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An Exelon Company

# **ComEd**

## **Monthly Performance Summary**

**December 2013**

## ComEd Scorecard December 2013

| Performance Indicator   |         |                  |                        | Current Performance |          |          | Year-End  |          |          |                                     |
|---|---------|------------------|------------------------|---------------------|----------|----------|-----------|----------|----------|-------------------------------------|
| Organizational Effectiveness                                  | U/<br>D | MO.<br>or<br>YTD | Executive<br>Lead      | Actual              | Goal     | Variance | Projected | Goal     | Variance | Description                         |
| OSHA Recordable Rate  | D       | Y                | Donnelly/<br>Colletti  | 0.71                | 0.91     | 0.20     |           | 0.91     | 0.20     | Events *200k/exp. hrs.              |
| Contractor OSHA Recordable Rate                               | D       | Y                | Donnelly/<br>Colletti  | 0.46                | 0.91     | 0.45     |           | 0.91     | 0.45     | Events *200k/contractor<br>exp. hrs |
| OSHA DART Rate  | D       | Y                | Donnelly/<br>Colletti  | 0.32                | 0.48     | 0.16     |           | 0.48     | 0.16     | Events *200k/exp. hrs.              |
| OSHA Severity Rate  | D       | Y                | Donnelly/<br>Colletti  | 11.30               | 12.64    | 1.34     |           | 12.64    | 1.34     | Lost Days *200k/exp. hrs.           |
| Total Industrial Safety Accident Rate (TISAR)                 | D       | Y                | Donnelly/<br>Colletti  | 0.33                | 0.48     | 0.15     |           | 0.48     | 0.15     | Rate                                |
| Motor Vehicle Accident Rate (MVA)                             | D       | Y                | Donnelly/<br>Colletti  | 6.87                | 7.90     | 1.03     |           | 7.90     | 1.03     | Accidents per million miles         |
| Responsible Vehicle Accident Frequency Rate                   | D       | Y                | Donnelly/<br>Colletti  | 2.12                | 2.17     | 0.05     |           | 2.17     | 0.05     | Accidents per million miles         |
| Human Performance Incident Rate                               | D       | Y                | Donnelly/<br>Colletti  | 2.62                | 3.15     | 0.53     |           | 3.15     | 0.53     | # of events* 200k/exp. hrs          |
| Human Performance Incident Rate - ComEd<br>Employees          | D       | Y                | Donnelly/<br>Colletti  | 2.56                | 3.40     | 0.84     |           | 3.40     | 0.84     | # of events* 200k/exp. hrs          |
| Human Performance Incident Rate - ComEd<br>Contractors        | D       | Y                | Donnelly/<br>Colletti  | 2.76                | 2.33     | (0.43)   |           | 2.33     | (0.43)   | # of events* 200k/exp. hrs          |
| Staffing Headcount  | D       | M                | Morris                 | 5,842.00            | 6,071.00 | 229.00   |           | 6,071.00 | 229.00   | Headcount                           |
| Retention of High Potential Key Managers and above            | U       | Y                | Morris                 | 100.00              | 95.00    | 5.00     |           | 95.00    | 5.00     | Percent                             |
| Retention of Diverse High Potential Key Managers and<br>above | U       | Y                | Morris                 | 100.00              | 95.00    | 5.00     |           | 95.00    | 5.00     | Percent                             |
| Short-term Tenure Turnover (Exempt 1 year or less)            | D       | Y                | Morris                 | 12.20               | 10.00    | (2.20)   |           | 10.00    | (2.20)   | Percent                             |
| Call Out Response Rate (MONTHLY and YTD)                      |         |                  |                        |                     |          |          |           |          |          |                                     |
| Call Out Response Rate (YTD)                                  | U       | Y                | Donnelly /<br>Maletich | 0.46                | 0.35     | 0.11     |           | 0.35     | 0.11     | % responding                        |
| Call Out Response Rate (Monthly)                              | U       | M                | Donnelly /<br>Maletich | 0.36                | 0.35     | 0.01     |           |          | 0.01     | % responding                        |

| Operational Excellence                               | U/<br>D | MO.<br>or<br>YTD | Executive<br>Lead      | Actual | Goal   | Variance | Projected | Goal   | Variance | Description |
|--|---------|------------------|------------------------|--------|--------|----------|-----------|--------|----------|-------------|
| SAIFI - IEEE 2.5 Beta Method (Mo. & YTD)             |         |                  |                        |        |        |          |           |        |          |             |
| SAIFI - IEEE 2.5 Beta Method (YTD)                   | D       | Y                | Donnelly /<br>Blaise   | 0.76   | 0.89   | 0.13     |           | 0.89   | 0.13     | SAIFI       |
| SAIFI - IEEE 2.5 Beta Method (Mo.)                   | D       | M                | Donnelly /<br>Blaise   | 0.04   | 0.06   | 0.02     |           |        | 0.02     | SAIFI       |
| SAIFI - IEEE All In (Mo. & YTD)                      |         |                  |                        |        |        |          |           |        |          |             |
| SAIFI - All In (YTD)                                 | D       | Y                | Blaise                 | 0.98   | 1.24   | 0.26     |           | 1.24   | 0.26     | SAIFI       |
| SAIFI - All In (Mo.)                                 | D       | M                | Donnelly /<br>Blaise   | 0.04   | 0.07   | 0.03     |           |        | 0.03     | SAIFI       |
| Vegetation Related SAIFI - IEEE 2.5 Beta (Mo. & YTD) |         |                  |                        |        |        |          |           |        |          |             |
| Vegetation Related SAIFI (YTD) - IEEE 2.5 Beta       | D       | Y                | Donnelly /<br>Blaise   | 0.08   | 0.10   | 0.02     |           | 0.10   | 0.02     | SAIFI       |
| Vegetation Related SAIFI (Mo.) - IEEE 2.5 Beta       | D       | M                | Donnelly /<br>Blaise   | 0      | 0      | 0        |           |        | 0        | SAIFI       |
| CAIDI - IEEE 2.5 Beta Method (Mo. & YTD)             |         |                  |                        |        |        |          |           |        |          |             |
| CAIDI - IEEE 2.5 Beta Method (YTD)                   | D       | Y                | Donnelly /<br>Maletich | 81.00  | 86.00  | 5.00     |           | 86.00  | 5.00     | Minutes     |
| CAIDI - IEEE 2.5 Beta Method (Mo.)                   | D       | M                | Donnelly /<br>Maletich | 63.00  | 75.00  | 12.00    |           |        | 12.00    | Minutes     |
| CAIDI - IEEE All In (Mo. & YTD)                      |         |                  |                        |        |        |          |           |        |          |             |
| CAIDI - All In (YTD)                                 | D       | Y                | Donnelly /<br>Maletich | 145.00 | 155.00 | 10.00    |           | 155.00 | 10.00    | Minutes     |
| CAIDI - All In (Mo.)                                 | D       | M                | Donnelly /<br>Maletich | 63.00  | 112.00 | 49.00    |           |        | 49.00    | Minutes     |
| Vegetation Related CAIDI - IEEE 2.5 Beta (Mo. & YTD) |         |                  |                        |        |        |          |           |        |          |             |
| Vegetation Related CAIDI (YTD) - IEEE 2.5 Beta       | D       | Y                | Donnelly /<br>Blaise   | 137.00 | 123.00 | (14.00)  |           | 123.00 | (14.00)  | Minutes     |
| Vegetation Related CAIDI (Mo.) - IEEE 2.5 Beta       | D       | M                | Donnelly /<br>Blaise   | 88.00  | 112.00 | 24.00    |           |        | 24.00    | Minutes     |
| SAIDI - IEEE 2.5 Beta Method (Mo & YTD)              |         |                  |                        |        |        |          |           |        |          |             |
| SAIDI - IEEE 2.5 Beta Method (YTD)                   | D       | Y                | Donnelly /<br>Blaise   | 61.70  | 77.40  | 15.70    |           | 77.40  | 15.70    | Minutes     |

## ComEd Scorecard December 2013

|  |   |   |                     |            |            |            |  |            |            |                                   |
|--|---|---|---------------------|------------|------------|------------|--|------------|------------|-----------------------------------|
| SAIDI - IEEE 2.5 Beta Method (Mo)                          | D | M | Donnelly / Blaise   | 2.80       | 4.20       | 1.40       |  | 1.40       | Minutes    |                                   |
| SAIDI - IEEE All In (Mo & YTD)                             |   |   |                     |            |            |            |  |            |            |                                   |
| SAIDI - All In (YTD)                                       | D | Y | Donnelly / Blaise   | 142.60     | 192.80     | 50.20      |  | 192.80     | 50.20      | Minutes                           |
| SAIDI - All In (Mo)  | D | M | Donnelly / Blaise   | 2.80       | 8.00       | 5.20       |  | 5.20       | Minutes    |                                   |
| Percent of Customers with 4 or More Interruptions          | D | Y | Donnelly / Blaise   | 3.70       | 4.60       | 0.90       |  | 4.60       | 0.90       | Percent                           |
| Percent of Customer Interruptions >= 4 Hours               | D | Y | Donnelly / Maletich | 5.70       | 5.80       | 0.10       |  | 5.80       | 0.10       | Percent                           |
| Dig-in Rate - All In Locator at Fault                      | D | Y | Donnelly / Blaise   | 0.16       | 0.24       | 0.08       |  | 0.24       | 0.08       | Avg events per locate x 1,000     |
| Electric Underground Damages                               | D | Y | O Neill / Burch     | 0.88       | 1.00       | 0.12       |  | 1.00       | 0.12       | Damages per 1,000 locate requests |
| PM Completion YTD  | U | Y | Donnelly/ Colletti  | 122,690.00 | 107,597.00 | 15,093.00  |  | 107,597.00 | 15,093.00  | Total PM Completed                |
| PM Overdue / Deferred Beyond Original Grace Period         | D | M | Donnelly/ Colletti  | 3,966.00   | 5,661.00   | 1,695.00   |  | 5,661.00   | 1,695.00   | PMs Overdue/Deferred              |
| Pole Inspections Completed (YTD)                           | U | Y | Donnelly/ Colletti  | 151,292.00 | 149,800.00 | 1,492.00   |  | 149,800.00 | 1,492.00   | #                                 |
| Pole Inspections Overdue/Beyond Original Grace Period      | D | M | Donnelly/ Colletti  | 612,172.00 | 613,654.00 | 1,482.00   |  | 613,654.00 | 1,482.00   | #                                 |
| All In Passport  | D | M | Perez               | 223,812.00 | 255,000.00 | 31,188.00  |  | 255,000.00 | 31,188.00  | Tasks                             |
| CMs Completed by Priority                                  | U | Y | Perez               | 124,660.00 | 95,000.00  | 29,660.00  |  | 95,000.00  | 29,660.00  | Total Completed YTD               |
| CM Backlog by Priority                                     | D | Y | Perez               | 78,853.00  | 92,800.00  | 13,947.00  |  | 92,800.00  | 13,947.00  | Number of Tasks                   |
| Service Level  | U | Y | Jensen              | 85.13      | 75.00      | 10.13      |  | 75.00      | 10.13      | % within 30 seconds               |
| Abandon Rate   | D | Y | Jensen              | 3.00       | 5.00       | 2.00       |  | 5.00       | 2.00       | % Abandoned                       |
| Average Speed to Answer                                    | D | Y | Jensen              | 25.40      | 45.60      | 20.20      |  | 45.60      | 20.20      | Seconds                           |
| Calls Per Customer   | D | Y | Jensen              | 2.43       | 2.93       | 0.50       |  | 2.93       | 0.50       | Calls                             |
| Busy Out Rate  | D | Y | Jensen              | 0.0053     | 0.0035     | 0.0018     |  | 0.0035     | 0.0018     | Rate                              |
| Response Time Agreement                                    | U | Y | Jensen              | 86.37      | 78.00      | 8.37       |  | 78.00      | 8.37       | Percent                           |
| Percent of Meters Read                                     | U | Y | Jensen / Conway     | 95.68      | 95.00      | 0.68       |  | 95.00      | 0.68       | Percent                           |
| Customer Field Operations Completed Work                   | U | Y | Jensen              | 523,216.00 | 530,147.00 | (6,931.00) |  | 530,147.00 | (6,931.00) | #                                 |
| Meter Corrective Maintenance Total Backlog Workdown        | D | M | Jensen              | 13,553.00  | 17,941.00  | 4,388.00   |  | 17,941.00  | 4,388.00   | Backlog                           |
| All In Customer Operations Backlog                         | D | M | Jensen              | 145,678.00 |            |            |  |            |            | #                                 |
| Percent of Delayed Bills                                   | D | M | Jensen              | 0.58       | 0.70       | 0.12       |  | 0.70       | 0.12       | Percent                           |
| Notices of Violation / Non-Compliance Events (Preventable) | D | Y | Donnelly/ Colletti  | 1.00       | 1.00       | 0          |  | 1.00       | 0          | YTD Total                         |
| GHG Net Emissions  | D | Y | Donnelly/ Colletti  | 14,093.00  | 50,000.00  | 35,907.00  |  | 50,000.00  | 35,907.00  | Metric Tons Emitted               |
| SF6 Emissions Reported in Pounds                           | D | Y | Donnelly/ Colletti  | 279.00     | 2,350.00   | 2,071.00   |  | 2,350.00   | 2,071.00   | Pounds                            |
| Bus Interruption Events (YTD)                              | D | Y | McGuire             | 454.00     |            |            |  |            |            | #                                 |
| Distribution Bus Interruption Rate (YTD)                   | D | Y | McGuire             | 0.38       |            |            |  |            |            | Rate                              |
| Transmission SAIFI   | D | Y | McGuire             | 0.28       | 0.33       | 0.05       |  | 0.33       | 0.05       | SAIFI                             |
| Vegetation Management - Distribution Miles Trimmed         | U | Y | Blaise              | 100.30     | 100.00     | 0.30       |  | 100.00     | 0.30       | % Complete                        |
| Vegetation Management - Transmission Miles Trimmed         | U | Y | Blaise              | 100.20     | 100.00     | 0.20       |  | 100.00     | 0.20       | % Complete                        |
| IT Critical Systems SAIFI                                  | D | Y | Browning            | 27.00      | 26.00      | (1.00)     |  | 26.00      | (1.00)     | # of Outages                      |
| IT Critical Systems CAIDI                                  | U | M | Browning            | 99.88      | 99.80      | 0.08       |  | 99.80      | 0.08       | % Available                       |
| IT CIMS Service Delivery                                   | U | M | Lyman/ Browning     | 98.44      | 94.93      | 3.51       |  | 98.44      | 3.51       | Successful Delivery %             |
| Fire Protection Improvements Remaining                     | D | Y | McGuire             | 2.00       | 1.00       | (1.00)     |  | 1.00       | (1.00)     | # Remaining                       |
| Main Stem Circuits Out Of Configuration                    | D | Y | Donnelly / Maletich | 40.60      | 82.00      | 41.40      |  | 82.00      | 41.40      | Number                            |
| Scope Stability  | U | Y | Donnelly / Perez    | 83.77      | 86.00      | (2.23)     |  | 86.00      | (2.23)     | Percent                           |
| Schedule Adherence   | U | Y | Donnelly / Perez    | 87.46      | 86.00      | 1.46       |  | 86.00      | 1.46       | Percent                           |

## ComEd Scorecard December 2013

| Customers & Key Stakeholders Satisfaction               | U/<br>D | MO.<br>or<br>YTD | Executive<br>Lead   | Actual | Goal   | Variance | Projected | Goal   | Variance | Description    |
|---|---------|------------------|---------------------|--------|--------|----------|-----------|--------|----------|----------------|
| Customer Satisfaction Index                             | U       | Y                | Brookins            | 7.75   | 7.47   | 0.28     |           | 7.47   | 0.28     | Index          |
| Customer Operations Index                               | U       | Y                | Jensen              | 82.10  | 81.00  | 1.10     |           | 81.00  | 1.10     | Index          |
| NERC Compliance Monitoring Program                      | U       | M                | McGuire             | 100.00 | 100.00 | 0        |           | 100.00 | 0        | Certifications |
| Externally Discovered NERC/RFC Compliance Violations    | D       | M                | McGuire             | 0      | 0      | 0        |           | 0      | 0        | Number         |
| New Business Satisfaction- Monthly & YTD                |         |                  |                     |        |        |          |           |        |          |                |
| New Business Satisfaction- YTD                          | U       | Y                | Donnelly / Perez    | 92.80  | 91.00  | 1.80     |           | 91.00  | 1.80     | Survey Results |
| New Business Satisfaction- Monthly                      | U       | M                | Donnelly / Perez    | 88.80  | 91.00  | (2.20)   |           | 91.00  | (2.20)   | Survey Results |
| Caller ETR Accuracy Non-Storm                           | U       | Y                | Donnelly / Maletich | 73.85  | 70.00  | 3.85     |           | 70.00  | 3.85     | Percent        |
| Caller ETR Reach Non-Storm                              | U       | Y                | Donnelly / Maletich | 77.80  | 80.00  | (2.20)   |           | 80.00  | (2.20)   | Percent        |
| Percent Commitments Met                                 | U       | Y                | O Neill             | 100.00 | 100.00 | 0        |           | 100.00 | 0        | Percent        |
| Regulatory Complaint Compliance                         | U       | M                | Jensen / Donovan    | 100.00 | 100.00 | 0        |           | 100.00 | 0        | % Complete     |
| American Customer Satisfaction Index Proxy (ACSI Proxy) | U       | Y                | Brookins            | 74.20  | 71.50  | 2.70     |           | 71.50  | 2.70     | Index          |
| Customer Satisfaction & Service Index                   | U       | Y                | Brookins            | 77.10  | 78.30  | (1.20)   |           | 78.30  | (1.20)   | Index          |
| Call Center Satisfaction                                | U       | Y                | Jensen              | 80.00  | 85.00  | (5.00)   |           | 85.00  | (5.00)   | Percent        |

| Financial Discipline                               | U/<br>D | MO.<br>or<br>YTD | Executive<br>Lead    | Actual    | Goal      | Variance | Projected | Goal      | Variance | Description              |
|--|---------|------------------|----------------------|-----------|-----------|----------|-----------|-----------|----------|--------------------------|
| Overtime (Storm & Non-Storm)                       | D       | Y                | Donnelly/<br>Anthony | 101.50    | 73.49     | (28.02)  |           | 73.49     | (28.02)  | \$M                      |
| Tools For People                                   | D       | Y                | Browning             | 4,100,379 | 4,450,000 | 349,621  |           | 4,450,000 | 349,621  | Total Service            |
| Uncollectible Expense as % of Revenue              | D       | Y                | Jensen / Walls       | 0.88      | 1.28      | 0.40     |           | 1.28      | 0.40     | Percent                  |
| Percent of A/R > 60 Days                           | D       | M                | Jensen / Walls       | 24.34     | 24.79     | 0.45     |           | 24.79     | 0.45     | Percent                  |
| Past Due Days Sales Outstanding                    | D       | M                | Jensen / Walls       | 10.40     | 12.80     | 2.40     |           | 12.80     | 2.40     | Days                     |
| Days Sales Outstanding (DSO)                       | D       | Y                | Jensen / Walls       | 30.50     | 35.20     | 4.70     |           | 35.20     | 4.70     | Days                     |
| Payments Processed - 1 Day (%)                     | U       | M                | Jensen / Walls       | 99.61     | 99.00     | 0.61     |           | 99.00     | 0.61     | Percent                  |
| Total Cost Per Customer- Electric                  | D       | Y                | Trpik / Garrido      | 729.00    | 727.00    | (2.00)   |           | 727.00    | (2.00)   | Total Costs/ Total Cust. |
| Total Costs (O&M and Capital) (\$M)- Non AIP Basis | D       | Y                | Trpik / Garrido      | 2,796.00  | 2,788.00  | (8.00)   |           | 2,788.00  | (8.00)   | \$(M)                    |
| Operating Net Income                               | U       | Y                | Trpik / Garrido      | 423.00    | 372.00    | 51.00    |           | 372.00    | 51.00    | \$(M)                    |
| Cash Flow from Operations Less Capex               | U       | Y                | Trpik / Garrido      | (210.00)  | (133.00)  | (77.00)  |           | (133.00)  | (77.00)  | \$(M)                    |
| O&M Expense Per Customer                           | D       | Y                | Trpik / Garrido      | 356.10    | 361.80    | 5.70     |           | 361.80    | 5.70     | Costs/ Total Cust        |
| Capital Cost Per Customer                          | D       | Y                | Trpik / Garrido      | 372.90    | 365.10    | (7.80)   |           | 365.10    | (7.80)   | Costs/ Total Cust.       |

ComEd Report – December 2013  
Major Revision Summary - ITEMS OF NOTE

**Historic Data Revisions:**

| PI Title   | Month                                  | New Value   | Prior Value  | Reason for Change   |
|--|--|---|--|---|
| <b>Dig In Rate</b>   | Nov                                    | • 8   | • 6  | Settled previously pending claims                               |
| <b>Uncollectible Expense</b>   | Nov                                    | • 3.0   | • 3.3  | Change in reserve taken from T-1 results instead of actual data |
| <b>IT Critical System SAIFI</b><br>*Total Unplanned Outages<br>*CIMS Unplanned                         | Feb<br>Apr<br>Feb<br>Apr               | • 7<br>• 3<br>• 1<br>• 1                              | • 6<br>• 2<br>• 0<br>• 0                           | Correction to outages not previously captured.                  |
| <b>IT Critical System CAIDI</b><br>*Total Minutes Unplanned<br>*CIMS Unplanned<br>*Actual Availability | Feb<br>Apr<br>Feb<br>Apr<br>Feb<br>Apr | • 105<br>• 106<br>• 8<br>• 12<br>• 99.850<br>• 99.873 | • 97<br>• 94<br>• 0<br>• 0<br>• 99.852<br>• 99.876 | Correction to outages not previously captured                   |
| <b>HP Rate (All In)</b>  | Nov                                    | • 2.57  | • 2.58   |   |
| <b>HP Rate (Contractor)</b>  | Aug<br>Nov                             | • 2.72<br>• 2.84                                      | • 2.71<br>• 2.88                                   | Reclassified event; contractor hours adjusted                   |

# ComEd December 2013

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#### Operational Excellence

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## Customers & Key Stakeholders Satisfaction

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## Financial Discipline

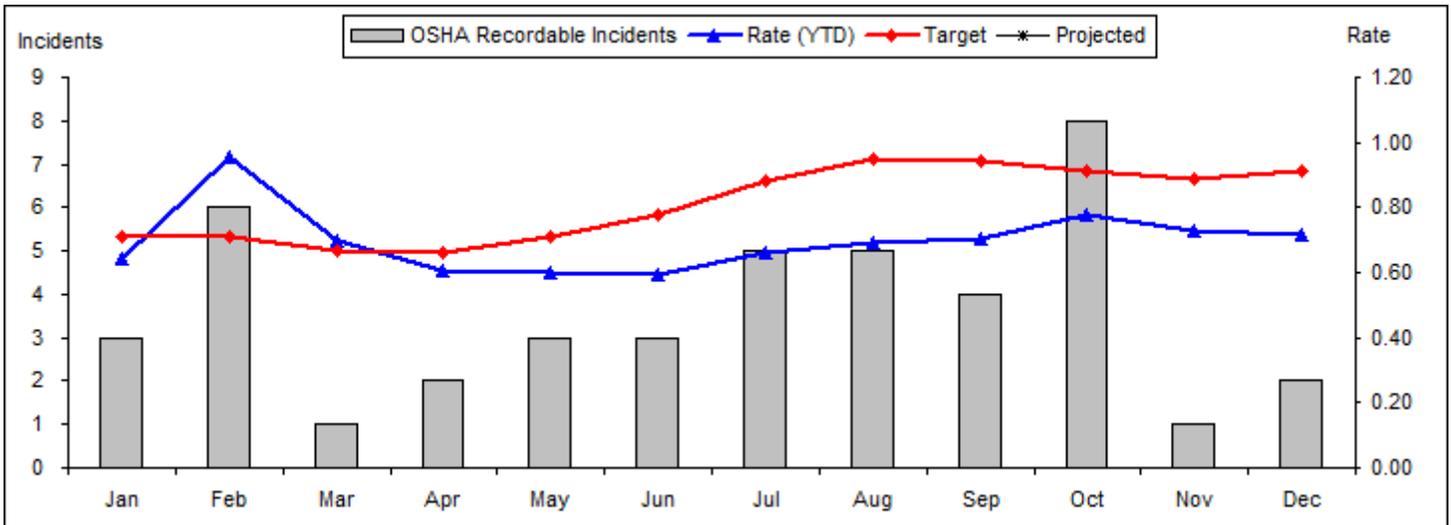
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# **ORGANIZATIONAL EFFECTIVENESS**

# ComEd Organizational Effectiveness OSHA Recordable Rate

Reporting Period: December 2013

Good



|                      | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|----------------------|------|------|------|------|------|------|------|------|------|------|------|------|
| Rate (Mo.)           | 0.64 | 1.27 | 0.20 | 0.37 | 0.57 | 0.58 | 1.10 | 0.86 | 0.78 | 1.42 | 0.20 | 0.50 |
| Target (Mo.)         | 0.71 | 0.70 | 0.61 | 0.64 | 0.90 | 1.07 | 1.45 | 1.44 | 0.86 | 0.65 | 0.65 | 1.07 |
| Rate (YTD)           | 0.64 | 0.96 | 0.70 | 0.61 | 0.60 | 0.60 | 0.66 | 0.69 | 0.70 | 0.78 | 0.73 | 0.71 |
| Target (YTD)         | 0.71 | 0.71 | 0.67 | 0.66 | 0.71 | 0.78 | 0.88 | 0.95 | 0.94 | 0.91 | 0.89 | 0.91 |
| Projected (YTD)      |      |      |      |      |      |      |      |      |      |      |      |      |
| OSHA Incidents (Mo.) | 3    | 6    | 1    | 2    | 3    | 3    | 5    | 5    | 4    | 8    | 1    | 2    |

### Organizational Breakdown

| Drill | Organization Name | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|-------|-------------------|------|------|------|------|------|------|------|------|------|------|------|------|
|       | Cust Ops ComEd    | 0.87 | 1.30 | 0.84 | 0.61 | 0.48 | 0.53 | 0.81 | 0.88 | 1.13 | 1.23 | 1.12 | 1.11 |
|       | FI ComEd          | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | HR ComEd          | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Leg/EA            | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | DSO Dist Test     | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | DSO OCC           | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | DSO OVP & EP      | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | New Bus Central   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Dist Ops North    | 2.61 | 4.01 | 2.68 | 1.95 | 2.07 | 1.68 | 1.46 | 1.56 | 1.38 | 1.47 | 1.34 | 1.26 |
|       | Dist Ops South    | 2.50 | 1.28 | 1.70 | 1.23 | 0.96 | 0.78 | 1.01 | 0.87 | 0.76 | 0.91 | 0.83 | 0.97 |
|       | Dist Ops West     | 0    | 0    | 0    | 0    | 0    | 0.45 | 0.39 | 0.33 | 0.29 | 0.53 | 0.48 | 0.45 |
|       | Dist Ops Chi      | 0    | 0    | 0    | 0.46 | 1.10 | 1.21 | 1.32 | 1.60 | 1.42 | 1.27 | 1.33 | 1.24 |
|       | DO Support        | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Eng & Prj Manag   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Smart Grid        | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Support Svcs      | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0.45 | 0.41 | 0.39 |
|       | T&S ComEd         | 0    | 1.16 | 0.75 | 0.81 | 0.65 | 0.55 | 0.48 | 0.42 | 0.37 | 0.44 | 0.40 | 0.37 |
|       | Reg & Gen Cnsl    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Staff, ComEd      | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Strategy & Admin  | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |

**Variance Analysis / Corrective Action**

Analysis: ON TRACK

The ComEd December YE OSHA Recordable Rate of 0.71 is the best performance on record, represents top decile performance and is favorable to the distinguished target of 0.86. This compares to 2012 December performance of 0.93. There were two OSHA recordable injuries for the month.

December Events:

1. A Crestwood Crew Leader tripped over a snow covered parking stanchion while on the job site sustaining a shoulder injury.
2. A Chicago South F&MS Senior Energy Technician was completing an order in a basement and grabbed their tool bag and turned to exit the meter room when they tripped on elevated flooring and landed on their right arm and shoulder.

Depts. off Track:

1. Dist. Ops Chicago (eight events) - Goal of five events
2. Dist. Ops North (six events) - Goal of five events
3. Dist. Ops South (five events) - Goal of four events

The Fourth Quarter Safety Intervention and Winter Readiness plan was implemented to drive achievement of best performance on record at year-end.

**Definition:** EU METRIC. Recordable injuries include every occupational death, every non-fatal occupational injury which involves one or more of the following: loss of consciousness, restriction of work or motion, transfer to another job, or medical treatment (not first aid).

Total injury and illness rate measures the total OSHA recordable injury and illness cases based on the exposure of 100 full time-workers, using 200,000 hours as the equivalent (Total OSHA cases x 200,000/Total Hours Worked).

Executive Lead: Donnelly/ Colletti

Group #: 2072

Corresponding Pls: 20142 20143

Report Run Date: 1/14/2014 4:43 PM

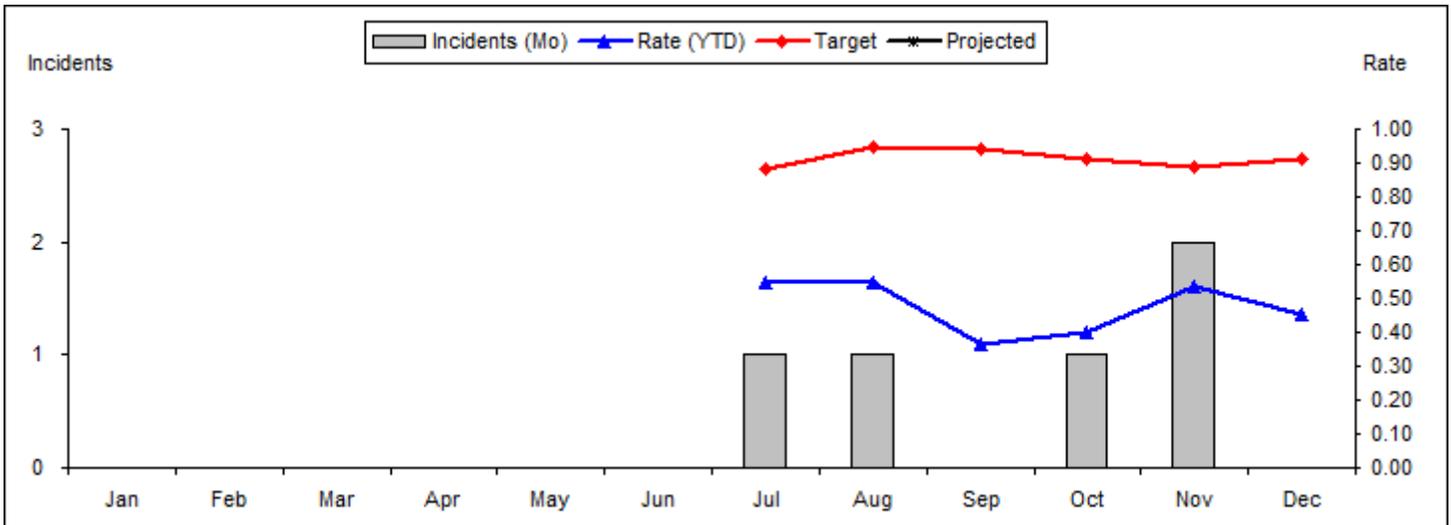
# ComEd

## Organizational Effectiveness

### Contractor OSHA Recordable Rate

Reporting Period: December 2013

Good



|                       | Jan | Feb | Mar | Apr | May | Jun | Jul     | Aug     | Sep     | Oct     | Nov     | Dec     |
|-----------------------|-----|-----|-----|-----|-----|-----|---------|---------|---------|---------|---------|---------|
| Rate (Mo)             |     |     |     |     |     |     | 0.54    | 0.55    | 0       | 0.50    | 1.07    | 0       |
| Rate (YTD)            |     |     |     |     |     |     | 0.54    | 0.55    | 0.37    | 0.40    | 0.53    | 0.46    |
| Target (YTD)          |     |     |     |     |     |     | 0.88    | 0.95    | 0.94    | 0.91    | 0.89    | 0.91    |
| Projected (YTD)       |     |     |     |     |     |     |         |         |         |         |         |         |
| OSHA Incidents (Mo)   |     |     |     |     |     |     | 1       | 1       | 0       | 1       | 2       | 0       |
| Contractor Hours (Mo) |     |     |     |     |     |     | 367,457 | 361,850 | 364,272 | 402,996 | 374,033 | 326,483 |

**Variance Analysis / Corrective Action**

The contractors experienced zero OSHA incidents in December. Since the PI implementation in July, there have been five contractor OSHA incidents. This PI was initiated in 2013 so there are no prior year comparisons. As we continue to compile additional data we will be able to complete more analysis.

**Definition:** NEW 2013 EU METRIC. Recordable injuries include every occupational death, every non-fatal occupational illness or injury which involves one or more of the following: Loss of consciousness, restriction of work or motion, transfer to another job, or medical treatment (not first-aid). Refer to OSHA 29 CFR.

Executive Lead: Donnelly/ Colletti

Group #: 4058

Corresponding Pls: 24568 24569

Report Run Date: 1/14/2014 4:48 PM

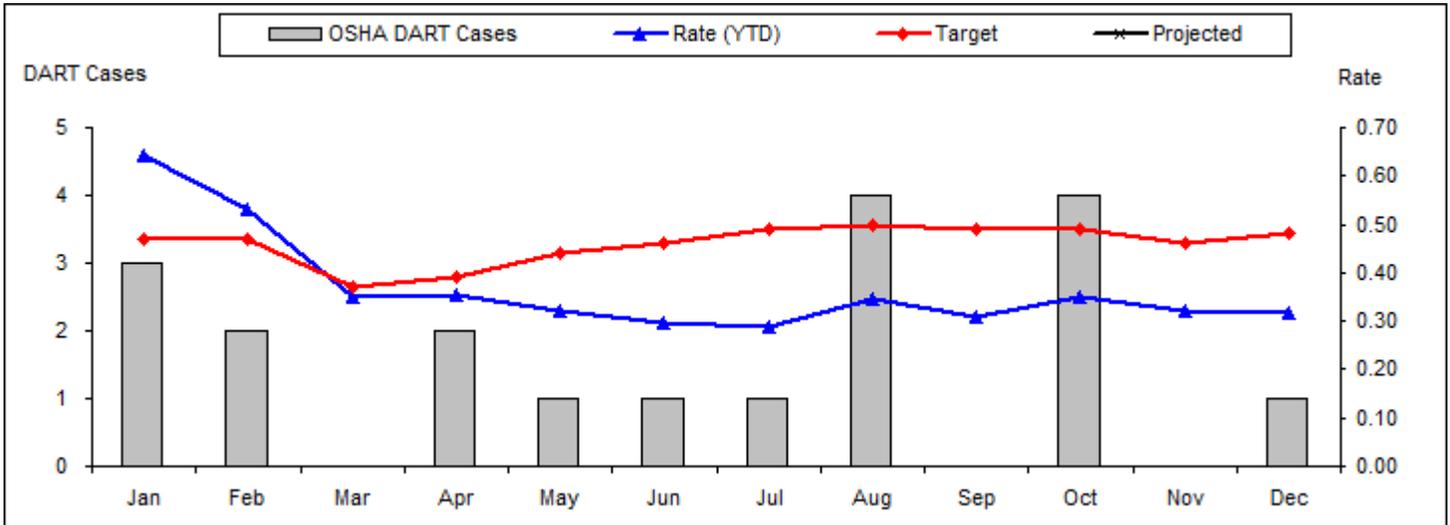
# ComEd

## Organizational Effectiveness

### OSHA DART Rate

Reporting Period: December 2013

Good   
 ↓



|                 | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|-----------------|------|------|------|------|------|------|------|------|------|------|------|------|
| Rate            | 0.64 | 0.42 | 0    | 0.37 | 0.19 | 0.19 | 0.22 | 0.69 | 0    | 0.71 | 0    | 0.25 |
| Rate (YTD)      | 0.64 | 0.53 | 0.35 | 0.35 | 0.32 | 0.30 | 0.29 | 0.35 | 0.31 | 0.35 | 0.32 | 0.32 |
| Target (YTD)    | 0.47 | 0.47 | 0.37 | 0.39 | 0.44 | 0.46 | 0.49 | 0.50 | 0.49 | 0.49 | 0.46 | 0.48 |
| Projected (YTD) |      |      |      |      |      |      |      |      |      |      |      |      |
| DART Cases      | 3    | 2    | 0    | 2    | 1    | 1    | 1    | 4    | 0    | 4    | 0    | 1    |

For a breakdown of this Group PI's components (supporting PIs) click [here](#)

#### Organizational Breakdown

| Drill | Organization Name | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|-------|-------------------|------|------|------|------|------|------|------|------|------|------|------|------|
|       | Cust Ops ComEd    | 0.87 | 0.43 | 0.28 | 0.20 | 0.16 | 0.13 | 0.12 | 0.20 | 0.17 | 0.23 | 0.21 | 0.26 |
|       | FI ComEd          | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | HR ComEd          | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Leg/EA            | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | DSO Dist Test     | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | DSO OCC           | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | DSO OVP & EP      | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | New Bus Central   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Dist Ops North    | 2.61 | 1.34 | 0.89 | 0.65 | 1.03 | 0.84 | 0.73 | 0.94 | 0.83 | 0.98 | 0.90 | 0.84 |
|       | Dist Ops South    | 2.50 | 1.28 | 0.85 | 0.61 | 0.48 | 0.39 | 0.68 | 0.58 | 0.51 | 0.68 | 0.62 | 0.58 |
|       | Dist Ops West     | 0    | 0    | 0    | 0    | 0    | 0.45 | 0.39 | 0.33 | 0.29 | 0.26 | 0.24 | 0.23 |
|       | Dist Ops Chi      | 0    | 0    | 0    | 0.46 | 0.37 | 0.30 | 0.26 | 0.68 | 0.61 | 0.54 | 0.50 | 0.47 |
|       | DO Support        | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Eng & Prj Manag   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Smart Grid        | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Support Svcs      | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0.45 | 0.41 | 0.39 |
|       | T&S ComEd         | 0    | 1.16 | 0.75 | 0.81 | 0.65 | 0.55 | 0.48 | 0.42 | 0.37 | 0.33 | 0.30 | 0.28 |
|       | Reg & Gen Cnsl    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Staff, ComEd      | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Strategy & Admin  | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |

For a breakdown of the organization's descendants (supporting organizations) click [here](#)

#### Variance Analysis / Corrective Action

Analysis: ON TRACK

The ComEd December YE DART Rate of 0.32 is the best performance on record, represents top decile performance and is favorable to the distinguished target of 0.45. This compares to 2012 December performance of 0.54. There was one DART case for the month.

December event:

1. A Chicago South F&MS Senior Energy Technician was completing an order in a basement and grabbed their tool bag and turned to exit the meter room when they tripped on elevated flooring and landed on their right arm and shoulder.

Departments off Track:

1. Dist. Ops Chicago (three events) - Goal of two events
2. Dist. Ops North (four events) - Goal of two events
3. Support Services (one event) - Goal of zero events
4. Customer Ops (four events) - Goal of three events

The Fourth Quarter Safety Intervention and Winter Readiness plan was implemented to drive achievement of best performance on record at year-end.

**Definition:**

EU METRIC. OSHA lost work day rate includes every non-fatal occupational injury which involves restriction of work or motion and/or transfer to another job (DART).

Total lost work day case injury and illness rate measures the total DART cases based on the exposure of 100 full-time workers, using 200,000 hours as the equivalent. (Total OSHA lost work day cases x 200,000/Total Hours Worked).

Executive Lead: Donnelly/ Colletti

Group #: 2071

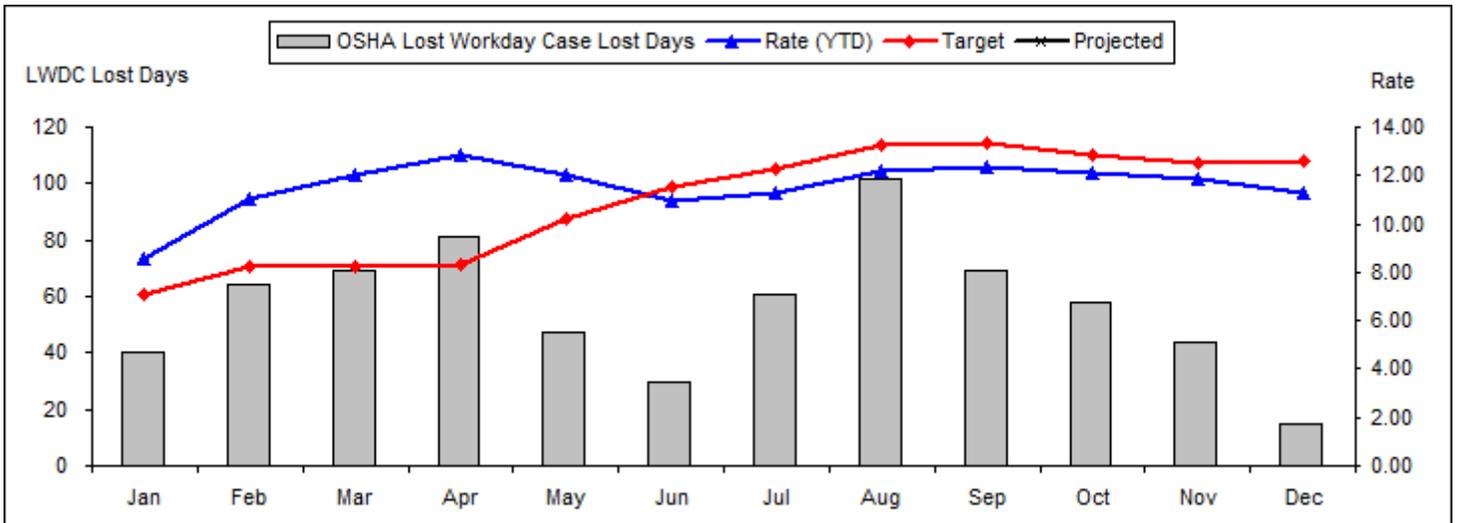
Corresponding Pls: 20143 20207

Report Run Date: 1/15/2014 11:26 AM

# ComEd Organizational Effectiveness OSHA Severity Rate

Reporting Period: December 2013

Good



|                 | Jan  | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|-----------------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Rate            | 8.54 | 13.59 | 13.95 | 15.02 | 8.92  | 5.81  | 13.47 | 17.55 | 13.45 | 10.27 | 8.97  | 3.74  |
| Rate (YTD)      | 8.54 | 11.07 | 12.06 | 12.87 | 12.04 | 10.97 | 11.30 | 12.20 | 12.34 | 12.11 | 11.84 | 11.30 |
| Target (YTD)    | 7.12 | 8.24  | 8.22  | 8.29  | 10.21 | 11.54 | 12.28 | 13.22 | 13.31 | 12.86 | 12.48 | 12.64 |
| Projected (YTD) |      |       |       |       |       |       |       |       |       |       |       |       |
| LWDC Lost Days  | 40   | 64    | 69    | 81    | 47    | 30    | 61    | 102   | 69    | 58    | 44    | 15    |

### Organizational Breakdown

| Drill | Organization Name | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|-------|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|       | Cust Ops ComEd    | 15.66 | 16.44 | 10.68 | 7.75  | 6.09  | 5.06  | 4.37  | 4.20  | 3.73  | 4.00  | 4.63  | 4.32  |
|       | FI ComEd          | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
|       | HR ComEd          | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
|       | Leg/EA            | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
|       | DSO Dist Test     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
|       | DSO OCC           | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
|       | DSO OVP & EP      | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
|       | New Bus Central   | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
|       | Dist Ops North    | 0     | 21.41 | 42.01 | 49.95 | 55.79 | 58.10 | 61.52 | 60.09 | 52.93 | 48.37 | 44.09 | 41.26 |
|       | Dist Ops South    | 55.00 | 63.91 | 57.00 | 41.14 | 32.23 | 26.24 | 28.05 | 32.97 | 33.00 | 30.22 | 33.75 | 34.45 |
|       | Dist Ops West     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 5.58  | 10.51 | 9.61  | 9.02  |
|       | Dist Ops Chi      | 0     | 0     | 0     | 12.08 | 15.42 | 12.75 | 11.09 | 12.31 | 11.77 | 10.51 | 9.63  | 9.00  |
|       | DO Support        | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
|       | Eng & Prj Manag   | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
|       | Smart Grid        | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
|       | Support Svcs      | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
|       | T&S ComEd         | 0     | 0     | 7.87  | 12.45 | 9.91  | 8.36  | 9.66  | 12.70 | 15.04 | 15.57 | 14.14 | 13.16 |
|       | Reg & Gen Cnsl    | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
|       | Staff, ComEd      | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
|       | Strategy & Admin  | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |

### Variance Analysis / Corrective Action

Analysis: ON TRACK

The ComEd December YE OSHA Severity Rate of 11.30 (680 Lost Work Days) is favorable to the distinguished target of 11.88. There were zero lost work day cases for December and no employees off work recovering from their injuries in 2013. This compares to 2012 December performance of 17.24.

Departments off Track:

1. Dist. Ops North (197 days) - Goal of 90 Lost Work days
2. Dist. Ops South (178 days) - Goal of 90 Lost Work days
3. T&S (141 days) - Goal of 131 Lost Workdays

There are no employees off work recovering from their injuries in 2013.

**Definition:** EU METRIC. The number of days lost to OSHA Recordable injuries including every non-fatal occupational injury, which involves one or more of the following: restriction of work or motion and/or transfer to another job.

Quantifies the severity of OSHA incidents that have occurred by looking at the number of lost workdays that can be attributed to an OSHA incident (Total Lost Work Days due to OSHA recordable incident x 200,000/Total Exposure Hours).

Executive Lead: Donnelly/ Colletti

Group #: 2073

Corresponding Pls: 20143 20208

Report Run Date: 1/14/2014 4:43 PM

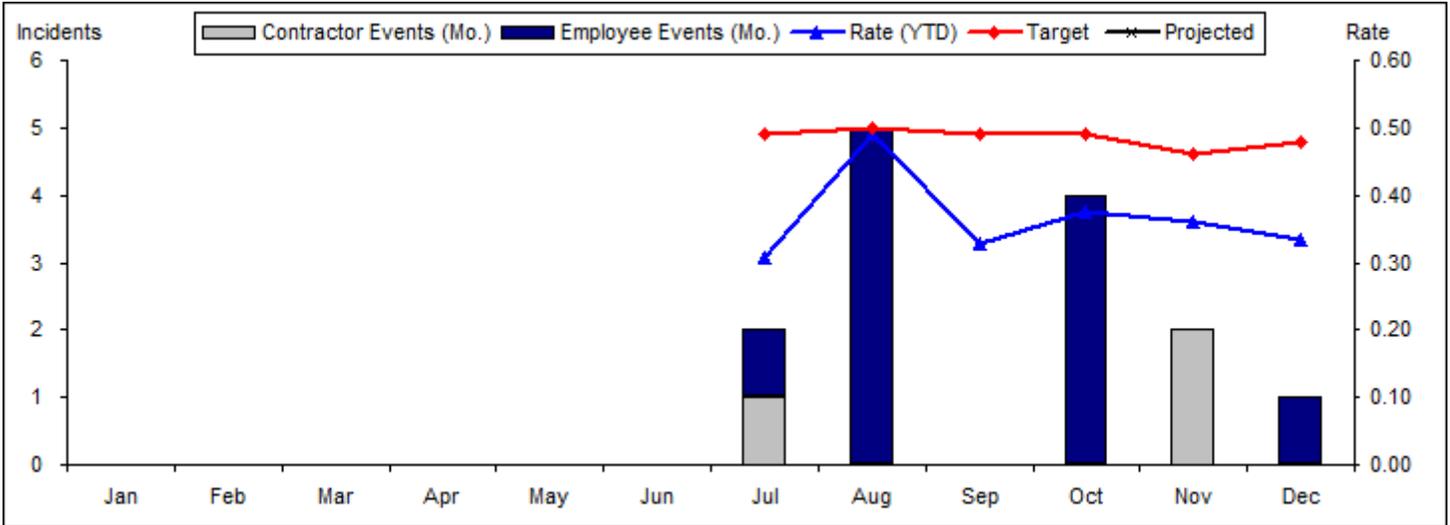
# ComEd

## Organizational Effectiveness

### Total Industrial Safety Accident Rate (TISAR)

Reporting Period: December 2013

Good



|                           | Jan | Feb | Mar | Apr | May | Jun | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|---------------------------|-----|-----|-----|-----|-----|-----|------|------|------|------|------|------|
| Rate (Mo)                 |     |     |     |     |     |     | 0.31 | 0.64 | 0    | 0.51 | 0.29 | 0.17 |
| Rate (YTD)                |     |     |     |     |     |     | 0.31 | 0.49 | 0.33 | 0.38 | 0.36 | 0.33 |
| Target (YTD)              |     |     |     |     |     |     | 0.49 | 0.50 | 0.49 | 0.49 | 0.46 | 0.48 |
| Projected (YTD)           |     |     |     |     |     |     |      |      |      |      |      |      |
| Contractor Incidents (Mo) |     |     |     |     |     |     | 1    | 0    | 0    | 0    | 2    | 0    |
| Employee Incidents (Mo)   |     |     |     |     |     |     | 1    | 5    | 0    | 4    | 0    | 1    |

#### Variance Analysis / Corrective Action

The company experienced one ComEd employee OSHA DART incident and zero contractor OSHA DART incidents in December. Since the PI implementation in July, there have been three contractor OSHA DART incidents and 11 ComEd employee OSHA DART incidents. This PI was initiated in 2013 so there are no prior year comparisons. As we continue to compile additional data we will be able to complete more analysis.

#### December event:

1. A Chicago South F&MS Senior Energy Technician was completing an order in a basement and grabbed their tool bag and turned to exit the meter room when they tripped on elevated flooring and landed on their right arm and shoulder.

**Definition:** NEW 2013 EU METRIC. Measures the number of accidents for employees and applicable contractors that result in one or more days of restricted work (excluding the day of the accident), one or more days away from work (excluding the day of the accident), or a fatality, per 200,000 hours worked.

Executive Lead: Donnelly/ Colletti

Group #: 4057

Corresponding PIs: 24570 24572 24573

Report Run Date: 1/14/2014 4:48 PM

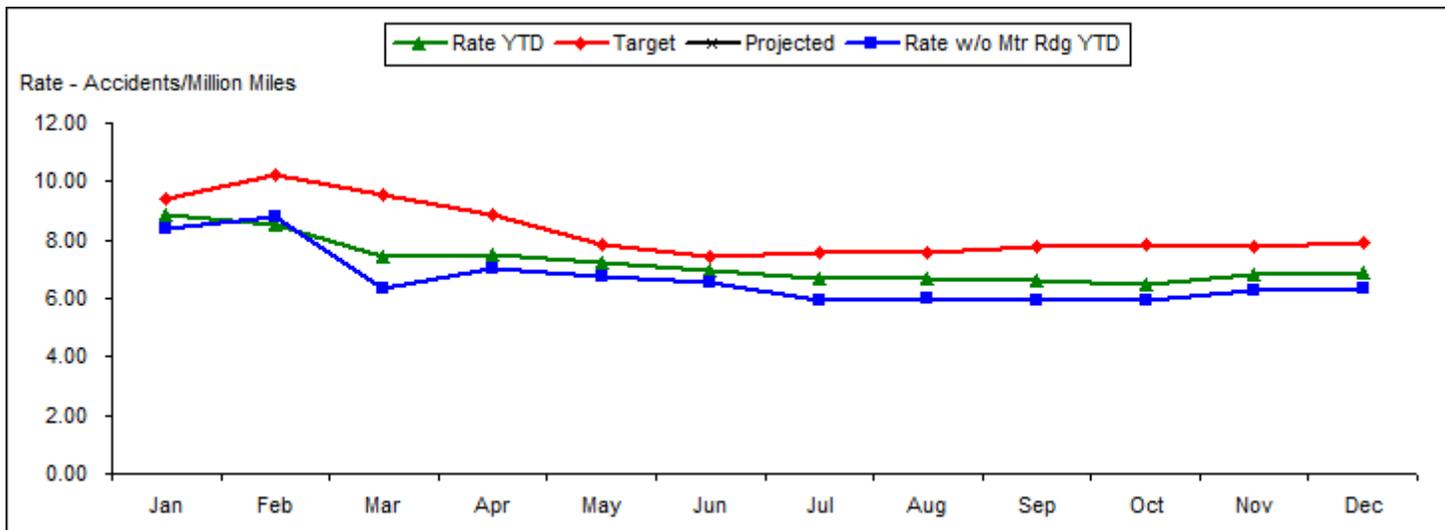
# ComEd

## Organizational Effectiveness

### Motor Vehicle Accident Rate (MVA)

Reporting Period: December 2013

Good



|                            | Jan  | Feb   | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov   | Dec  |
|----------------------------|------|-------|------|------|------|------|------|------|------|------|-------|------|
| MVA Rate (Mo.)             | 8.85 | 8.17  | 5.63 | 7.76 | 6.15 | 5.98 | 5.00 | 6.83 | 6.12 | 5.60 | 10.11 | 7.67 |
| MVA Rate (YTD)             | 8.85 | 8.52  | 7.41 | 7.51 | 7.20 | 6.97 | 6.66 | 6.68 | 6.62 | 6.51 | 6.80  | 6.87 |
| Total Vehicle Accidents    | 18   | 16    | 14   | 21   | 17   | 16   | 14   | 20   | 16   | 15   | 23    | 17   |
| Total Miles (Millions)     | 2.03 | 1.96  | 2.49 | 2.71 | 2.77 | 2.68 | 2.80 | 2.93 | 2.61 | 2.68 | 2.27  | 2.22 |
| Target (YTD)               | 9.40 | 10.25 | 9.56 | 8.84 | 7.82 | 7.46 | 7.57 | 7.60 | 7.74 | 7.81 | 7.80  | 7.90 |
| Projected (YTD)            |      |       |      |      |      |      |      |      |      |      |       |      |
| MVA Rate w/o Mtr Rdg (Mo.) | 8.37 | 7.55  | 4.59 | 7.06 | 6.47 | 5.82 | 2.77 | 6.57 | 5.06 | 6.14 | 9.64  | 7.56 |
| MVA Rate w/o Mtr Rdg (YTD) | 8.37 | 8.82  | 6.32 | 7.04 | 6.72 | 6.55 | 5.93 | 6.02 | 5.91 | 5.94 | 6.24  | 6.34 |

#### Organizational Breakdown

| Drill | Organization Name | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|-------|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| ----- | Cust Ops ComEd    | 15.94 | 14.82 | 13.07 | 12.00 | 10.55 | 9.78  | 10.76 | 10.20 | 10.26 | 9.42  | 9.66  | 9.68  |
| ----- | FI ComEd          | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
| ----- | HR ComEd          | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
| ----- | Leg/EA            | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
| ----- | DSO Dist Test     | 0     | 0     | 3.75  | 2.70  | 4.16  | 3.50  | 4.40  | 3.77  | 3.32  | 3.95  | 4.55  | 4.19  |
| ----- | DSO OCC           | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
| ----- | DSO OVP & EP      | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
| ----- | New Bus Central   | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 3.66  | 3.16  | 2.77  | 2.54  | 2.38  |
| ----- | Dist Ops North    | 9.75  | 10.11 | 7.78  | 9.69  | 9.13  | 8.76  | 7.82  | 7.74  | 7.25  | 6.48  | 8.07  | 7.81  |
| ----- | Dist Ops South    | 14.29 | 14.86 | 11.70 | 9.03  | 6.98  | 5.57  | 5.05  | 5.06  | 5.10  | 5.17  | 5.53  | 5.37  |
| ----- | Dist Ops West     | 3.66  | 1.84  | 1.20  | 1.69  | 1.94  | 1.55  | 1.28  | 1.49  | 1.65  | 1.78  | 2.45  | 2.53  |
| ----- | Dist Ops Chi      | 12.17 | 12.53 | 7.58  | 10.70 | 14.43 | 16.56 | 14.22 | 14.87 | 15.19 | 16.00 | 16.08 | 16.98 |
| ----- | DO Support        | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
| ----- | Eng & Prj Manag   | 15.31 | 16.53 | 10.57 | 7.66  | 8.88  | 7.19  | 6.09  | 5.23  | 4.65  | 4.15  | 3.78  | 4.68  |
| ----- | Smart Grid        | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
| ----- | Support Svcs      | 0     | 8.67  | 4.90  | 6.95  | 5.25  | 6.36  | 5.41  | 4.42  | 3.89  | 4.68  | 4.27  | 4.93  |
| ----- | T&S ComEd         | 2.15  | 2.12  | 4.45  | 5.42  | 5.22  | 5.52  | 5.22  | 5.56  | 5.53  | 5.57  | 5.41  | 5.27  |
| ----- | Reg & Gen Cnsl    | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |

|                 |       |       |       |       |      |      |      |      |      |      |      |      |   |
|-----------------|-------|-------|-------|-------|------|------|------|------|------|------|------|------|---|
| Staff, ComEd    | 0     | 0     | 0     | 0     | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0 |
| Strategy &Admin | 53.25 | 26.78 | 17.38 | 12.50 | 9.86 | 8.43 | 6.96 | 5.88 | 5.19 | 4.58 | 4.17 | 7.67 |   |

**Variance Analysis / Corrective Action**

Analysis: ON TRACK

The ComEd 2013 MVA rate of 6.87 (207 MVAs) met the KPI target of 7.90 (226 MVAs). ComEd experienced 17 MVAs in Dec 2013. In 2013 there were 207MVAs or 16% improvement compared to 245 MVAs and an MVA Rate of 8.62 in 2012.

Communications in Dec; Nov-Dec Perf Overview, Safe Driving is No Accident Alert, Ice and Snow Alert, Snap Comms weather and driving conditions, Key Mgmt comm - adverse RVA trend in Dec

Smith Driving Instr Trng completed by 707 employees and Smith Distracted Driving WBT completed by 1,978 employees in 2013. Crashed Vehicle Display was displayed at 25 offices thru Dec. Rear End Avoidance - Legal confirmed Mars Lights are required when working near a roadway per state laws. Mars light pilot completed at DeKalb in Dec. ~700 portable mars lights to be deployed in Jan / Feb.

Dec MVAs: Dist Ops - 8, Cust Ops- 4, T &S 2, Sup Ser, Eng, and Strat Admin all with 1

**Definition:** EU METRIC. The number of motor vehicle accidents that occur for every million miles driven. # MVA / 1,000,000 Miles.

Executive Lead: Donnelly/ Colletti

Group #: 3735

Corresponding Pls: 20210 23518 23586 23587

Report Run Date: 1/14/2014 4:56 PM

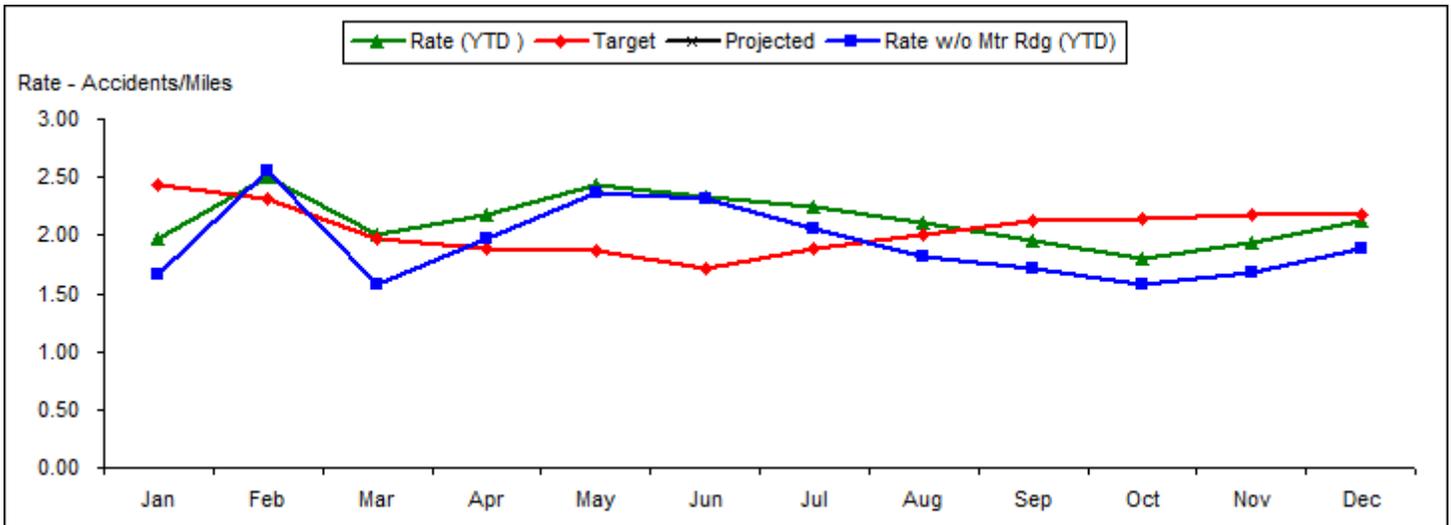
# ComEd

## Organizational Effectiveness

### Responsible Vehicle Accident Frequency Rate

Reporting Period: December 2013

Good



|                            | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|----------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| RVA Rate (Mo)              | 1.97  | 3.07  | 1.21  | 2.59  | 3.25  | 1.87  | 1.79  | 1.37  | 0.77  | 0.37  | 3.52  | 4.51  |
| RVA Rate (YTD)             | 1.97  | 2.51  | 2.01  | 2.18  | 2.43  | 2.32  | 2.24  | 2.11  | 1.96  | 1.79  | 1.93  | 2.12  |
| Total Vehicle Accidents    | 4     | 6     | 3     | 7     | 9     | 5     | 5     | 4     | 2     | 1     | 8     | 10    |
| Total Miles (Millions)     | 2.033 | 1.958 | 2.488 | 2.707 | 2.766 | 2.677 | 2.799 | 2.929 | 2.613 | 2.678 | 2.274 | 2.217 |
| Target (YTD)               | 2.44  | 2.32  | 1.97  | 1.89  | 1.86  | 1.72  | 1.89  | 2.00  | 2.13  | 2.14  | 2.17  | 2.17  |
| Projected (YTD)            |       |       |       |       |       |       |       |       |       |       |       |       |
| RVA Rate w/o Mtr Rdg (Mo.) | 1.67  | 2.90  | 1.38  | 2.91  | 3.64  | 2.08  | 0.79  | 0.77  | 0.84  | 0.41  | 2.89  | 4.53  |
| RVA Rate w/o Mtr Rdg (YTD) | 1.67  | 2.56  | 1.58  | 1.98  | 2.36  | 2.31  | 2.06  | 1.82  | 1.71  | 1.57  | 1.68  | 1.89  |

#### Organizational Breakdown

| Drill | Organization Name | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|-------|-------------------|------|------|------|------|------|------|------|------|------|------|------|------|
|       | Cust Ops ComEd    | 5.31 | 6.74 | 4.08 | 3.43 | 3.52 | 3.26 | 4.00 | 3.92 | 3.50 | 3.14 | 3.28 | 3.41 |
|       | FI ComEd          | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | HR ComEd          | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Leg/EA            | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | DSO Dist Test     | 0    | 0    | 0    | 0    | 2.08 | 1.75 | 1.47 | 1.26 | 1.11 | 0.99 | 1.82 | 1.68 |
|       | DSO OCC           | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | DSO OVP & EP      | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | New Bus Central   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Dist Ops North    | 4.87 | 2.53 | 1.56 | 3.23 | 3.32 | 2.70 | 2.23 | 2.42 | 2.13 | 1.91 | 2.11 | 2.28 |
|       | Dist Ops South    | 3.57 | 3.71 | 3.51 | 3.29 | 2.54 | 2.03 | 1.68 | 1.45 | 1.27 | 1.15 | 1.05 | 0.98 |
|       | Dist Ops West     | 0    | 0    | 0    | 0    | 0.65 | 0.52 | 0.43 | 0.37 | 0.66 | 0.59 | 0.82 | 1.01 |
|       | Dist Ops Chi      | 0    | 0    | 0    | 2.68 | 3.09 | 4.14 | 4.06 | 4.00 | 4.05 | 4.11 | 4.23 | 4.74 |
|       | DO Support        | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Eng & Prj Manag   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 1.17 |
|       | Smart Grid        | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Support Srvc      | 0    | 8.67 | 4.90 | 3.48 | 2.62 | 4.24 | 3.61 | 2.95 | 2.59 | 2.34 | 2.13 | 2.96 |
|       | T&S ComEd         | 0    | 1.06 | 1.91 | 1.81 | 2.44 | 2.32 | 1.99 | 1.71 | 1.53 | 1.35 | 1.55 | 1.57 |
|       | Reg & Gen Cnsl    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |

|                 |   |   |   |   |   |   |   |   |   |   |   |   |      |
|-----------------|---|---|---|---|---|---|---|---|---|---|---|---|------|
| Staff, ComEd    | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0    |
| Strategy &Admin | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3.83 |

**Variance Analysis / Corrective Action**

Analysis: ON TRACK

The ComEd Historic Best RVA Rate of 2.12 (64 RVAs) met the KPI target of 2.17 (62 RVAs). ComEd experienced 10 RVAs in Dec 2013. In 2013 there were 64 RVAs compared to 66 RVAs and an RVA Rate of 2.32 in 2012. Leading RVA categories; Stationary Objects (50% or 32 RVAs), Rear Ended public vehicle (23% or 15 RVAs) and Failing to Yield (11% or 7 RVAs).

Communications in Dec; Nov-Dec Perf Overview, Safe Driving is No Accident Alert, Ice and Snow Alert, Snap Comms weather and driving conditions, Key Mgmt comm - adverse RVA trend in Dec

Smith Driving Instr Trng completed by 707 employees and Smith Distracted Driving WBT completed by 1,978 employees in 2013. Crashed Vehicle Display was displayed at 25 offices thru Dec. Rear End Avoidance - Legal confirmed Mars Lights are required when working near a roadway per state laws. Mars light pilot completed at DeKalb in Dec. ~700 portable Mars lights to be deployed in Jan / Feb.

Dec RVAs: T&S Testing North, Dist Reliability, Reliability and Maint rear-end RVAs, Fleet and Troubleshooting backed into vehicle, Mtr Rdg, Real Estate, New Business and C&M struck stationary object, AMI backed into dumpster

**Definition:** EU METRIC. The number of responsible vehicle accidents that occur for every million miles driven. This metric includes motor vehicle accidents in which carelessness in the operation or direction of a motor vehicle while on the job or in connection with Company business results in any injuries, property damage, vehicle damage or violations cited by law enforcement.

Executive Lead: Donnelly/ Colletti

Group #: 2074

Corresponding PIs: 20209 20210 23584 23585

Report Run Date: 1/14/2014 4:43 PM

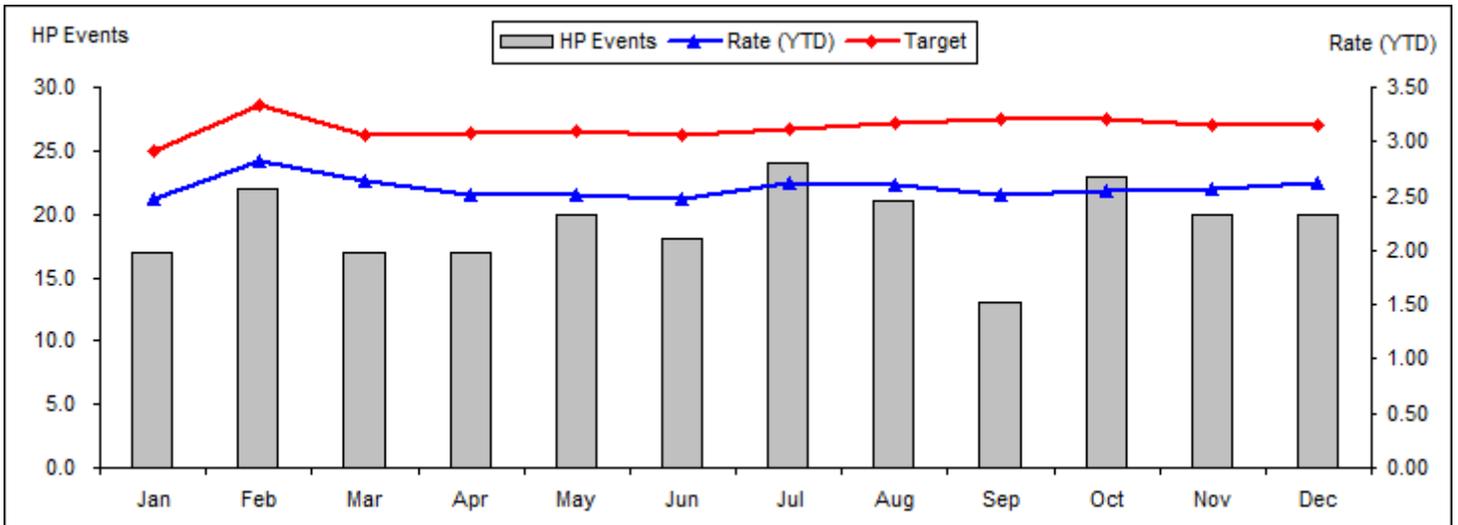
# ComEd

## Organizational Effectiveness

### Human Performance Incident Rate

Reporting Period: December 2013

Good



|                 | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|-----------------|------|------|------|------|------|------|------|------|------|------|------|------|
| Rate            | 2.47 | 3.17 | 2.28 | 2.17 | 2.55 | 2.30 | 3.52 | 2.58 | 1.75 | 2.83 | 2.77 | 3.31 |
| Rate (YTD)      | 2.47 | 2.82 | 2.63 | 2.51 | 2.52 | 2.48 | 2.62 | 2.61 | 2.52 | 2.55 | 2.57 | 2.62 |
| Target (YTD)    | 2.91 | 3.33 | 3.06 | 3.07 | 3.10 | 3.06 | 3.11 | 3.17 | 3.20 | 3.21 | 3.15 | 3.15 |
| HP Events       | 17   | 22   | 17   | 17   | 20   | 18   | 24   | 21   | 13   | 23   | 20   | 20   |
| HP Events (YTD) | 17   | 39   | 56   | 73   | 93   | 111  | 135  | 156  | 169  | 192  | 212  | 232  |

#### Organizational Breakdown (YTD Rate)

| Drill | Organization Name | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|-------|-------------------|------|------|------|------|------|------|------|------|------|------|------|------|
|       | BSC/Other ComEd   | 0    | 0    | 1.67 | 2.42 | 1.91 | 2.37 | 2.75 | 2.95 | 3.14 | 2.80 | 2.54 | 2.37 |
|       | Cust Ops ComEd    | 2.38 | 3.95 | 3.84 | 3.52 | 3.35 | 3.14 | 3.75 | 3.63 | 3.62 | 3.48 | 3.37 | 3.37 |
|       | FI ComEd          | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | HR ComEd          | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Leg/EA            | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | DSO Dist Test     | 0    | 0    | 0    | 5.01 | 7.90 | 6.58 | 5.71 | 4.87 | 4.29 | 3.84 | 5.30 | 4.93 |
|       | DSO OCC           | 5.24 | 2.69 | 1.79 | 1.31 | 1.04 | 1.73 | 1.50 | 1.29 | 1.72 | 1.54 | 1.39 | 1.29 |
|       | DSO OVP & EP      | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | New Bus Central   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Dist Ops North    | 6.49 | 4.57 | 3.71 | 3.57 | 3.92 | 3.43 | 3.76 | 3.76 | 3.34 | 3.35 | 3.26 | 3.40 |
|       | Dist Ops South    | 1.99 | 2.81 | 3.77 | 3.19 | 2.47 | 2.00 | 1.98 | 1.93 | 1.70 | 1.71 | 1.57 | 1.76 |
|       | Dist Ops West     | 0    | 1.27 | 0.84 | 0.59 | 1.34 | 1.44 | 1.24 | 1.07 | 1.18 | 1.27 | 1.34 | 1.44 |
|       | Dist Ops Chi      | 2.92 | 2.19 | 1.80 | 2.00 | 2.33 | 2.48 | 2.54 | 2.53 | 2.41 | 2.44 | 2.58 | 2.67 |
|       | DO Support        | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Eng & Prj Manag   | 3.75 | 3.25 | 2.82 | 2.68 | 2.47 | 2.59 | 2.91 | 3.20 | 3.02 | 3.14 | 3.26 | 3.26 |
|       | Smart Grid        | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Support Svcs      | 3.86 | 3.81 | 2.46 | 1.81 | 1.41 | 1.75 | 1.52 | 1.74 | 1.55 | 1.73 | 1.58 | 1.77 |
|       | T&S ComEd         | 0.98 | 3.04 | 3.01 | 2.90 | 3.25 | 3.04 | 2.80 | 2.67 | 2.61 | 2.88 | 3.07 | 3.07 |
|       | Reg & Gen Cnsl    | 0    | 0    | 0    | 0    | 0    | 2.17 | 1.88 | 1.61 | 1.44 | 1.29 | 1.19 | 1.11 |
|       | Strategy & Admin  | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0.36 |

#### Variance Analysis / Corrective Action

2013 YE rate of 2.62 is 17% favorable to both target of 3.15 and to 2012 YE rate.

Monthly

In Dec13, 20 events occurred (17 Employee/3 Contractor). This is 30% unfavorable vs. Dec12 (14 events).

Employee events include:

10 HP - 10 RVAs

4 DI - 1 inadvertent actuations, 1 flash (no injury), 1 switching error, 1 extended unplanned outage

2 SI - 2 injuries

1 TI - 1 improper ZOP

The Contractor events include:

3 DI 1 dig-in, 1 pri/sec contact w/equip or neutral, 1 inadvertent actuations

2013 YE

2013 YE rate (2.62) is lower by 17% compared to 2012 YE (3.17). 2013 YE employee rate (2.56) is lower by 25% compared to 2012 YE (3.41). 2013 YE contractor rate (2.76) is higher by 10% compared to 2012 YE (2.49).

Top event categories include:

- 78 RVA

- 46 SI

- 20 CIE

Departments driving favorability:

- DSO OCC: Rate 1.29 57% is improved over 2012 (3.03) - due to fewer switching errors

- Dist Ops W: Rate 1.44 is 45% improved over 2012 (2.62) - due to fewer injuries

- Customer Ops (Employee Only): Rate 3.27 is 33% improved over 2012 (4.88) - due to process improvements in cuts in error and extended outages.

Off track orgs:

- Eng & PM: Rate 3.26 is 28% off track. The drivers are Dig Ins, SIs, and RVAs. COCs have implemented intervention plans with executive oversight.

- T&S: Rate 3.07 is 11% off track. The drivers are RVAs, WPES, and SIs. Actions: E4 and E5's lead weekly calls to discuss Safety and Performance, Continued focus on Distracted driving, Investigation in progress on Grounding practices. Increased supervisor field presence and monthly face to face meetings with Manager.

- Dist Ops Chgo: Rate 2.67 is 13% off track. This is driven by 13 RVAs, 5 SIs. HP intervention plans are in place to address RVAs and critical task performance and oversight.

- Support Services: Rate 1.77 is off track. This is driven by 2 RVAs, 1 VP discretion, and 1 SI -injury.

**Definition:** EU METRIC. The year-to-date rate of incidents classified as a VP Event Free Clock resets, per EA-EU-P104. These Events created consequences or conditions adverse to safety, quality, productivity, or cost. These events are the result of inappropriate human behavior, deficient leadership practices, flawed management systems, and/or organizational weaknesses of ComEd employees and ComEd contractors. The Rate = Events \* 200,000 / Exposure Hours.

Executive Lead: Donnelly/ Colletti

Group #: 2642

Corresponding PIs: 20294 20844

Report Run Date: 1/14/2014 4:43 PM

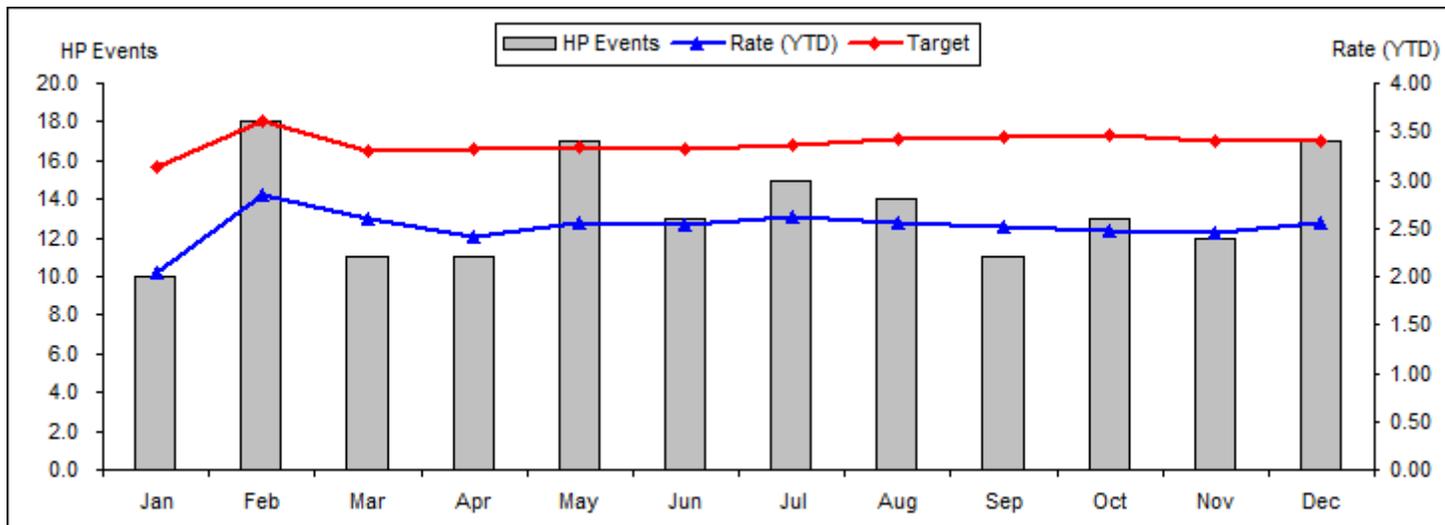
# ComEd

## Organizational Effectiveness

### Human Performance Incident Rate - ComEd Employees

Reporting Period: December 2013

Good



|                 | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|-----------------|------|------|------|------|------|------|------|------|------|------|------|------|
| Rate            | 2.03 | 3.64 | 2.12 | 1.94 | 3.08 | 2.40 | 3.16 | 2.30 | 2.04 | 2.19 | 2.33 | 4.04 |
| Rate (YTD)      | 2.03 | 2.84 | 2.59 | 2.41 | 2.55 | 2.53 | 2.61 | 2.56 | 2.51 | 2.47 | 2.46 | 2.56 |
| Target (YTD)    | 3.14 | 3.60 | 3.30 | 3.32 | 3.35 | 3.31 | 3.36 | 3.42 | 3.45 | 3.46 | 3.40 | 3.40 |
| HP Events       | 10   | 18   | 11   | 11   | 17   | 13   | 15   | 14   | 11   | 13   | 12   | 17   |
| HP Events (YTD) | 10   | 28   | 39   | 50   | 67   | 80   | 95   | 109  | 120  | 133  | 145  | 162  |

#### Organizational Breakdown (YTD Rate)

| Drill | Organization Name | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|-------|-------------------|------|------|------|------|------|------|------|------|------|------|------|------|
|       | BSC/Other ComEd   | 0    | 0    | 1.67 | 1.21 | 0.96 | 1.58 | 2.06 | 2.36 | 2.62 | 2.33 | 2.12 | 1.97 |
|       | Cust Ops ComEd    | 2.61 | 4.33 | 3.94 | 3.26 | 3.21 | 3.06 | 3.57 | 3.52 | 3.56 | 3.38 | 3.23 | 3.27 |
|       | FI ComEd          | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | HR ComEd          | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Leg/EA            | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | DSO Dist Test     | 0    | 0    | 0    | 5.01 | 7.90 | 6.58 | 5.71 | 4.87 | 4.29 | 3.84 | 5.30 | 4.93 |
|       | DSO OCC           | 5.24 | 2.69 | 1.79 | 1.31 | 1.04 | 1.73 | 1.50 | 1.29 | 1.72 | 1.54 | 1.39 | 1.29 |
|       | DSO OVP & EP      | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | New Bus Central   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Dist Ops North    | 7.83 | 5.35 | 4.47 | 4.54 | 5.17 | 4.21 | 4.37 | 4.38 | 3.86 | 3.93 | 3.80 | 3.98 |
|       | Dist Ops South    | 2.50 | 3.83 | 4.25 | 3.68 | 2.89 | 2.35 | 2.37 | 2.31 | 2.03 | 2.05 | 1.86 | 2.13 |
|       | Dist Ops West     | 0    | 1.48 | 0.98 | 0.71 | 1.11 | 1.34 | 1.16 | 0.99 | 1.17 | 1.31 | 1.44 | 1.58 |
|       | Dist Ops Chi      | 3.84 | 2.90 | 1.90 | 2.32 | 2.94 | 3.34 | 3.43 | 3.42 | 3.25 | 3.08 | 3.32 | 3.42 |
|       | DO Support        | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Eng & Prj Manag   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0.40 |
|       | Smart Grid        | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Support Svcs      | 0    | 2.40 | 1.58 | 1.16 | 0.92 | 1.53 | 1.34 | 1.72 | 1.53 | 1.81 | 1.65 | 1.94 |
|       | T&S ComEd         | 0    | 2.76 | 2.85 | 2.84 | 3.28 | 3.12 | 2.91 | 2.79 | 2.72 | 2.84 | 2.96 | 3.03 |
|       | Reg & Gen Cnsl    | 0    | 0    | 0    | 0    | 0    | 2.17 | 1.88 | 1.61 | 1.44 | 1.29 | 1.19 | 1.11 |
|       | Strategy & Admin  | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0.95 |

#### Variance Analysis / Corrective Action

December, 17 employee events occurred, including: 10 HP (10 RVAs), 4 DI, 2 SI, and 1 TI primarily in the following departments:

Customer Ops 4 events (2 RVAs, 1 extended outage, slips/trips/falls)

T&S - 3 events (1 RVA, 1 improper ZOP, 1 inadvertent actuation)

Dist Ops Chi - 2 events (2 RVA)

Dist Ops N 2 events (1 RVA, 1 switching error)

Dist Ops S 2 events (1 flash (no OSHA injury), 1 slips/trips/falls)

1RVA each in Dist Ops W, Eng & PM, StratAdmin, and Supt Svcs

2013 YE

YE 2013 162 events are down 22% vs. 209 YE 2012. YE 2013 rate of 2.56 is 25% fav to target 3.40.

Event categories:

- 64 RVA

- 34 SI

- 19 cut in error

Departments driving the favorability:

- DSO OCC: YE 2013 rate 1.29 is 57% favorable vs. 3.00 target - key driver is fewer switching errors.

- Dist Ops West: YE 2013 rate 1.58 is 46% favorable vs. 2.93 target - key driver is fewer injuries.

- Customer Ops: YE 2013 rate 3.27 is 35% favorable vs. 5.03 target - the key drivers are process improvements for cuts in error and extended outages.

Off Track Organizations:

- DO Chgo: YE 2013 rate 3.42 is unfavorable to 2.48 target; driven by 12 RVA, 5 SI.

- Support Svcs: YE 2013 Rate 1.94 is unfavorable to 0.38 target; driven by 3 RVA, 1 VP discretion, and 1 SI injury

- T&S: YE 2013 rate 3.03 is unfavorable to 3.02 target; driven by 11 RVA, 10 TI.

Corrective Actions:

- DO Chgo: CAs: HP plans include modified wellness checks for employees on swing schedules to better evaluate work conditions, access fatigue, and work priorities.

Twice weekly discussions of winter driving hazards including driving alert on black ice.

- Support Svcs: Action plan for Fleet RVAs the appropriate administrative action was taken. For the SI, a stand down was held and corrective actions from the ACE are being implemented.

- Companywide initiative: Winter Readiness Safety Plan kickoff in November with focus on improved safety performance to drive safety excellence through the rest of the year.

**Definition:** The year-to-date rate of incidents classified as a VP Event Free Clock resets, per EA-EU-P104. These Events created consequences or conditions adverse to safety, quality, productivity, or cost. These events are the result of inappropriate human behavior, deficient leadership practices, flawed management systems, and/or organizational weaknesses of ComEd embedded employees. The Rate = Events \* 200,000 / Exposure Hours.

Executive Lead: Donnelly/ Colletti

Group #: 3589

Corresponding Pls: 23257 23580

Report Run Date: 1/14/2014 4:56 PM

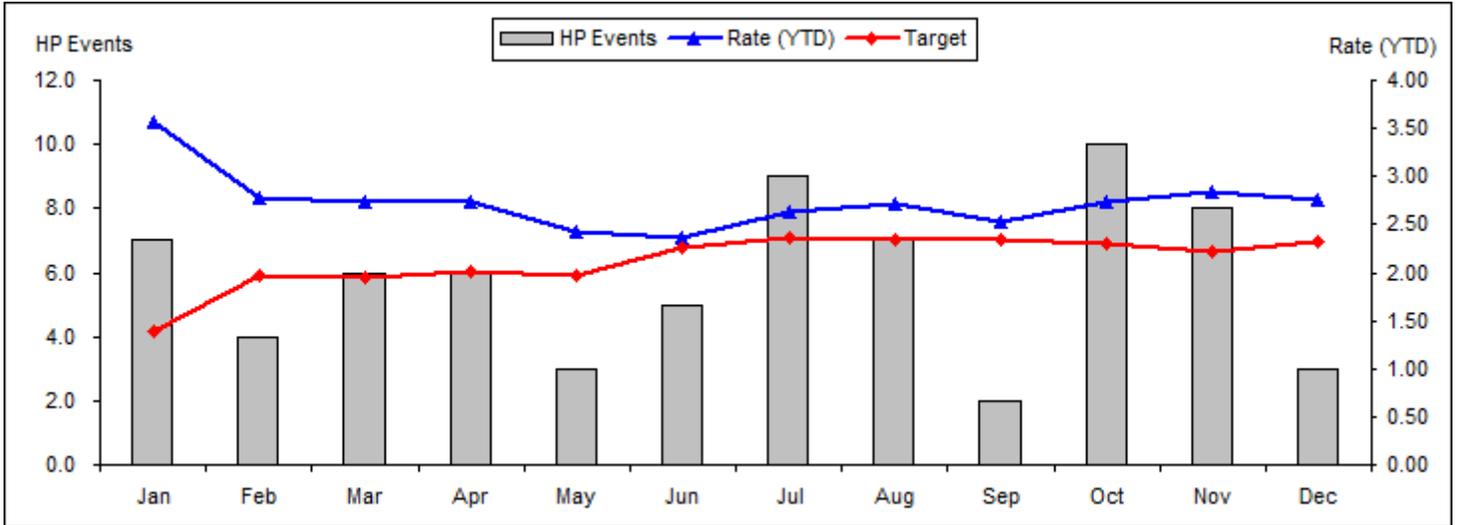
# ComEd

## Organizational Effectiveness

### Human Performance Incident Rate - ComEd Contractors

Reporting Period: December 2013

Good



|                 | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|-----------------|------|------|------|------|------|------|------|------|------|------|------|------|
| Rate            | 3.57 | 2.00 | 2.64 | 2.77 | 1.29 | 2.07 | 4.36 | 3.43 | 0.97 | 4.53 | 3.87 | 1.64 |
| Rate (YTD)      | 3.57 | 2.78 | 2.73 | 2.74 | 2.42 | 2.36 | 2.63 | 2.72 | 2.54 | 2.74 | 2.84 | 2.76 |
| Target (YTD)    | 1.39 | 1.96 | 1.95 | 2.01 | 1.97 | 2.25 | 2.36 | 2.34 | 2.34 | 2.30 | 2.21 | 2.33 |
| HP Events       | 7    | 4    | 6    | 6    | 3    | 5    | 9    | 7    | 2    | 10   | 8    | 3    |
| HP Events (YTD) | 7    | 11   | 17   | 23   | 26   | 31   | 40   | 47   | 49   | 59   | 67   | 70   |

#### Organizational Breakdown (YTD Rate)

| Drill | Organization Name | Jan   | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|-------|-------------------|-------|------|------|------|------|------|------|------|------|------|------|------|
|       | Cust Ops ComEd    | 0     | 0    | 2.83 | 6.17 | 4.80 | 3.90 | 5.49 | 4.75 | 4.19 | 4.47 | 4.70 | 4.31 |
|       | Leg/EA            | 0     | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | DSO OCC           | 0     | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |
|       | Dist Ops North    | 0     | 0    | 0    | 0    | 0    | 1.20 | 2.04 | 1.89 | 1.71 | 1.55 | 1.47 | 1.43 |
|       | Dist Ops South    | 0     | 0    | 2.41 | 1.77 | 1.33 | 1.05 | 0.93 | 0.82 | 0.73 | 0.69 | 0.65 | 0.61 |
|       | Dist Ops West     | 0     | 0    | 0    | 0    | 2.37 | 1.85 | 1.55 | 1.39 | 1.22 | 1.08 | 0.95 | 0.91 |
|       | Dist Ops Chi      | 0     | 0    | 1.57 | 1.17 | 0.88 | 0.65 | 0.58 | 0.52 | 0.47 | 0.88 | 0.80 | 0.78 |
|       | Eng & Prj Manag   | 4.39  | 3.79 | 3.28 | 3.14 | 2.91 | 3.06 | 3.44 | 3.80 | 3.60 | 3.74 | 3.87 | 3.79 |
|       | Support Svcs      | 18.54 | 9.24 | 5.63 | 4.06 | 3.06 | 2.46 | 2.08 | 1.83 | 1.62 | 1.47 | 1.33 | 1.25 |
|       | T&S ComEd         | 7.08  | 6.23 | 5.31 | 3.84 | 2.86 | 2.14 | 1.64 | 1.42 | 1.31 | 3.31 | 4.24 | 3.52 |
|       | Strategy & Admin  | 0     | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |

#### Variance Analysis / Corrective Action

The monthly Cntr rate is 1.64 vs. .46 Dec12. 3 events occurred 3 DI (1 dig-in, 1 inadvertent actuation, and 1 pri/sec contact w/equip or neutral)

2013 YE

The Cntr 2013 YE 70 events are 27% unfavorable vs. 55 2012 YE. The rate also is unfavorable and 18% off track at 2.76 vs. a 2.33 target.

Off Track Organizations:

- E&PM due to 2013 YE rate of 3.79 vs. 2.54 target: driven by:

26 DI (11 Dig In, 11 WPEs)

14 HP (8 RVAs, 2 spills, 2 flash (no-injury), 1 prop damage)

8 SI (3 cut/laceration, 2 slip/trips/falls, 2 burns, 1 sprain)

3 TI (2 dig in, 1 inadvertent actuation)

- Cust Ops (Energy Efficiency) due to 2013 YE rate of 4.31 vs. 0.87 target: 6 HP (5 RVA and 1 inadvertent actuation), and 1 SI.

- Dist Ops N due to 2013 YE rate of 1.43 vs. 0.00 target: a Meade Dig In and Intren loss of conductor control non-injury contact.

- Dist Ops S due to rate of 0.61 vs. target of 0.00 due to Intren DI.

- Support Svcs due to rate of 1.25 vs. 0.0 target due to shoulder strain.

- T&S due to rate of 3.52 vs. 0.77 target: 2 SI - Cut Hand, tooth injury, 1 HP Flashover, 1 TI.

**Corrective Actions:**

- Cust Ops (Energy Efficiency) - Driver safety training for RVA drivers and Cntr financial penalties are in place.

- Eng & PM - Due to recent Flash Events, Contractors have established a Committee to investigate opportunities to identify hazards, incl equip failure in manholes (utilizing thermography) and increase potential personal protective barriers, e.g., addtl PPE and/or suppression blankets. Also, due to a recent boom contact by a non-COC, they have increased the minimum number of crew audits focusing on critical tasks and reinforced the mandatory use of a trained spotter at all times when any type of equipment is being operated.

-T&S: E4 and E5s lead weekly calls to discuss Safety and Performance, Continued focus on Distracted driving, Investigation in progress on Grounding practices. Increased FLS field presence and monthly face to face meetings with Manager.

**Definition:** The year-to-date rate of incidents classified as a VP Event Free Clock resets, per EA-EU-P104. These Events created consequences or conditions adverse to safety, quality, productivity, or cost. These events are the result of inappropriate human behavior, deficient leadership practices, flawed management systems, and/or organizational weaknesses of ComEd contractors. The Rate = Events \* 200,000 / Exposure Hours.

**Executive Lead:** Donnelly/ Colletti

Group #: 3590

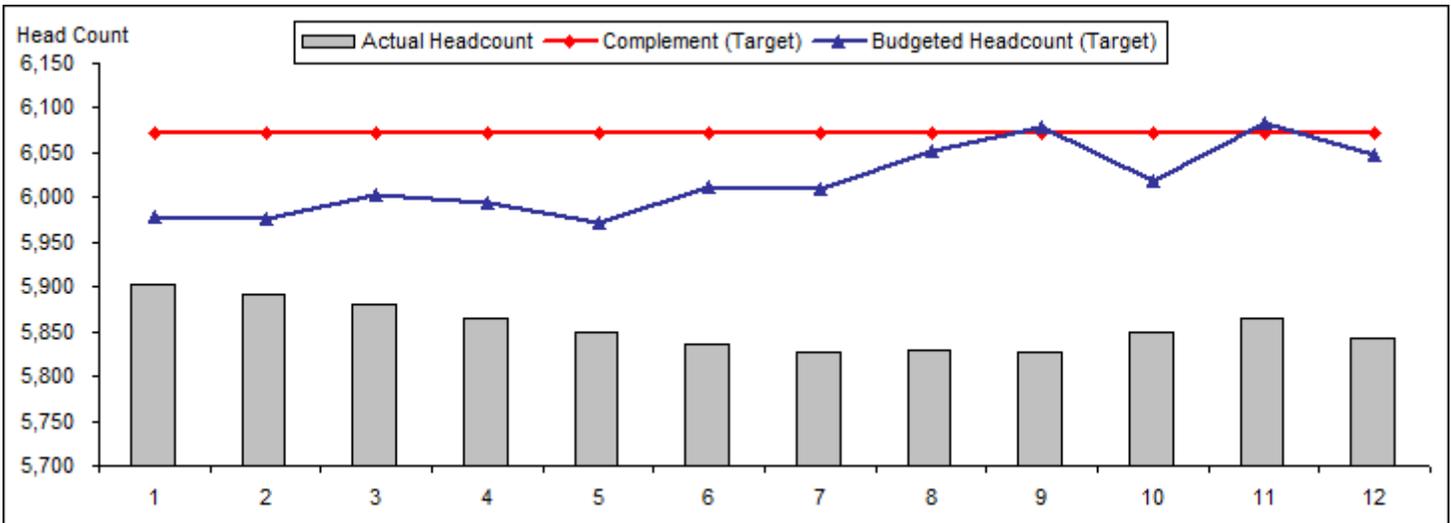
Corresponding Pls: 23269 23581

Report Run Date: 1/14/2014 4:56 PM

# ComEd Organizational Effectiveness Staffing Headcount

Reporting Period: December 2013

Good



|                               | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|-------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>Actual Headcount</b>       | 5,903 | 5,891 | 5,880 | 5,864 | 5,849 | 5,836 | 5,828 | 5,830 | 5,828 | 5,849 | 5,864 | 5,842 |
| <b>Complement (Target)</b>    | 6,071 | 6,071 | 6,071 | 6,071 | 6,071 | 6,071 | 6,071 | 6,071 | 6,071 | 6,071 | 6,071 | 6,071 |
| Projected                     |       |       |       |       |       |       |       |       |       |       |       |       |
| <b>Variance</b>               | 168   | 180   | 191   | 207   | 222   | 235   | 243   | 241   | 243   | 222   | 207   | 229   |
| <b>% Actual to Complement</b> | 97%   | 97%   | 97%   | 97%   | 96%   | 96%   | 96%   | 96%   | 96%   | 96%   | 97%   | 96%   |

**Actual to Budget**

|                                    | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|------------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>Budgeted Headcount (Target)</b> | 5,978 | 5,977 | 6,004 | 5,995 | 5,971 | 6,012 | 6,010 | 6,053 | 6,079 | 6,019 | 6,083 | 6,047 |
| <b>% Actual to Budget</b>          | 99%   | 99%   | 98%   | 98%   | 98%   | 97%   | 97%   | 96%   | 96%   | 97%   | 96%   | 97%   |

**Variance Analysis / Corrective Action**

For December 2013, the variance between actual (5842) and complement (6071) is 229. ComEd is at 3.8% vacancy rate. There were 72 positions within the Complement that were held and were not filled in 2013. The variance between Actual (5842) and Budgeted (6047) FTEs is 205 and is driven by 71 open management positions (Budget of 2475 v. Actual of 2404) and 134 open craft positions (Budget 3572 v. Actual of 3438). Of the 71 open management positions, 49 are in Operations, 10 are in OFF functions, and 12 are in BSC embedded functions. Of the 145 open management requisitions, 57 are being recruited internally and externally, and 88 are posted only internally.

**Definition:**

EU METRIC. Tracks actual FTEs vs approved Complement.

Actual FTE: The actual number of active, regular employees, either full or part time, and employees on leave with pay (at the end of the month). Part time employees are counted fractionally based on the standard weekly 40 hours.

Complement - The approved number of positions, either full or part time to fully staff an organization.

Actual to Budget tracks actual headcount divided by the budget of ComEd and functional employees.

Executive Lead: Tracie Morris

Group #: 3892

Corresponding PIs: 21198 23931

Report Run Date: 1/14/2014 4:46 PM

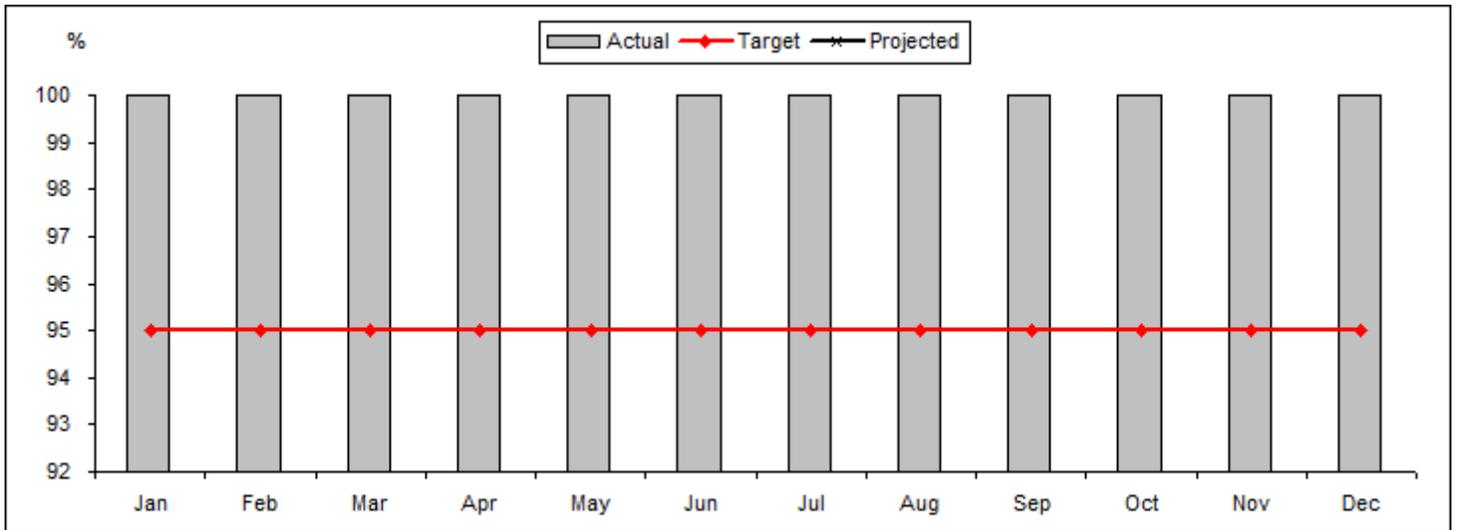
# ComEd

## Organizational Effectiveness

### Retention of High Potential Key Managers and above

Reporting Period: December 2013

Good



|                  | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Actual</b>    | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| <b>Target</b>    | 95  | 95  | 95  | 95  | 95  | 95  | 95  | 95  | 95  | 95  | 95  | 95  |
| <b>Projected</b> |     |     |     |     |     |     |     |     |     |     |     |     |

**Variance Analysis / Corrective Action**

Retention of Hi-Po Key Managers remained at 100% at the end of the fourth quarter in 2013.

**Definition:** The purpose of this metric is to identify, measure, and track how we are doing at retaining our high potential talent. Key Managers include employees at the E05, E06 and E09 grade level.

**Executive Lead:** Tracie Morris

**PI#:** 20860

**Report Run Date:** 1/14/2014 4:51 PM

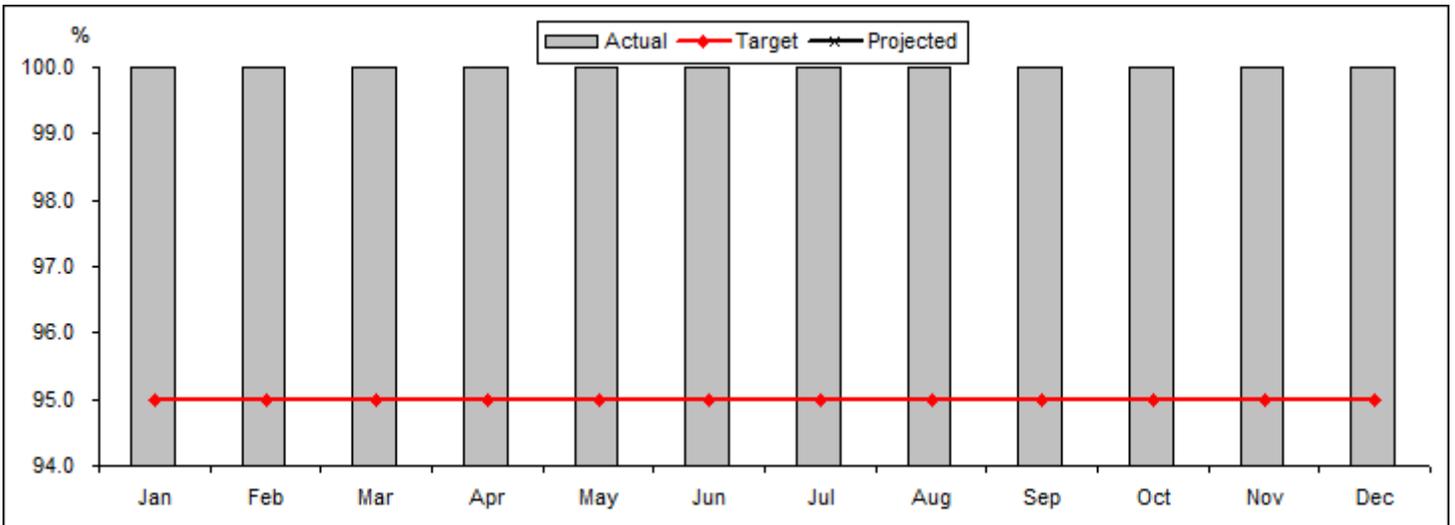
# ComEd

## Organizational Effectiveness

### Retention of Diverse High Potential Key Managers and above

Reporting Period: December 2013

Good



|                  | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Actual</b>    | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| <b>Target</b>    | 95  | 95  | 95  | 95  | 95  | 95  | 95  | 95  | 95  | 95  | 95  | 95  |
| <b>Projected</b> |     |     |     |     |     |     |     |     |     |     |     |     |

**Variance Analysis / Corrective Action**

Retention of Diverse Hi-Po Key Managers remained at 100% at the end of the fourth quarter in 2013.

**Definition:** The purpose of this metric is to identify, measure, and track how we are doing at retaining our high potential talent. Diversity is defined according to the EEOC codes listed in the PeopleSoft system. Key Managers include employees at the E05, E06 and E09 grade level.

Executive Lead: Tracie Morris

PI#: 21142

Report Run Date: 1/14/2014 4:49 PM

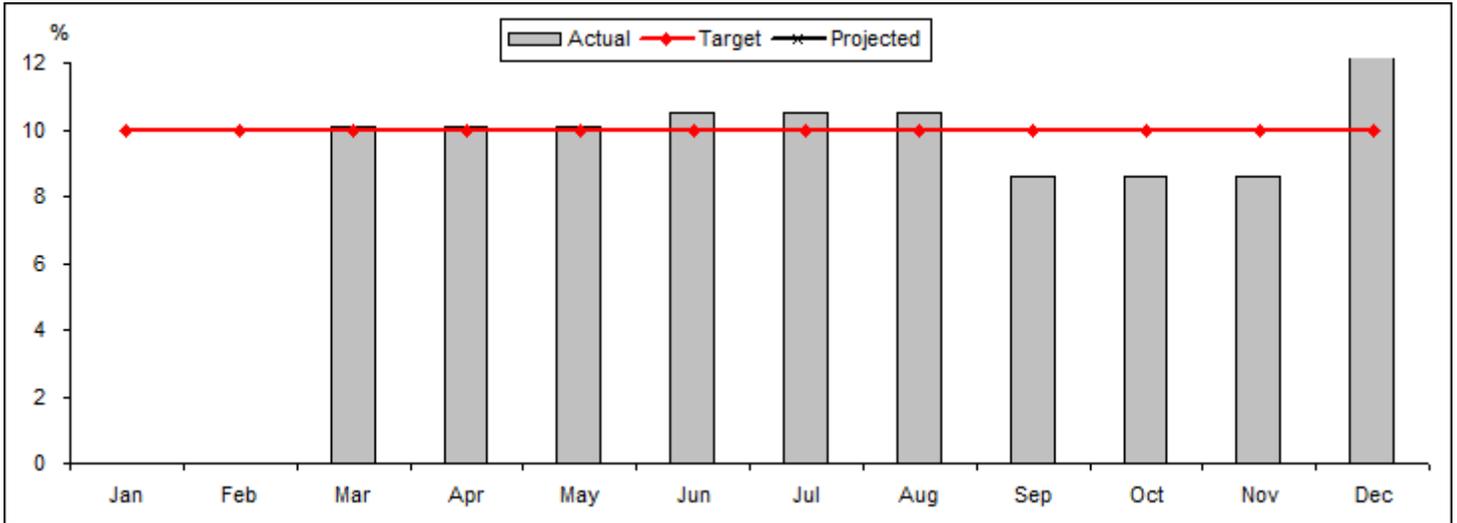
# ComEd

## Organizational Effectiveness

### Short-term Tenure Turnover (Exempt 1 year or less)

Reporting Period: December 2013

Good



|                  | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|------------------|------|------|------|------|------|------|------|------|------|------|------|------|
| <b>Actual</b>    | 0    | 0    | 10.1 | 10.1 | 10.1 | 10.5 | 10.5 | 10.5 | 8.6  | 8.6  | 8.6  | 12.2 |
| <b>Target</b>    | 10.0 | 10.0 | 10.0 | 10.0 | 10.0 | 10.0 | 10.0 | 10.0 | 10.0 | 10.0 | 10.0 | 10.0 |
| <b>Projected</b> |      |      |      |      |      |      |      |      |      |      |      |      |

#### Variance Analysis / Corrective Action

Fifteen employees left the company with one year or less of service; all were at the E02/E03 level. The majority (13) resigned to pursue other opportunities that more closely aligned with their career aspirations and/or family goals. The remaining two employees were terminated for Code of Conduct violations.

**Definition:** The purpose of this metric is to identify, measure, and track trends regarding the retention of new employees. Ideally this metric will spotlight such areas as new employee orientation, employee engagement, sourcing / hiring practices, training and the 'war for talent'. The time period measured will be a rolling 12 months and the population will consist of exempt employees (grade levels E01 - E06).

Executive Lead: Tracie Morris

PI#: 21143

Report Run Date: 1/14/2014 4:50 PM

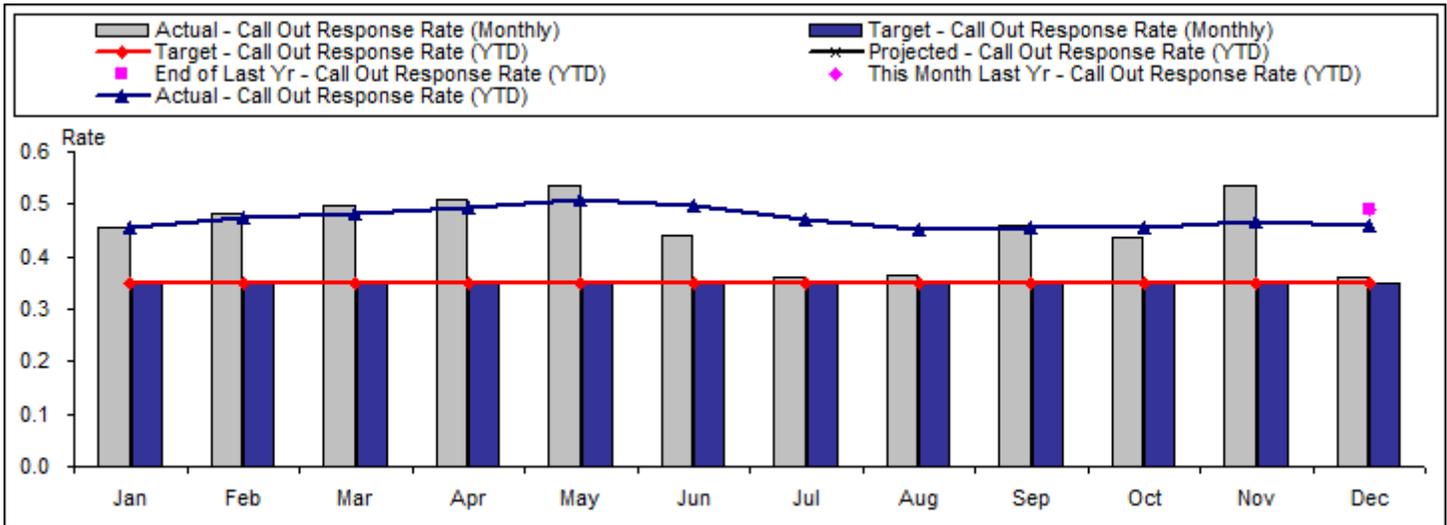
# ComEd

## Organizational Effectiveness

### Call Out Response Rate (MONTHLY and YTD)

Reporting Period: December 2013

Good ↑



| Call Out Response Rate (YTD) | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Actual                       | 0.457 | 0.475 | 0.482 | 0.493 | 0.509 | 0.498 | 0.469 | 0.452 | 0.456 | 0.457 | 0.466 | 0.461 |
| Target                       | 0.350 | 0.350 | 0.350 | 0.350 | 0.350 | 0.350 | 0.350 | 0.350 | 0.350 | 0.350 | 0.350 | 0.350 |
| Projected                    |       |       |       |       |       |       |       |       |       |       |       |       |

| Call Out Response Rate (Monthly) | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|----------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Actual                           | 0.457 | 0.483 | 0.498 | 0.508 | 0.536 | 0.439 | 0.361 | 0.364 | 0.459 | 0.435 | 0.535 | 0.359 |
| Target                           | 0.350 | 0.350 | 0.350 | 0.350 | 0.350 | 0.350 | 0.350 | 0.350 | 0.350 | 0.350 | 0.350 | 0.350 |
| Projected                        |       |       |       |       |       |       |       |       |       |       |       |       |

#### Organizational Breakdown (YTD Rate)

| Drill | Organization Name | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|-------|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
|       | BSC/Other ComEd   | 1.000 | 0.957 | 0.716 | 0.632 | 0.634 | 0.575 | 0.501 | 0.478 | 0.496 | 0.503 | 0.506 | 0.500 |
|       | Cust Ops ComEd    | -     | -     | -     | 1.000 | 0.947 | 0.471 | 0.400 | 0.299 | 0.306 | 0.304 | 0.367 | 0.374 |
|       | Dist Ops North    | 0.403 | 0.498 | 0.514 | 0.489 | 0.483 | 0.478 | 0.419 | 0.410 | 0.412 | 0.416 | 0.442 | 0.433 |
|       | Dist Ops South    | 0.478 | 0.483 | 0.532 | 0.523 | 0.555 | 0.547 | 0.527 | 0.521 | 0.518 | 0.515 | 0.518 | 0.527 |
|       | Dist Ops West     | 0.415 | 0.469 | 0.494 | 0.501 | 0.543 | 0.523 | 0.509 | 0.507 | 0.507 | 0.492 | 0.501 | 0.498 |
|       | Dist Ops Chi      | 0.343 | 0.294 | 0.309 | 0.311 | 0.315 | 0.338 | 0.275 | 0.281 | 0.288 | 0.302 | 0.313 | 0.306 |
|       | Eng & Prj Manag   | -     | -     | -     | 1.000 | 1.000 | 0.500 | 0.400 | 0.482 | 0.482 | 0.482 | 0.524 | 0.524 |
|       | Support Svcs      | 0.732 | 0.673 | 0.695 | 0.692 | 0.614 | 0.584 | 0.568 | 0.572 | 0.576 | 0.587 | 0.606 | 0.605 |
|       | T&S ComEd         | 0.511 | 0.509 | 0.452 | 0.479 | 0.458 | 0.450 | 0.452 | 0.410 | 0.417 | 0.426 | 0.434 | 0.414 |

#### Variance Analysis / Corrective Action

YE December, the Callout Response Rate is 46.1% and remained favorable to the target of 35%. YE 9,029 out of 19,587 callouts have been accepted by ComEd employees.

Only Distribution Ops Chicago remained unfavorable to target.

Chicago Region YTD Call out was 31% compared to a target of 35%. Dept Comments:

COH yearly performance is 22% compared to a target of 35%. Unfavorable variance was based on COH accepting 219 callouts on 998 offered. Variance is driven by high Emergent and Non Emergent OT. COH has averaged 3 FTEs on Long Term Disability and 6 FTEs favorable.

CUG call out response was 41% and better than target. This is based on 364 employees accepted the callout, out of 897 that were called.

CFO YTD callout response rate was 31%. There were 59 callouts made YTD, out of which, 18 were accepted by CFO Chicago employees. Low acceptance rate was due to OESSs working 16 hour shifts for the majority of the month and low callout rate so far in the year.

Callout Response Rate in December was 36.0% and was favorable to target of 35%. In December, 564 out of 1571 callouts were accepted by ComEd employees.

**Definition:** The percent of total number of field and clerical employees responding to Call Out (non-emergency). Calc = Response divided by total employees contacted for Call Out.

Executive Lead: Donnelly / Maletich

Group #: 2934  
Corresponding Pls: 21209 21211  
Report Run Date: 1/14/2014 4:43 PM

# **OPERATIONAL EXCELLENCE**

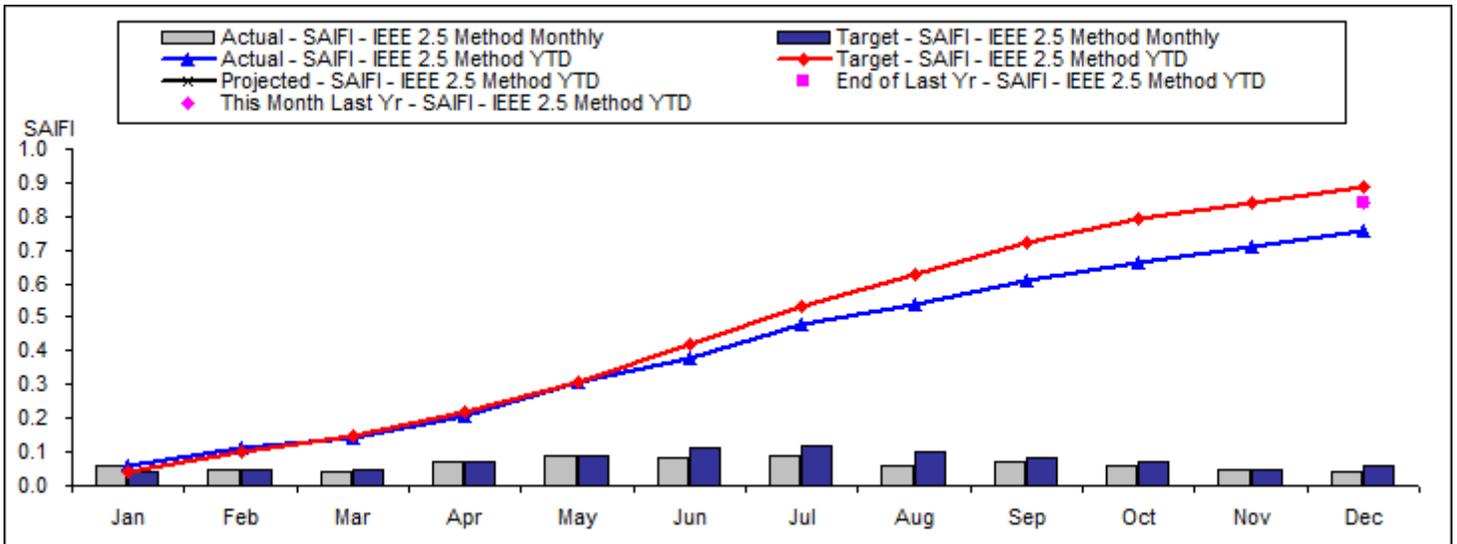
# ComEd

## Operational Excellence

### SAIFI - IEEE 2.5 Beta Method (Mo. & YTD)

Reporting Period: December 2013

Good



| SAIFI - 2.5 Beta Method (YTD) | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|-------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|
| Actual                        | 0.06 | 0.11 | 0.14 | 0.21 | 0.31 | 0.38 | 0.48 | 0.54 | 0.61 | 0.66 | 0.71 | 0.76 |
| Target                        | 0.04 | 0.10 | 0.15 | 0.22 | 0.31 | 0.42 | 0.53 | 0.63 | 0.72 | 0.79 | 0.84 | 0.89 |
| Projected                     |      |      |      |      |      |      |      |      |      |      |      |      |

| SAIFI - 2.5 Beta Method (Mo.) | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|-------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|
| Actual                        | 0.06 | 0.05 | 0.04 | 0.07 | 0.09 | 0.08 | 0.09 | 0.06 | 0.07 | 0.06 | 0.05 | 0.04 |
| Target                        | 0.04 | 0.05 | 0.05 | 0.07 | 0.09 | 0.11 | 0.12 | 0.10 | 0.08 | 0.07 | 0.05 | 0.06 |
| Projected                     |      |      |      |      |      |      |      |      |      |      |      |      |

#### Organizational Breakdown SAIFI - IEEE 2.5 Beta Method (YTD)

| Drill | Organization Name | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|-------|-------------------|------|------|------|------|------|------|------|------|------|------|------|------|
| ----- | Dist Ops North    | 0.06 | 0.11 | 0.15 | 0.21 | 0.29 | 0.36 | 0.46 | 0.52 | 0.59 | 0.65 | 0.70 | 0.75 |
| ----- | Dist Ops South    | 0.08 | 0.13 | 0.17 | 0.25 | 0.39 | 0.49 | 0.61 | 0.69 | 0.75 | 0.81 | 0.87 | 0.92 |
| ----- | Dist Ops West     | 0.05 | 0.12 | 0.15 | 0.24 | 0.35 | 0.42 | 0.52 | 0.56 | 0.62 | 0.68 | 0.75 | 0.78 |
| ----- | Dist Ops Chi      | 0.04 | 0.09 | 0.12 | 0.18 | 0.25 | 0.32 | 0.39 | 0.45 | 0.52 | 0.58 | 0.62 | 0.66 |
|       | T&S ComEd         | 0    | 0    | 0    | 0.01 | 0.02 | 0.02 | 0.02 | 0.02 | 0.02 | 0.03 | 0.03 | 0.04 |
|       | Vegetation Mgt    | 0    | 0.01 | 0.01 | 0.01 | 0.03 | 0.04 | 0.05 | 0.06 | 0.07 | 0.07 | 0.08 | 0.08 |

#### Variance Analysis / Corrective Action

Dec. SAIFI of 0.04 is dist & fav to target by 28k cust. There were no storms during the month.

YE SAIFI of 0.76 is the best on record (2011 & 2012 are tied for 2nd best at 0.84), top decile, dist & fav to target by 0.13 or 523k cust. 2013 SAIFI is fav to 2012 by 0.08 or 316k cust. There have been 17 storms (8 rep) resulting in 1.3M cust int & 8 MEDs; 478k cust int are incl in the metrics. The historic mean is 22 storms (11 rep) resulting in 2M cust int & 12 MED; 629k cust int included in the metrics.

#### Rel Trends

SAIFI for all 4 Rgns is dist

T&S, Distribution & Veg SAIFI are best on record & dist

EIMA programs had an estimated 0.08 SAIFI impact or 290k cust int reduction in 2013; proj was 0.06

Including Med, DA has avoided 945k cust int (0.25 SAIFI); 34kV: 458k & 12kV: 487k -139k avoided cust int on EIMA circuits (0.04 SAIFI)

-Excl MED, DA has avoided 775k cust int (34kV: 375k; 12kV: 400k)

The number of URD faults is the best in 3 yrs, 5% fav compared to the 3 year mean, 7% fav to 2012 and 7% unfav compared to the EIMA proj (2013: 6,018; 3 yr mean: 6,358; 2012: 6,490; EIMA Proj: 5,650)

- The number of cust affected per URD fault is the best on record (2013: 34; 3 yr mean: 37; 2012: 36)

The number of mainline faults is the best in decade, 14% fav compared to the 3 yr mean, 6% fav compared to 2012 & slightly fav compared to the EIMA proj (2013: 666; 3 yr mean: 778; 2012: 710; EIMA Proj: 676)

- The number of mainline underground faults Inside the City of Chicago is best in a decade, 19% fav compared to the 3 yr mean, 11% fav compared to 2012 & relatively equal to the EIMA proj (2013: 263; 3 yr mean: 323; 2012: 294; EIMA proj: 270)

- The number of mainline underground faults Outside the City of Chicago is 11% fav compared to the 3 yr mean, 3% fav compared to 2012 & slightly fav to the EIMA proj (2013: 403; 3 yr mean: 455; 2012: 416; EIMA proj: 406)

Rel. Initiatives are 100% complete. Details are in the All In SAIFI PI.

**Definition:** EU METRIC. IEEE 2.5 Beta SAIFI is the interruption frequency the average customer experiences excluding major event days (MED), interruptions lasting 5 minutes or less in duration, and planned interruptions. MED is any day where the SAIDI, which is the product of SAIFI and CAIDI, is greater than a threshold value. The threshold value is computed with 5 years of historic SAIDI per day using 2.5 standard deviations (beta) above the mean (alpha).

Executive Lead: Donnelly / Blaise

Group #: 2712

Corresponding PIs: 20690 20965

Report Run Date: 1/14/2014 4:53 PM

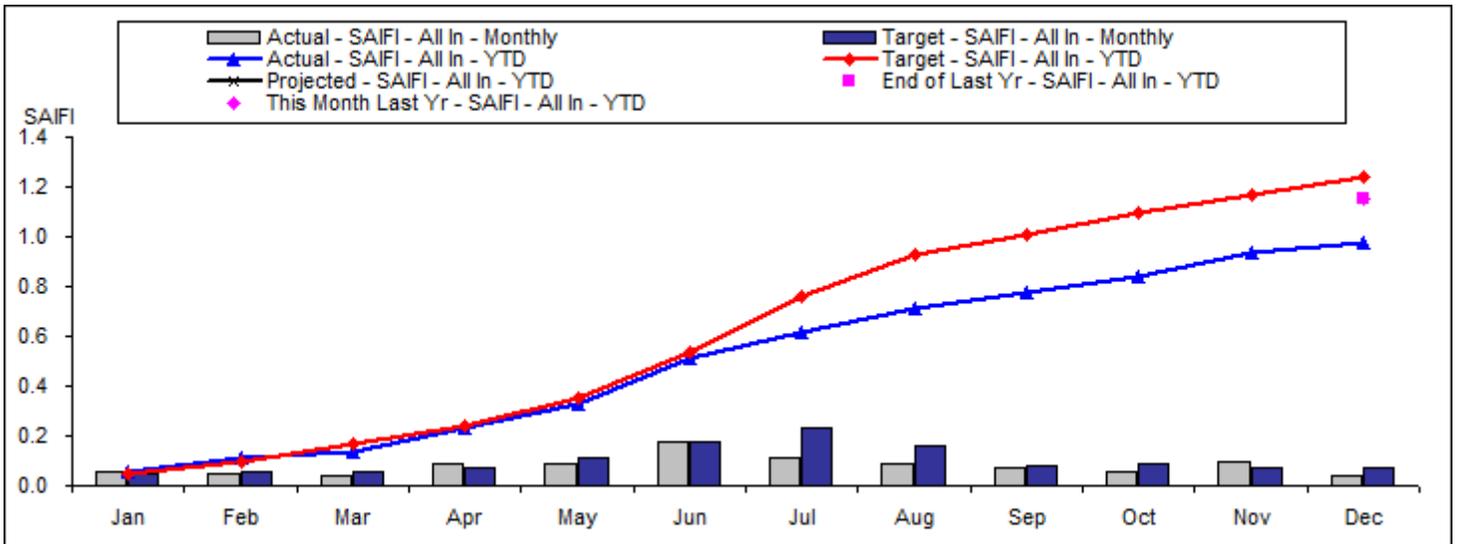
# ComEd

## Operational Excellence

### SAIFI - IEEE All In (Mo. & YTD)

Reporting Period: December 2013

Good



| SAIFI - All In (YTD) | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|----------------------|------|------|------|------|------|------|------|------|------|------|------|------|
| Actual               | 0.06 | 0.11 | 0.14 | 0.23 | 0.33 | 0.51 | 0.62 | 0.71 | 0.78 | 0.84 | 0.94 | 0.98 |
| Target               | 0.05 | 0.10 | 0.17 | 0.24 | 0.35 | 0.54 | 0.76 | 0.93 | 1.01 | 1.10 | 1.17 | 1.24 |
| Projected            |      |      |      |      |      |      |      |      |      |      |      |      |

| SAIFI - All In (Mo.) | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|----------------------|------|------|------|------|------|------|------|------|------|------|------|------|
| Actual               | 0.06 | 0.05 | 0.04 | 0.09 | 0.09 | 0.18 | 0.11 | 0.09 | 0.07 | 0.06 | 0.10 | 0.04 |
| Target               | 0.05 | 0.06 | 0.06 | 0.07 | 0.11 | 0.18 | 0.23 | 0.16 | 0.08 | 0.09 | 0.07 | 0.07 |
| Projected            |      |      |      |      |      |      |      |      |      |      |      |      |

#### Variance Analysis / Corrective Action

Year-End 2013 All In SAIFI of 0.98 is best on record (2009 is 2nd best at 0.99), dist and fav to target by 0.26 or 971k cust; Year-end 2012 was 1.15. Excluding rep storms, non-storm SAIFI of 0.72 is the best on record; 2012 is 2nd best at 0.79 for the same time period. In 2013, there were 17 storms (8 rep) resulting in 1.3M cust int; the historic mean for the same time period is 22 storms (11 rep) & 2M cust int.

#### Status of Reliability Initiatives:

- 12kV DA Plan: 600 of 600 devices; Compl
- 34kV DA Plan: 30 of 30 devices; Compl
- URD Cable Replacement: 364 of 364 miles; Compl
- URD Cable Injection: 97 of 97 miles; Compl
- Manhole Assessments: 7,344 of 6,025 manholes; Compl
- Mainline VLF Testing: 123 of 121 circuits; Compl
- Mainline Cable Replacement: 87 of 83 miles; Compl
- Ridgeland 69kV Cable Replacement: 1.4 of 1.4 miles; Compl
- Smart Substation Franklin Upgrades: 52 of 52 substation events; Compl
- Smart Substation Clearing Upgrades: 59 of 59 substation events; Compl
- Wood Pole Inspections: 150,482 of 149,000 poles; Compl
- Wood Pole Replacements/Reinforcements: 4,094 of 4,000 poles; Compl
- Storm Hardening: Eng. Solutions: 38 of 35 jobs; Compl
- Storm Hardening: Veg. Trimming: 135 of 112 miles; Compl
- One Percent SAIFI/CAIFI: 57 of 57 SAIFI/CAIFI circuits; Compl
- Targeted CM Program:
  - 34kV Q1, Q2 & Q3 Plan: 125 of 125 circuits; Compl
  - 34kV Q4 Plan: 37 of 37 circuit; Compl
  - 12kV Q1, Q2 & Q3 Plan: 447 of 447 circuits; Compl
  - 12kV Q4 Plan: 45 of 45 circuits; on track; Compl
- Veg. Circuits Trimmed: 1,108 of 1,107 circuits; Compl
- Lightning Protection Program: 20 of 20 circuits; Compl

- Breaker Overhaul: 100 of 100 events; Compl  
- Bus Reinforcement: 88 of 88 events; Compl

**Definition:** EU METRIC. All In SAIFI is the interruption frequency the average customer experiences including major events and excludes interruptions lasting 5 minutes or less in duration and planned interruptions.

Executive Lead: Donnelly / Blaise

Group #: 3559

Corresponding PIs: 23048 23049

Report Run Date: 1/14/2014 4:58 PM

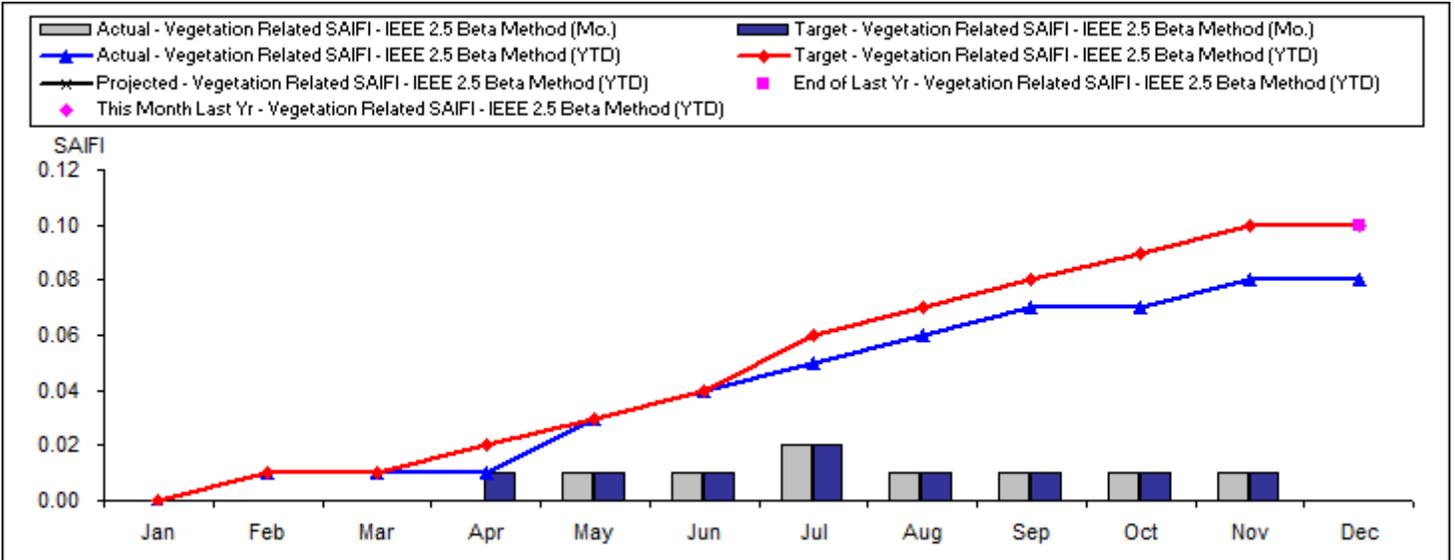
# ComEd

## Operational Excellence

### Vegetation Related SAIFI - IEEE 2.5 Beta (Mo. & YTD)

Reporting Period: December 2013

Good



| Veg SAIFI - 2.5 Beta (YTD) | Jan | Feb  | Mar  | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|----------------------------|-----|------|------|------|------|------|------|------|------|------|------|------|
| Actual                     | 0   | 0.01 | 0.01 | 0.01 | 0.03 | 0.04 | 0.05 | 0.06 | 0.07 | 0.07 | 0.08 | 0.08 |
| Target                     | 0   | 0.01 | 0.01 | 0.02 | 0.03 | 0.04 | 0.06 | 0.07 | 0.08 | 0.09 | 0.10 | 0.10 |
| Projected                  |     |      |      |      |      |      |      |      |      |      |      |      |

| Veg SAIFI - 2.5 Beta (Mo.) | Jan | Feb | Mar | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec |
|----------------------------|-----|-----|-----|------|------|------|------|------|------|------|------|-----|
| Actual                     | 0   | 0   | 0   | 0    | 0.01 | 0.01 | 0.02 | 0.01 | 0.01 | 0.01 | 0.01 | 0   |
| Target                     | 0   | 0   | 0   | 0.01 | 0.01 | 0.01 | 0.02 | 0.01 | 0.01 | 0.01 | 0.01 | 0   |
| Projected                  |     |     |     |      |      |      |      |      |      |      |      |     |

#### Variance Analysis / Corrective Action

Month of December Vegetation related 2.5 Beta SAIFI was distinguished at 0.001 compared to target at 0.003. YE SAIFI is distinguished at 0.079 and favorable to target by 88K customers representing the best performance on record. Excluding MED, YE major drivers of Veg-related customer interruptions are broken limbs/ trunks (83%), and uprooted trees (9%). All in, YE 7% of Veg SAIFI has been coded as tree contact, as compared to 9% in 2012 and 10% in 2011.

Veg implemented an aggressive tree removal program on the fixed-price cycle maintenance program and removed 100,151 trees YE (17.5% of the total trees addressed through the cycle trim program, compared to historically 2% removal rate). Storm Hardening program addressed 16,682 trees of which 8,841 trees or 53% were removed. Additionally, our Mid-Cycle and Emergent Programs removed 2,129 trees.

Customer Interruptions December Target = 12,385  
Customer Interruptions December Actual = 3,250

Customer Interruptions YE Target = 388,305  
Customer Interruptions YE Actual = 300,216

**Definition:** EU METRIC. Veg. Related 2.5 Beta SAIFI is the vegetation related interruption frequency the average customer experiences excluding major event days (MED), interruptions lasting 5 minutes or less in duration, and planned interruptions. MED is any day where the SAIDI, which is the product of SAIFI and CAIDI, is greater than a threshold value. The threshold value is computed with 5 years of historic SAIDI per day using 2.5 standard deviations (beta) above the mean (alpha).

Executive Lead: Donnelly / Blaise

Group #: 2984  
Corresponding PIs: 21287 21291  
Report Run Date: 1/14/2014 4:57 PM

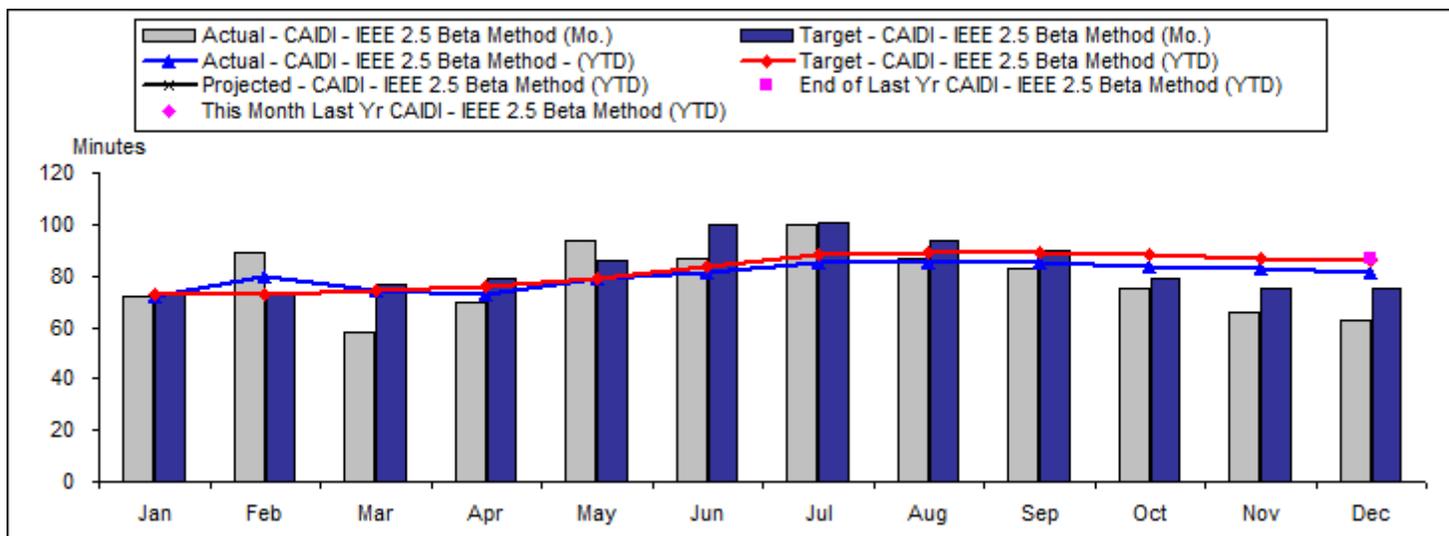
# ComEd

## Operational Excellence

### CAIDI - IEEE 2.5 Beta Method (Mo. & YTD)

Reporting Period: December 2013

Good



| CAIDI - IEEE 2.5 Beta Method (YTD) | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Actual                             | 72  | 80  | 74  | 73  | 79  | 81  | 85  | 85  | 85  | 84  | 83  | 81  |
| Target                             | 73  | 73  | 74  | 76  | 79  | 84  | 88  | 89  | 89  | 88  | 87  | 86  |
| Projected                          |     |     |     |     |     |     |     |     |     |     |     |     |

| CAIDI - IEEE 2.5 Beta Method (Mo.) | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Actual                             | 72  | 89  | 58  | 70  | 94  | 87  | 100 | 87  | 83  | 75  | 66  | 63  |
| Target                             | 73  | 73  | 77  | 79  | 86  | 100 | 101 | 94  | 90  | 79  | 75  | 75  |
| Projected                          |     |     |     |     |     |     |     |     |     |     |     |     |

#### Organizational Breakdown CAIDI - IEEE 2.5 Beta Method (YTD)

| Drill | Organization Name | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
|       | Dist Ops North    | 88  | 84  | 78  | 77  | 78  | 83  | 87  | 89  | 88  | 87  | 86  | 85  |
|       | Dist Ops South    | 70  | 72  | 67  | 70  | 82  | 85  | 84  | 84  | 85  | 86  | 85  | 84  |
|       | Dist Ops West     | 75  | 108 | 97  | 85  | 87  | 88  | 102 | 100 | 98  | 95  | 93  | 92  |
|       | Dist Ops Chi      | 58  | 65  | 65  | 64  | 73  | 71  | 72  | 72  | 74  | 73  | 72  | 71  |

#### Variance Analysis / Corrective Action

December CAIDI performance is distinguished and favorable to target by 12 minutes (63 vs. 75 target). All four Operating Regions had distinguished performance in December. 2013 CAIDI performance is 8 minutes favorable to the 3-year average (63 vs. 71 average). Lockout CAIDI performance of 48 minutes is favorable to the 3-year average by 6 minutes (48 vs. 54 average). URD CAIDI performance was favorable to the 3-year average by 6 minutes (135 vs. 141 average).

Year-End CAIDI performance is distinguished, the best on record, top decile, and favorable to target by 5 minutes (81 vs. 86 target). Both Inside and Outside Chicago Operating Regions CAIDI had distinguished performance. Initiatives to improve CAIDI were reducing Lockout CAIDI, storm process improvements such as an improved material delivery process, and optimal shift coverage for storm response. Lockout CAIDI of 53 minutes is the best performance on record and 9 minutes favorable to the 3-year average. Favorable lockout performance is driven by the increase in OES staffing in 2011. The favorable impact from the improved Lockout CAIDI on year-end CAIDI is 5 minutes. URD CAIDI of 142 minutes is the best on record and 19 minutes favorable to the 3-year average. The Regions had increased focus on URD fault response to ensure OESs went to the midpoint and SPOCs reviewed the use of temps when possible. URD faults will continue to have increased focus and better management going forward.

Focus on the use of radios as a primary communications source during outages and additional improvements in the storm material delivery process as well as EIMA URD and storm hardening improved and benefitted 2013 performance.

**Definition:** EU METRIC. IEEE 2.5 Beta CAIDI is the average number of minutes required to restore service when a customer experiences an interruption excluding major event days (MED), interruptions lasting 5 minutes or less in duration, and planned interruptions. MED is any day where the SAIDI, which is the product of SAIFI and CAIDI, is greater than a threshold value. The threshold value is computed with 5 years of historic SAIDI per day using 2.5 standard deviations (beta) above the mean (alpha).

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|                 |                     |
|-----------------|---------------------|
| Executive Lead: | Donnelly / Maletich |
|-----------------|---------------------|

Group #: 2718

Corresponding Pls: 20966 20967

Report Run Date: 1/14/2014 4:43 PM

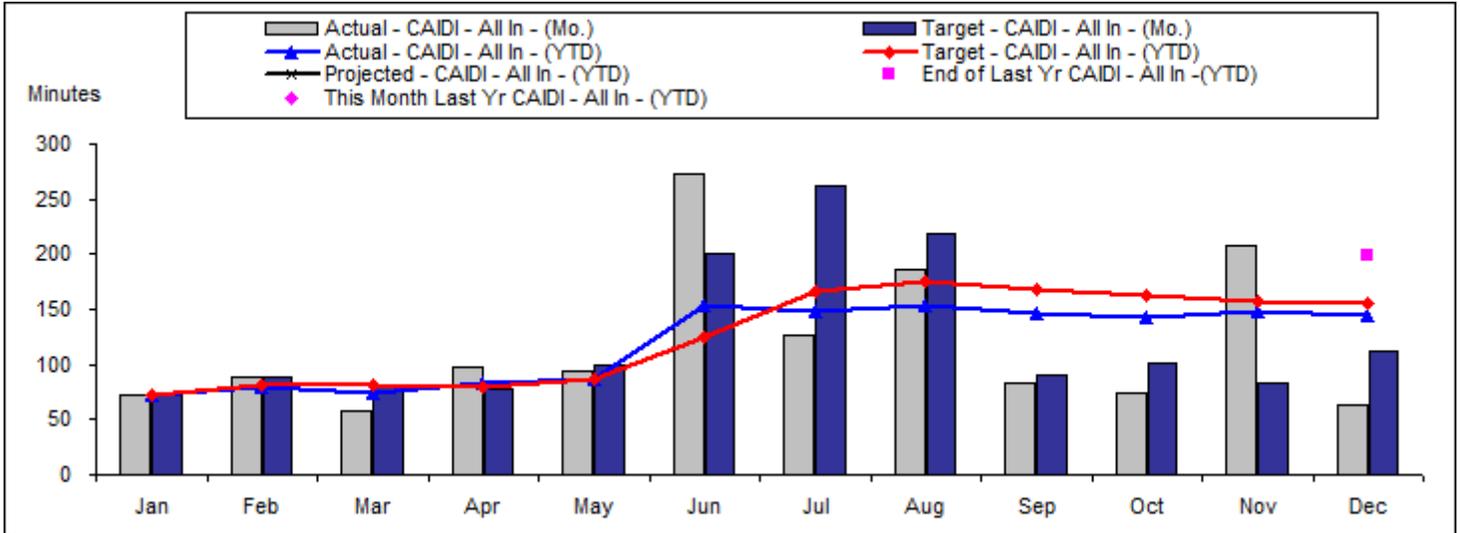
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## Operational Excellence

### CAIDI - IEEE All In (Mo. & YTD)

Reporting Period: December 2013

Good



| CAIDI - All In (YTD) | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Actual               | 72  | 80  | 74  | 84  | 87  | 153 | 148 | 153 | 147 | 142 | 149 | 145 |
| Target               | 73  | 82  | 81  | 80  | 86  | 125 | 166 | 175 | 168 | 163 | 158 | 155 |
| Projected            |     |     |     |     |     |     |     |     |     |     |     |     |

| CAIDI - All In (Mo.) | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Actual               | 72  | 89  | 58  | 98  | 94  | 273 | 126 | 187 | 83  | 75  | 208 | 63  |
| Target               | 73  | 88  | 80  | 78  | 99  | 201 | 262 | 219 | 90  | 101 | 83  | 112 |
| Projected            |     |     |     |     |     |     |     |     |     |     |     |     |

**Variance Analysis / Corrective Action**

December All-In CAIDI is distinguished and favorable to target by 49 minutes (63 vs. 112 target).

Year-End All-In CAIDI is favorable to target by 10 minutes (145 vs. 155 target). 2013 performance is 54 minutes favorable to 2012 performance. Excluding reportable storms, non-storm CAIDI of 78 minutes is the best on record.

**Definition:** EU METRIC. All In CAIDI is the average number of minutes required to restore service when a customer experiences an interruption including major events and excludes interruptions lasting 5 minutes or less in duration and planned interruptions.

Executive Lead: Donnelly / Maletich

Group #: 3560

Corresponding Pls: 23050 23051

Report Run Date: 1/14/2014 4:58 PM

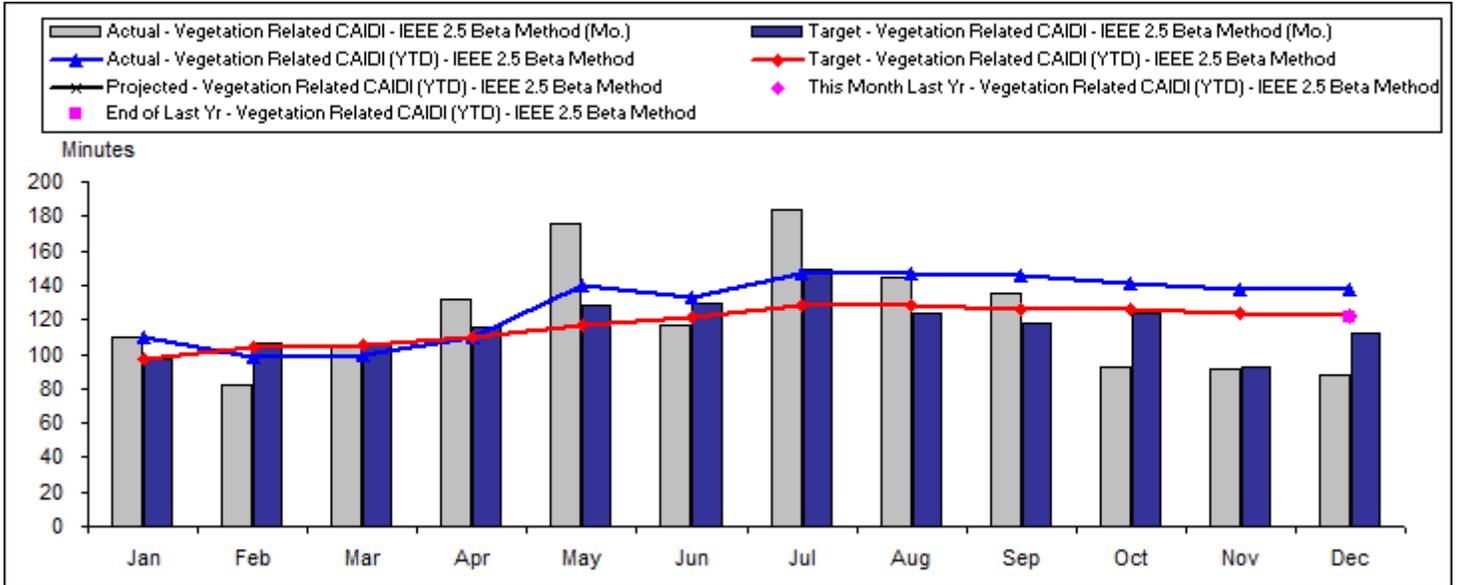
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## Operational Excellence

### Vegetation Related CAIDI - IEEE 2.5 Beta (Mo. & YTD)

Reporting Period: December 2013

Good



| Veg CAIDI - 2.5 Beta (YTD) | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|----------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Actual                     | 110 | 98  | 99  | 110 | 140 | 133 | 147 | 147 | 146 | 141 | 138 | 137 |
| Target                     | 97  | 104 | 105 | 110 | 117 | 121 | 128 | 128 | 126 | 126 | 124 | 123 |
| Projected                  |     |     |     |     |     |     |     |     |     |     |     |     |

| Veg CAIDI - 2.5 Beta (Mo.) | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|----------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Actual                     | 110 | 82  | 105 | 132 | 176 | 117 | 184 | 144 | 135 | 93  | 91  | 88  |
| Target                     | 97  | 106 | 106 | 116 | 128 | 129 | 149 | 124 | 118 | 124 | 93  | 112 |
| Projected                  |     |     |     |     |     |     |     |     |     |     |     |     |

#### Variance Analysis / Corrective Action

Vegetation related 2.5 Beta CAIDI for December is 88 minutes which is 24 minutes favorable to the target of 112.

YE Vegetation related 2.5 Beta CAIDI is 137 which is 14 minutes unfavorable to the target of 123. The major driver for the unfavorable performance was the July 22nd Rockford storm which increased Veg. Related CAIDI by 12 minutes. The storm impacted 21,000 customers, of which 10,000 were tree related with a veg. related CAIDI of 502 minutes.

In December, Vegetation Management crews responded to 11 after-hours call outs, with an average response time of 80 minutes.

During the month of December, there were a total of 73 vegetation related interruptions during non-storm periods. VM was asked to respond to 3 of the 73 interruptions or 4%, due to first responders resolving the issue.

CAIDI Month Target = 112  
CAIDI Month Actual = 88

CAIDI YE Target = 123  
CAIDI YE Actual = 137

**Definition:** EU METRIC. The average number of minutes required to restore service when a customer experiences a veg. related interruption excluding major event days (MED), interruptions lasting 5 minutes or less in duration, and planned interruptions. MED is any day where SAIFI, which is the product of SAIFI and CAIDI, is greater than a threshold value. The threshold value is computed with 5 years of historic SAIFI per day using 2.5 standard deviations (beta) above the mean (alpha).

Executive Lead: Donnelly / Blaise

Group #: 2981

Corresponding Pls: 21288 21292

Report Run Date: 1/14/2014 4:48 PM

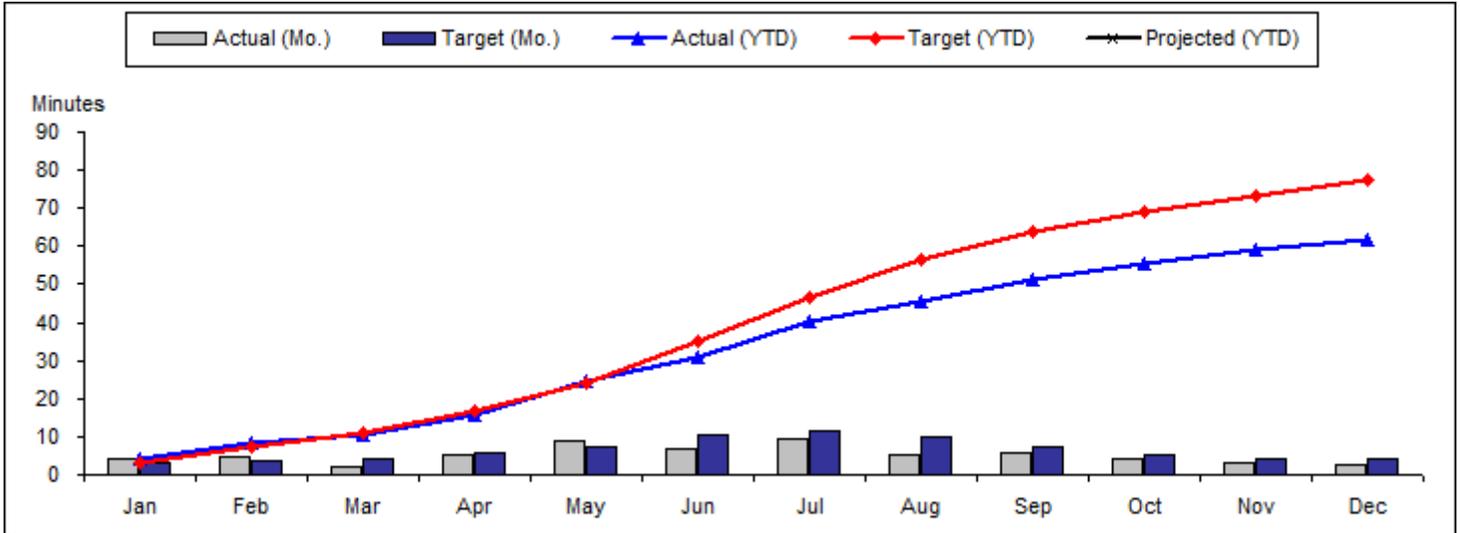
# ComEd

## Operational Excellence

### SAIDI - IEEE 2.5 Beta Method (Mo & YTD)

Reporting Period: December 2013

Good



| SAIDI - 2.5 Beta (YTD) | Jan  | Feb  | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|------------------------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Actual                 | 4.10 | 8.60 | 10.60 | 15.60 | 24.50 | 31.10 | 40.50 | 45.50 | 51.30 | 55.70 | 58.90 | 61.70 |
| Target                 | 3.20 | 7.10 | 11.20 | 16.80 | 24.30 | 35.00 | 46.70 | 56.40 | 63.90 | 69.20 | 73.20 | 77.40 |
| Projected              |      |      |       |       |       |       |       |       |       |       |       |       |

| SAIDI - 2.5 Beta (Mo.) | Jan  | Feb  | Mar  | Apr  | May  | Jun   | Jul   | Aug  | Sep  | Oct  | Nov  | Dec  |
|------------------------|------|------|------|------|------|-------|-------|------|------|------|------|------|
| Actual                 | 4.10 | 4.50 | 2.10 | 5.00 | 8.80 | 6.60  | 9.40  | 5.00 | 5.90 | 4.30 | 3.20 | 2.80 |
| Target                 | 3.20 | 3.90 | 4.10 | 5.60 | 7.40 | 10.70 | 11.70 | 9.70 | 7.50 | 5.30 | 4.00 | 4.20 |
| Projected              |      |      |      |      |      |       |       |      |      |      |      |      |

#### Variance Analysis / Corrective Action

Year-end SAIDI is distinguished and favorable to target by 15.7 minutes. Year-end SAIFI of 0.76 is the best on record (2011 and 2012 are tied for 2nd best at 0.84), top decile, dist & fav to target by 0.13 or 523k cust. Year-end 2.5 Beta CAIDI of 81 minutes is the best on record, top decile, distinguished and favorable to target by 5 minutes.

Please see the SAIFI & CAIDI PIs for additional information.

**Definition:** IEEE 2.5 Beta SAIDI is the total number of interruption minutes for the average customer excluding major event days (MED), interruptions lasting 5 minutes or less in duration, and planned interruptions. MED is any day where the SAIDI, which is the product of SAIFI and CAIDI, is greater than a threshold value. The threshold value is computed with 5 years of historic SAIDI per day using 2.5 standard deviations (beta) above the mean (alpha).

Executive Lead: Donnelly / Blaise

Group #: 3443

Corresponding PIs: 22616 22619

Report Run Date: 1/14/2014 4:58 PM

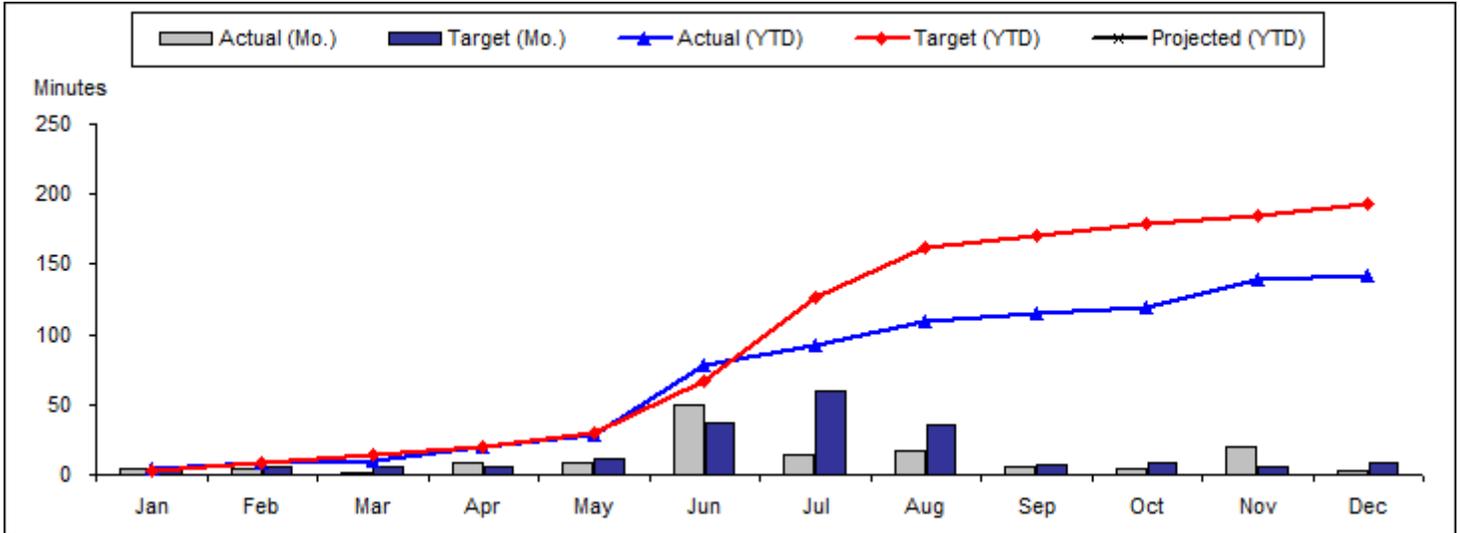
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## Operational Excellence

### SAIDI - IEEE All In (Mo & YTD)

Reporting Period: December 2013

Good



| SAIDI - All In (YTD) | Jan  | Feb  | Mar   | Apr   | May   | Jun   | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    |
|----------------------|------|------|-------|-------|-------|-------|--------|--------|--------|--------|--------|--------|
| Actual               | 4.10 | 8.60 | 10.60 | 19.60 | 28.40 | 77.60 | 91.90  | 109.30 | 115.20 | 119.50 | 139.70 | 142.60 |
| Target               | 3.30 | 8.50 | 13.70 | 19.20 | 30.40 | 67.10 | 126.90 | 162.30 | 169.90 | 179.10 | 184.70 | 192.80 |
| Projected            |      |      |       |       |       |       |        |        |        |        |        |        |

| SAIDI - All In (Mo.) | Jan  | Feb  | Mar  | Apr  | May   | Jun   | Jul   | Aug   | Sep  | Oct  | Nov   | Dec  |
|----------------------|------|------|------|------|-------|-------|-------|-------|------|------|-------|------|
| Actual               | 4.10 | 4.50 | 2.10 | 8.90 | 8.80  | 49.20 | 14.30 | 17.40 | 5.90 | 4.30 | 20.30 | 2.80 |
| Target               | 3.30 | 5.10 | 5.20 | 5.60 | 11.20 | 36.70 | 59.80 | 35.40 | 7.50 | 9.20 | 5.70  | 8.00 |
| Projected            |      |      |      |      |       |       |       |       |      |      |       |      |

**Variance Analysis / Corrective Action**

Year-end SAIDI performance is favorable to target by 50.2 minutes. All In SAIFI of 0.98 is best on record, dist and fav to target by 0.26 or 971k cust. The All In CAIDI of 145 minutes is ten minutes favorable to target.

Please see the SAIFI & CAIDI PIs for additional information.

**Definition:** All In SAIDI is the total number of interruption minutes for the average customer including major events and excludes interruptions lasting 5 minutes or less in duration and planned interruptions.

Executive Lead: Donnelly / Blaise

Group #: 3561  
 Corresponding PIs: 23052 23053  
 Report Run Date: 1/14/2014 4:58 PM

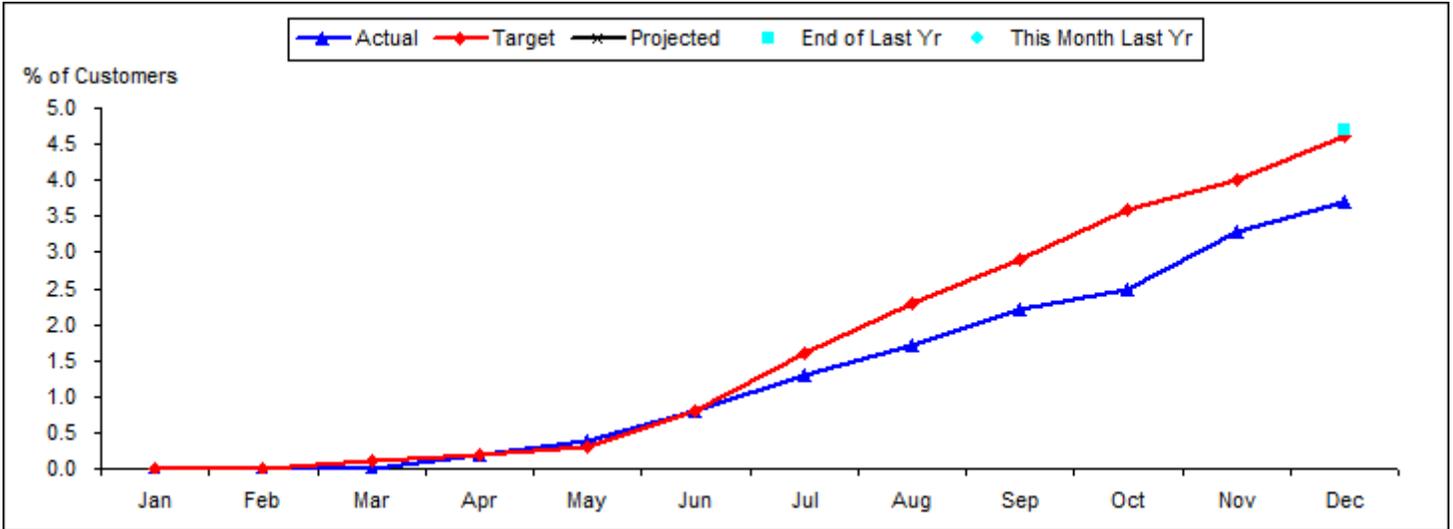
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## Operational Excellence

### Percent of Customers with 4 or More Interruptions

Reporting Period: December 2013

Good



|                        | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Actual (YTD)</b>    | 0   | 0   | 0   | 0.2 | 0.4 | 0.8 | 1.3 | 1.7 | 2.2 | 2.5 | 3.3 | 3.7 |
| <b>Target (YTD)</b>    | 0   | 0   | 0.1 | 0.2 | 0.3 | 0.8 | 1.6 | 2.3 | 2.9 | 3.6 | 4.0 | 4.6 |
| <b>Projected (YTD)</b> |     |     |     |     |     |     |     |     |     |     |     |     |

#### Variance Analysis / Corrective Action

CEMI4 is best on record, dist & fav to target by 0.9% or 35k cust.

2013 initiatives implemented to increase focus on CEMI incl the rollout of an enhanced CEMI tool which allows Reg Reliability to analyze & implement actions to address cust with an excessive number of int. The goal is to reduce CEMI10 & cust with 7+ int for 2 straight yrs. Plans are developed to mitigate int if no existing work is pending. Work execution is accelerated when feasible if existing program work exists.

CEMI4 Incl Major Events: 167k cust had 4+ int (68k South, 43k Chicago, 29k North, 27k West) which is best on record; 2012 had 239k cust - 2013 had 17 storms resulting in 1.3M cust int; 2012 had 19 storms with 1.7M cust int

CEMI10 Incl Major Events: 929 cust had 10+ int (858 South, 41 West, 27 North, 3 Chicago); 2012 had 1,519 cust

CEMI7 for 2 Yrs: 1,358 cust had 7+ int for 2 yrs (1,337 South, 18 West, 2 Chicago, 1 North); 2012 had 2,325

The Device Freq Program addresses devices with 3+ int in 4 months targeting material condition concerns. 238 devices identified; 205 reviewed; 56 corrective actions identified (22 compl); 83 repairs made at the time of the last outage; 66 had no work required.

There was 1 watch town in 2013: Western Springs SAIFI of 1.51 is fav to its 3 yr mean of 2.30

There was 1 targeted ward in 2013; Ward 16. Chicago Rgn also proactively focused on Wards 12, 21 & 22 which had the highest risk of making the 2014 Targeted Ward list. Each yr Chicago Rgn works with the City of Chicago to excl storms with a large impact to the City from the Targeted Ward metrics. If no storms are excl, Wards 12 & 16 meet the Targeted Ward criteria. If the 6/24, 6/27, 8/30 & 11/17 storms are excl, Ward 12 is at risk of meeting the Targeted Ward criteria. A significant outage in Ward 12 that may qualify for exclusion is under investigation. The official Target Ward list is not determined until after a meeting with the City of Chicago to determine exclusions.

**Definition:** EU METRIC. Percent of customers who have experienced four or more interruptions excluding storms affecting 10% or more of customers, interruptions lasting 5 minutes or less in duration, and planned interruptions. Also called CEMI4 per IEEE Standard 1366-2012.

**Executive Lead:** Donnelly / Blaise

**PI#:** 20150

**Report Run Date:** 1/14/2014 4:57 PM

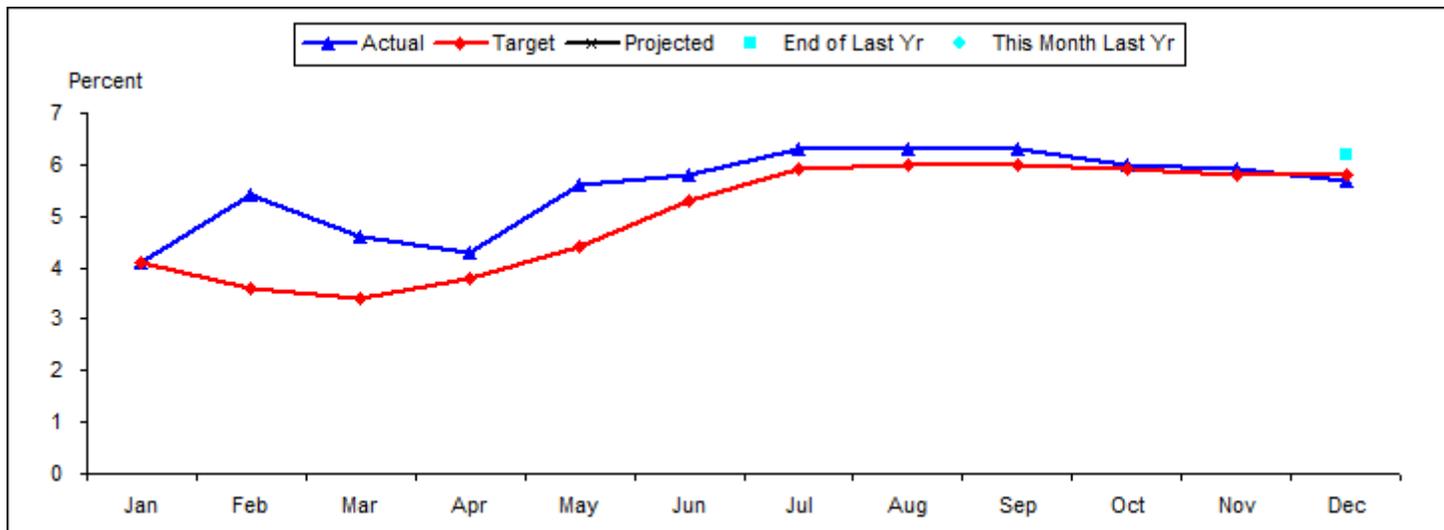
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## Operational Excellence

### Percent of Customer Interruptions >= 4 Hours

Reporting Period: December 2013

Good



|                        | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Actual (YTD)</b>    | 4.1 | 5.4 | 4.6 | 4.3 | 5.6 | 5.8 | 6.3 | 6.3 | 6.3 | 6.0 | 5.9 | 5.7 |
| <b>Target (YTD)</b>    | 4.1 | 3.6 | 3.4 | 3.8 | 4.4 | 5.3 | 5.9 | 6.0 | 6.0 | 5.9 | 5.8 | 5.8 |
| <b>Projected (YTD)</b> |     |     |     |     |     |     |     |     |     |     |     |     |

#### Variance Analysis / Corrective Action

Year-End performance is favorable to target by 0.1% (5.7% vs. 5.8% target) despite the July 22nd Rockford storm, which increased the metric by 0.3%. There have been only 13 interruptions YE with 500+ customers experiencing extended outages, which is the best performance on record. The 3-year mean is 33 interruptions. This metric has been improving every year driven by an increased focus on reducing extended outages during normal day-to-day operations.

ComEd has experienced ~7,600 extended outages affecting 163K customers vs. ~9,100 outages and 202K customers 3-year average. Reportable storms increased this metric by 0.7%. The 3-year average increase from storms is 0.5%.

ComEd has implemented strategies to better manage customer interruptions at risk of becoming extended. Monthly review meetings between DSO and Regional Operations are in place to discuss gaps and improvement opportunities. Through the Single Point of Contact (SPOC) process, outages exceeding, or expected to exceed 240 minutes are receiving enhanced scrutiny. Dispatchers assign a SPOC to outages at risk of becoming extended. Site restoration SPOCs are also being utilized to provide heightened awareness and field oversight of extended outages to encourage faster restoration. Current amended process allows for 360 minutes before a temp is required.

**Definition:** EU METRIC. Percent of customer interruptions lasting four or more hours divided by the total number of customer interruptions excluding major event days (MED), interruptions lasting 5 minutes or less in duration, and planned interruptions. MED is any day where the SAIFI, which is the product of SAIFI and CAIDI, is greater than a threshold value. The threshold value is computed with 5 years of historic SAIFI per day using 2.5 standard deviations (beta) above the mean (alpha).

Executive Lead: Donnelly / Maletich

PI#: 21300

Report Run Date: 1/14/2014 4:57 PM

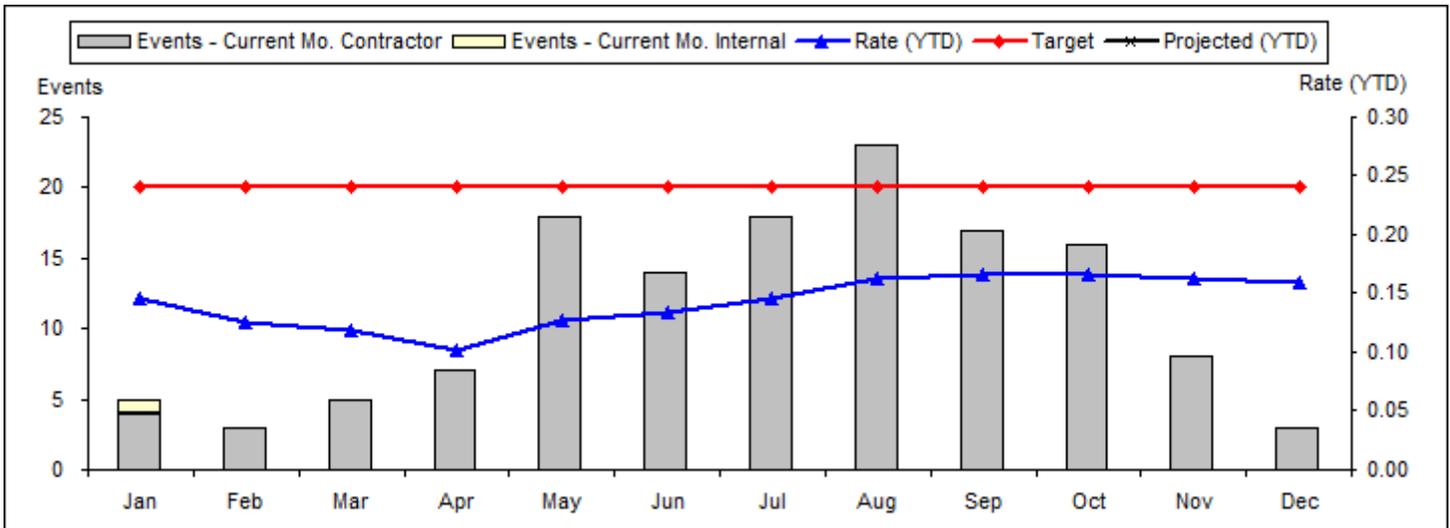
# ComEd

## Operational Excellence

### Dig-in Rate - All In Locator at Fault

Reporting Period: December 2013

Good



|   | Jan   | Feb   | Mar   | Apr   | May    | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|---|-------|-------|-------|-------|--------|-------|-------|-------|-------|-------|-------|-------|
| <b>Actual (Mo.)</b>                         | 0.15  | 0.10  | 0.11  | 0.08  | 0.17   | 0.16  | 0.19  | 0.25  | 0.19  | 0.17  | 0.13  | 0.08  |
| <b>Actual (YTD)</b>                         | 0.15  | 0.13  | 0.12  | 0.10  | 0.13   | 0.13  | 0.15  | 0.16  | 0.17  | 0.17  | 0.16  | 0.16  |
| <b>Target</b>                               | 0.24  | 0.24  | 0.24  | 0.24  | 0.24   | 0.24  | 0.24  | 0.24  | 0.24  | 0.24  | 0.24  | 0.24  |
| <b>Projected (YTD)</b>                      |       |       |       |       |        |       |       |       |       |       |       |       |
| <b>Events Locator at Fault (Contractor)</b> | 4     | 3     | 5     | 7     | 18     | 14    | 18    | 23    | 17    | 16    | 8     | 3     |
| <b>Events Locator at Fault (Internal)</b>   | 1     | 0     | 0     | 0     | 0      | 0     | 0     | 0     | 0     | 0     | 0     | 0     |
| <b>Locates (000s)</b>                       | 34.42 | 29.33 | 45.41 | 86.59 | 104.79 | 88.69 | 92.80 | 91.02 | 87.83 | 95.84 | 63.53 | 37.26 |

**Variance Analysis / Corrective Action**

December 2013 performance of .08 is favorable to Target of .24 as well as projection of .18 on 3 events, and Favorable to December 2012 performance of .26  
 2013 YE performance of .16 is favorable to Target of .24 as well as projection of .18 and Favorable to 2012 YE Performance of .21  
 There were 4 3rd Party events: 3 were resolved, 1 is pending resolution  
 Backlog is 1: 1 for December

USIC EFC at EOM is 61 days

Intren EFC at EOM is 147 days

Internal EFC at EOM is 333 days.

Synergy savings YE = \$1,313,279

**Definition:** EU METRIC. Tracks dig in events determined that the underground facility locator was at fault. Includes errors made by contract locator and ComEd personnel. An event is defined as dig-in damage to underground facilities due to locator error. Average events per locate = Total Events/Total # of locates x 1000.

Executive Lead: Donnelly / Blaise

Group #: 3128

Corresponding Pls: 21181 21182 24500

Report Run Date: 1/14/2014 4:58 PM

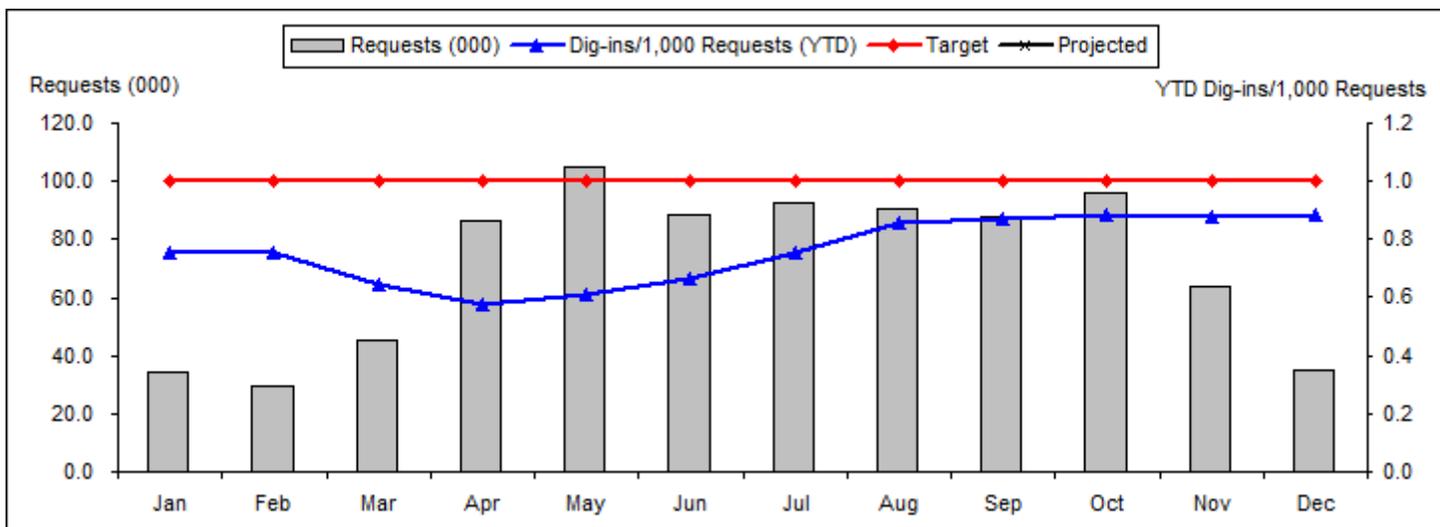
# ComEd

## Operational Excellence

### Electric Underground Damages

Reporting Period: December 2013

Good



|                              | Jan  | Feb  | Mar  | Apr  | May   | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  |
|------------------------------|------|------|------|------|-------|------|------|------|------|------|------|------|
| Dig-ins/1,000 Requests (Mo.) | 0.76 | 0.75 | 0.49 | 0.50 | 0.68  | 0.85 | 1.11 | 1.41 | 0.96 | 1.02 | 0.77 | 0.94 |
| Dig-ins/1,000 Requests (YTD) | 0.76 | 0.75 | 0.64 | 0.58 | 0.61  | 0.67 | 0.75 | 0.85 | 0.87 | 0.89 | 0.88 | 0.88 |
| Target                       | 1.00 | 1.00 | 1.00 | 1.00 | 1.00  | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Projected                    |      |      |      |      |       |      |      |      |      |      |      |      |
| Total Dig-ins                | 26   | 22   | 22   | 43   | 71    | 75   | 103  | 127  | 84   | 98   | 49   | 33   |
| Requests (000)               | 34.4 | 29.3 | 45.3 | 86.6 | 104.8 | 88.7 | 92.8 | 90.2 | 87.8 | 95.8 | 63.5 | 35.2 |

#### Variance Analysis / Corrective Action

##### MRM KPIs\*

The Electric Damage Rate of .94 for December 2013 is favorable to target of 1.0.  
 The Electric Damage rate of .88 Year to Date is favorable to target of 1.0  
 There were 33 Electric Damages: 17 primary, 3 secondary, 12 services, 1 street light

##### Field Audits\*

Investigations: 5      119 YE  
 Excavators: 107      3053 YE  
 Locators: 115      3441 YE  
 Totals: 227      6613 YE

Dig Safe Training Presentation\*  
 0 in December and 76 YTD

##### Project Activity\*

Chicago water main rebuild project  
 NICOR infrastructure rebuild project through out region  
 Peoples Energy infrastructure rebuild in Chicago  
 Chicago Department of Electric installation of new street light cables.  
 ComEd EIMA upgrade project  
 Road projects in Northern & Southern Regions  
 AT&T duct work project primarily in Chicago

**Definition:** EU METRIC. Tracks damages to ComEd Underground Electric Facilities. Average electric facilities damage per locate ticket = Total # of Electric Damages/Total # of locate tickets x 1000.

Executive Lead: O'Neill / Burch

Group #: 2009  
Corresponding Pls: 20278 20279  
Report Run Date: 1/14/2014 4:51 PM

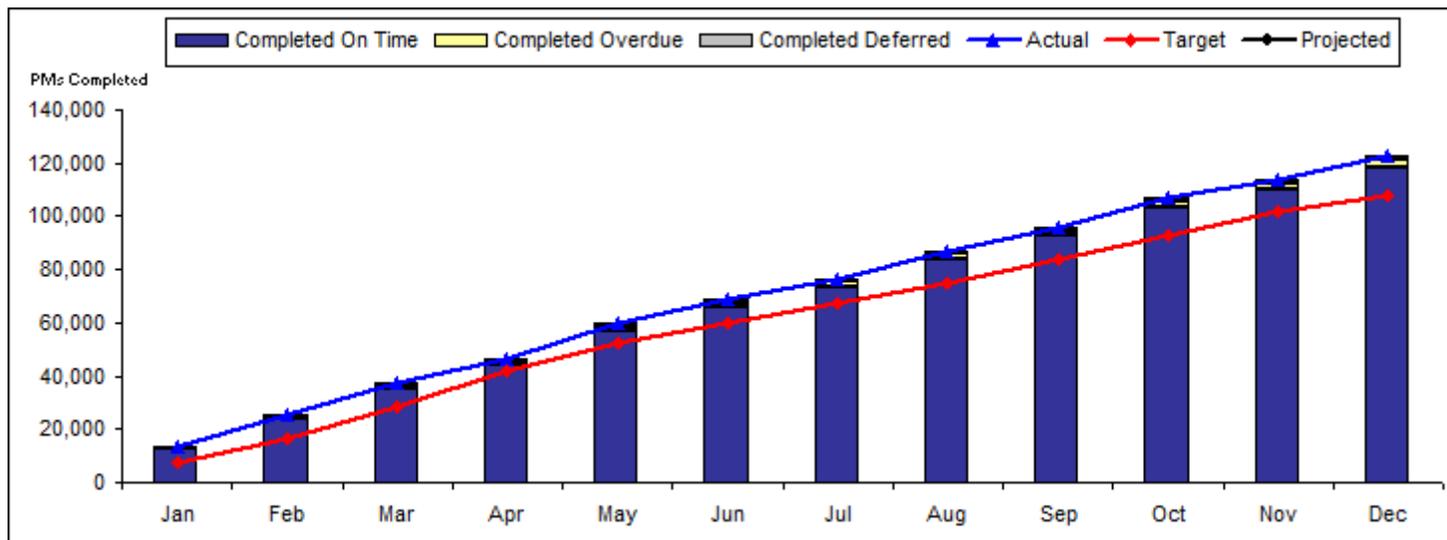
# ComEd

## Operational Excellence

### PM Completion YTD

Reporting Period: December 2013

Good



|                  | Jan    | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct     | Nov     | Dec     |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|
| <b>Actual</b>    | 13,519 | 25,585 | 37,263 | 46,308 | 59,655 | 68,528 | 76,394 | 87,030 | 95,687 | 106,698 | 114,164 | 122,690 |
| <b>Target</b>    | 7,360  | 16,840 | 28,329 | 41,944 | 52,386 | 60,029 | 67,357 | 75,190 | 83,756 | 93,109  | 101,479 | 107,597 |
| <b>Projected</b> |        |        |        |        |        |        |        |        |        |         |         |         |

#### Underlying Pis

|                           | Jan    | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct     | Nov     | Dec     |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|
| <b>Completed On Time</b>  | 12,872 | 24,152 | 35,269 | 43,969 | 57,004 | 65,817 | 73,643 | 84,216 | 92,585 | 103,185 | 110,291 | 118,561 |
| <b>Completed Overdue</b>  | 454    | 1,020  | 1,415  | 1,591  | 1,763  | 1,782  | 1,797  | 1,843  | 1,945  | 2,140   | 2,317   | 2,430   |
| <b>Completed Deferred</b> | 193    | 413    | 579    | 748    | 888    | 929    | 954    | 971    | 1,157  | 1,373   | 1,556   | 1,699   |

#### Organizational Breakdown

| Drill | Organization Name | Jan   | Feb   | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    |
|-------|-------------------|-------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|       | DSO Dist Test     | 312   | 502   | 675    | 827    | 1,001  | 1,162  | 1,352  | 1,518  | 1,645  | 1,834  | 1,986  | 2,033  |
|       | Dist Ops North    | 1,398 | 1,978 | 2,229  | 2,271  | 2,295  | 2,333  | 2,379  | 2,406  | 2,432  | 2,507  | 2,597  | 2,623  |
|       | Dist Ops South    | 1,206 | 1,655 | 1,707  | 1,732  | 1,792  | 1,947  | 1,994  | 2,010  | 2,067  | 2,109  | 2,140  | 2,152  |
|       | Dist Ops West     | 1,490 | 1,861 | 1,977  | 2,045  | 2,086  | 2,100  | 2,111  | 2,118  | 2,256  | 2,304  | 2,329  | 2,344  |
|       | Dist Ops Chi      | 1,340 | 2,001 | 2,264  | 2,288  | 2,346  | 2,352  | 2,365  | 2,557  | 2,613  | 2,754  | 2,788  | 2,850  |
|       | Eng & Prj Manag   | 2,413 | 7,673 | 13,658 | 17,559 | 25,447 | 29,532 | 32,622 | 38,172 | 42,062 | 47,333 | 49,814 | 54,135 |
|       | T&S ComEd         | 5,360 | 9,915 | 14,753 | 19,586 | 24,688 | 29,102 | 33,571 | 38,249 | 42,612 | 47,857 | 52,510 | 56,553 |

#### Variance Analysis / Corrective Action

In 2013 ComEd completed 122,690 PMs vs. a target of 107,597 PMs or 15,093 PMs above the 100% target. All PM programs finished at or above target.

Distribution completed 71,371 PMs vs. a target of 66,121 PMs or 5,250 PMs above the 100% target. Favorability was driven by Pad Mount Equipment Inspections which were 3,397 PMs favorable to target and EIMA Manhole Assessments which were 1,319 PMs favorable to target.

Substation completed 46,706 PMs vs. a target of 37,153 PMs or 9,553 PMs above the 100% target. Favorability was driven by Circuit Breaker Functional Checks 5,430 PMs favorable to target, Station Inspections 1,075 PMs favorable to target and Transformer Maintenance Operations 1,030 PMs favorable to target.

Transmission completed 4,613 PMs vs. a target of 4,323 PMs or 290 PMs above the 100% target. Favorability was driven by Corrosion 119 PMs favorable to target and Underground Maintenance 133 PMs favorable to target.

PMs Completed Overdue:

There were no PMs completed Passport Overdue in December.  
YE there were 18 PMs completed Passport Overdue.

**Definition:** EU METRIC. Number of PM work orders completed vs. target.

Executive Lead: Donnelly/ Colletti

Group #: 2378

Corresponding Pls: 21433 23763 23764

Report Run Date: 1/14/2014 4:45 PM

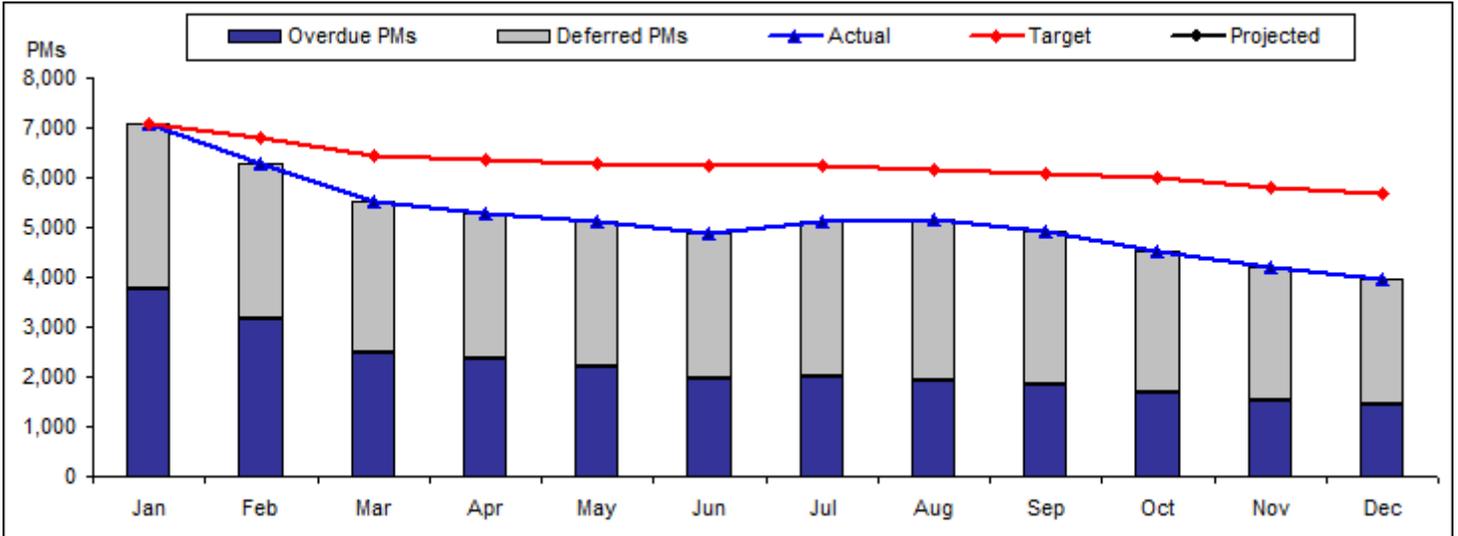
# ComEd

## Operational Excellence

### PM Overdue / Deferred Beyond Original Grace Period

Reporting Period: December 2013

Good



|                  | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>Actual</b>    | 7,065 | 6,300 | 5,508 | 5,300 | 5,110 | 4,884 | 5,101 | 5,157 | 4,920 | 4,505 | 4,196 | 3,966 |
| <b>Target</b>    | 7,065 | 6,795 | 6,437 | 6,365 | 6,295 | 6,231 | 6,230 | 6,173 | 6,087 | 5,988 | 5,813 | 5,661 |
| <b>Projected</b> |       |       |       |       |       |       |       |       |       |       |       |       |

#### Underlying PIs

|                     | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>Overdue PMs</b>  | 3,744 | 3,164 | 2,471 | 2,349 | 2,218 | 1,963 | 1,982 | 1,933 | 1,844 | 1,672 | 1,527 | 1,433 |
| <b>Deferred PMs</b> | 3,321 | 3,136 | 3,037 | 2,951 | 2,892 | 2,921 | 3,119 | 3,224 | 3,076 | 2,833 | 2,669 | 2,533 |

#### Variance Analysis / Corrective Action

##### DEFERRED PMs

T&S has 2,533 PMs deferred through the EED Predefined Deferral Process, of those:

- 2,132 PMs have been Deferred through the ComEd Health Indexing Process having received a Very Good or Good Condition Rating.
- 401 PMs have been deferred through individual assessment.

##### OVERDUE PMs

T&S has 1,433 PMs overdue PMs.

In 2013 ComEd reduced the January 1 backlog of 7,426 PMs overdue/deferred by 3,460 PMs achieving a 46% backlog reduction for the year.

**Definition:** EU METRIC. Number of overdue or deferred preventative or predictive work orders that exceed their grace period.

Executive Lead: Donnelly/ Colletti

Group #: 3828

Corresponding PIs: 23702 23703

Report Run Date: 1/14/2014 4:45 PM

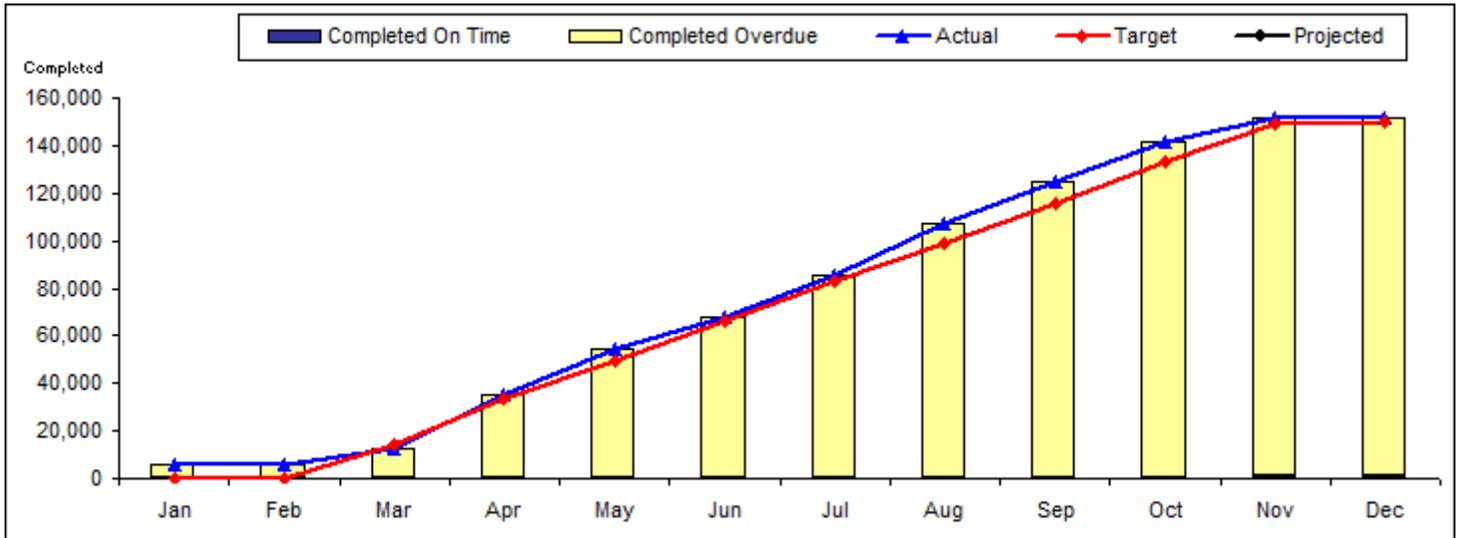
# ComEd

## Operational Excellence

### Pole Inspections Completed (YTD)

Reporting Period: December 2013

Good ↑



|                  | Jan   | Feb   | Mar    | Apr    | May    | Jun    | Jul    | Aug     | Sep     | Oct     | Nov     | Dec     |
|------------------|-------|-------|--------|--------|--------|--------|--------|---------|---------|---------|---------|---------|
| <b>Actual</b>    | 5,497 | 5,497 | 12,845 | 35,359 | 54,141 | 68,142 | 85,808 | 106,854 | 124,614 | 141,770 | 151,292 | 151,292 |
| <b>Target</b>    | -     | 100   | 14,100 | 33,100 | 49,600 | 66,100 | 82,600 | 99,100  | 115,900 | 132,900 | 149,400 | 149,800 |
| <b>Projected</b> |       |       |        |        |        |        |        |         |         |         |         |         |

#### Underlying Pis

|                          |       |       |        |        |        |        |        |         |         |         |         |         |
|--------------------------|-------|-------|--------|--------|--------|--------|--------|---------|---------|---------|---------|---------|
| <b>Completed On Time</b> | 0     | 0     | 0      | 0      | 0      | 0      | 0      | 0       | 0       | 0       | 810     | 810     |
| <b>Completed Overdue</b> | 5,497 | 5,497 | 12,845 | 35,359 | 54,141 | 68,142 | 85,808 | 106,854 | 124,614 | 141,770 | 150,482 | 150,482 |

#### Organizational Breakdown

| Drill | Organization Name | Jan | Feb   | Mar    | Apr    | May    | Jun    | Jul    | Aug     | Sep     | Oct     | Nov     | Dec     |
|-------|-------------------|-----|-------|--------|--------|--------|--------|--------|---------|---------|---------|---------|---------|
|       | Eng & Prj Manag   | 7   | 5,497 | 12,845 | 35,359 | 54,141 | 68,142 | 85,808 | 106,854 | 124,614 | 141,770 | 150,482 | 150,482 |
|       | T&S ComEd         | -   | -     | -      | -      | -      | -      | -      | -       | -       | -       | 810     | 810     |

#### Variance Analysis / Corrective Action

ComEd is in year two of a ten year inspection and treatment cycle plan for distribution poles as part of the EIMA program.

Distribution inspected and treating 150,482 poles all of which were beyond cycle (10 years) plus grace (2.5 years).

Transmission inspected and treated 810 poles, all of which were completed within the 10 year cycle.

**Definition:** EU METRIC. PI actual data includes year to date cumulative number of distribution, substation and transmission wood poles having received ground line inspection and treatment as part of the ten year cyclical program.

Executive Lead: Donnelly/ Colletti

Group #: 3935

Corresponding PIs: 24110 24111

Report Run Date: 1/14/2014 4:47 PM

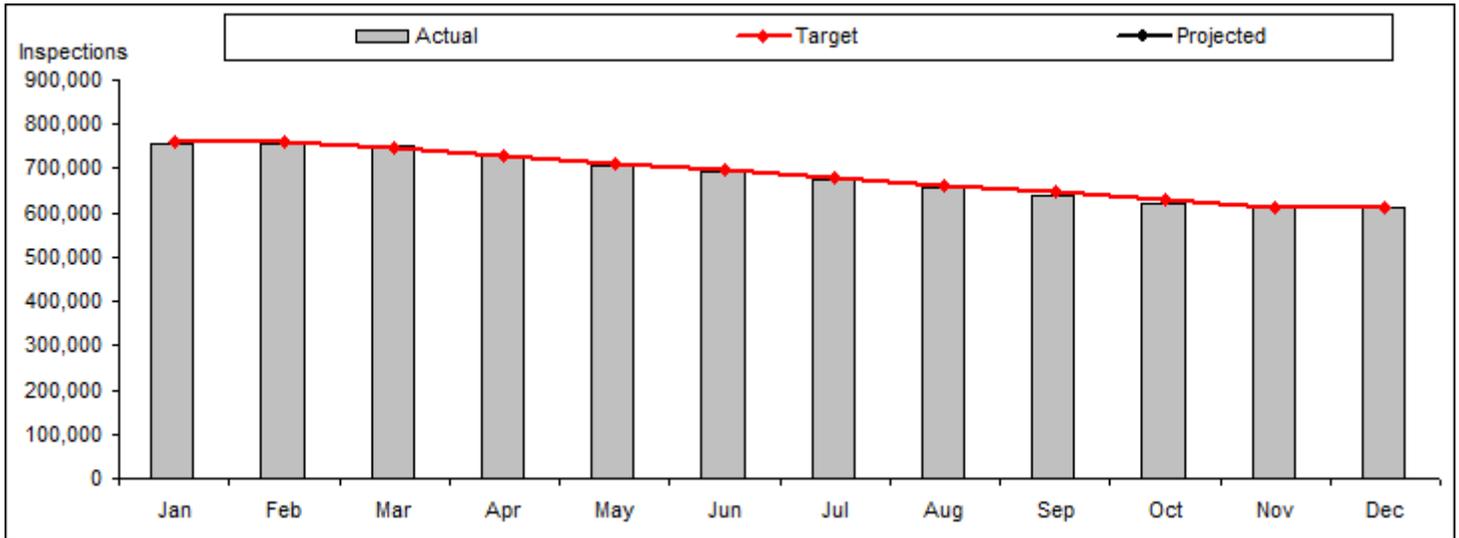
# ComEd

## Operational Excellence

### Pole Inspections Overdue/Beyond Original Grace Period

Reporting Period: December 2013

Good



|                  | Jan     | Feb     | Mar     | Apr     | May     | Jun     | Jul     | Aug     | Sep     | Oct     | Nov     | Dec     |
|------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| <b>Actual</b>    | 757,157 | 757,157 | 749,809 | 727,295 | 708,513 | 694,512 | 676,846 | 655,800 | 638,040 | 620,984 | 612,172 | 612,172 |
| <b>Target</b>    | 762,654 | 762,554 | 748,554 | 729,554 | 713,054 | 696,554 | 680,054 | 663,554 | 647,054 | 630,554 | 614,054 | 613,654 |
| <b>Projected</b> |         |         |         |         |         |         |         |         |         |         |         |         |

#### Variance Analysis / Corrective Action

ComEd is in year two of a ten year inspection and treatment cycle plan for distribution poles as part of the EIMA program.

In 2013 ComEd decreases the overdue backlog from 762,654 to 612,172 poles by inspecting and treating 150,482 distribution poles all of which were beyond cycle (10 years) plus grace (2.5 years).

**Definition:** EU METRIC. Number of distribution, substation and transmission wood poles not having received ground line inspection and treatment within ten year cycle plus 25% grace period.

**Executive Lead:** Donnelly/ Colletti

**Group #:** 24109

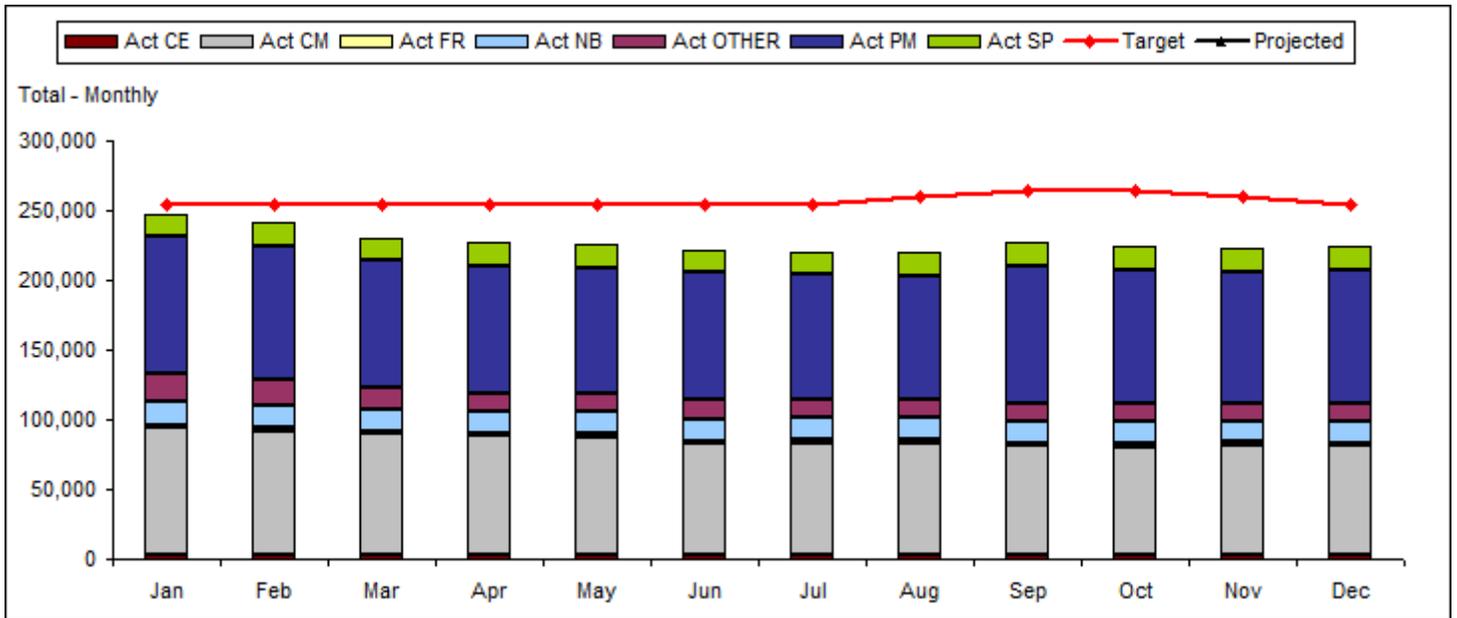
**Corresponding PIs:** 24109

**Report Run Date:** 1/14/2014 4:47 PM

# ComEd Operational Excellence All In Passport

Reporting Period: December 2013

Good



|                  | Jan     | Feb     | Mar     | Apr     | May     | Jun     | Jul     | Aug     | Sep     | Oct     | Nov     | Dec     |
|------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| <b>Actual</b>    | 247,057 | 240,740 | 230,312 | 226,842 | 225,429 | 222,085 | 220,206 | 219,767 | 226,488 | 223,590 | 222,859 | 223,812 |
| <b>Target</b>    | 255,000 | 255,000 | 255,000 | 255,000 | 255,000 | 255,000 | 255,000 | 260,000 | 265,000 | 265,000 | 260,000 | 255,000 |
| <b>Projected</b> |         |         |         |         |         |         |         |         |         |         |         |         |

**Underlying Pls**

|                               | Jan    | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    |
|-------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Capacity Expansion</b>     | 2,982  | 2,933  | 2,804  | 2,660  | 2,625  | 2,564  | 2,512  | 2,400  | 2,327  | 2,353  | 2,381  | 2,308  |
| <b>Corrective Maintenance</b> | 91,165 | 88,806 | 86,800 | 85,461 | 85,130 | 79,877 | 80,536 | 80,743 | 78,772 | 78,222 | 79,167 | 78,854 |
| <b>Facility Relocate</b>      | 2,070  | 2,148  | 2,049  | 1,976  | 2,072  | 2,106  | 2,227  | 2,195  | 2,197  | 2,247  | 2,227  | 2,277  |
| <b>New Business</b>           | 16,597 | 16,431 | 15,106 | 15,490 | 15,622 | 15,838 | 15,730 | 15,630 | 15,337 | 15,492 | 15,193 | 15,106 |
| <b>Other</b>                  | 19,699 | 18,111 | 16,227 | 13,656 | 13,315 | 13,412 | 13,657 | 13,543 | 12,827 | 12,761 | 12,801 | 13,525 |
| <b>Preventive Maintenance</b> | 98,930 | 95,710 | 91,061 | 91,164 | 89,874 | 91,426 | 89,594 | 88,889 | 98,603 | 96,141 | 94,194 | 95,109 |
| <b>System Performance</b>     | 15,614 | 16,601 | 16,265 | 16,435 | 16,791 | 16,862 | 15,950 | 16,367 | 16,425 | 16,374 | 16,896 | 16,633 |

**Organizational Breakdown**

| Drill           | Jan    | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| BSC/Other ComEd | 49     | 7      | 10     | 11     | 9      | 9      | 9      | 9      | 14     | 15     | 14     | 19     |
| Cust Ops ComEd  | 713    | 698    | 695    | 701    | 688    | 690    | 715    | 711    | 713    | 711    | 706    | 655    |
| DSO Dist Test   | 2,433  | 2,186  | 2,028  | 1,827  | 1,670  | 1,603  | 1,609  | 1,585  | 2,910  | 2,801  | 2,625  | 2,647  |
| DSO OCC         | 22     | 25     | 3      | -      | -      | -      | 2      | 2      | 6      | 4      | 4      | 6      |
| New Bus Central | 558    | 561    | 530    | 523    | 464    | 467    | 448    | 447    | 431    | 405    | 331    | 298    |
| Dist Ops North  | 33,058 | 31,860 | 30,877 | 29,905 | 28,893 | 29,357 | 28,530 | 28,309 | 29,982 | 30,399 | 30,570 | 30,719 |
| Dist Ops South  | 26,804 | 25,998 | 25,271 | 25,297 | 25,002 | 25,493 | 25,676 | 25,668 | 26,063 | 25,927 | 25,734 | 25,654 |
| Dist Ops West   | 16,464 | 15,036 | 14,526 | 13,647 | 13,558 | 13,693 | 13,844 | 14,126 | 15,004 | 15,204 | 15,170 | 15,508 |
| Dist Ops Chi    | 57,013 | 55,397 | 52,649 | 52,514 | 54,306 | 48,421 | 47,018 | 46,554 | 46,865 | 45,602 | 46,365 | 46,031 |
| Eng & Prj Manag | 4,752  | 4,652  | 4,230  | 4,026  | 3,701  | 3,658  | 2,974  | 2,669  | 4,040  | 3,955  | 4,093  | 5,298  |

|                |         |         |        |        |        |        |        |        |        |        |        |        |
|----------------|---------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Support Svcs   | 449     | 508     | 523    | 575    | 605    | 616    | 607    | 649    | 712    | 702    | 720    | 740    |
| T&S ComEd      | 103,266 | 102,201 | 97,344 | 96,421 | 95,283 | 96,823 | 97,510 | 97,833 | 98,701 | 96,772 | 95,471 | 95,268 |
| Vegetation Mgt | 1,476   | 1,611   | 1,626  | 1,395  | 1,250  | 1,255  | 1,264  | 1,205  | 1,047  | 1,093  | 1,056  | 969    |

**Variance Analysis / Corrective Action**

2013 Starting All In PassPort was 258,276 Open Tasks as of January 1st.

YE performance of 223,812 Open Tasks as of December 31st is On Track.

ComEd All In PassPort Year End projections were updated in June to reflect the YE and projected reductions in the CM and "Other" categories.

The overall reduction of 34,464 or 13.3% YE 2013 (23,245 or 9.0% since January 31st) has been driven by significant reductions in Corrective Maintenance, Preventive Maintenance and Other/Administrative Work Order Tasks as follows:

Corrective Maintenance has decreased 18,831 tasks or 19.3% YE.

Preventive Maintenance has decreased 8,127 tasks or 7.9% YE.

Other has decreased 6,703 tasks or 33.1% YE, driven largely by focused scrubbing, completion and/or cancellation of Work Order Type AD (Administrative) and MO (Model) Work Orders.

Facility Relocation increased 50 tasks in December, and remains up 95 tasks or 4.4% YE, driven by increased FR funding levels for various governmental agencies.

Other increased 724 tasks in December, driven largely by creation of annual Administrative / Blanket Work Orders for 2014.

Preventive Maintenance increased 915 tasks in December, driven largely by creation of over 1,200 Circuit Thermography PMs to be executed in 2014.

System Performance decreased 263 tasks in December, but remains up 1,267 tasks or 8.2% YE, driven largely by generation of EIMA related work including URD Cable Replacement, Distribution Automation, and Manhole work that is to be completed during 2014.

**Definition:** EU METRIC. All In Open Work Tasks (Passport).

**Executive Lead:** David Perez

Group #: 3572

Corresponding Pls: 23131 23132 23133 23134 23135 23136 23137

Report Run Date: 1/14/2014 4:55 PM

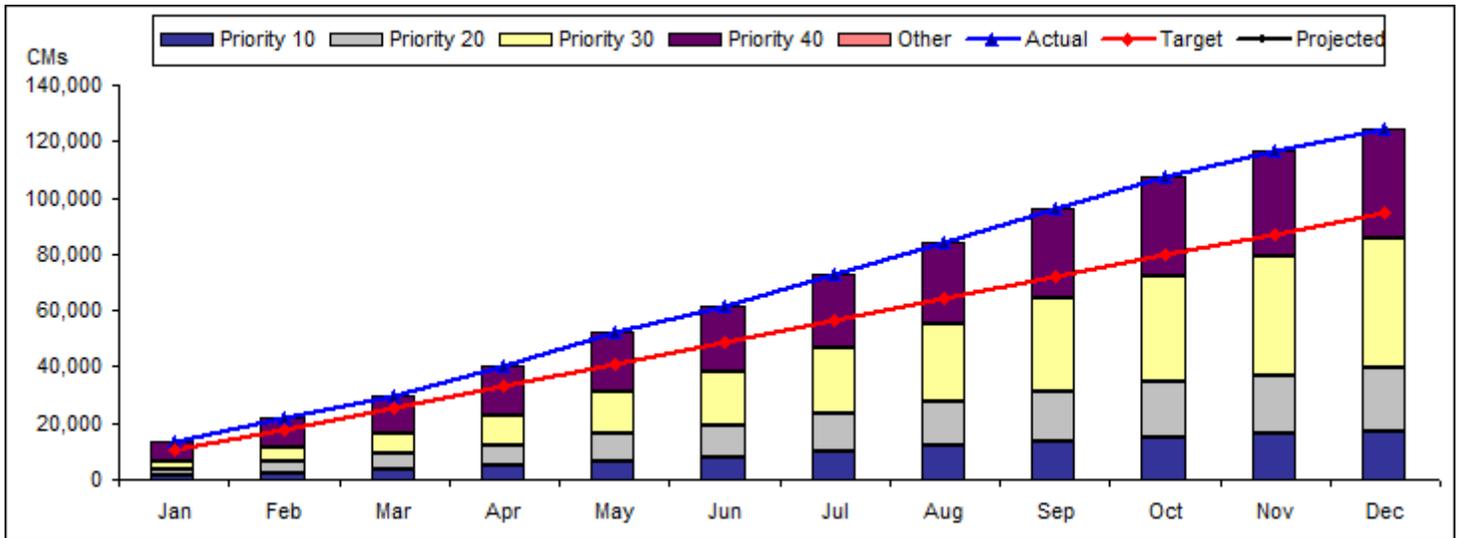
# ComEd

## Operational Excellence

### CMs Completed by Priority

Reporting Period: December 2013

Good ↑



|                  | Jan    | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct     | Nov     | Dec     |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|
| <b>Actual</b>    | 13,561 | 21,606 | 30,001 | 40,572 | 52,502 | 61,638 | 72,660 | 84,116 | 95,853 | 107,434 | 116,538 | 124,660 |
| <b>Target</b>    | 10,289 | 17,990 | 25,691 | 33,392 | 41,093 | 48,794 | 56,495 | 64,196 | 71,897 | 79,598  | 87,299  | 95,000  |
| <b>Projected</b> |        |        |        |        |        |        |        |        |        |         |         |         |

#### Underlying PIs

|                    | Jan   | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    |
|--------------------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Priority 10</b> | 1,202 | 2,437  | 3,431  | 4,711  | 6,264  | 7,686  | 9,879  | 11,710 | 13,271 | 14,803 | 15,993 | 17,078 |
| <b>Priority 20</b> | 2,134 | 3,870  | 5,655  | 7,529  | 9,708  | 11,619 | 13,756 | 15,838 | 17,726 | 19,571 | 21,124 | 22,743 |
| <b>Priority 30</b> | 2,748 | 4,832  | 7,345  | 10,620 | 14,990 | 18,692 | 23,125 | 27,866 | 33,086 | 38,045 | 42,152 | 45,452 |
| <b>Priority 40</b> | 7,477 | 10,466 | 13,569 | 17,711 | 21,538 | 23,639 | 25,898 | 28,699 | 31,767 | 35,012 | 37,266 | 39,384 |
| <b>Other</b>       | 0     | 1      | 1      | 1      | 2      | 2      | 2      | 3      | 3      | 3      | 3      | 3      |

#### Organizational Breakdown

| Drill | Organization Name | Jan   | Feb   | Mar   | Apr   | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    |
|-------|-------------------|-------|-------|-------|-------|--------|--------|--------|--------|--------|--------|--------|--------|
|       | BSC/Other ComEd   | 21    | 30    | 36    | 36    | 39     | 39     | 40     | 40     | 40     | 42     | 44     | 45     |
|       | Cust Ops ComEd    | 6     | 7     | 8     | 10    | 12     | 15     | 20     | 20     | 20     | 22     | 23     | 24     |
|       | DSO Dist Test     | 635   | 1,257 | 1,802 | 2,527 | 3,261  | 4,236  | 5,385  | 6,535  | 7,785  | 8,675  | 9,351  | 9,919  |
|       | New Bus Central   | -     | -     | 1     | 4     | 11     | 16     | 24     | 34     | 45     | 56     | 65     | 73     |
|       | Dist Ops North    | 2,423 | 3,884 | 5,323 | 7,056 | 9,595  | 11,225 | 13,113 | 15,281 | 17,431 | 19,469 | 21,115 | 22,431 |
|       | Dist Ops South    | 3,394 | 5,178 | 6,778 | 9,066 | 11,477 | 13,285 | 15,926 | 18,661 | 21,959 | 24,891 | 27,083 | 29,057 |
|       | Dist Ops West     | 1,787 | 2,876 | 3,972 | 5,617 | 7,452  | 8,876  | 10,593 | 12,535 | 14,261 | 16,030 | 17,444 | 18,781 |
|       | Dist Ops Chi      | 2,201 | 3,361 | 4,840 | 6,193 | 7,462  | 8,507  | 9,876  | 11,254 | 12,609 | 14,017 | 15,041 | 15,946 |
|       | Eng & Prj Manag   | 9     | 10    | 26    | 40    | 47     | 51     | 66     | 71     | 75     | 85     | 88     | 92     |
|       | Support Svcs      | 238   | 246   | 263   | 278   | 284    | 312    | 340    | 356    | 371    | 447    | 473    | 496    |
|       | T&S ComEd         | 2,319 | 4,175 | 6,270 | 8,550 | 11,265 | 13,197 | 15,029 | 16,770 | 18,652 | 21,016 | 23,058 | 24,975 |
|       | Vegetation Mgt    | 528   | 582   | 682   | 1,195 | 1,597  | 1,879  | 2,248  | 2,559  | 2,605  | 2,684  | 2,753  | 2,821  |

#### Variance Analysis / Corrective Action

YE performance of 124,660 Completed Tasks as of December 31st is On Track.

ComEd "All In" CMs Completed Year End projections were updated in May to reflect the YE and projected impacts of new high volume, rapid turn-around tasks for Streetlight Repairs from the OSBI Streetlight Initiative interface as well as related Material Replenishment tasks. These tasks are created and resolved quickly so that their impact to

CM Backlog totals is less noticeable, but their impact on CMs Completed metrics is much more apparent.

The December 2013 CMs Completed YE total of 124,660 represents a decrease of 15,606 (11.1%) from the December 2012 CM Completed YE total of 140,266. The original projections were for a reduction closer to 30% compared to 2012 as a result of the reduced usage of Support Tasks (esp. Material and Switching Tasks), but this reduction has been partially offset by the introduction of the high volume, rapid turn-around tasks related to the OSBI Streetlight Initiative (approx. 15,300) and Material Replenishment (approx. 4,400).

Performance improvements to increase productivity, bundling, and opportunistic completions of CMs were driven in 2013 in order to address CM backlog and completion targets in both T&S and Dist Ops.

The target for 2013 reflected expected completions from emergent work, specific budgeted programs, as well as bundled and opportunistic completions for both T&S and Dist Ops.

**Definition:** EU METRIC. Number of CM completions vs. target. All priorities (including MC). No exclusions.

Executive Lead: David Perez

Group #: 2451

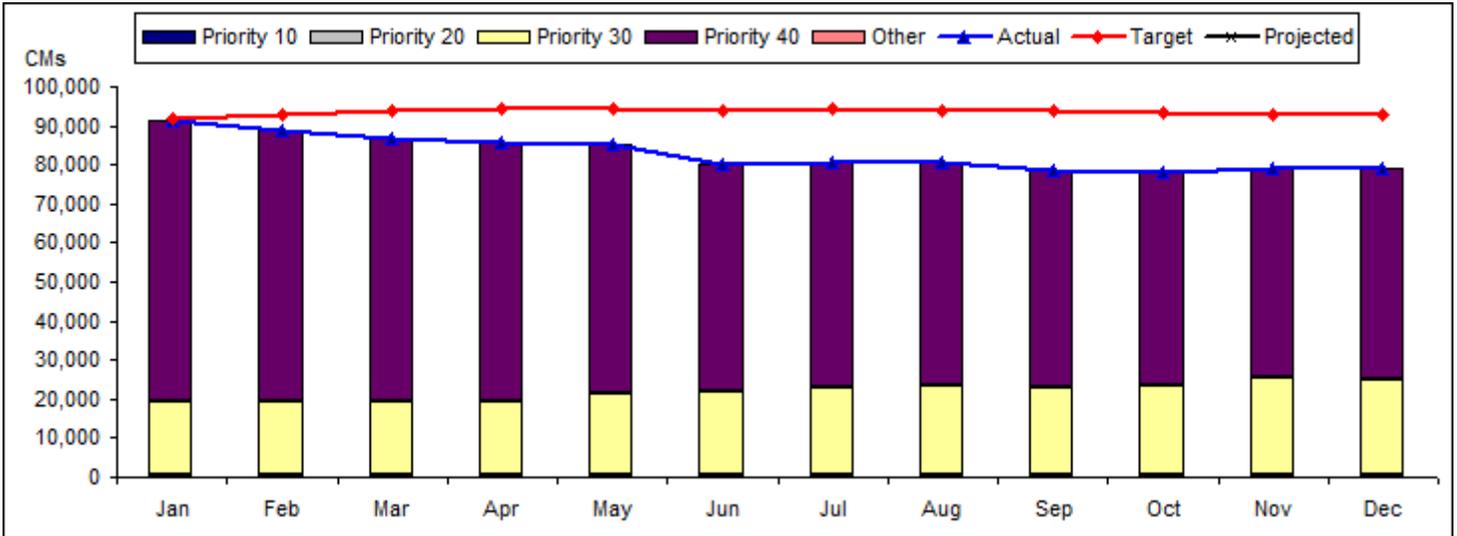
Corresponding Pls: 20594 20595 20596 20597 20600

Report Run Date: 1/14/2014 4:45 PM

# ComEd Operational Excellence CM Backlog by Priority

Reporting Period: December 2013

Good



|                  | Jan    | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Actual</b>    | 91,166 | 88,809 | 86,801 | 85,461 | 85,132 | 79,883 | 80,535 | 80,747 | 78,773 | 78,220 | 79,165 | 78,853 |
| <b>Target</b>    | 91,754 | 92,691 | 93,629 | 94,237 | 94,168 | 94,088 | 94,404 | 94,022 | 93,767 | 93,533 | 93,027 | 92,800 |
| <b>Projected</b> |        |        |        |        |        |        |        |        |        |        |        |        |

**Underlying Pls**

|                    | Jan    | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    |
|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Priority 10</b> | 70     | 56     | 46     | 66     | 76     | 97     | 72     | 69     | 53     | 79     | 70     | 34     |
| <b>Priority 20</b> | 670    | 522    | 483    | 694    | 566    | 615    | 593    | 531    | 492    | 478    | 613    | 375    |
| <b>Priority 30</b> | 18,463 | 18,739 | 18,657 | 18,655 | 20,768 | 21,143 | 22,271 | 22,722 | 22,511 | 22,734 | 24,587 | 24,819 |
| <b>Priority 40</b> | 71,963 | 69,492 | 67,615 | 66,046 | 63,722 | 58,028 | 57,598 | 57,425 | 55,717 | 54,929 | 53,895 | 53,625 |
| <b>Other</b>       | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      |

**Organizational Breakdown CM Backlog by Priority**

| Drill | Organization Name | Jan    | Feb    | Mar    | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    |
|-------|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|       | BSC/Other ComEd   | 10     | 4      | 4      | 5      | 3      | 3      | 2      | 2      | 4      | 5      | 4      | 5      |
|       | Cust Ops ComEd    | 3      | 4      | -      | 1      | 2      | 4      | -      | -      | 2      | -      | -      | -      |
|       | DSO Dist Test     | 176    | 154    | 166    | 139    | 223    | 242    | 336    | 325    | 191    | 206    | 220    | 200    |
|       | New Bus Central   | 7      | 7      | 6      | 8      | 8      | 13     | 14     | 13     | 13     | 13     | 21     | 13     |
|       | Dist Ops North    | 20,324 | 19,399 | 18,985 | 18,964 | 18,015 | 18,239 | 18,110 | 18,143 | 17,729 | 17,593 | 17,688 | 17,857 |
|       | Dist Ops South    | 15,961 | 15,509 | 15,042 | 14,743 | 13,959 | 14,468 | 14,625 | 14,496 | 14,019 | 13,737 | 13,602 | 13,309 |
|       | Dist Ops West     | 7,441  | 6,954  | 6,916  | 6,449  | 6,366  | 6,352  | 6,740  | 6,980  | 6,499  | 6,733  | 6,808  | 6,815  |
|       | Dist Ops Chi      | 32,984 | 32,498 | 31,669 | 31,367 | 33,514 | 27,651 | 27,857 | 27,916 | 27,424 | 27,151 | 28,249 | 28,154 |
|       | Eng & Prj Manag   | 64     | 72     | 64     | 58     | 56     | 58     | 57     | 56     | 59     | 52     | 70     | 75     |
|       | Support Svcs      | 154    | 193    | 223    | 261    | 325    | 334    | 333    | 359    | 399    | 366    | 376    | 392    |
|       | T&S ComEd         | 13,436 | 13,355 | 13,011 | 12,978 | 12,288 | 12,124 | 12,087 | 12,203 | 12,211 | 12,117 | 11,943 | 11,912 |
|       | Vegetation Mgt    | 606    | 660    | 715    | 488    | 373    | 395    | 374    | 254    | 223    | 247    | 184    | 121    |

**Variance Analysis / Corrective Action**

2013 Starting Backlog was 97,684 Open Tasks as of Jan 1st.

YE performance of 78,853 Open Tasks as of Dec 31st is On Track.

ComEd "All In" CM backlog Year End projections were updated in June to reflect the YE and projected impacts of EIMA program work, ongoing aged task scrubs and Engineering CM criteria review as well as expected field completions.

The December 2013 CM Backlog of 78,853 represents a decrease of 18,831 (19.3%) from the December 2012 CM Backlog of 97,684. Notable reductions occurred with decreased use of Support Tasks (esp. Material Tasks - approx. 6,400 tasks), ongoing scrubs (Aged CMs, EIMA overlap, PadMount checklist revisions - approx. 7,900), targeted completion of Aged (older than 2008) CMs (approx. 2,100), and increased bundled completions through expanded use of GIS tools for bundling and completing work on an opportunistic basis (approx. 3,500).

Review of remaining MR and additional Support Tasks will continue in 2014 across all priorities as part of the ongoing CM Backlog Reduction Initiative.

Added focus for 2013 was on the remaining CMs created during 2006 and 2007, with the intent of finishing 2013 with no CMs remaining older than 2008. All but 2 of these CMs were completed by year end (a 40 MVA Substation Transformer replacement to complete in Jan 2014 and a Distribution Center pothead replacement to complete in April 2014).

YE summary is as follows:

97,684 Beginning Backlog on January 1st  
+ 155,024 Newly Generated CMs  
- 50,685 Cancelled CMs  
- 124,660 Completed CMs  
+ 1,490 Uncancelled or reclassified to CM  
= 78,853 Ending Backlog end of December

**Definition:** EU METRIC. Corrective maintenance backlog by priority (including MC). No exclusions.

Executive Lead: David Perez

Group #: 2323

Corresponding PIs: 20431 20432 20433 20434 20437

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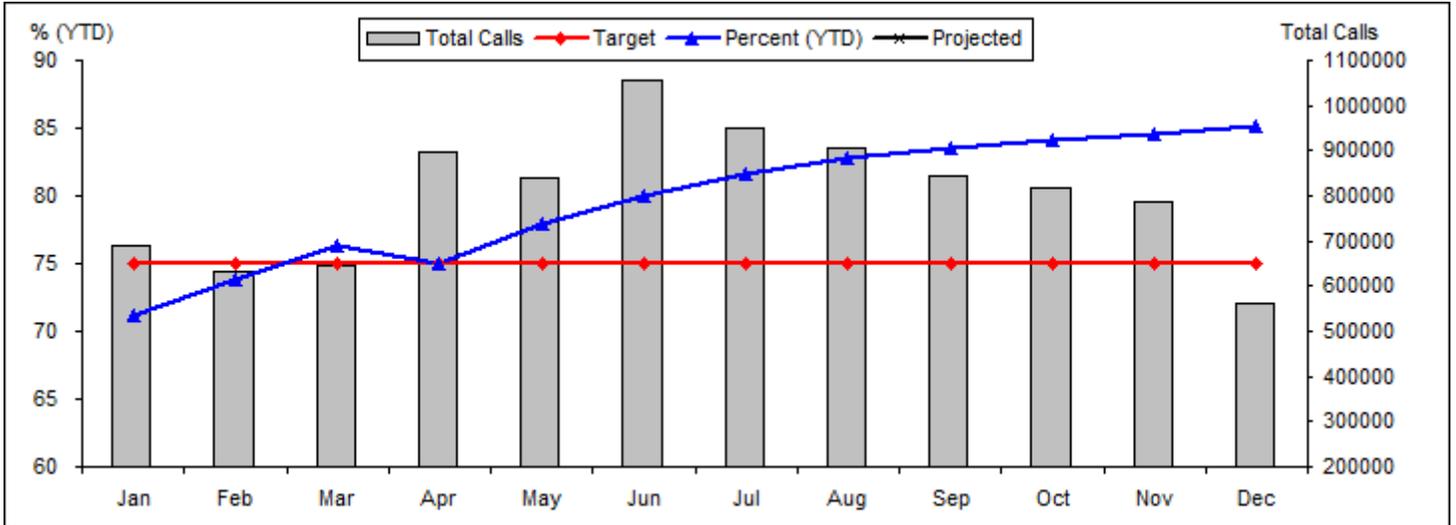
# ComEd

## Operational Excellence

### Service Level

Reporting Period: December 2013

Good



|                       | Jan     | Feb     | Mar     | Apr     | May     | Jun       | Jul     | Aug     | Sep     | Oct     | Nov     | Dec     |
|-----------------------|---------|---------|---------|---------|---------|-----------|---------|---------|---------|---------|---------|---------|
| <b>Total SL</b>       | 71.2    | 76.6    | 81.6    | 72.2    | 87.7    | 87.2      | 90.0    | 90.1    | 89.3    | 89.8    | 89.5    | 93.5    |
| <b>Total SL (YTD)</b> | 71.2    | 73.8    | 76.3    | 75.1    | 77.9    | 80.0      | 81.6    | 82.8    | 83.5    | 84.1    | 84.6    | 85.1    |
| <b>Target (YTD)</b>   | 75.0    | 75.0    | 75.0    | 75.0    | 75.0    | 75.0      | 75.0    | 75.0    | 75.0    | 75.0    | 75.0    | 75.0    |
| <b>Projected</b>      |         |         |         |         |         |           |         |         |         |         |         |         |
| <b>Total Answered</b> | 491,177 | 482,942 | 526,431 | 647,524 | 735,294 | 919,971   | 855,109 | 816,915 | 752,790 | 732,351 | 705,288 | 524,916 |
| <b>Total Calls</b>    | 689,953 | 630,771 | 644,866 | 896,475 | 838,830 | 1,055,136 | 949,722 | 907,177 | 842,836 | 815,863 | 788,408 | 561,602 |
| <b>CSR SL</b>         | 49.3    | 57.2    | 66.5    | 47.7    | 77.1    | 71.9      | 80.7    | 81.1    | 79.8    | 81.7    | 78.2    | 87.7    |
| <b>CSR SL (YTD)</b>   | 49.3    | 53.0    | 57.4    | 54.4    | 59.5    | 61.9      | 65.0    | 67.2    | 68.6    | 70.0    | 70.7    | 71.7    |

**Variance Analysis / Corrective Action**

YE, the percentage of calls answered within 30 seconds is 85.1%, which is favorable to our plan of 75.0%. Factors contributing to favorable YE performance are:

- Improved forecasting, scheduling and Call Floor management performance (AHT, adherence and quality -Apr)
- Implementation of Motion Monday to increase supervisor floor presence (BGE/PECO best practice -Apr)
- Right-sizing the Commercial, Bi-Lingual, and Special Programs segmented call groups (Mar, May and Jun)
- Decrease in absence rate due to focused effort on consistency in managing absentee discipline process (Jun)
- Monthly supervisor-group performance reviews at manager and director level (Started Sept)
- Collaborative Forecast process (Dec)
- CSR call volume coming in 14% (YE) lower than projected (in part driven by higher eChannel use and lower backlogs, and less outage calls due to milder weather and EIMA storm hardening).

**Definition:** EU METRIC. Total Service Level is the actual # of calls answered within 30 seconds by all methods (CSR, IVR, and Periphonics), divided by the total # of Calls Offered (to all types, including vendors). CSR Service Level is the actual # of calls answered within 30 seconds by all CSRs (internal & vendors), divided by the total # of Calls Offered to all CSRS. Metric does not include email or social media contacts.

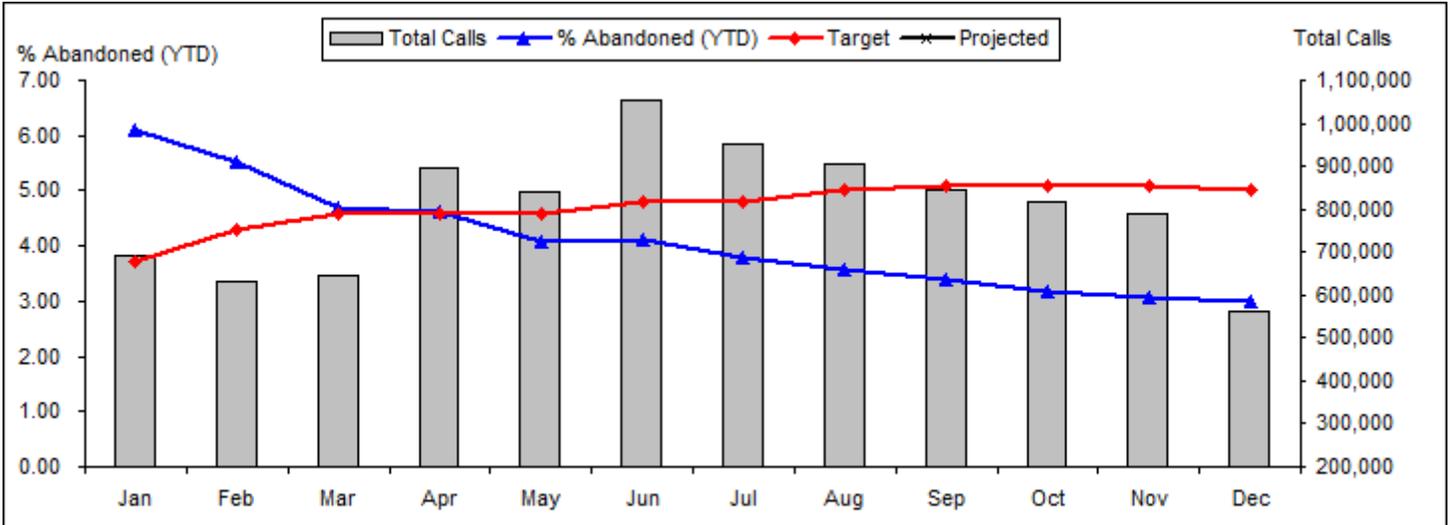
Executive Lead: Val Jensen

Group #: 2036  
 Corresponding PIs: 20161 20162  
 Report Run Date: 1/14/2014 4:52 PM

# ComEd Operational Excellence Abandon Rate

Reporting Period: December 2013

Good



|                   | Jan     | Feb     | Mar     | Apr     | May     | Jun       | Jul     | Aug     | Sep     | Oct     | Nov     | Dec     |
|-------------------|---------|---------|---------|---------|---------|-----------|---------|---------|---------|---------|---------|---------|
| % Abandoned       | 6.12    | 4.85    | 2.97    | 4.48    | 2.28    | 4.22      | 2.25    | 2.19    | 1.78    | 1.45    | 1.87    | 1.91    |
| % Abandoned (YTD) | 6.12    | 5.51    | 4.68    | 4.61    | 4.08    | 4.11      | 3.80    | 3.58    | 3.38    | 3.19    | 3.07    | 3.00    |
| Calls Abandoned   | 42,194  | 30,562  | 19,164  | 40,134  | 19,090  | 44,517    | 21,322  | 19,834  | 15,029  | 11,819  | 14,706  | 10,703  |
| Total Calls       | 689,953 | 630,771 | 644,866 | 896,475 | 838,830 | 1,055,136 | 949,722 | 907,177 | 842,836 | 815,863 | 788,408 | 561,602 |
| Target (YTD)      | 3.70    | 4.30    | 4.60    | 4.60    | 4.60    | 4.80      | 4.80    | 5.00    | 5.10    | 5.10    | 5.10    | 5.00    |
| Projected         |         |         |         |         |         |           |         |         |         |         |         |         |

**Variance Analysis / Corrective Action**

The actual YE abandon rate is 3%, which is favorable to the planned (YE) abandon rate of 5%. An improvement in the number of calls answered within 30 seconds directly benefits the number of customers abandoning their calls. Factors for improved Abandoned Rate are the same as those impacting Service Level: improved forecasting and scheduling, increased supervisor focus on daily Call Floor performance, implementation of Motion Monday, decreased absence rate, right-sizing of the Commercial, Bi-Lingual, and Special Programs segmented call groups, group performance reviews, collaborative forecasting and lower CSR call volume.

**Definition:** EU METRIC. The actual number calls abandoned by all methods (CSR,IVR,Periphonics) divided by the total number of calls offered.

Executive Lead: Val Jensen

Group #: 2545  
 Corresponding Pls: 20162 20701  
 Report Run Date: 1/14/2014 4:52 PM

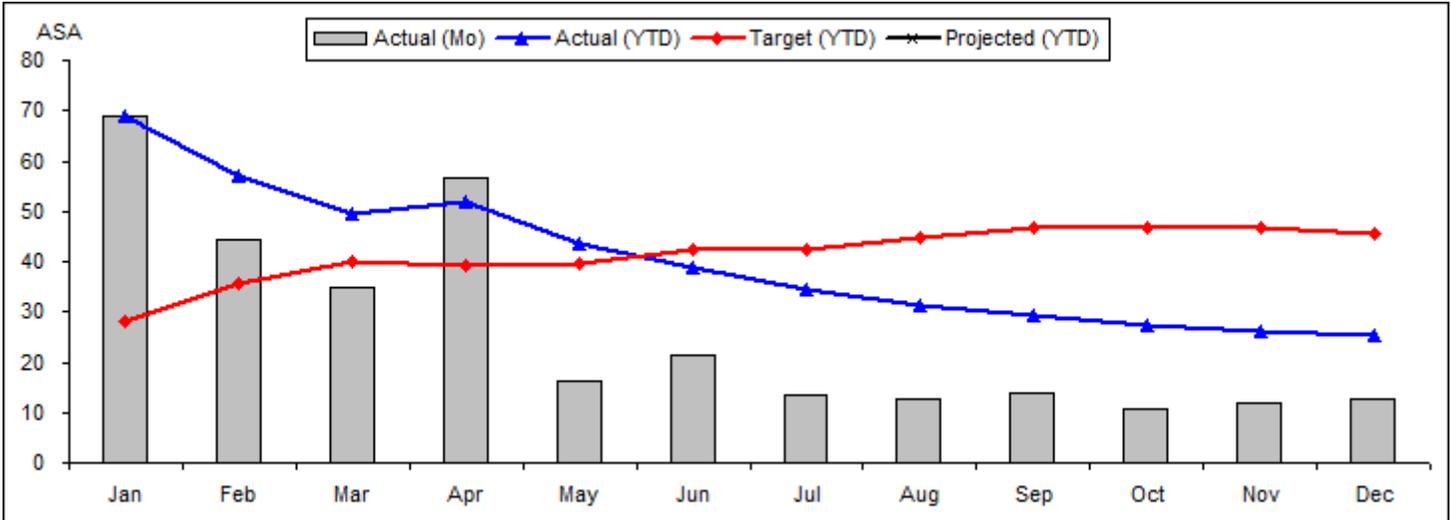
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## Operational Excellence

### Average Speed to Answer

Reporting Period: December 2013

Good



|                     | Jan   | Feb   | Mar   | Apr   | May   | Jun   | Jul   | Aug   | Sep   | Oct   | Nov   | Dec   |
|---------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>Actual (Mo.)</b> | 69.10 | 44.30 | 34.90 | 56.70 | 16.40 | 21.30 | 13.60 | 12.70 | 13.70 | 10.80 | 11.70 | 12.80 |
| <b>Actual (YTD)</b> | 69.10 | 57.20 | 49.70 | 51.90 | 43.70 | 38.70 | 34.50 | 31.40 | 29.40 | 27.50 | 26.10 | 25.40 |
| <b>Target (YTD)</b> | 28.10 | 35.50 | 39.90 | 39.30 | 39.50 | 42.30 | 42.50 | 44.80 | 46.80 | 46.60 | 46.70 | 45.60 |
| <b>Projected</b>    |       |       |       |       |       |       |       |       |       |       |       |       |

**Variance Analysis / Corrective Action**

YE ASA for December is 25.4 seconds which was 20.2 seconds (44.3%) favorable to our planned 45.6 seconds. An increase in the number of calls answered within 30 seconds directly impacts the Average Speed of Answer. Factors for improved ASA are the same as those impacting Service Level: improved forecasting and scheduling, increased focus on Call Floor management performance, implementation of Motion Monday, decrease in absence rate, right-sizing the Commercial, Bi-Lingual, and Special Programs segmented call groups, group performance reviews, collaborative forecasting and lower CSR call volume.

**Definition:** EU METRIC. Average speed to answer a call across all calls handled through all methods/channels. The total time calls waited to be answered divided by the total number of calls answered (expressed in seconds per call).

Executive Lead: Val Jensen

Group #: 3807

Corresponding Pls: 21137 23655

Report Run Date: 1/14/2014 4:45 PM

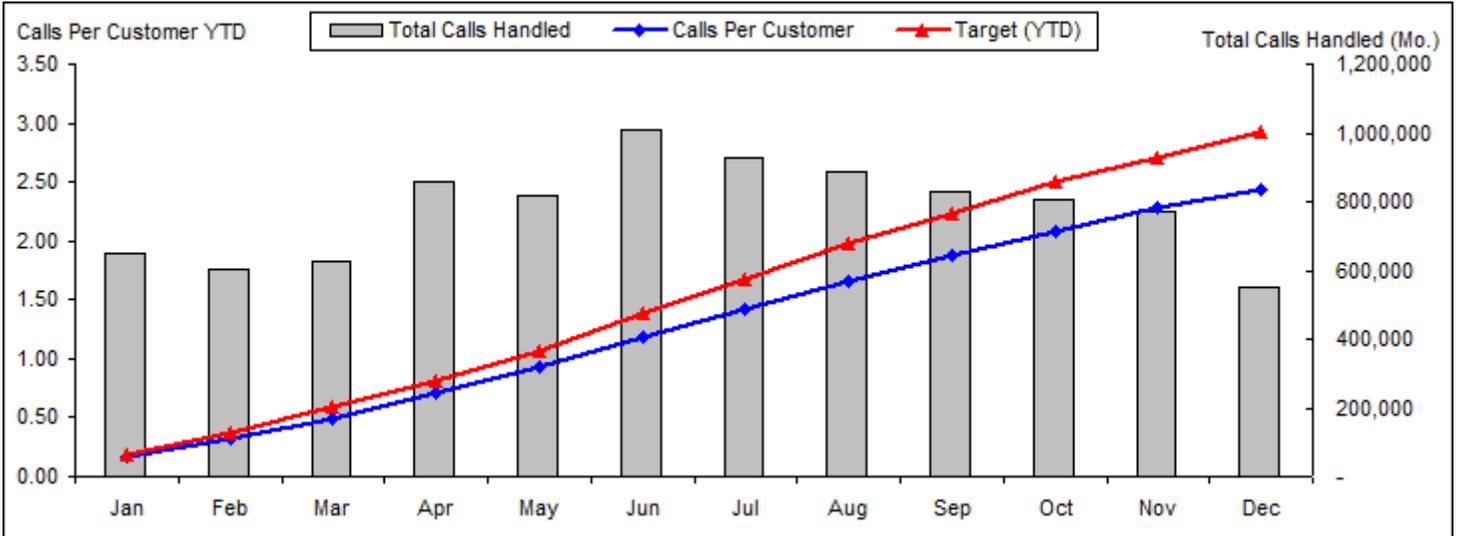
# ComEd

## Operational Excellence

### Calls Per Customer

Reporting Period: December 2013

Good ↓



| Monthly                    | Jan       | Feb       | Mar       | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct       | Nov       | Dec       |
|----------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| <b>Total Calls Handled</b> | 647,759   | 600,209   | 625,702   | 856,341   | 819,740   | 1,010,619 | 928,400   | 887,343   | 827,802   | 804,044   | 773,702   | 550,899   |
| <b># of Customers</b>      | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 |
| <b>Calls Per Customer</b>  | 0.17      | 0.16      | 0.16      | 0.22      | 0.21      | 0.26      | 0.24      | 0.23      | 0.22      | 0.21      | 0.20      | 0.14      |
| <b>Target</b>              | 0.19      | 0.19      | 0.21      | 0.23      | 0.24      | 0.32      | 0.29      | 0.31      | 0.26      | 0.26      | 0.21      | 0.22      |

| YTD                        | Jan       | Feb       | Mar       | Apr       | May       | Jun       | Jul       | Aug       | Sep       | Oct       | Nov       | Dec       |
|----------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| <b>Total Calls Handled</b> | 647,759   | 1,247,968 | 1,873,670 | 2,730,011 | 3,549,751 | 4,560,370 | 5,488,770 | 6,376,113 | 7,203,915 | 8,007,959 | 8,781,661 | 9,332,560 |
| <b># of Customers</b>      | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 | 3,845,330 |
| <b>Calls Per Customer</b>  | 0.17      | 0.32      | 0.49      | 0.71      | 0.92      | 1.19      | 1.43      | 1.66      | 1.87      | 2.08      | 2.28      | 2.43      |
| <b>Target (YTD)</b>        | 0.19      | 0.38      | 0.59      | 0.82      | 1.06      | 1.38      | 1.67      | 1.98      | 2.24      | 2.50      | 2.71      | 2.93      |

#### Variance Analysis / Corrective Action

YE the number of calls per customer is 2.43 which is favorable to our planned 2.93 calls per customer. Favorable performance is due to a significant reduction in call volume impacted by a) lower customer bills due to municipal aggregation, lower energy prices, and a cooler summer; b) improved self-service transactions such as mobile apps and web; and c) better system reliability due to less storms and EIMA storm hardening. Also helping to lower calls per customer is an increase in First Call Resolution due to improvements in field landscape and facility protection work, and the work down of Call Center and Customer Operations backlog work.

**Definition:** EU Metric. Total calls handled (includes CSR, IVR, and outsourced) divided by total customers. For 2012, the 2011 YE customer count provided in the AGA/EEL survey is used.

Executive Lead: Val Jensen

Group #: 3889

Corresponding PIs: 23928      23929

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