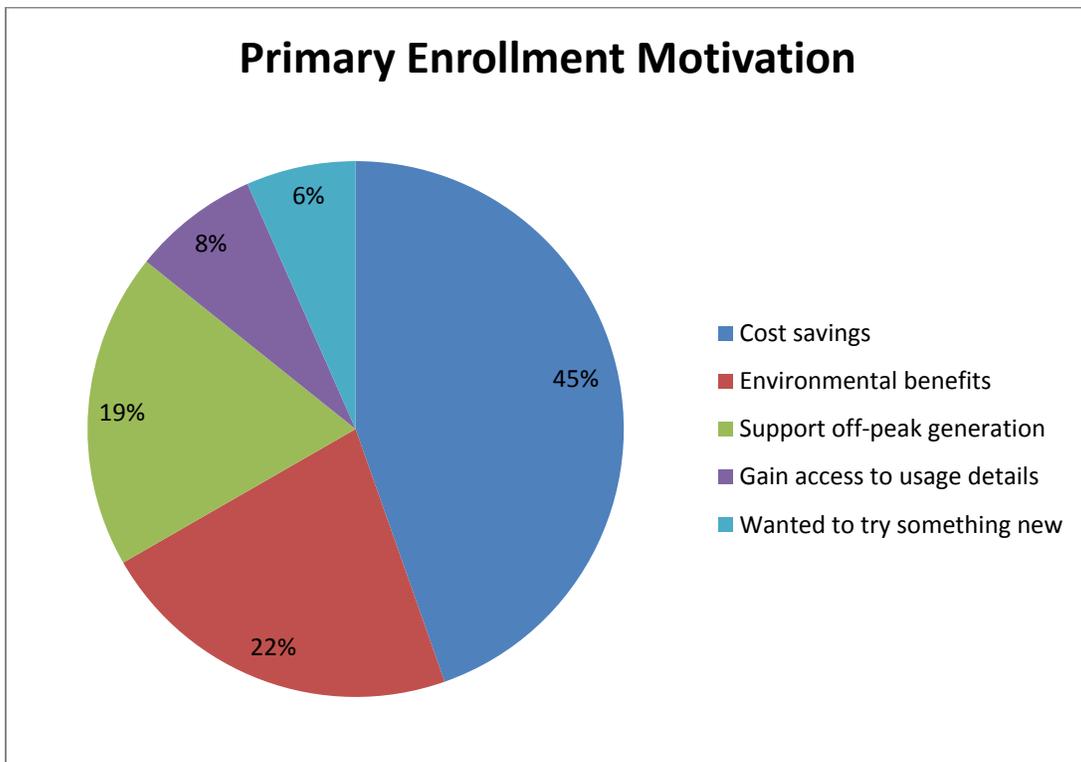
4. Survey Results

Elevate Energy fielded the first annual customer satisfaction survey for ComEd RRTP participants in November 2013. This survey was sent to all customers who had been enrolled for one or more summer months. As an additional incentive to increase the survey response rate, survey respondents were entered into a drawing and one participant was randomly selected to receive a \$100 check from Elevate Energy. The response rate was 31 percent (3,003 participants).

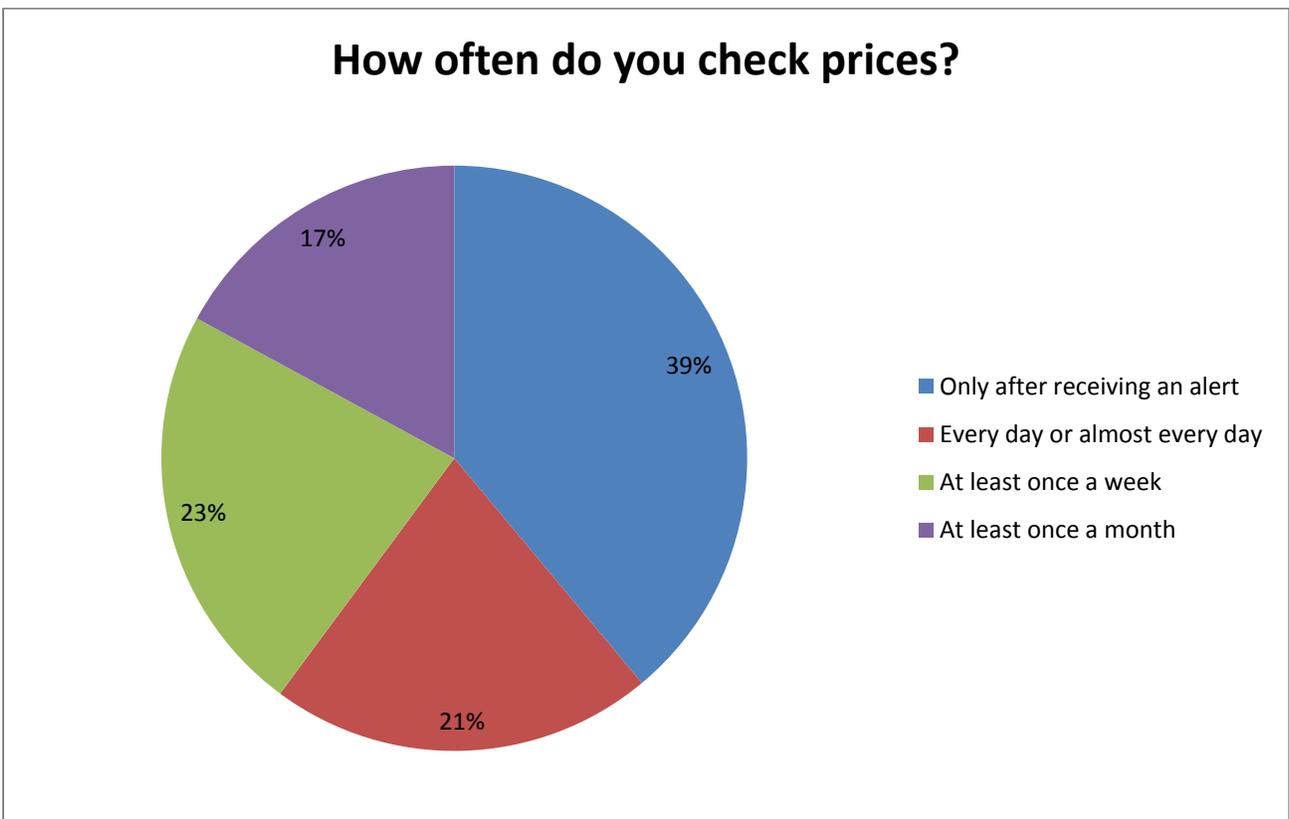
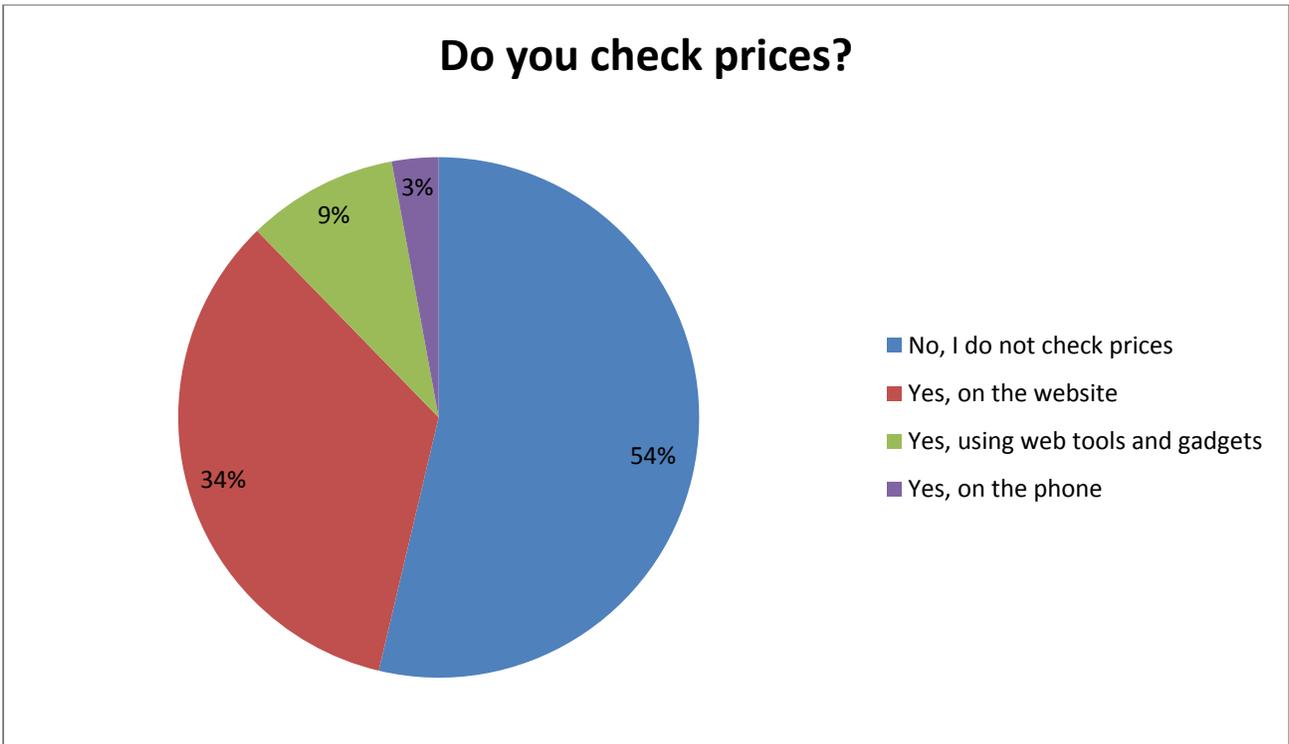
In addition, Elevate Energy also surveys new enrollments to gain demographic information about the participating household. In 2013, 183 participants completed this baseline survey for a response rate of 14 percent.

The majority of the results from both surveys are provided below.

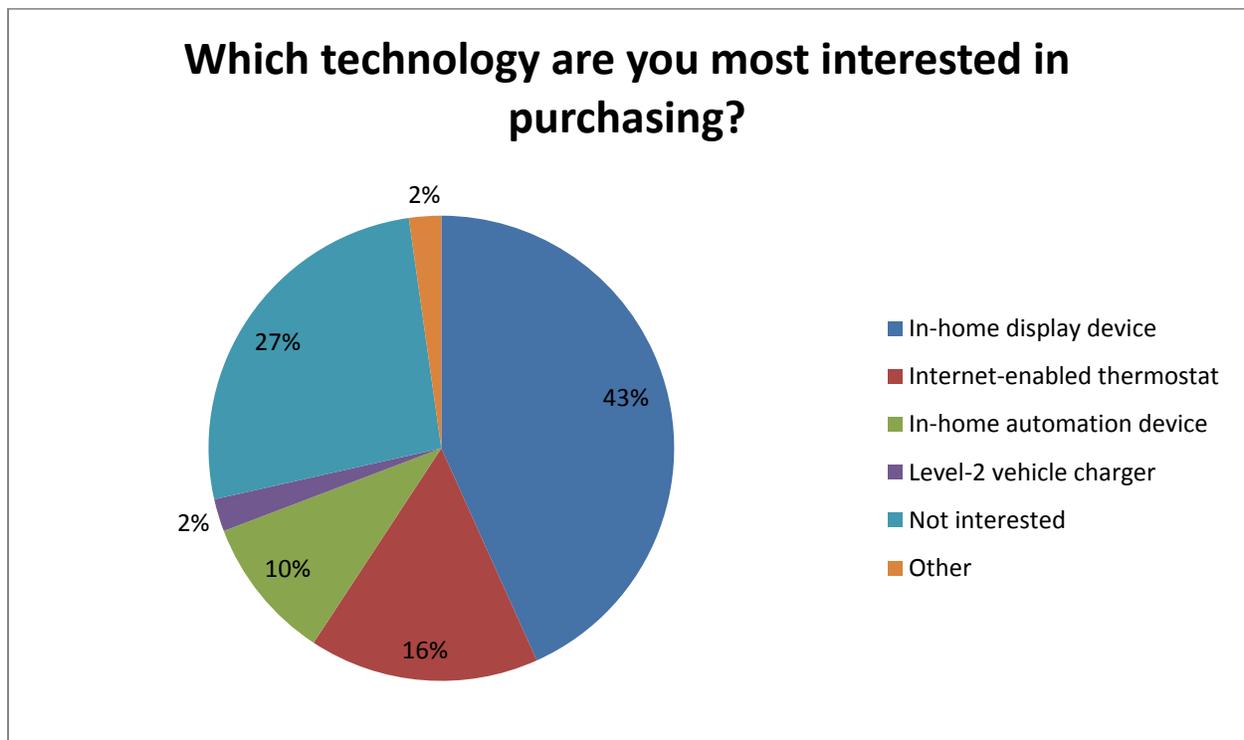
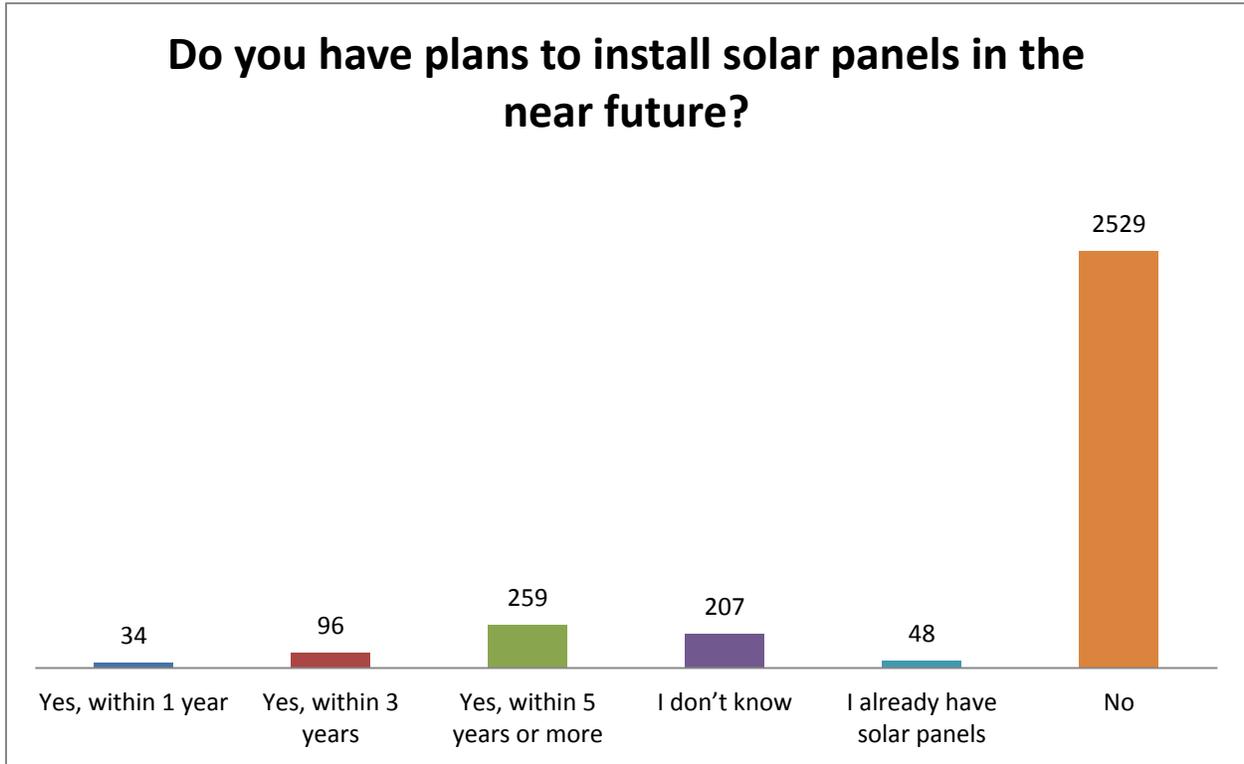
Enrollment Motivation:



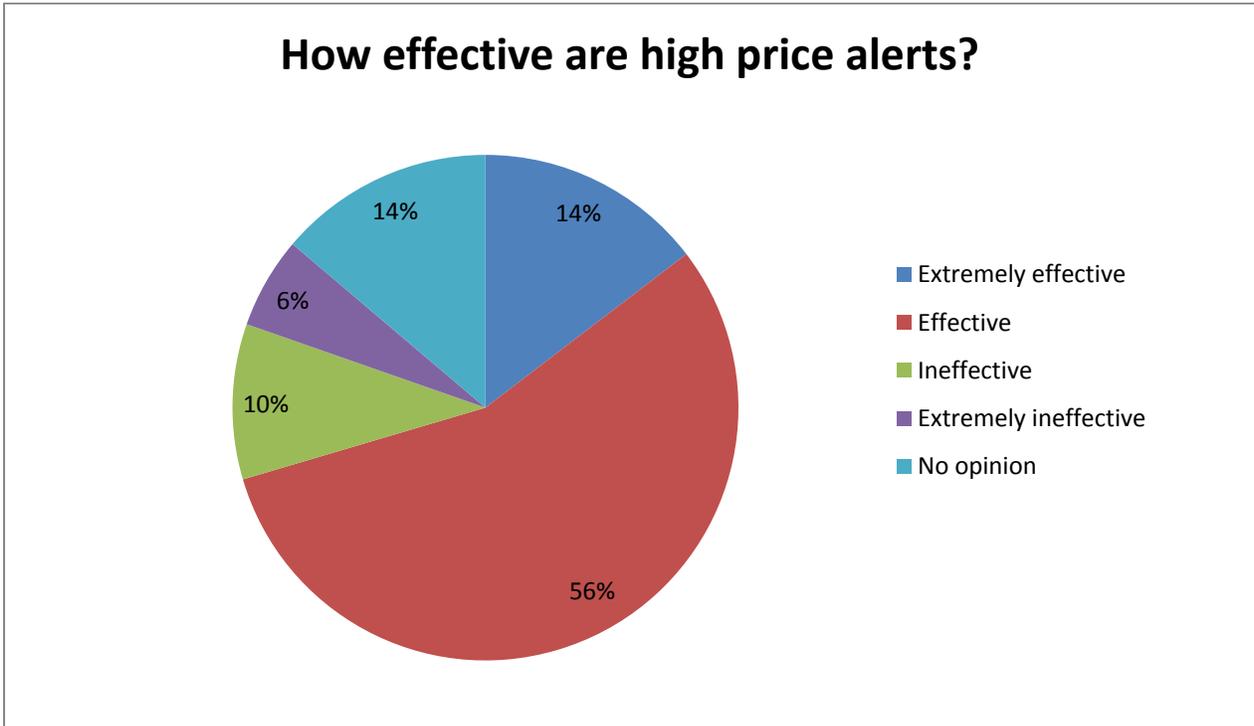
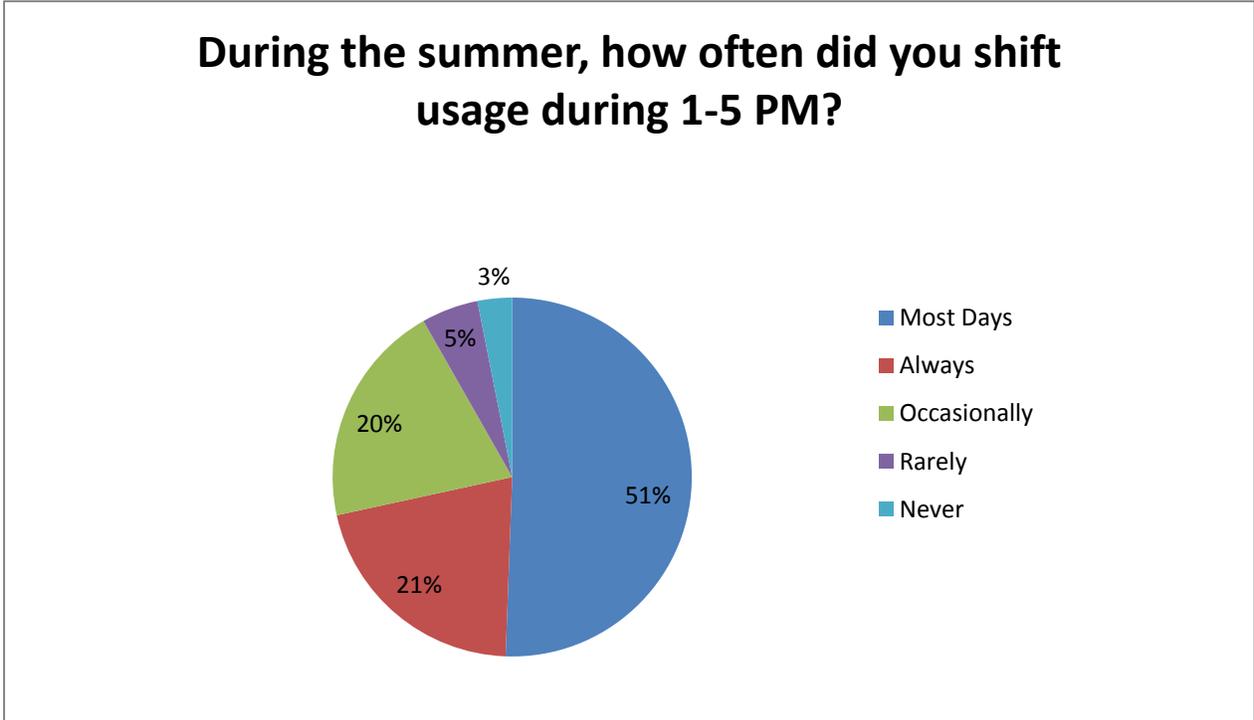
Prices:



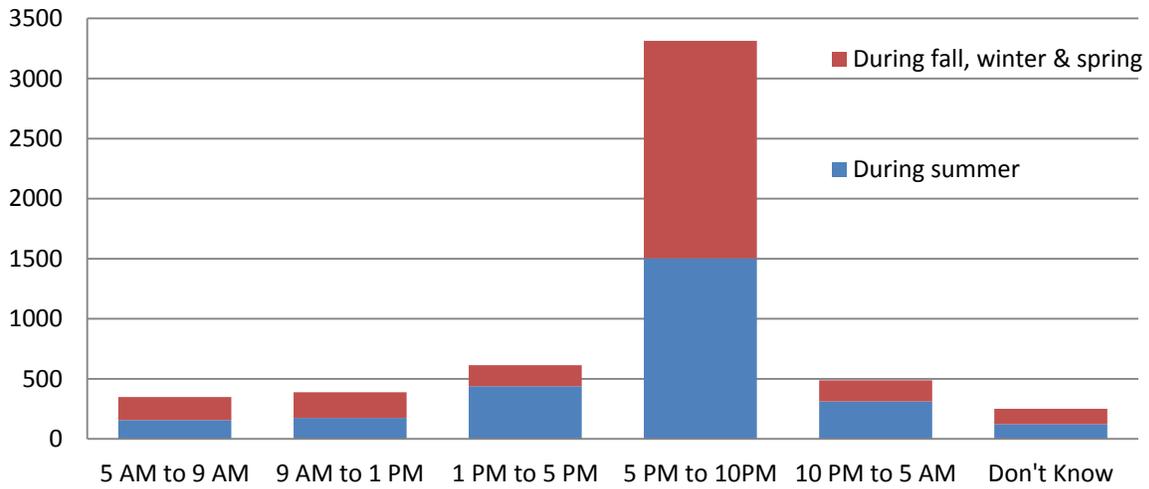
Technology:



Electricity Usage Information:

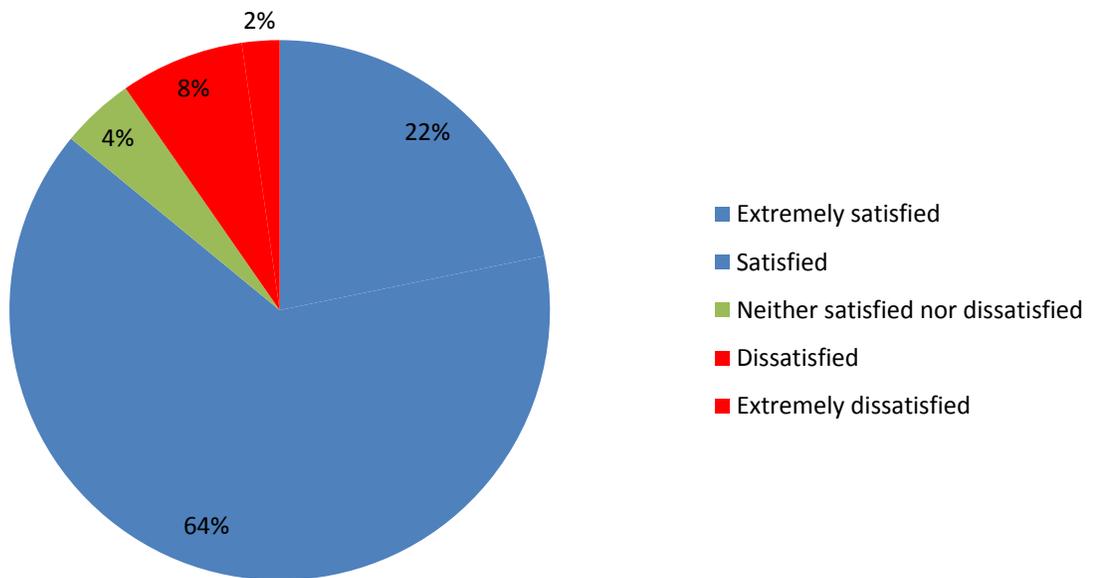


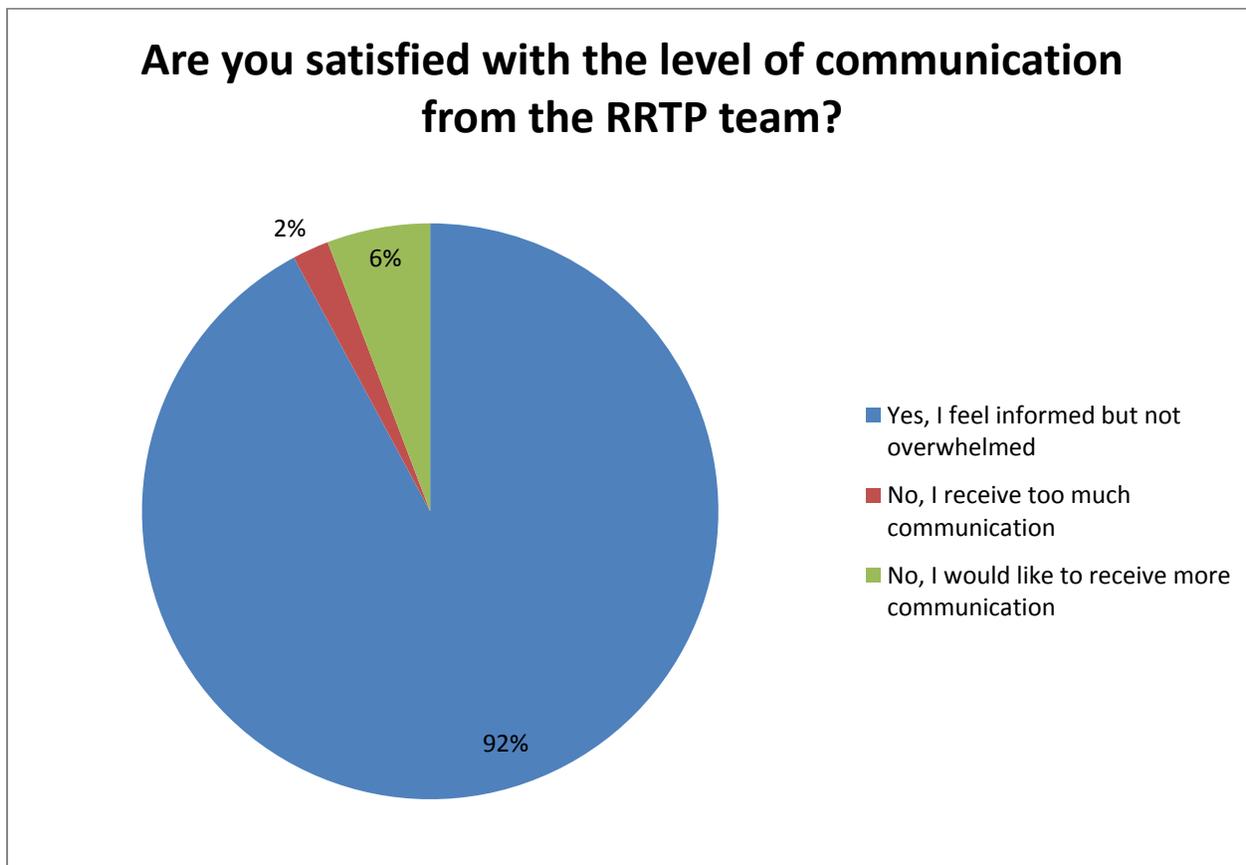
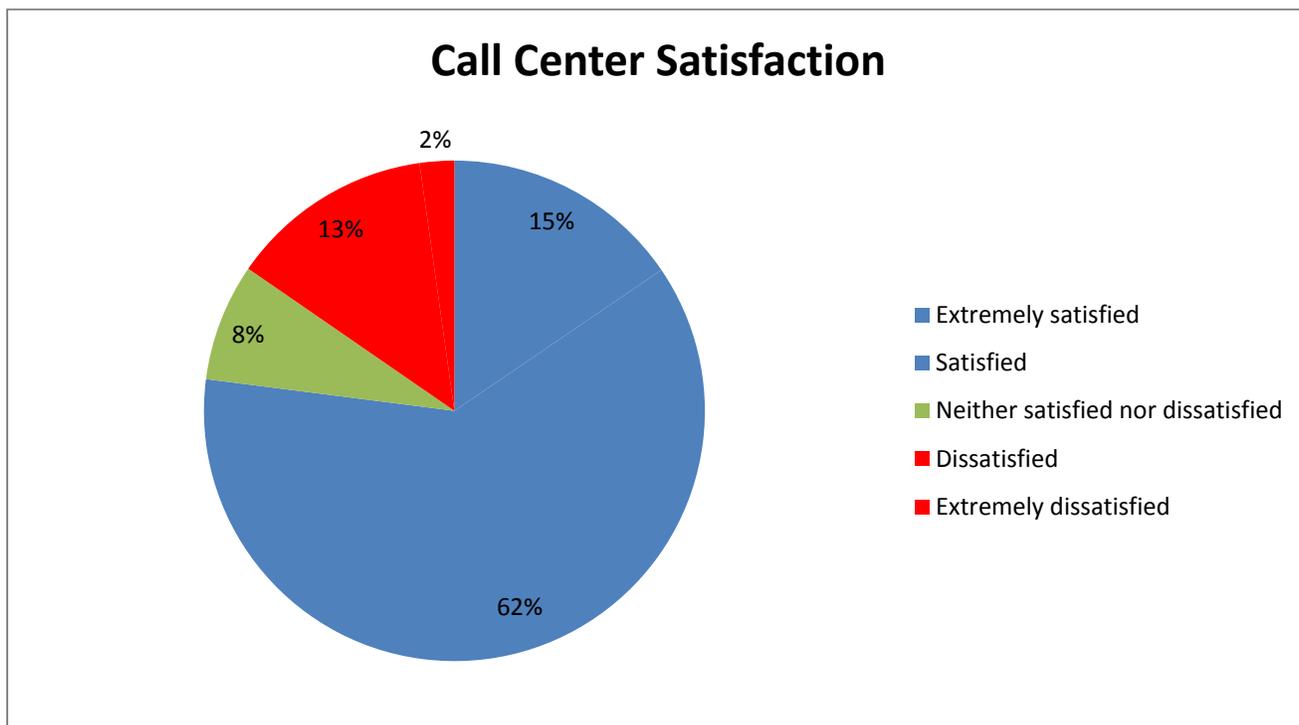
When do you use the most energy?

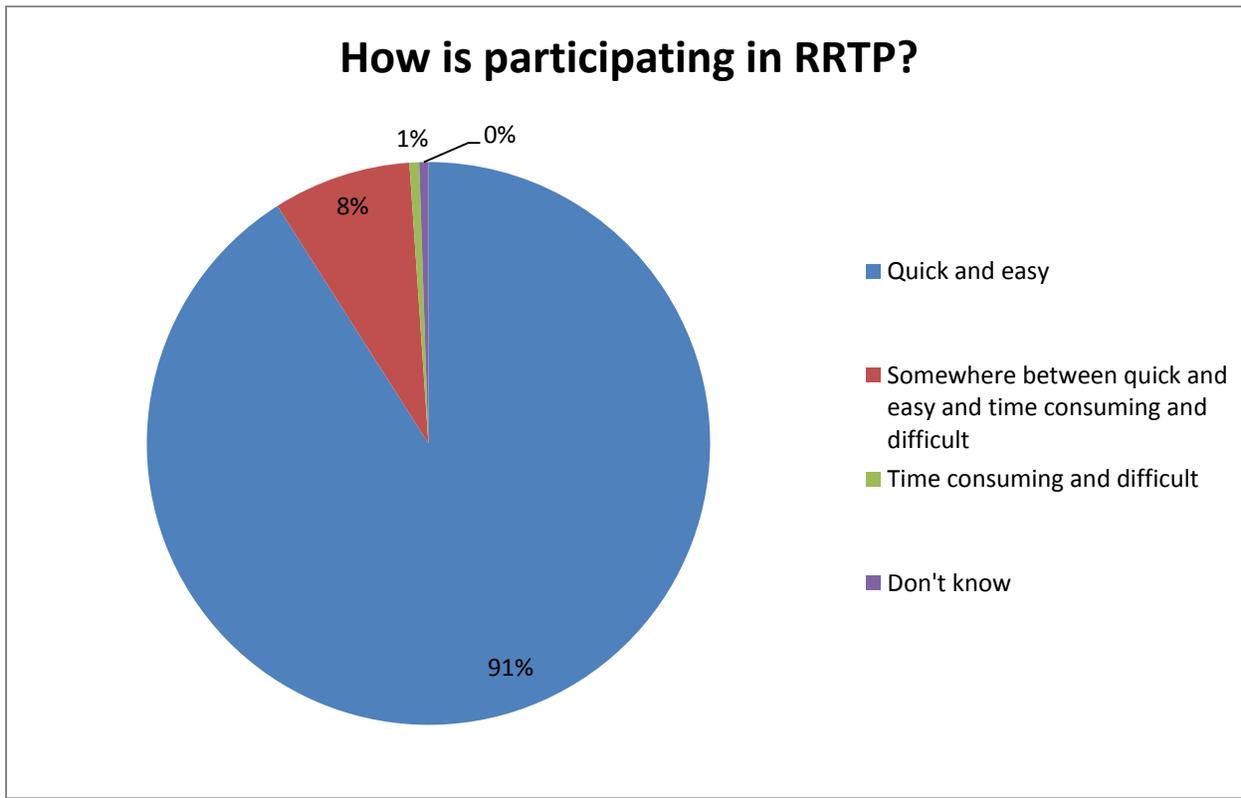


Participant satisfaction:

Overall Satisfaction with RRTP

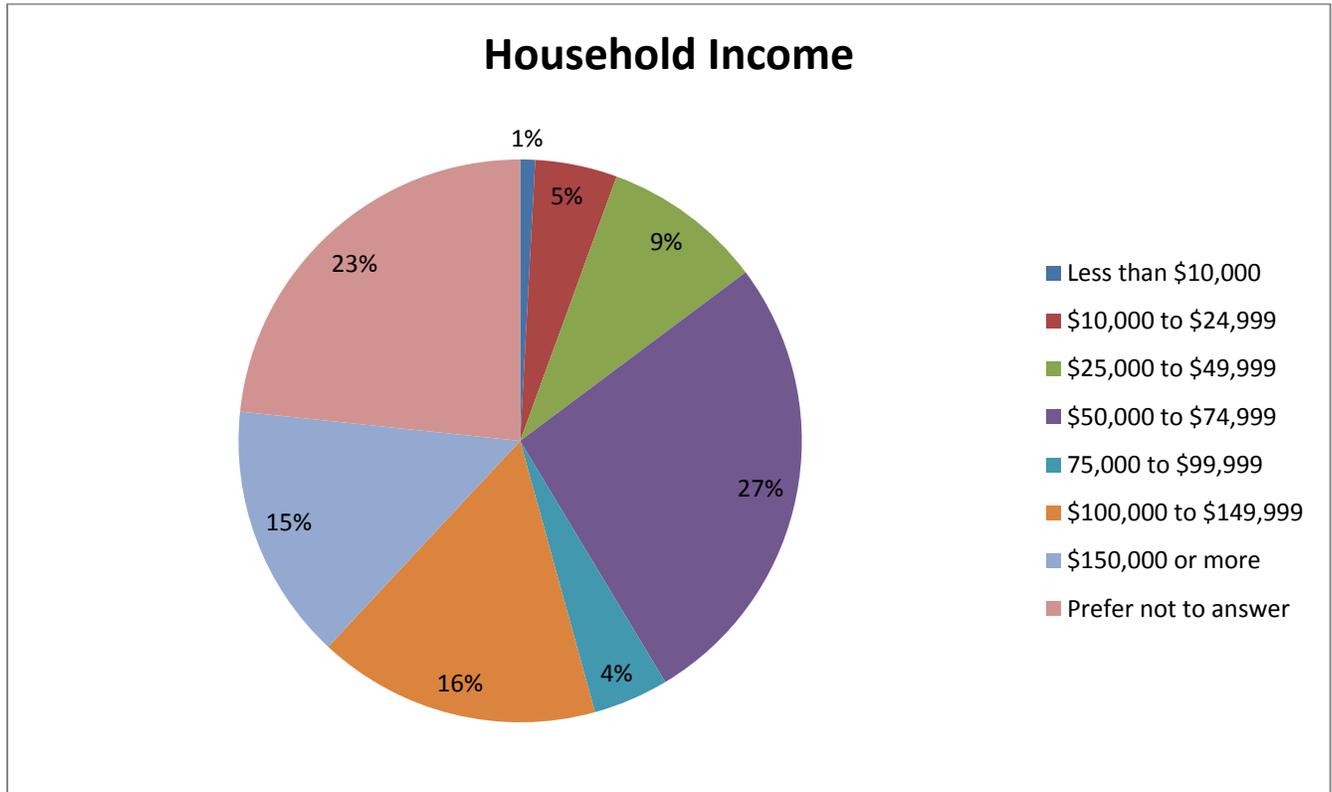




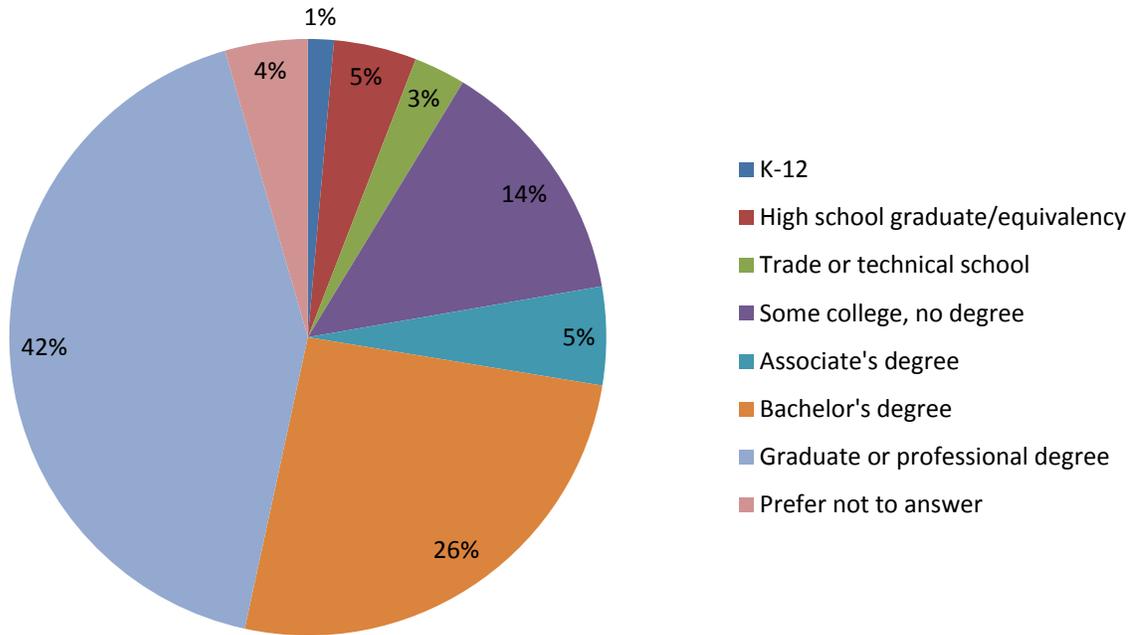


Demographic Data:

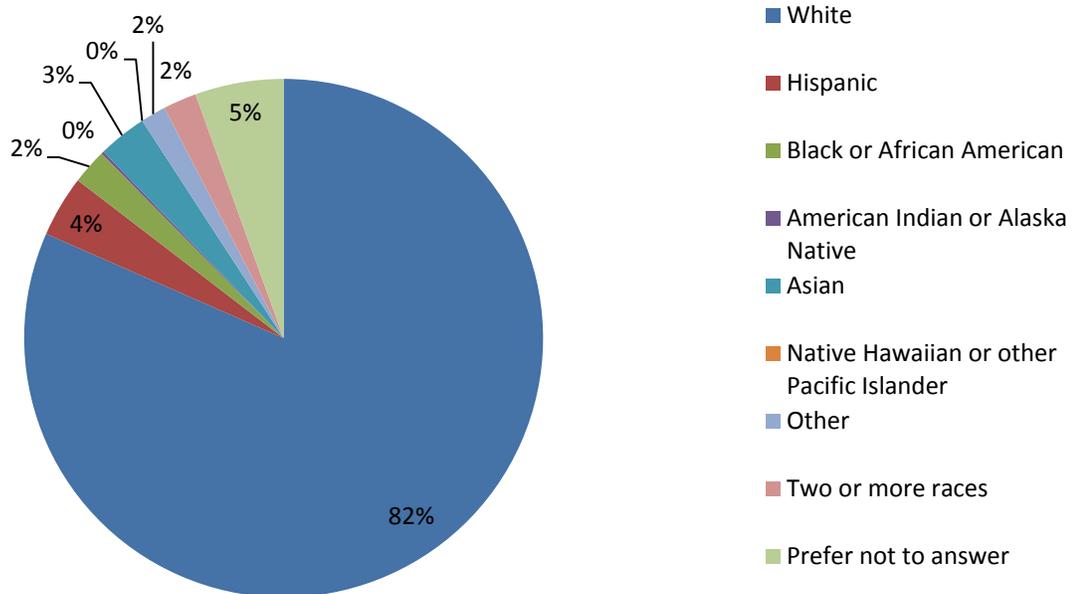
Demographic data is collected from RRTP participants in the baseline survey that is provided to all new participants. However, due to Elevate Energy’s recent administration of the RRTP program, demographic data was also collected from RRTP participants during the fall satisfaction survey. The demographic data for all RRTP participants through March 14, 2014 is provided below.



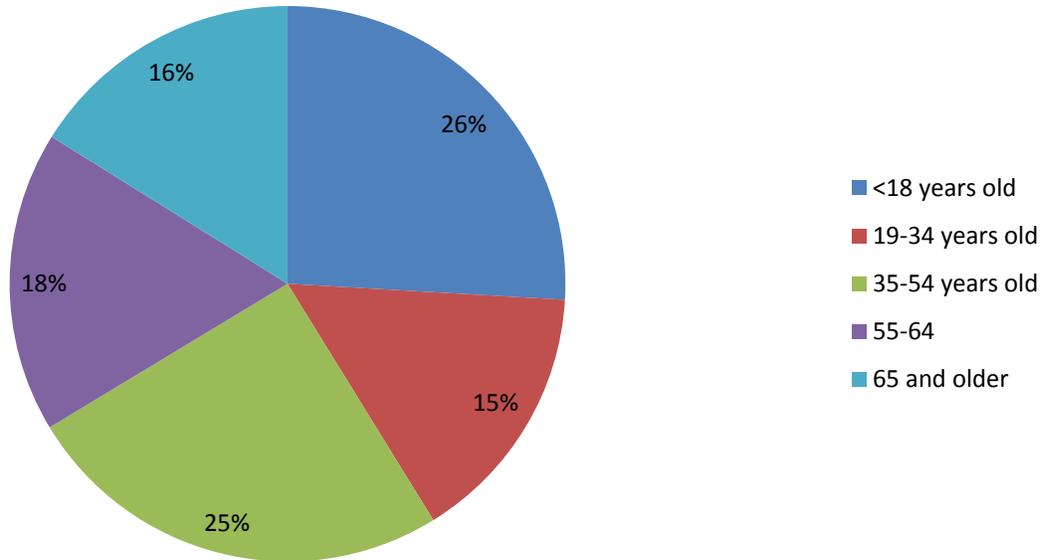
Highest Level of Education



Race Characteristics



Age Range within Households



5. Bill Comparison Results

During 2013, savings on the ComEd Residential Real-Time Pricing (RRTP) program remained strong. There were 10,403 distinct accounts that billed on RRTP during 2013. Of these, 10,309 (99.1 percent) saved money on RRTP. The range of savings was from a minimum of \$0.26 (account had one invoice in 2013) to a maximum of \$4,976.54 (account had twelve invoices in 2013). From the perspective of percent savings, the minimum percentage saved was 0.06 percent (account had three invoices in 2013), and the maximum was 46.07 percent (account had one invoice in 2013).

Conversely, there were 94 accounts (0.9 percent) that lost money. The range of losses was from a minimum of \$0.25 (account had two invoices in 2013) to a maximum of \$260.14 (account had one invoice in 2013). From the perspective of percent losses, the minimum was 0.0974 percent (account had five invoices in 2013), while the maximum was 43.59 percent (account had one invoice in 2013, totaling \$131.47).

In 2013, RRTP participants saved a combined \$2,279,271.54 on the total bills compared to the ComEd fixed-price rate. During the same period, participants saved an average of 27.7 percent on supply charges compared to the ComEd fixed-price rate.

a. 2013 Savings Table

Month	Sample Count	Usage (kWh)	Total Cost with BESH**	Total Cost with Standard Rate**	Overall Cost Savings with BESH	Supply Charge Savings with BESH	Avg of Individual Participants Supply Charge % Savings	Avg BESH Supply Charge/ kWh	Avg Standard Rate Supply Charge/ kWh
January	9,374	1,138	\$93.65	\$146.90	\$53.25	\$53.64	55.0%	\$0.038	\$0.085
February	9,456	1,005	\$87.11	\$130.00	\$42.89	\$43.28	50.8%	\$0.040	\$0.083
March	9,461	898	\$83.30	\$113.20	\$29.90	\$30.29	42.5%	\$0.044	\$0.078
April	9,456	782	\$77.02	\$100.77	\$23.75	\$24.14	38.6%	\$0.047	\$0.078
May	9,502	835	\$79.88	\$94.76	\$14.88	\$15.27	25.6%	\$0.046	\$0.064
June	9,479	1,013	\$93.65	\$101.90	\$8.25	\$8.64	14.9%	\$0.046	\$0.054
July	9,466	1,265	\$126.17	\$129.21	\$3.03	\$3.42	4.1%	\$0.056	\$0.059
August	9,456	1,101	\$98.57	\$115.55	\$16.98	\$17.37	25.4%	\$0.045	\$0.060
September	9,443	1,044	\$97.94	\$110.41	\$12.47	\$12.86	20.2%	\$0.048	\$0.060
October	9,507	788	\$74.32	\$86.53	\$12.21	\$12.60	25.1%	\$0.044	\$0.060
November	9,514	938	\$85.46	\$99.62	\$14.16	\$14.55	23.6%	\$0.045	\$0.060
December	9,497	1,283	\$129.74	\$134.53	\$4.79	\$5.18	6.4%	\$0.056	\$0.060
Totals:		12,091	\$1,126.82	\$1,363.36	\$236.55	\$241.23	27.7%	\$0.047	\$0.067

b. Average BESH Supply Charge/kWh

The average BESH supply charge per kWh is calculated by adding up all of the individual supply costs for each residential customer on RRTP and dividing it out by the total number of kilowatt hours used. The average BESH supply charge per kWh is an important calculation because it provides the closest “apples-to-apples” comparison to flat rates offered by third party electricity suppliers. Existing ComEd RRTP program participants are interested in this number to see if RRTP remains their best rate option, and prospective RRTP participants

can use it to help them decide if RRTP is worth considering. During 2013, the average BESH supply charge per kWh was 4.7 cents/kWh. By comparison, the ComEd fixed-price rate had an average supply charge of 6.7 cents/kWh.

6. ComEd RRTP Net Benefits Analysis

Elevate Energy contracted Klos Energy to update the RRTP net benefits analysis based on data from 2013 (see appendix). The original study of net benefits was conducted based on data from 2007 through 2010 for the Illinois Commerce Commission evaluation of the RRTP program. Klos Energy utilized the same methodology to update the net benefits of the RRTP program based on data from 2013. To summarize, the economic benefits of the RRTP program are based on the following:

1. Avoided capacity costs
2. Consumer surplus (including bill savings for participants)
3. Demand response induced price effect (DRIPE, or market effects)
4. Environmental benefits
5. Avoided transmission and distribution costs
6. Improved customer satisfaction
7. Improved national security

It shall be noted that the load impacts or conservation effect for RRTP program participants was not recalculated for this study. The load impacts previously identified were assumed to continue for program participants in 2013.

In 2013, the RRTP program generated \$5,616,095 of total benefits and \$1,245,982 of total costs, for a total net benefit of \$4,370,112 for customers in the PJM market territory. The majority of benefits came from bill savings for RRTP participants and demand response induced price effect (DRIPE), which resulted in lower electricity prices for all PJM customers because RRTP participants reduced demand on the system during high price hours. The program costs in 2013 are primarily fixed costs for third party administration and building awareness of the program among all residential ComEd customers. These costs were generally split 50/50 between RRTP participants and non-RRTP residential customers. RRTP participants had a net benefit of \$2,031,369, while non-RRTP residential customers had a negative net benefit of \$460,385 (roughly 13.5 cents per customer). We anticipate the net benefits for non-RRTP residential customers to increase as more customers enroll in RRTP and drive additional DRIPE benefits.

7. Environmental Benefits Analysis

Elevate Energy contracted Klos Energy to provide an updated environmental benefits analysis for the ComEd RRTP program and Ameren Illinois Power Smart Pricing program (see appendix). The analysis was conducted in three phases. Phase 1 updates the traditional view of environmental benefits that was presented in the original study. In phase 2, the traditional view is expanded to include additional environmental benefits of RRTP based on new developments in the field of valuation. Phase 3 looks at how the environmental benefits of RRTP may be changing in the future in general and in relation to electric vehicles and electric space heating.

a. Phase 1 Results

For phase 1, the environmental benefits from conservation and load shifting were analyzed and associated with a monetary value. Based on previous studies, it was assumed that RRTP participants reduced overall electricity use by 4 percent from 2011 through 2013. The environmental benefits from load shifting were based on customer data and methodology determined in the initial evaluation. During this time, RRTP participants reduced their use by an average of 12 percent during peak hours. A summary of the overall environmental benefits from conservation and load shifting are presented in the tables below.

Environmental Benefits from Conservation	
Participants	10,000
Annual Conservation Savings (MWH)	5,000
CO2 Benefits	\$ 112,738
SO2 and NOX Benefits	\$ 85,500
Total Annual Benefits	\$ 198,238

Environmental Benefits from Load Shifting	
Participants	10,000
Annual kWh Use Per Customer	12,200
Reduction in Within-Day Load Variance	12%
CO2 Benefits	\$ 4,658
SO2 and NOX Benefits	\$ 25,711
Total Annual Benefits	\$ 30,369

b. Phase 2 Results

For phase 2, Klos Energy reviewed current Federal Trade Commission (FTC) guidelines around marketing the RRTP program as a “green” option. Based on the conservation environmental impact, they recommended language similar to this:

"Previous participants in the RRTP program have reduced their energy use by 500 kWh per year. This keeps 1,006 lbs. of carbon-equivalent greenhouse gases out of the environment annually."

For the load-shifting environmental benefit, Klos Energy recommended language similar to this:

"Participation in RRTP is 'green' because it reduces the wasteful use of electric energy during high price time periods like hot summer afternoons. When we use less during these peak times, there is less need to build more electric generating plants. When 20,000 customers participate in RRTP, one less 10 MW peaking plant is needed."

c. Phase 3 Results

For phase 3, the following future trends were identified in relation to the environmental benefits of the RRTP program: As the fuel mix becomes cleaner, the emission reductions from RRTP decline.

The largest emission reductions from RRTP come from conservation, not load-shifting, but conservation impacts are only a side effect of RRTP rates. They do not always occur.

Although load-shifting is the primary impact of RRTP rates, the difference between the marginal fuel mix on-peak and off-peak does not always create emission reductions. Sometimes the load-shifting can increase emissions.

Electric Vehicles and Space Heating

It was determined that the RRTP program can enable the environmental benefits that come as a result of increased adoption of electric vehicles. RRTP can reduce total ownership costs for EV owners and encourage off-peak charging, which would improve the overall system load factor and efficiency of the electric grid.

The environmental benefits associated with the RRTP program could increase if electric space heating customers utilize renewable energy for their generation. To drive the greatest environmental benefits, a space heating customer could enroll in RRTP and purchase RECs.

8. Day-Ahead and Real-Time Prices Analysis

In order to determine which PJM pricing market provides the greatest savings and potential benefit to existing and prospective ComEd Residential Real-Time Pricing (RRTP) program participants, Jim Eber and Scott Caron of ComEd requested data analysis to compare real-time hourly electricity prices to day-ahead hourly electricity prices. Elevate Energy conducted this data analysis and below is a summary of the findings (see appendix for analysis details).

a. Task 1: Comparison of ComEd Real-Time and Day-Ahead Prices

Summary: The day-ahead and real-time hourly market prices from 2007 to 2012 were analyzed to determine similarities and differences between the pricing markets. The day-ahead price was, on average, 0.0063 cents higher per kWh than the real-time price. There was a strong positive correlation between the two prices over this timeframe ($r = 0.737$, $p < 0.0005$). The mean difference in price was not statistically significant across the 6 year timeframe ($p = 0.434$). When looked at year-by-year, the difference in price was statistically significant in both 2008 ($p < 0.0005$) and 2012 ($p = 0.006$), however, the mean price differences in these years were both small: 0.12 and 0.05 cents per kWh, respectively.

b. Task 2: Cost Comparison Analysis for AMI Footprint Customers: Day-Ahead vs. Flat Rate Prices

Summary: The data from the AMI footprint customers with 12 months of reported usage between December 1, 2011 and November 31, 2012 was utilized to determine which pricing market offered the greatest savings to this subset of customers. The following research questions were addressed.

1. If the customers in the AMI pilot footprint had been on DAP or RTP, would they have saved compared to the flat rate, and how much, in total and on average?
 - a. Day-Ahead Pricing
 - i. Total Savings = \$15,235,486.55; Mean Savings per Customer = \$155.56
 - b. Real-Time Pricing
 - i. Total Savings = \$14,434,591.61; Mean Savings per Customer = \$147.39
2. What percentage of customers, if any, in the AMI pilot footprint would have saved if they had been on DAP or RTP?
 - a. Day-Ahead Pricing
 - i. 85.86% (84,087 of 97,938)
 - b. Real-Time Pricing
 - i. 84.98% (83,231 of 97,938)
3. Of customers who would have saved on DAP/RTP, how much would they have saved?
 - a. Day-Ahead Pricing (n = 84,087)
 - i. Total Savings = \$15,650,012.43; Mean Savings per Customer = \$186.12
 - b. Real-Time Pricing (n = 83,231)
 - i. Total Savings = \$14,878,130.60; Mean Savings per Customer = \$178.76
4. Of customers who would not have saved on DAP, how much would they have lost?
 - a. Day-Ahead Pricing (n = 13,851)
 - i. Total Loss = \$414,525.88; Mean Loss per Customer = \$29.93

b. Real-Time Pricing (n = 14,707)

i. Total Loss = \$443,538.99; Mean Loss per Customer = \$30.16

c. Task 3, Part 1: Cost Comparison Analysis for 2012 ComEd RRTP Customers: Real-Time vs. Day-Ahead Prices

Summary: The interval data from participants in the ComEd RRTP program in 2012 was analyzed to determine which hourly market prices provided ComEd RRTP participants with the greatest savings. On average, for accounts with full year data, the day-ahead supply costs were \$18.43 lower than the real-time supply costs (median: \$17.01). Day-ahead supply costs were lower in 8 out of 12 months. The greatest differences in supply costs were observed in the summer months. In all summer months but June, the average day-ahead supply costs were lower. For accounts with full year data, 99.5 percent would have had lower supply costs under day-ahead pricing. There were strong positive correlations between supply costs when controlling for kWh usage. There were strong correlations between kWh usage and savings, though the direction of these correlations depended on which pricing model had higher costs that month.

d. Task 3, Part 2: Cost Comparison Analysis for 2010-12 ComEd RRTP Customers: Real-Time vs. Day-Ahead Prices

Summary: The interval data from participants in the ComEd RRTP program in 2010 through 2012 was analyzed to determine which hourly market prices provided ComEd RRTP participants with the greatest savings. In 2012 an RRTP customer would have saved \$18.43 if they had been paying the day-ahead price instead of the real-time price. In 2010 and 2011 the average savings would have been \$4.17 and \$5.76, respectively, or less than a third as much. In 2012 99.5 percent of customers would have saved money if they had been paying the day-ahead price instead of the real-time price, but in 2010 and 2011 that statistic would have been 88.1 percent and 85.8 percent, respectively. In 2010 and 2011, the real-time pricing and day-ahead pricing models were closer than they were in 2012, when the average real-time price was 1.5 percent greater than the average day-ahead price. The correlation between supply costs when controlling for kWh usage is approximately as strong in 2010 and 2011 as it was in 2012, with correlation coefficients ranging from 0.988 to 0.991. In 2012, the correlation between kWh usage and potential savings was 0.724, indicating a strong positive correlation. This correlation was positive but not as strong in 2010 and 2011, with coefficients 0.348 and 0.192, respectively. Day-ahead pricing still seems to offer better pricing for customers than real-time pricing when observing 2010 through 2012, but not quite as much as when 2012 is observed independently.

e. Task 4: Dynamic Pricing Analysis: Spikes in Hourly Pricing

Summary: The day-ahead and real-time hourly market prices from 2007 to 2012 were analyzed to provide details about the number, frequency, and timing of price spikes.

- Large price spikes occurred more often on real-time pricing than on day-ahead pricing
 - 10+ cent spikes happened nearly twice as often (day-ahead: 937, real-time: 1741)
 - 15+ cent spikes happened over three times as often (day-ahead: 92, real-time: 327)
- 15+ cent spikes on day-ahead pricing were in a smaller, more predictable timeframe
 - Day-ahead: 100% occurred during hours ending between 12 noon and 7 PM
 - Real-time: 74.9% occurred during hours ending between 12 noon and 7 PM
- 15+ cent spikes on day-ahead pricing were confined almost exclusively to summer months
 - Day-ahead: 94.5% occurred in either June or July
 - Real-time: 51.1% occurred in either June or July
- Large spikes are becoming a rarer occurrence
 - 59.6% of real-time 15+ cent spikes in the six-year period occurred in 2007 or 2008
 - 67.4% of day-ahead 15+ cent spikes in the six-year period occurred in 2007 or 2008
 - Smaller spikes have also become more of a rarity in recent years

9. Program Recommendations

As the program administrator for the ComEd RRTP program, Elevate Energy recommends the following program changes:

a. Bill RRTP Participants Based on Day-Ahead Hourly Electricity Prices

Based on the analysis conducted by Elevate Energy in 2013, we recommend making the change from billing based on the real-time hourly pricing markets to billing based on the day-ahead hourly pricing markets. Participants on RRTP are likely to save more money and avoid larger and more unpredictable price spikes. In addition, the change will greatly simplify the program for existing and prospective participants, making the program easier to market and describe. Lastly, based on current technology, day-ahead prices better integrate with smart appliances, thermostats, and in-home display devices.

b. Remove the 12-Month Obligation

When the ComEd RRTP program was first designed and offered in 2007, there was an initial 12-month obligation for new participants before they could return to the ComEd fixed-price rate. This obligation was included to prevent RRTP participants from switching off the rate during the summer months and returning after the summer season. However, since 2007 the residential retail electricity market has changed dramatically, and now there are multiple supply options available to ComEd customers. Although some of these supply options contain similar 12-month obligations, there are numerous municipal aggregation contracts that do not contain this obligation in support of customer choice. In addition, the 12-month obligation continues to be a barrier to prospective RRTP participants who are considering the rate option. Therefore, in order to better support customer choice, retail electric supply competition, and prospective RRTP enrollments, Elevate Energy proposes removing the 12-month obligation for all RRTP participants.

10. Appendix



COMED RESIDENTIAL REAL-TIME PRICING PROGRAM SUMMER ENERGY GUIDE

Dear ComEd RRTP participant,

As we enter summer, the season when hourly electricity prices typically fluctuate most, shifting some of your electricity usage from higher priced hours to lower priced hours can help you manage your summer electricity costs with the ComEd Residential Real-Time Pricing (RRTP) program.

During the summer, electricity prices tend to be highest in the late afternoon. Depending on weather and other conditions, some days will have higher prices than others. Higher price days tend to occur when the weather is particularly hot. As a general rule of thumb, to manage summer electricity costs, reduce usage between noon and 5 p.m. on weekdays, particularly when the weather is hot.

Shift some of your usage to lower priced times such as nights and weekends. In addition, prices can be lower on days when the weather is cool. To manage your costs, keep this pattern in mind, or check real-time day-of prices and predicted day-ahead prices at ComEd.com/RRTP or by calling 1-888-202-RRTP (7787).

We have two ways to inform you of high electricity prices: real-time price alerts and predicted day-ahead price alerts.

1. Real-time price alerts notify you via email or text message when real-time day-of prices reach or exceed 10 cents per kilowatt-hour (kWh) or 14 cents per kWh during the day. You can decide which price threshold is right for you.
2. Predicted day-ahead price alerts notify you via phone call, email or text message when predicted (day-ahead) prices reach or exceed 14 cents per kWh for any number of hours during the following day. To make changes to your alert preferences, go to ComEd.com/RRTP and click on the "Participant Login" button to access your account or email us at info@comedrrtp.org.

The tips on the reverse side of this letter can help you cut costs throughout the season. You can find even more energy-saving tips on the RRTP program website at ComEd.com/RRTP. We hope this guide will help you save energy and money this summer.

Sincerely,

David Becker
Manager, ComEd RRTP Program



COMED'S CENTRAL AC CYCLING AND LOAD GUARD

If you have central air conditioning and own your home, ComEd can help you save money and help the environment. When enrolled in both ComEd's Central AC Cycling and Load Guard, your air conditioner will automatically cycle off and on to conserve energy during times of high demand for electricity and when hourly market prices are high.

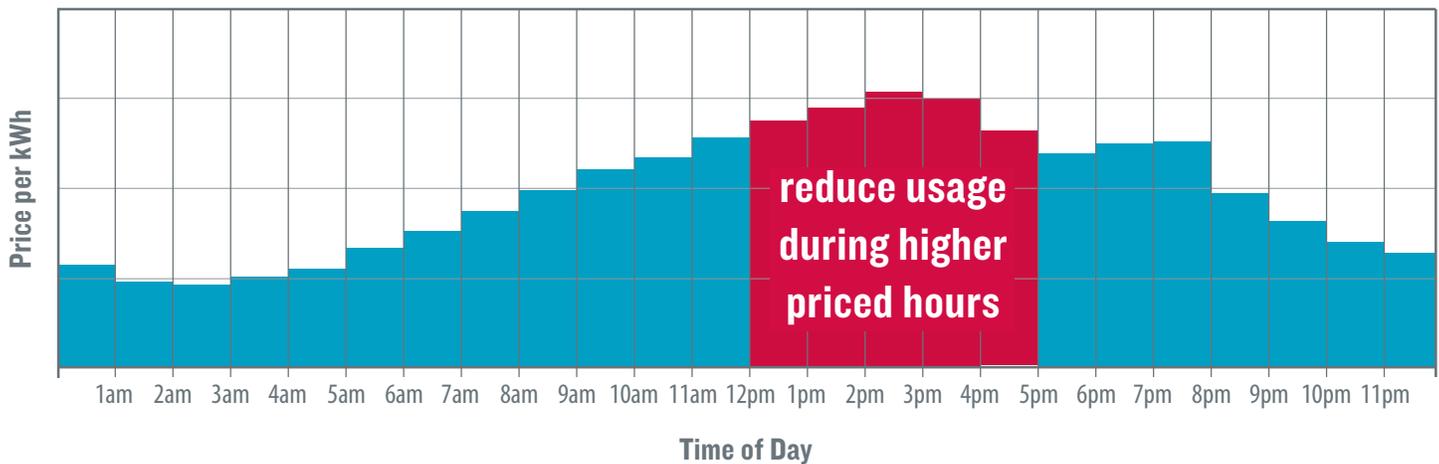
In addition, with ComEd's Central AC Cycling, you can earn credits of up to \$10 per month on your electricity bill from June through September.

Learn more at ComEd.com/RRTP or call 1-888-202-RRTP (7787) for details.

SHIFT AND SAVE THIS SUMMER

To maximize your savings during the summer, shift some of your electricity use from higher priced hours to hours when the price of electricity is low. The graphic below shows the typical price pattern for real-time electricity prices during a summer day.

Typical Summer Electricity Price Pattern*



*Based on average prices for January 2010 through December 2012. Summer prices are for June through September. Depending on market conditions, prices can vary significantly from this typical pattern. Savings cannot be guaranteed.

AIR CONDITIONING



Change your thermostat to a warmer temperature setting when electricity prices are high and when you are away from home.



Set window air conditioners to the low or “energy-saver” setting or turn them off when electricity prices are high.



To stay cool and cut costs, try pre-cooling your home at night when electricity prices tend to be low, as shown in the table below.

Thermostat Settings for Pre-cooling		
Time	Phase	Temperature
10 p.m. - 10 a.m.	Pre-cooling	69°F - 72°F
10 a.m. - 6 p.m.	Idle	82°F - 85°F
6 p.m. - 10 p.m.	Comfort	75°F - 78°F

LAUNDRY



Do laundry when electricity prices are lower, and wash in cold water to save on water heating costs.

Make sure the dryer doesn’t run longer than needed, or use a clothes line or drying rack to dry clothes without spending a dime on energy.

KITCHEN



Avoid using electric ovens and stoves during high price times. A microwave will heat small portions more efficiently.



To avoid heating up the kitchen on hot days, enjoy no-cook meals, or grill outside.

Run the dishwasher when electricity prices are lower, use the energy-saver or no-heat dry setting, and only run full loads of dishes.

ELECTRONICS



Charge devices such as cell phones, tablets, and cordless tools at night when electricity prices are lower.

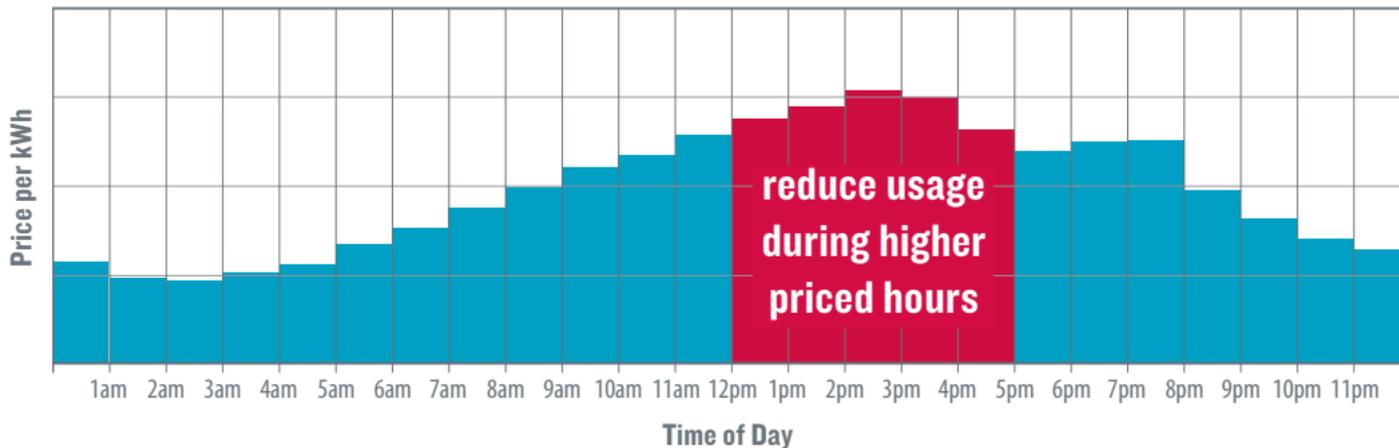


Unplug electronics that are not in use or use a power strip to avoid wasted “standby” power.

Look for the ENERGY STAR label to find energy efficient electronics and appliances.

SHIFT AND SAVE THIS SUMMER

Typical Summer Electricity Price Pattern with ComEd Residential Real-Time Pricing*



To manage your costs this summer, shift electricity use from higher priced hours to hours when the price of electricity is lower.

**Based on average prices for January 2010 through December 2012. Summer prices are for June through September. Depending on market conditions, prices can vary significantly from this typical pattern. Savings cannot be guaranteed.*

ComEd[®]
An Exelon Company

powering lives

COMED RESIDENTIAL REAL-TIME PRICING PROGRAM UPDATE

NOVEMBER 2013

TAKING ADVANTAGE OF THE FALL AND WINTER PRICE PATTERN

As the seasons change, ComEd RRTP program participants can expect changes in the typical real-time electricity price pattern. During the cooler months, prices tend to remain relatively low most of the time, and the highest prices of the day are generally lower than the highest prices during the summer.

During the fall, winter, and spring, there tends to be a small price peak in the morning as people are starting their day, and another slightly larger peak in the evening as people arrive home. Keep the price pattern in mind and shift some of your usage to lower priced hours to manage your costs with ComEd RRTP.

As always, you will receive high price alerts if the hourly price reaches the alert point of your choice. You can also check real-time and predicted day-ahead prices at ComEd.com/RRTP or by calling 1-888-202-RRTP (7787).



RECEIVE \$20 WHEN YOU REFER A FRIEND TO COMED RRTP

You can be rewarded for helping your friends and neighbors take more control of their electricity costs with the ComEd RRTP program. Simply tell friends about the program, and if they decide to enroll, ask them to put your name on the enrollment form under “how did you hear about this program?” For each friend you refer who becomes a participant, you will receive a gift of \$20 as a thank you for helping to spread the word.

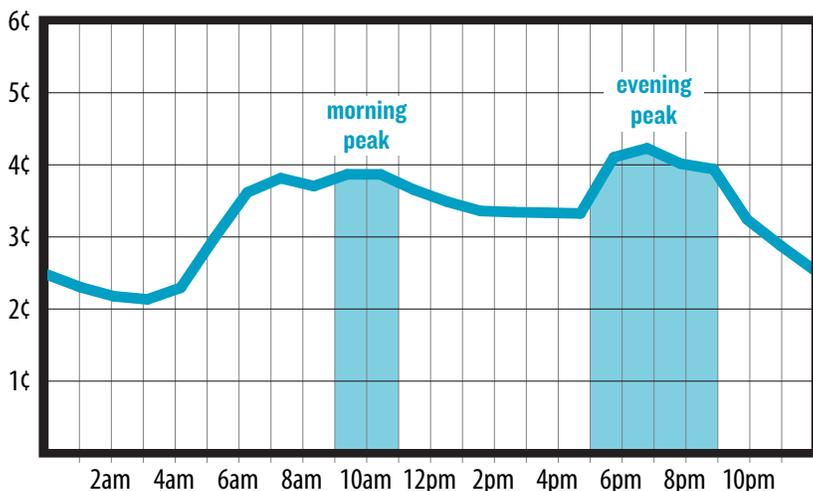
HELP US SERVE YOU BETTER

Complete your participant survey by December 31 for a chance to win \$100.

The ComEd RRTP program team wants your input on how we can improve the services and information that we provide to program participants. Please take a few minutes to complete the enclosed survey and return it in the envelope provided. To complete the survey online, email Info@ComEdRRTP.org and we will send you a link. Complete and return the survey by December 31, 2013 and you will be entered into a drawing to win a \$100 check. We look forward to hearing from you.

ComEd employees are not eligible to receive a referral bonus or enter into the drawing to win \$100. Additional restrictions may apply. Contact an RRTP specialist for details.

Average Fall, Winter, and Spring Price Pattern
in cents per kWh*



**Average prices shown are for October 2012 through September 2013. Fall, winter and spring prices are or October through May. Depending on market conditions, prices can vary significantly from this typical pattern. Savings cannot be guaranteed.*

FIVE EASY WAYS TO CUT LIGHTING COSTS

CHANGE YOUR LIGHT BULBS

Saving on lighting costs can be as easy as changing a light bulb. Replacing 15 traditional incandescent bulbs in your home with ENERGY STAR® qualified energy efficient compact fluorescent (CFL) or LED bulbs could reduce your electricity bill by \$50 a year. Another advantage of the efficient bulbs is they don't need to be replaced as often. CFL bulbs typically last 10 times longer than traditional bulbs, and LED bulbs can last 25 times longer.

DESIGN FOR EFFICIENCY

When lighting your home, brighter isn't always better. To avoid wasting energy, select bulbs and light fixtures based on the needs of a particular space. Add task lights such as desk lamps or reading lamps in areas that need to be brighter, and reduce the brightness of general lighting. When possible, open shades to take advantage of natural daylight.

TURN OFF THE LIGHTS

While turning lights off is an obvious way to save energy, frequent on-off switching can reduce the life span of CFL bulbs. To balance energy savings and bulb life, the U.S. Department of Energy recommends turning off CFL bulbs only when you leave a room for 15 minutes or longer. LED bulbs are not affected by frequent on-off switching and can be turned off whenever they are not needed. Incandescent bulbs are the least efficient light bulbs, and should always be switched off when not in use.

UPGRADE OUTDOOR LIGHTING

Install energy efficient light bulbs, controls, and fixtures to save on outdoor lighting. LED bulbs work well in most outdoor settings because they are durable, can withstand cold temperatures, and reach full brightness almost immediately. To make sure lights are on only when needed, consider motion sensors for security and utility, along with photo sensors that turn lights off during daylight hours. Fixtures that use shields to direct light where it is needed will reduce glare and improve visibility without the need for extremely bright, energy-hungry bulbs. Finally, look for solar powered outdoor lighting where available.



CELEBRATE AND SAVE

With the holiday season coming up, it is worth considering the options available for festive seasonal lighting. LED holiday lights save you money. According to ENERGY STAR®, they consume 65 percent less energy than traditional incandescent bulbs and can last up to 10 times longer. Decorative LED lights are available in a wide variety of styles and colors and cost about the same as the incandescent versions.

Sources: U.S. Department of Energy (energy.gov), ENERGY STAR (energystar.gov)

SAVE INSTANTLY WITH LIGHTING REBATES

ComEd's *Smart Ideas for Your Home®* is providing instant in-store discounts on select ENERGY STAR® CFLs while supplies last. For details, visit ComEd.com/lighting.

STAY IN TOUCH

Keep up with ComEd RRTP updates on the program website, or contact us by phone or email. We look forward to hearing from you.

Website: ComEd.com/RRTP

Email: Info@ComEdRRTP.org

Phone: 1-888-202-RRTP (7787)

COMED RESIDENTIAL REAL-TIME PRICING PARTICIPANT SURVEY

Please take a few minutes to complete this survey and return it in the envelope provided. To complete the survey online, email info@ComEdRRTP.org and we will send you a link. Complete and return the survey by December 31, 2013, and you will be entered in a drawing to win \$100. We look forward to hearing from you!

Questions? Call us at 1-877-202-RRTP.

<first name last name>
<mailing address street address>
<mailing address city>, <state> <ZIP>

<customer ID number>

Email address on file:
<email>

- Go paperless.** Check “go paperless” to receive the majority of your RRTP program updates electronically rather than in the mail. (Note that this applies to RRTP communications only.) Please provide the email address you would like us to use to send program updates if the correct email address does not appear above.

Email address: _____

1. What motivated you to sign up for ComEd Residential Real-Time Pricing (RRTP)? (Check all that apply.)
 - Potential cost savings
 - Support off-peak electricity generation
 - Environmental benefits
 - Excellent customer support
 - Gain access to my hourly electricity usage details
 - Wanted to try something new
 - Other: _____
2. Over this past summer, how often did you shift electricity usage away from the weekday peak hours of 12 p.m. to 5 p.m.?
 - Always
 - Most days
 - Occasionally
 - Rarely
 - Never
3. Do you find the RRTP high price alerts to be effective reminders to shift your electricity usage?
 - Extremely ineffective
 - Ineffective
 - Effective
 - Extremely effective
 - No opinion
4. Do you check hourly electricity prices? (Check all that apply.)
 - Yes, by phone
 - Yes, on the ComEd RRTP website
 - Yes, using web tools and gadgets
 - No, I do not check prices
5. If you check prices, how often do you do so?
 - Every day or almost every day
 - At least once a week
 - At least once a month
 - Only after receiving a high price alert
6. During the summer, when do you typically use the most energy in your home?
 - 5 a.m. to 9 a.m.
 - 9 a.m. to 1 p.m.
 - 1 p.m. to 5 p.m.
 - 5 p.m. to 10 p.m.
 - 10 p.m. to 5 a.m.
 - Don't know
7. During the fall, winter and spring, when do you typically use the most energy in your home?
 - 5 a.m. to 9 a.m.
 - 9 a.m. to 1 p.m.
 - 1 p.m. to 5 p.m.
 - 5 p.m. to 10 p.m.
 - 10 p.m. to 5 a.m.
 - Don't know

8. Many participants take advantage of low off-peak prices by charging a variety of devices at night. Do you charge large batteries at home used for the following? (Check all that apply.)

- Electric vehicle Make and model: _____
- Golf cart
- Wheelchair
- Scooter
- Electric fence
- Other: _____

9. Do you plan to purchase solar panels in the future?

- Yes, within 1 year
- Yes, within 3 years
- Yes, within 5 years
- Yes, in 5 years or more
- No
- I don't know
- I already have solar panels installed at my home

10. New technologies are available that can help you save energy. Which technology would you be most interested in purchasing? (Please select one.)

- Device for the home that shows electricity prices, real-time usage and real-time cost information
- An internet-enabled thermostat
- Level 2 Electric Vehicle charger
- In-home automation devices to control appliances remotely
- I would not be interested in any of the above technologies
- Other (please describe): _____

11. In general, how satisfied are you with the ComEd RRTP program?

- Extremely dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Extremely satisfied

12. If you selected dissatisfied or extremely dissatisfied, please share what could be improved:

13. If you've ever spoken with a ComEd RRTP Call Center Specialist, please rate your satisfaction with the dedicated ComEd RRTP call center (1-877-202-RRTP). Note that this call center is distinct from the general ComEd customer service line.

- Extremely dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Extremely satisfied
- Not applicable (have not called)