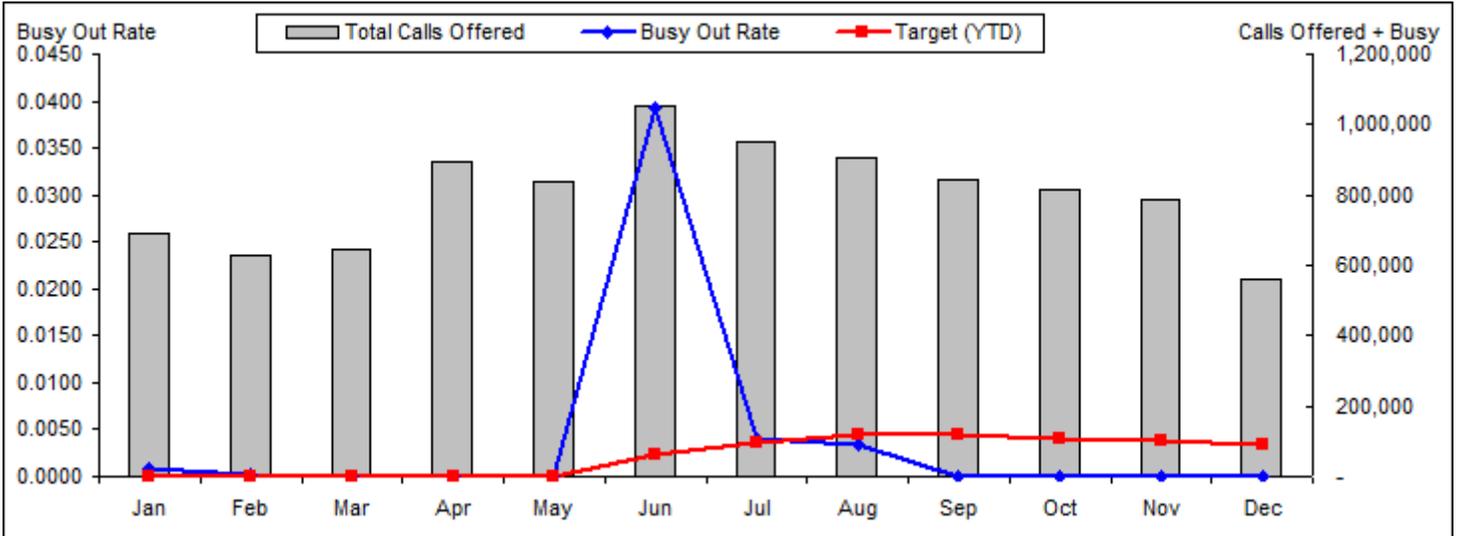


ComEd Operational Excellence Busy Out Rate

Reporting Period: December 2013

Good



Monthly	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Calls Offered + Busy	690,496	631,159	644,866	896,481	838,840	1,098,358	953,520	910,236	842,852	815,876	788,412	561,603
# Busy Calls	543	195	0	6	10	43,222	3,798	3,059	16	13	4	1
Busy Out Rate	0.0008	0.0003	0	0	0	0.0394	0.0040	0.0034	0	0	0	0
Target	0.0001	0.0001	0.0001	0.0001	0.0001	0.0100	0.0090	0.0095	0.0050	0.0001	0.0001	0.0001

YTD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Calls Offered + Busy	690,496	1,321,655	1,966,521	2,863,002	3,701,842	4,800,200	5,753,720	6,663,956	7,506,808	8,322,684	9,111,096	9,672,699
# Busy Calls	543	738	738	744	754	43,976	47,774	50,833	50,849	50,862	50,866	50,867
Busy Out Rate	0.0008	0.0006	0.0004	0.0003	0.0002	0.0092	0.0083	0.0076	0.0068	0.0061	0.0056	0.0053
Target	0.0001	0.0001	0.0001	0.0001	0.0001	0.0024	0.0036	0.0045	0.0045	0.0041	0.0038	0.0035

Variance Analysis / Corrective Action

YE, the number of busy signals are 50,867 which is 9,230 calls unfavorable to the 41,637 call target. Busy signals for December totaled 1 call, the YE un-favorability is due in large part events that occurred at the end of June.
 - A technical configuration issue with the values for the virtual queue environment
 - Call Center staffing levels lower than required at the start of the storm which caused call queues to build up
 In order to mitigate this, the Call Center has begun being more proactive in holding staff if late day storms are forecasted

Definition: EU METRIC. Number of calls offered that received a busy signal divided by the total number of calls offered plus busy. Numerator = Of all calls offered, calls that received a busy signal. Denominator = All calls offered following up front prompting at call centers plus busy outs.

Executive Lead: Val Jensen

Group #: 3890

Corresponding Pls: 23930 23939

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

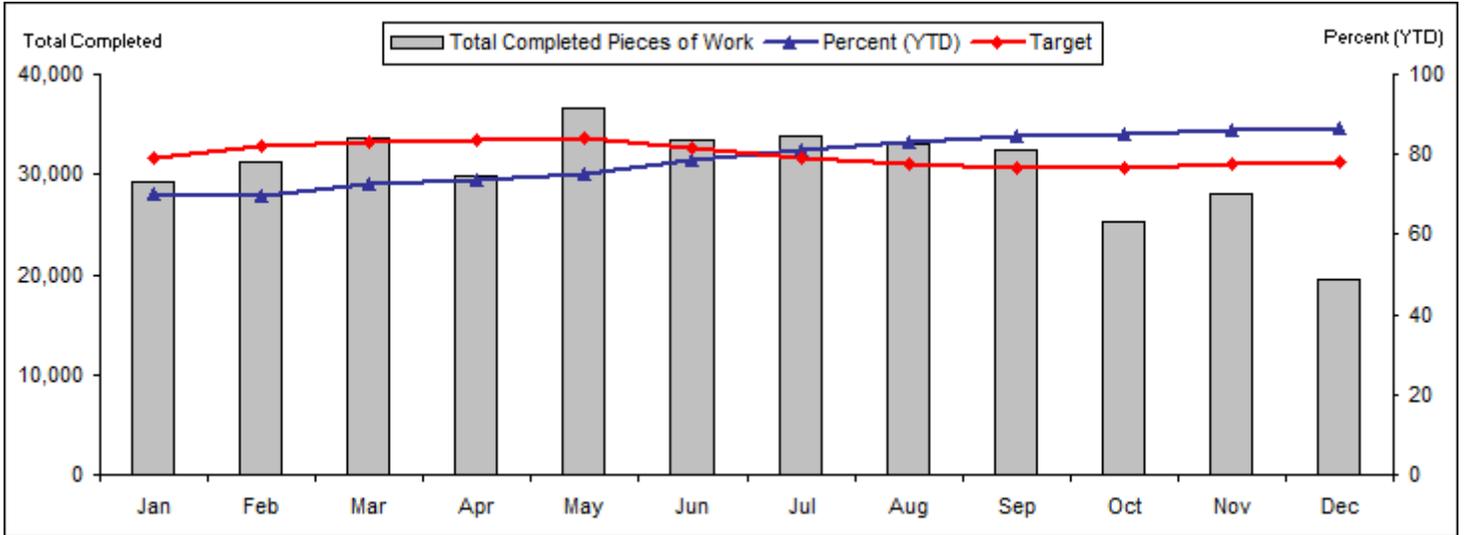
ComEd

Operational Excellence

Response Time Agreement

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Percent (Mo.)	70.1	69.3	77.8	77.0	81.1	95.2	95.3	95.0	95.8	93.1	95.4	94.5
Percent (YTD)	70.1	69.7	72.6	73.6	75.3	78.8	81.2	83.0	84.4	85.1	85.9	86.4
Total Completed Pieces of Work	29,337	31,221	33,543	29,872	36,556	33,354	33,860	33,075	32,429	25,258	28,091	19,535
Monthly Backlog	5,249	3,510	2,949	5,738	1,726	2,117	1,245	2,114	342	1,250	1,135	1,724
Number Over SLA (Aging)	1,057	1,336	709	1,912	771	20	106	504	35	49	47	181
Target (YTD)	79.0	82.3	83.3	83.8	84.0	81.5	79.3	77.7	76.4	76.8	77.5	78.0

Variance Analysis / Corrective Action

The YE performance is 86.4% which is favorable to our targeted 78%. Factors contributing to the favorability include process improvements to more quickly match emergent CSR capacity to offline work, additional focus on cleaning up the backlog of OTD items that has exceeded SLA timeframe, and availability driven by lower call volume. In addition, specific correspondence types have been improved:
 -Automation was added to EFT requests to cut the handle time by 75% (volume is 100-200/month)
 -Escalation process designed with Rev Mgmt to increase the number of service apps processed within SLA
 -Process to handle property management mass service application requests (Oct)

Definition: EU METRIC. Represents the percentage of call center offline work that is completed within its individual response time agreement (service level agreement) as it relates to the total offline work completed for a given time period.

Executive Lead: Val Jensen

Group #: 3573

Corresponding PIs: 23139 23140 23141 23142

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

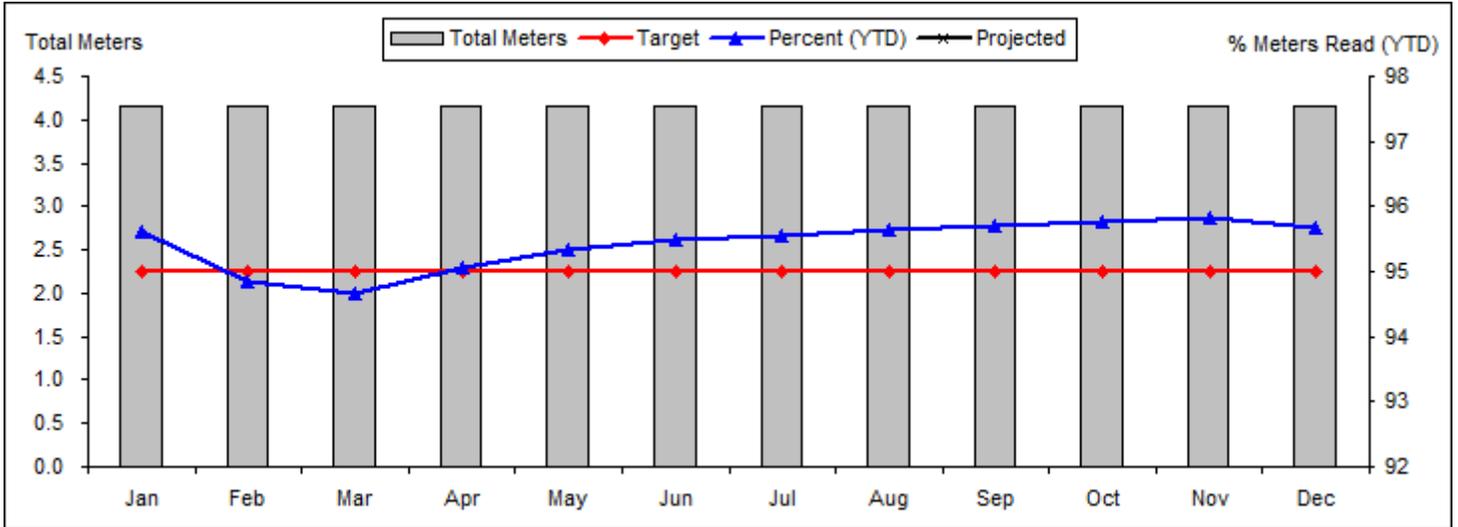
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Operational Excellence

Percent of Meters Read

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
% Meters Read	95.62	94.09	94.30	96.20	96.50	96.18	96.01	96.29	96.25	96.32	96.48	93.88
% Meters Read (YTD)	95.62	94.86	94.67	95.05	95.34	95.48	95.56	95.65	95.71	95.77	95.84	95.68
Total Read	3.97	3.91	3.92	4.00	4.01	4.00	3.99	4.00	4.00	4.00	4.02	3.91
Total Meters	4.16	4.16	4.16	4.16	4.16	4.16	4.16	4.16	4.16	4.16	4.17	4.16
Target (YTD)	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00	95.00
Projected												

Variance Analysis / Corrective Action

December system read rate was 93.88% and Probe read rate was 94.80%. The December system performance read rate consisted of 93.65% manual which was our lowest of 2013 due to weather impacts. AMI performance was 99.68% and AMR performance was 98.70%. The last two weeks of December were impacted by large snow and severe cold that restricted release of employees to the field on multiple days. Another contributing factor to performance was access issues in a lot of Chicago buildings due to Holiday closures and limited staffing to escort readers. The AMI team continues to achieve Tier 1 read rate and F&MS continues to improve AMR performance by working with the AMR vendor. Meter Reading total chronic meters stand at 23,716 meters which is a reduction of 33.28% in 2013 YE to a target of 15% reduction.

Definition: EU METRIC. All meters (active and inactive) in the system that are read divided by meters assigned to be read. Regularly schedule monthly billing readings only.

Executive Lead: Jensen / Conway

Group #: 2039

Corresponding Pls: 20163 20164

Report Run Date: 1/14/2014 4:52 PM

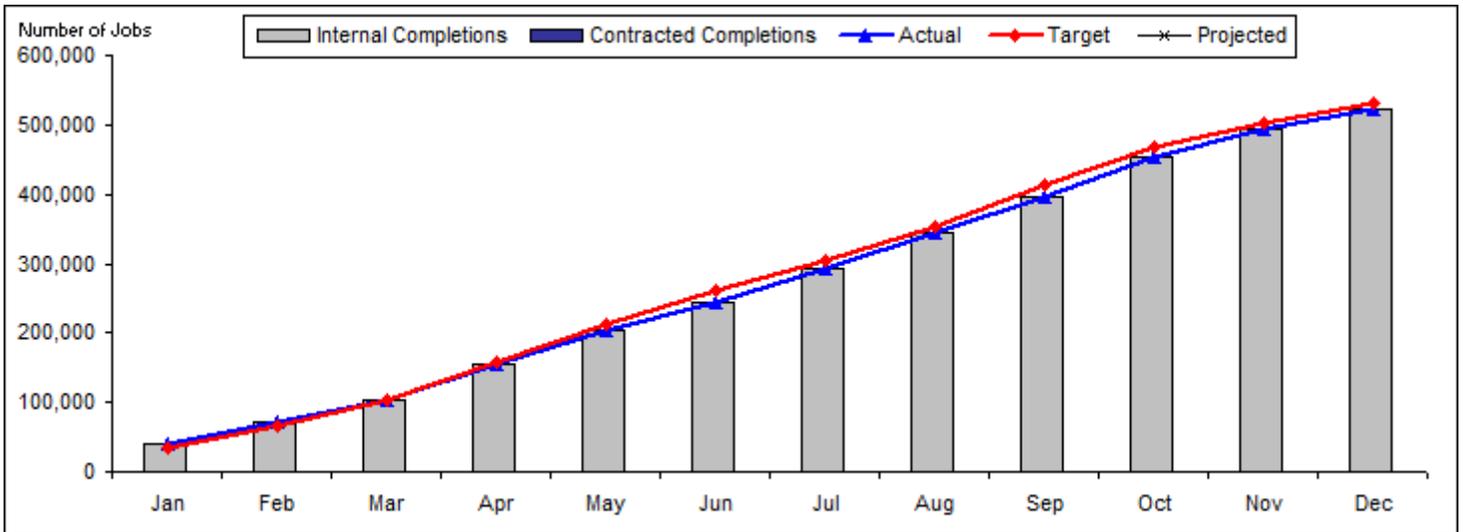
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Operational Excellence

Customer Field Operations Completed Work

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual (YTD)	39,617	71,166	104,511	153,969	203,685	244,732	293,142	344,733	395,619	454,221	492,706	523,216
Target (YTD)	34,954	65,167	102,330	158,738	212,440	261,055	304,130	354,200	412,057	466,785	501,999	530,147
Projected (YTD)												

Category

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Internal Completions	39,617	71,166	104,511	153,969	203,685	244,732	293,142	344,733	395,619	454,221	492,706	523,216
Contracted Completions	0	0	0	0	0	0	0	0	0	0	0	0

Variance Analysis / Corrective Action

Customer Ops ComEd:

For December, Field and Meter Services completed 30,510 orders against a monthly plan of 32,658, or 93% of the monthly work plan. December's overall work plan was impacted by adverse weather and field resource availability due to attrition. For 2013, FMS completed 99% of total work plan target, with variance primarily driven by total number of restricted cut days which impact disconnection activities (credit and consumption cuts) and higher UTC rates above plan forecast. Specifically regarding restricted cut days, FMS experienced 18 restricted cut days for credit in 2013 vs. 10 in 2012, and 24 restricted cut days for consumption cuts in 2013 vs. 4 in 2012. All Regulatory work was completed, meter maintenance backlogs exceeded targets (favorable) and FMS achieved a 45% reduction in all field orders backlog for the year.

Definition: EU METRIC. Tracks all completed field orders by both internal and external/contract labor. Includes all Regulatory, Revenue Management (including credit and collection work), Revenue Protection, New Business, Billing, and Maintenance field orders completed. Metric excludes all AMI installations and maintenance as well as orders fielded but Unable to be Completed (UTC'd).

Executive Lead: Val Jensen

Group #: 3574

Corresponding PIs: 23143 23144

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

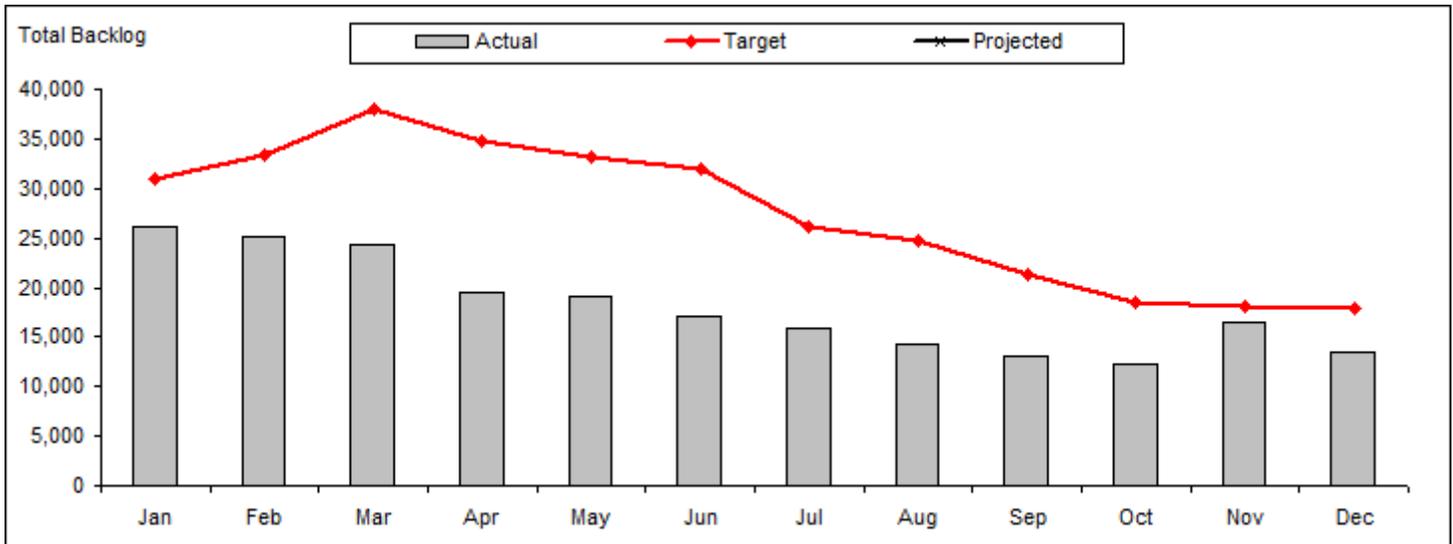
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Operational Excellence

Meter Corrective Maintenance Total Backlog Workdown

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	26,066	25,206	24,415	19,589	19,089	17,086	15,826	14,285	13,052	12,293	16,503	13,553
Target	30,892	33,299	37,916	34,848	33,162	31,943	26,139	24,665	21,375	18,587	18,130	17,941
Projected												

Variance Analysis / Corrective Action

Customer Ops ComEd:

For December, Field and Meter Services have a Corrective Meter Maintenance backlog of 13,553 at month-end, which is favorable by 4,388 orders to our original year-end target of 17,941. For 2013, the corrective meter maintenance backlog was reduced by 50% focusing on aged orders and leveraging the UTC team to provide a stronger focus on previously UTC orders. In regards to aging, all 2009 and prior year corrective meter maintenance orders have been successfully remediated and 23 meter maintenance orders from 2010 remain to be completed.

Definition: EU METRIC. Total # of outstanding corrective maintenance field orders for customer billing or equipment issues due to the following: Stuck Meter Investigations, Irregular/Damaged Conditions, Meter Exchanges (non-regulatory and non-AMI), and general Meter Investigations.

Executive Lead: Val Jensen

Group #: 3575

Corresponding Pls: 23149

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

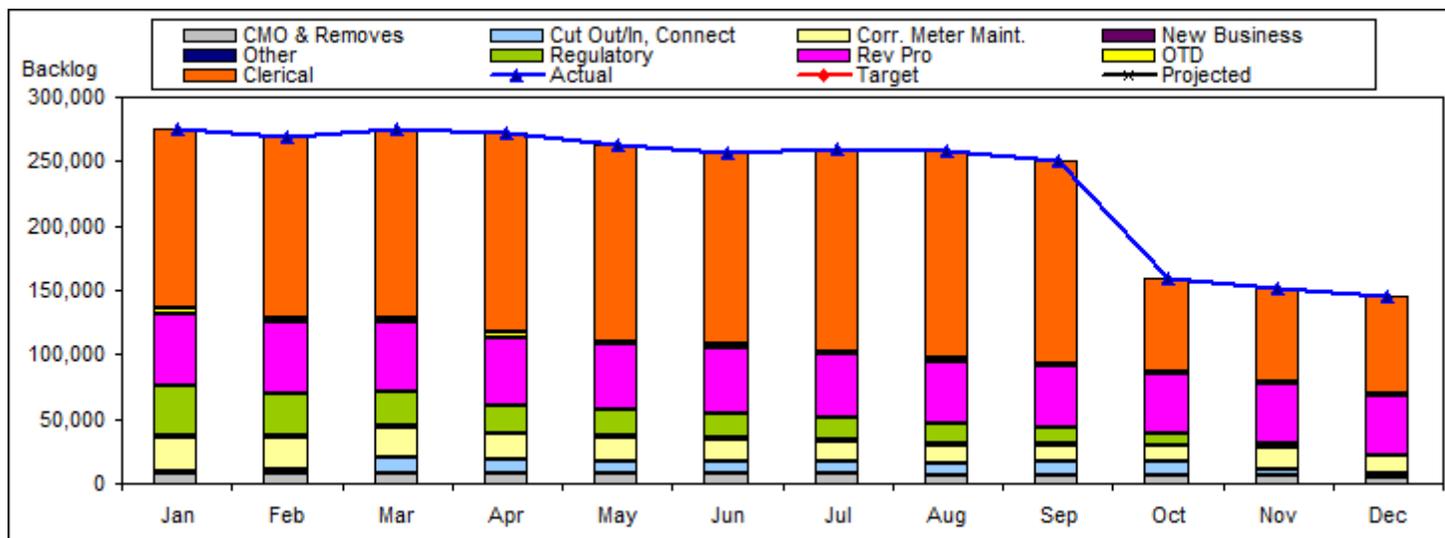
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Operational Excellence

All In Customer Operations Backlog

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	275,659	269,656	274,891	271,819	262,668	257,381	259,725	258,001	250,081	159,149	150,865	145,678
Target												
Projected												

Underlying Pls

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Change Meter Orders & Removes	7,870	8,283	7,547	7,329	7,496	7,498	7,354	6,773	6,376	5,867	5,614	5,301
Cut Outs, Cut Ins, Connects	1,588	1,829	12,078	10,987	9,282	9,892	9,221	9,043	10,220	10,770	5,555	2,440
Corrective Meter Maintenance	26,066	25,206	24,415	19,589	19,089	17,086	15,826	14,285	13,052	12,293	16,503	13,553
New Business	575	626	419	553	770	515	523	512	709	637	530	380
Other	649	732	694	599	555	542	488	447	443	400	396	401
Regulatory	39,503	32,295	25,812	21,267	19,632	18,501	17,070	15,150	12,957	8,976	2,965	91
Revenue Protection	54,421	55,519	53,838	51,885	51,437	51,761	50,258	48,562	48,097	45,672	45,418	46,429
Offline Trans. Database (OTD)	5,249	3,510	2,949	5,738	1,726	2,117	1,245	2,114	342	1,250	1,135	1,724
Clerical Work (WFMs, To Dos)	139,738	141,656	147,139	153,872	152,681	149,469	157,740	161,115	157,885	73,284	72,749	75,359

Variance Analysis / Corrective Action

At Year-End 2013, the All-In Customer Ops Backlog favorably reduced by (49%) driven by favorable reductions of (51%) in field orders, (49%) in WFMs, and (5%) in OTD.

Field Orders: Monthly backlogs decreased favorably by 8,386 or (11%), and year-end backlogs decreased favorably by 72,455 or (51%) supported by continued analysis and execution by the UTC team and execution of the annual work plan. Importantly, all 2013 Regulatory work was successfully completed at year-end. Aged Order reductions by Year Issued: 2009 and earlier (99%), 2010 (96%), 2011 (78%).

WFMs: monthly backlogs increased unfavorably by 4% (or 2,610) and year-end backlogs decreased favorably by 67,721 or (49%). Monthly unfavorability driven by Field and Meter Services reduced staffing/availability from open positions, and Billing experienced excess inflow following an ITRON issue that failed to load a subset of meters for 10 bill periods, and issues with a recently implemented SIR that will require a hot fix in January 2014.

Year-End WFM favorability largely driven by Data Repairs of 89,000 WFMs in Oct and Nov. Customer Ops is executing a series of strategic initiatives to reduce backlogs including, 1) Execution of Data Repairs to informational WFMs, 2) Six Sigma process evaluation on root causes of inflow, and 3) an IT partnership to analyze auto-closure or inflow limitation opportunities, benefits will show over time. WFMs aged from 2008 and earlier have improved from 29% to 7% of all WFMs primarily as a result of the Data Repairs. Steady state levels are under evaluation for 2014 goal setting.

OTD: Backlogs remain flat at steady state levels. A strategic inflow analysis continues to 1) reduce inflow, 2) introduce process improvements and efficiencies and 3) automate distribution of the work. Aging has improved 70% from 60 days to 18 days.

Definition: EU METRIC. Represents all Customer Operations field and back office pending work > 0 days aged as of the last calendar day of each month.

Executive Lead: Val Jensen

Group #: 3891

Corresponding Pis: 23149 23932 23933 23934 23935 23936 23937 24503 24504

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

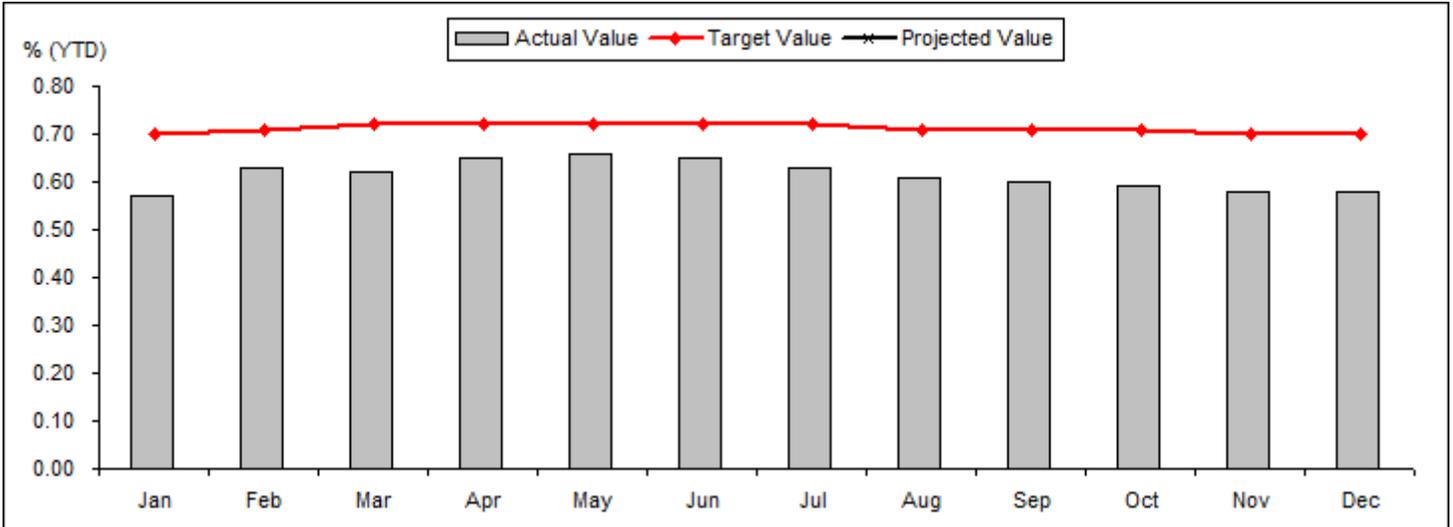
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Operational Excellence

Percent of Delayed Bills

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual (YTD)	0.57	0.63	0.62	0.65	0.66	0.65	0.63	0.61	0.60	0.59	0.58	0.58
Target (YTD)	0.70	0.71	0.72	0.72	0.72	0.72	0.72	0.71	0.71	0.71	0.70	0.70
Projected (YTD)												

Variance Analysis / Corrective Action

Customer Ops ComEd:

On Track - First quartile performance continues. YE performance is 0.58 (versus a goal of 0.70). Delayed bill inflow for the month of DEC averaged 1061 per night versus NOV average of 980 per night and against a Nov projection of 1214 per night. CIMS logic & automation SIR's were implemented in Aug and Oct to reduce the inflow of delayed bills. Inflow in Dec was higher than Nov due to issues arising from ITRON downloads and a CIMS push.

Billing Operations continues to monitor & identify opportunities to reduce delayed bills.

Definition: EU METRIC. Number of bills that did not bill in the Billing Window (does not include cancel/rebills) divided by total number of bills.

Executive Lead: Val Jensen

PI#: 20723

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

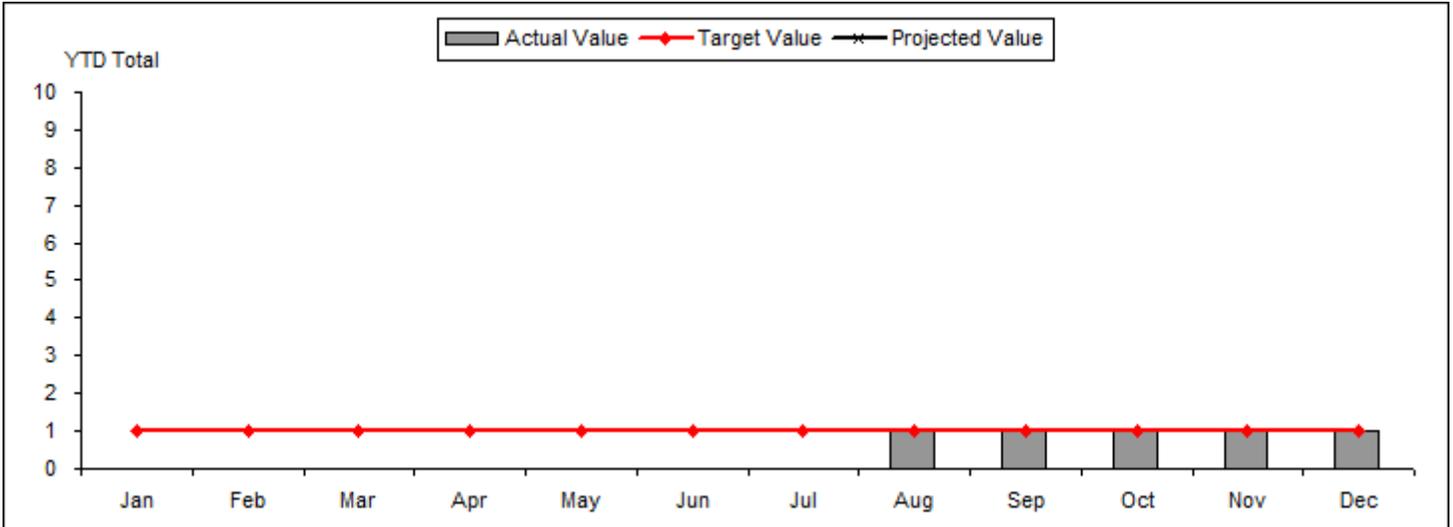
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Operational Excellence

Notices of Violation / Non-Compliance Events (Preventable)

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual (YTD)	0	0	0	0	0	0	0	1	1	1	1	1
Target (YTD)	1	1	1	1	1	1	1	1	1	1	1	1
Projected (YTD)												

Variance Analysis / Corrective Action

No NOV's or permit non compliance events in December. On August 12th, ComEd received a Notice of Violation (NOV) from the Illinois Environmental Protection Agency (IEPA). The NOV is related to three high pressure fluid filled (HPFF) cable releases that occurred over a twelve week period beginning in March. On March 5th Line 19801 released approximately 7,800 gallons of fluid; on April 1 Line 17401 released 5,200 gallons of fluid and on May 25th Line 19801 released 2,200 gallons of fluid. No waterways were impacted as a result of the releases and all regulatory agency notifications were made. Initial conversations with IEPA indicated the NOV was issued because of the frequency and quantity of material released. ESD, TUG and BSC Legal submitted a response to the NOV to IEPA on September 20th. ESD, TUG and Legal meet with IEPA on October 17th to further discuss the NOV and the proactive steps ComEd is undertaking to address these issues. IEPA requested supplemental information regarding the fluid and HPFF system that will be provided in an updated NOV response.

Definition: EU METRIC. Environmental agency issued citations (that are deemed preventable) for violations of a standard permit condition or regulatory requirement (NOV) plus self-reported violations of regulatory agency specified environmental permit parameters (non-compliance event). Non-Preventable events are outside of organizational control and are approved to be classified as non-preventable by Corporate EH&S.

Executive Lead: Donnelly/ Colletti

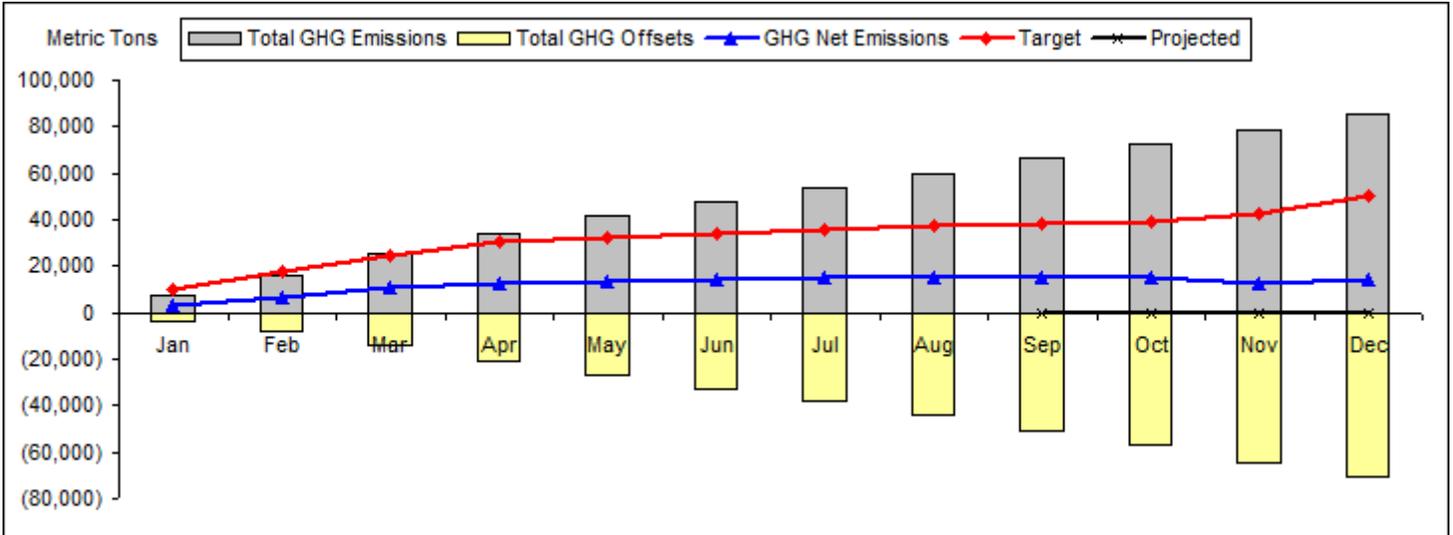
PI#: 20851

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

ComEd Operational Excellence GHG Net Emissions

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual Net Emissions (YTD)	2,828	6,506	10,512	12,625	13,455	14,505	14,898	14,798	15,010	15,104	12,907	14,093
Target (YTD)	9,708	17,313	24,411	30,235	32,221	33,868	35,472	37,104	38,005	38,855	42,227	50,000
Projected (YTD)												
Total GHG Emissions (YTD)	7,470	15,752	25,643	34,090	41,400	47,953	54,040	59,981	66,430	72,868	78,497	85,492
Total GHG Offsets (YTD)	-4,642	-9,246	-15,131	-21,465	-27,946	-33,448	-39,142	-45,184	-51,420	-57,764	-65,590	-71,399

Variance Analysis / Corrective Action

PI ID # 21134 ():
 GHG net emissions are tracking favorable to target with a net emission of 14,093 MT CO2 which is favorable by 35,907 MT CO2 to the original target and 16,543 MT CO2 favorable to the revised target. The favorability is primarily driven by exceptional SF6 leak management performance (0.25% vs. 2% leak rate target) and by industrial recycling which is over 5M pounds favorable to target. On July 10th the projected values were recalculated by subtracting the YE (through June) favorability of 19,364 MT CO2 and subtracting that from the projected value established at the beginning of the year.

Definition: EU METRIC. Measures monthly greenhouse gas (GHG) emissions in metric tons of carbon dioxide (CO2). GHG net emissions are determined by tracking emissions and subtracting the offsets. GHG data is reported as a month lag.

Executive Lead: Donnelly/ Colletti

Group #: 2962
 Corresponding PIs: 21134 21280 21281
 Report Run Date: 1/14/2014 4:48 PM

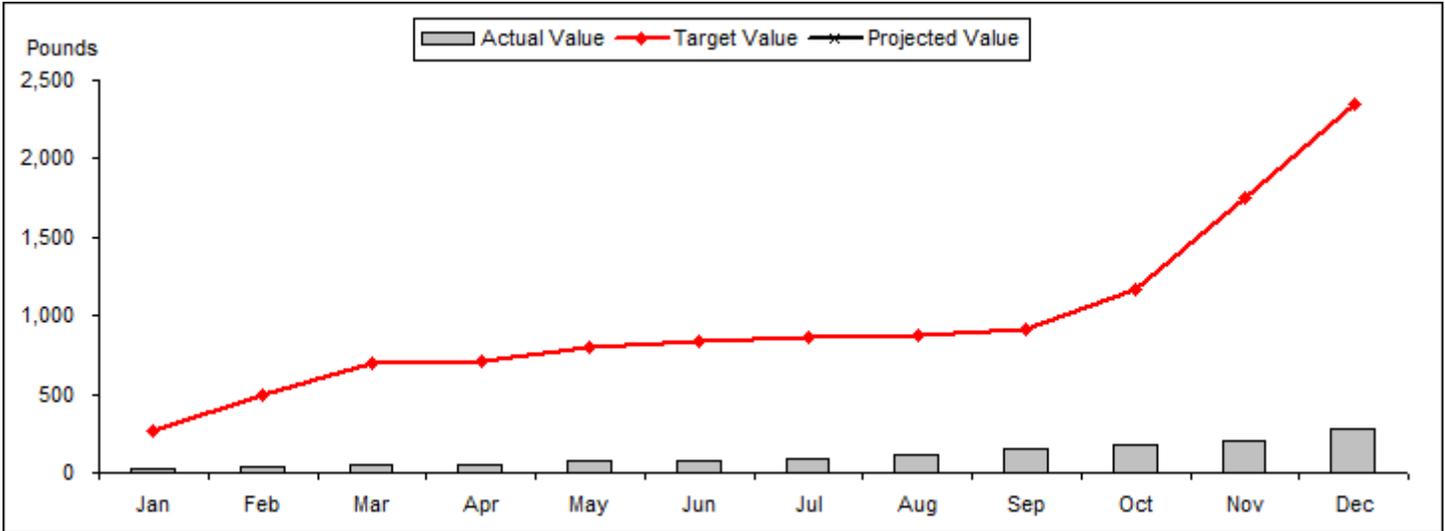
ComEd

Operational Excellence

SF6 Emissions Reported in Pounds

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual (YTD)	24	32	46	50	81	81	94	109	153	174	199	279
Target (YTD)	271	499	697	716	804	832	864	872	916	1,165	1,746	2,350
Projected (YTD)												

Variance Analysis / Corrective Action

Operations: Strategic & Support Services:
 Twelve SF6 releases were reported for the month of December totaling 81 lbs compared to 14 lbs released in December 2012. YE 279 lbs of SF6 has been reported released compared to 529 lbs released for the same timeframe in 2012. The primary difference is due to a release from a first generation breaker in 2012 at Collins station which has since been removed. The 12-month rolling SF6 leak rate is 0.25% vs. goal of 2%. Fourth quarter focus for T&S was to continue to find and fix SF6 leaks by implementing the winter readiness program.

1 lb SF6 = 23,900 lbs CO2
 1 lb SF6 = 10,84 MT CO2

Definition: EU METRIC. Estimated SF6 emissions as determined by the mandatory EPA mass balance formula. Year-end emissions reported to EPA will include the actual SF6 inventory change between start and end of year.

Executive Lead: Donnelly/ Colletti

PI#: 20853

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

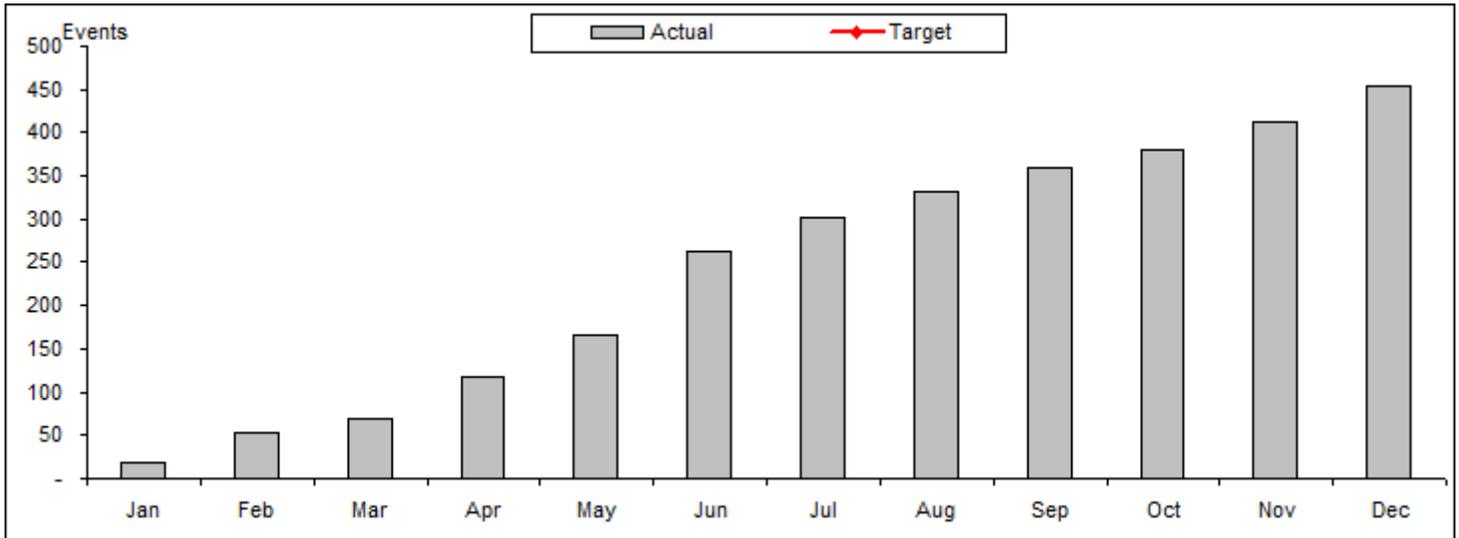
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Operational Excellence

Bus Interruption Events (YTD)

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual -Total Events (YTD)	19	52	69	117	167	262	302	331	360	381	413	454
Target (Total)												
Type of BI Event (YTD)												
Dist Loss of Supply	14	39	55	89	128	210	236	264	287	301	323	357
Trans Loss of Supply	1	3	3	8	10	17	25	25	25	29	34	37
Dist Bus Lock-out	3	6	6	10	16	20	24	25	29	32	36	39
Transformer Lock-out	1	2	3	4	7	9	9	9	9	9	10	11
Transmission Lock-out	0	2	2	6	6	6	8	8	10	10	10	10

Actual -Events Resulting in Sustained Interruptions (YTD)	3	6	7	13	22	36	44	48	55	61	65	74
Target (Events w/SI)												
Sustained Customer Interruptions (YTD)	4,364	9,245	10,502	30,155	54,376	74,831	80,315	83,890	100,522	128,942	137,196	157,028
Actual -Events Where Scheme Operated as Designed (YTD)	17	50	67	115	163	258	298	327	354	374	403	442
Target (Operated as Designed)												

Variance Analysis / Corrective Action

Summary

For December, there were 41 bus interruption events. 39 events operated as per design, while 2 events were caused by substation breakers failures. The 41 events resulted in 49 total buses interrupted.

Event Breakdown

Distribution - 34 related interruptions events; 29 were momentary, and 5 were sustained. Sustained interruptions were due to squirrel contact, a 34kV cable termination failure, conductor galloping during winter storm (2 lines), and conductor failure.

T&S - 7 related interruptions events. 4 were momentary (1 transformer trip - TR4 at Sta16 Waukegan, 3 transmission loss of source). 3 were sustained outages: 2 due to circuit breakers failures; bushing failure and rack in failure (TDC552 Addison and TSS63 Sawyer), and 1 due to personnel error (TSS 40 Diversey).

Customer Count

3 Dist Bus Lockouts affected 15428 customers. Total T&S related outages for the month were 16204, versus a target of 11869.

Historical bus outage goal

YE, there were 34 distribution bus lockouts (This represents best on record), with South region on a 183 day run at years end since their last lockout. In 2012, there were 39 lockouts at YE. The performance can be attributed to a reduction in failure rate in 3 key areas - CB (6 less than 5 year avg.), bus lockouts (5 less), relays (3 less). T&S SAIFI is best on record.

YE - there were 454 Bus Interruptions; T&S experienced 97 and Dist 357. 442 events operated as per designed. The T&S significant driver is Tran LOS - Of the 37 Tran LOS events, lightning and weather were the leading drivers causing 14 events affecting 28 buses. The transmission Loss of Supply events are being addressed through findings from Aerial Patrols with programs that include use of bird diverters and tension brace replacements.

Bus interruption reduction programs - 100% Complete
The 2013 Bus Outage Reduction Programs are 100% complete representing 100 CB overhauls and 89 reinforcements completed.

Definition: EU METRIC (Revised 2013). Any event that causes the inadvertent de-energization of T&D buses at all voltage levels. Events associated exclusively with modular, unit or transformer stations with only one distribution circuit supplied are not counted because there is no defined bus section. The interruption of multiple buses at a single site for a single event is counted as one event. The interruption of a bus(es) at multiple sites for a single event is counted as a single event.

Executive Lead: Timothy McGuire

Group #: 3888
Corresponding PIs: 23870 23871 23941 23942 23943 24580 24581 24582
Report Run Date: 1/14/2014 4:46 PM

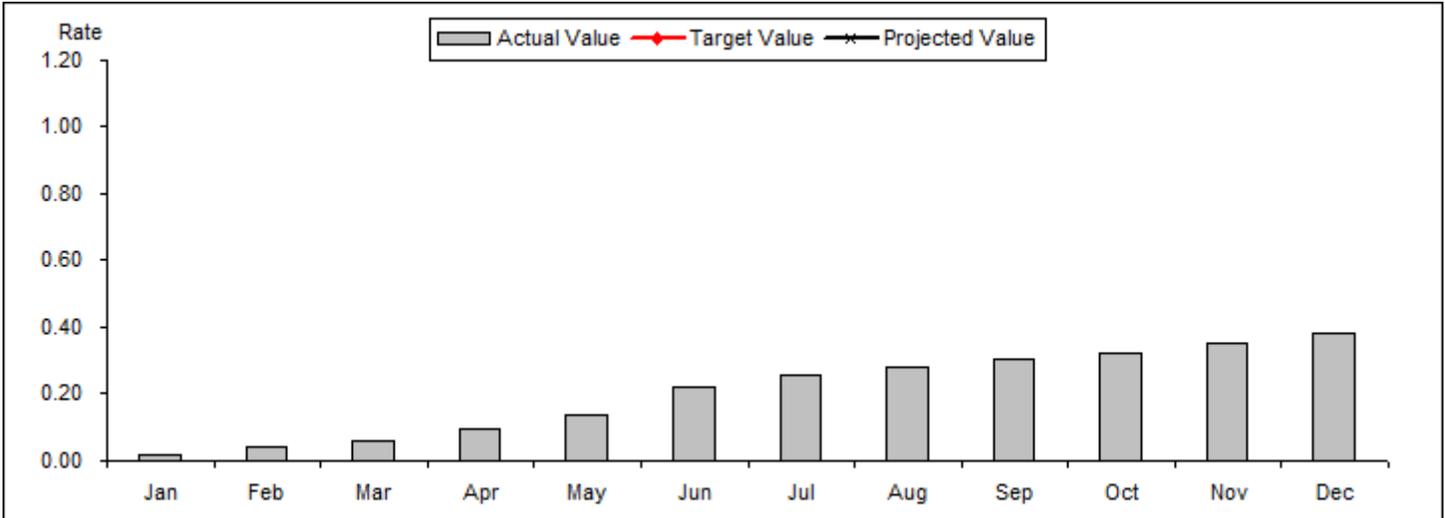
ComEd

Operational Excellence

Distribution Bus Interruption Rate (YTD)

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual (YTD)	0.019	0.045	0.060	0.095	0.138	0.221	0.257	0.282	0.306	0.323	0.351	0.381
Target (YTD)												
Projected (YTD)												

Variance Analysis / Corrective Action

Summary

For December, the bus interruption rate was 0.03 with 49 buses interrupted from 41 bus interruptions events. 41 bus interruptions were momentary with 8 sustained.

Bus Interruption Rate Breakdown

- 34 Distribution System Loss of Supply events affected 41 buses. The majority were due to Dist Line Equipment failures affecting 34 lines. The 5 sustained interruptions were due to squirrel contact, a 34kV cable termination failure, conductor galloping during winter storm (2 lines), and conductor failure.
- 3 distribution bus lockouts affected 4 buses. Two equipment failures & one human performance event all causing sustained bus interruptions.
- 3-transmission loss of source events affected 3 buses. Three OAVRA caused momentary interruptions, (2) equipment failures & (1) bird contamination.
- 1 transformer lockout event affected 1 bus. Failure of a transformer bushing potential device cable caused a sustained interruption.

YE the Bus Interruption rate is 0.3808, with 623 buses affected:

- Distribution System Loss of Supply accounted for 485 bus interruptions. These are related to 34 and 12kV line operation failures.
- The T&S related codes accounted for 138 bus interruptions.

Programs - 100% Complete

The 2013 Bus Outage Reduction Programs are 100% complete representing 100 CB overhauls and 89 reinforcements completed.

Definition: EU METRIC (Revised 2013). Number of distribution buses that are inadvertently de-energized divided by the total number of buses.

Executive Lead: Timothy McGuire

PI #: 23521

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

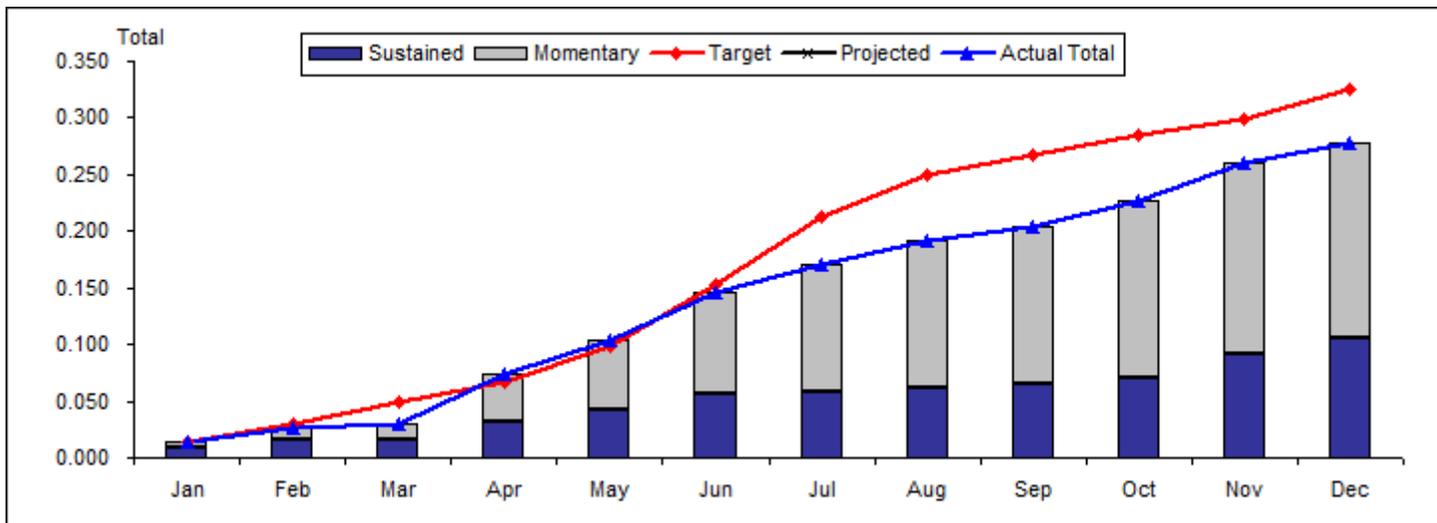
ComEd

Operational Excellence

Transmission SAIFI

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual (Total)	0.014	0.027	0.029	0.074	0.103	0.146	0.171	0.191	0.205	0.227	0.261	0.279
Target (YTD)	0.014	0.029	0.049	0.067	0.099	0.153	0.214	0.249	0.267	0.285	0.299	0.325
Projected (YTD)												
Momentary Actual	0.005	0.011	0.014	0.043	0.061	0.090	0.112	0.130	0.139	0.157	0.169	0.173
Sustained Actual	0.009	0.016	0.016	0.032	0.043	0.056	0.058	0.061	0.065	0.070	0.092	0.106

Variance Analysis / Corrective Action

In December TLine SAIFI was On-Track with a SAIFI index of 0.0157 (7 events) vs a target index of 0.027 (12 events). YE TLine SAIFI ended 2013 On Track with a SAIFI index of 0.2787 (124 events) vs a target index of 0.3258 (145 events). Lockout performance = 37.9% (47 LO/124 operations). The 2013 trend target is based on a SAIFI index of 0.325 (145 events) and the monthly avg's for the last 5 years. 2013 is the best performance on record, previous best performance was in 2009 with a SAIFI index of 0.291 (125 events).

December Summary:

Contamination = 1, Line Equipment = 2, Foreign Interference = 1, System Protection = 3.

YE totals = 124 events (2012 YE = 136 events, 2009 = 125 events)

Contamination = 16, Line Equipment = 18, Foreign Interference = 4, Lightning = 25, Others = 8, Human Performance = 3, Substation Equipment = 13, System Protection = 17, Weather = 20

Weather related events were down in 2013 and Line equipment continues to improve over the five year average. Contamination related events spiked in 2013, mostly due to bird droppings. Study conducted that identified likely 'hot spots' and mitigation measures. Learnings incorporated in new and rebuild projects.

Definition: EU METRIC. Rate of forced automatic sustained and momentary transmission line events. Sum of all forced automatic transmission line events (sustained and momentary) at a voltage class of 69kV or greater.

Executive Lead: Timothy McGuire

Group #: 3774

Corresponding Pls: 23522 23582 3774

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

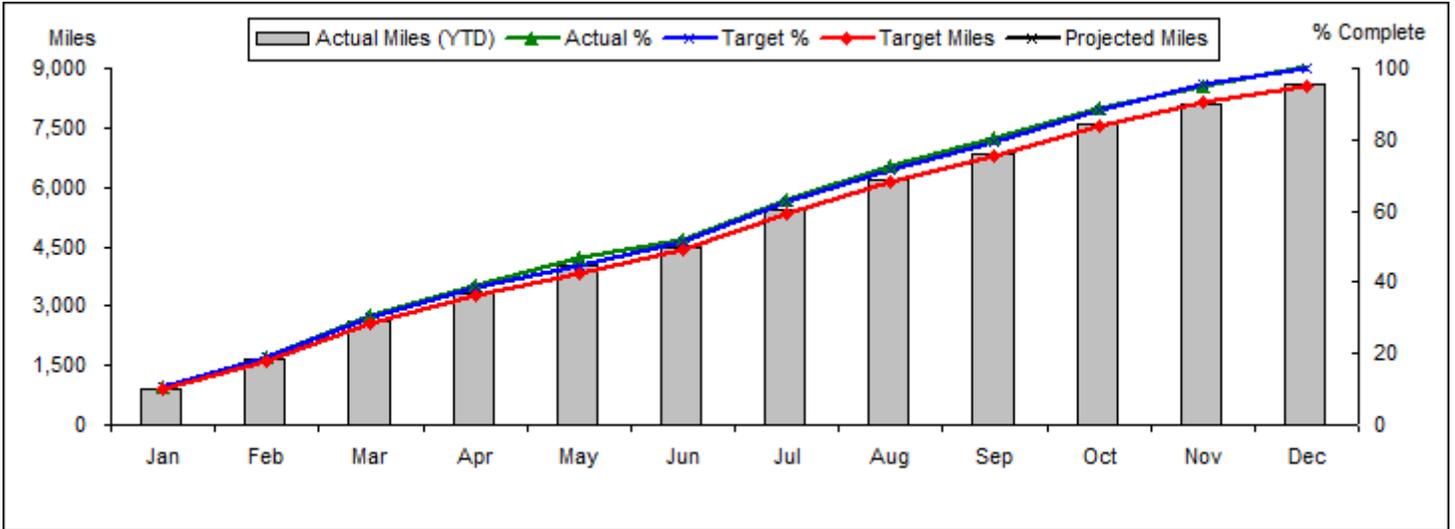
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Operational Excellence

Vegetation Management - Distribution Miles Trimmed

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual Miles (YTD)	916	1,637	2,609	3,299	4,012	4,459	5,422	6,209	6,852	7,598	8,113	8,574
Target Miles (YTD)	916	1,633	2,552	3,272	3,817	4,402	5,331	6,115	6,787	7,554	8,155	8,546
Projected Miles (YTD)												
Actual % Complete (YTD)	10.7	19.2	30.5	39.0	47.0	52.0	63.0	72.6	80.2	88.9	94.9	100.3
Target % Complete (YTD)	10.7	19.1	29.9	38.3	44.7	51.5	62.4	71.5	79.4	88.4	95.4	100.0

Variance Analysis / Corrective Action

YE distribution miles completed favorable to plan by 27.65 miles completing 8,574.39 miles against a plan of 8,546.74. For the month of December, 461.01 miles were completed against a plan of 391.99, favorable to plan by 69.02 miles.

Month of December
 86 circuits planned
 75 circuits completed
 391.99 miles planned
 461.01 miles completed

YE
 1107 circuits planned
 1108 circuits completed
 8,546.74 miles planned
 8,574.39 miles completed

Definition: EU Metric. Distribution circuit miles trimmed. Circuit miles are defined annually, then tracked monthly. Percent complete is calculated by dividing YTD miles complete by year end target.

Executive Lead: Michelle Blaise

PI#: 4050

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

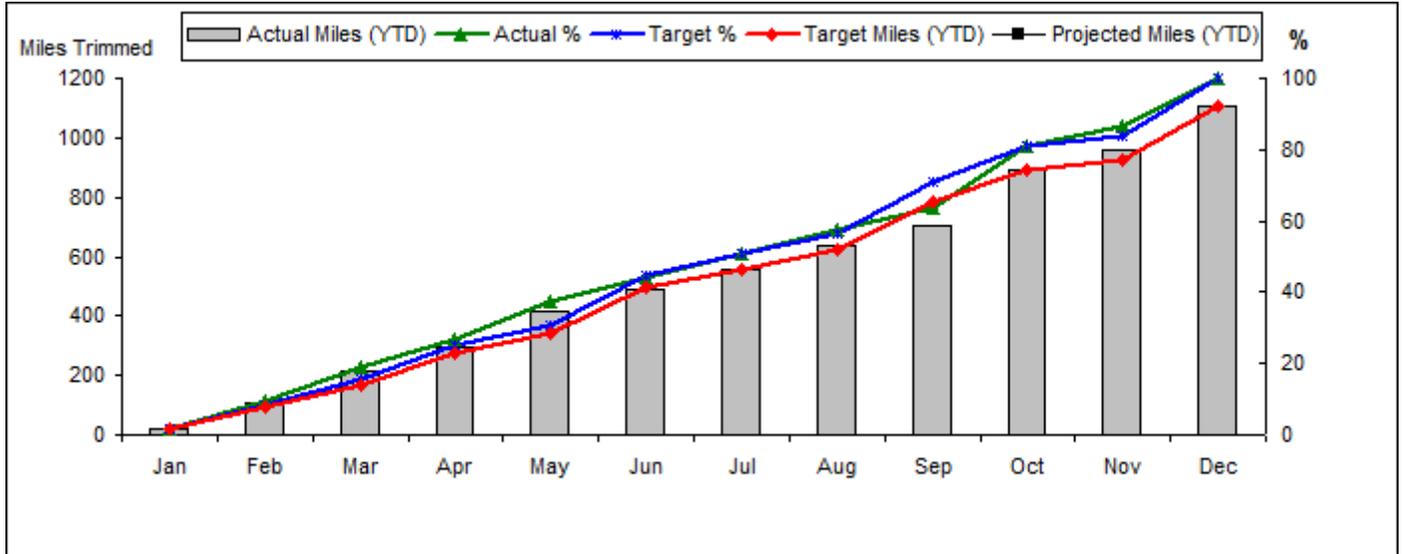
ComEd

Operational Excellence

Vegetation Management - Transmission Miles Trimmed

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual Miles (YTD)	19	107	213	297	414	487	560	634	702	893	959	1108
Target Miles (YTD)	19	94	171	275	340	494	559	626	782	893	927	1105
Projected Miles (YTD)												
Actual % Complete (YTD)	1.7	9.6	19.2	26.8	37.4	44.1	50.6	57.4	63.5	80.8	86.8	100.2
Target % Complete (YTD)	1.7	8.5	15.4	24.9	30.7	44.7	50.6	56.7	70.8	80.8	83.9	100.0

Variance Analysis / Corrective Action

YE transmission miles completed favorable to plan by 2.57 miles completing 1,107.54 against a plan of 1,104.97 miles. For the month of December, 148.34 miles completed against a plan 177.74 miles. YE 1 additional transmission line completed over the original plan.

Month of December
 9 circuits planned
 9 circuits completed
 177.74 miles planned
 148.34 miles completed

YE
 71 circuits planned
 72 circuits completed
 1,104.97 miles planned
 1,107.54 miles completed

Definition: EU Metric. Tracks YTD circuit miles trimmed compared to target. Percent complete is calculated by dividing YTD miles complete by year end target.

Executive Lead: Michelle Blaise

PI #: 4051

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

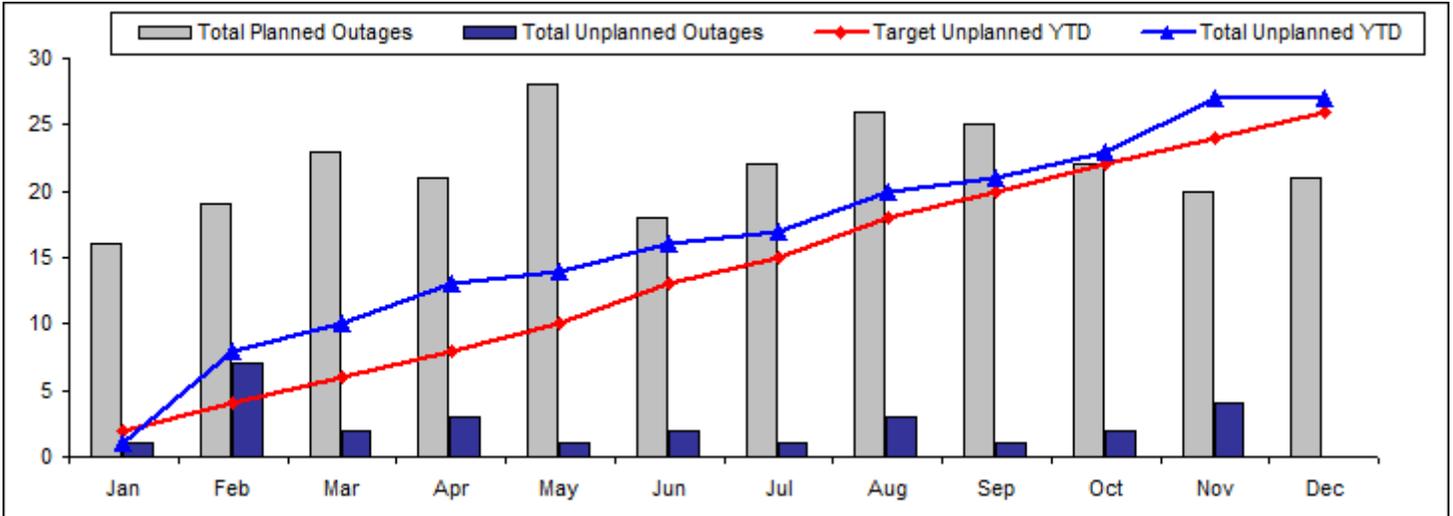
ComEd

Operational Excellence

IT Critical Systems SAIFI

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Total Unplanned Outages	1	7	2	3	1	2	1	3	1	2	4	0	27
Total Unplanned Outages YTD	1	8	10	13	14	16	17	20	21	23	27	27	
Target - Unplanned Outages YTD	2	4	6	8	10	13	15	18	20	22	24	26	26
Total Planned Outages	16	19	23	21	28	18	22	26	25	22	20	21	261
Total Planned Outages YTD	16	35	58	79	107	125	147	173	198	220	240	261	
Target - Planned Outages YTD	21	50	73	96	122	145	167	193	215	238	267	291	291

Interface and Other Outage Impacts (Planned)	1	1	0	1	0	1	0	0	0	8	0	1	13
Interface and Other Outage Impacts (Unplanned)	2	1	0	0	0	0	0	0	2	0	2	1	8

Application Outages - Unplanned

SCADA	0	3	1	1	0	1	1	1	0	2	4	0	14
PI Historian	0	0	0	0	0	0	0	0	0	0	0	0	0
OMS	0	0	0	1	0	0	0	0	1	0	0	0	2
CIMS	0	1	0	1	0	0	0	0	0	0	0	0	2
Passport	0	0	0	0	0	0	0	0	0	0	0	0	0
Mobile Dispatch	0	0	1	0	1	1	0	1	0	0	0	0	4
WPT	1	3	0	0	0	0	0	0	0	0	0	0	4
IBS / PBD	0	0	0	0	0	0	0	1	0	0	0	0	1
Radio	0	0	0	0	0	0	0	0	0	0	0	0	0

Interface, CIMS to OMS	0	0	0	0	0	0	0	0	0	0	0	1	1
Interface, OMS to Mobile	0	0	0	0	0	0	0	0	0	0	1	0	1
Interface, CIMS to Mobile	0	0	0	0	0	0	0	0	0	0	1	0	1
Interface, SCADA to OMS	0	0	0	0	0	0	0	0	1	0	0	0	1
Interface, SCADA to PJM	0	0	0	0	0	0	0	0	1	0	0	0	1
Other Application Impacts	2	1	0	0	0	0	0	0	0	0	0	0	3

Variance Analysis / Corrective Action

Unplanned Outages:

There were no unplanned application outages in December.

Interface Unplanned Outages:

CIMS to OMS: 12/12/13 (1 outage 176 minutes)

Cause: IT Solutions received an alert indicating an error had been detected with a Middleware queue manager. It was confirmed customer outage call tickets flowing through CCC Middleware servers were generating errors while tickets being routed through MOB were successful.

Impact: CSRs were receiving error messages when attempting to submit customer outage call tickets from CIMS to OMS.

Corrective Action: IT shut down the CCC Queue Manager, allowing all outage call traffic to successfully route through MOB Middleware servers. The CCC Middleware Queue Manager was subsequently restarted, allowing all ComEd outage call traffic to flow through both CCC and MOB Middleware servers. An investigation of the cause is being conducted and a condition report will be created to document this event.

Planned Outages:

SCADA: 4 outages totaling just over 3 minutes (all database switches). OMS: 8 outages for 241 minutes (all incremental updates). Mobile Dispatch: 4 outages for 2 minutes (2 related to monthly windows patching, 1 to activate new job codes associated with December CIMS push, and 1 to address known memory leak). WPT: 5 outages totaling 40 minutes (all weekly maintenance restarts).

Planned Interface Outage:

CIMS to Mobile Interface: 1 outage for 24 minutes (CIMS push).

Definition: EU METRIC. Total number of IT Critical Systems Outages per month. Metrics represent ComEd availability, with the exception of CIMS and Passport which are tracked Exelon-wide.

Executive Lead: Mark Browning

Group #:	3563												
Corresponding Pls:	23065	23066	23067	23068	23069	23071	23072	23073	23074	23075	23076	23077	23078
	23079	23080	23081	23082	23083	23084							
Report Run Date:	1/14/2014 4:59 PM												

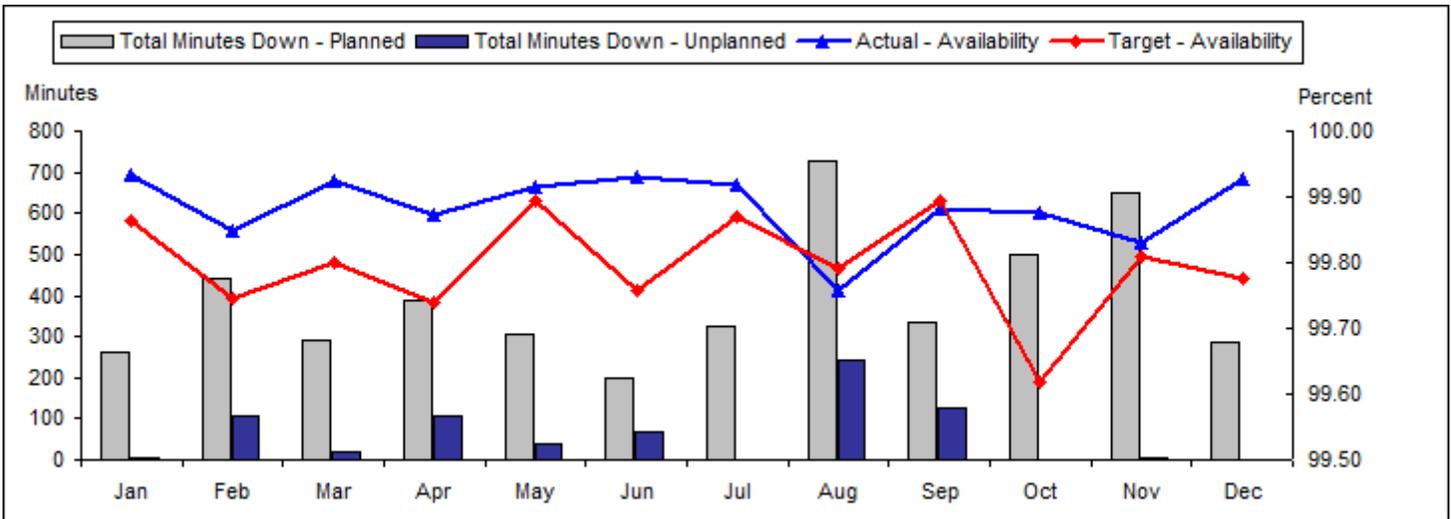
ComEd

Operational Excellence

IT Critical Systems CAIDI

Reporting Period: December 2013

Good ↑



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Total Minutes Down - Planned	260	440	292	387	306	198	325	727	336	497	650	286	4704
Total Minutes Down - Unplanned	3	105	17	106	39	68	2	243	126	2	3	0	714
Actual - Availability	99.934	99.850	99.925	99.873	99.914	99.931	99.918	99.758	99.881	99.875	99.831	99.928	99.88
Target - Availability	99.865	99.744	99.801	99.739	99.895	99.758	99.870	99.792	99.895	99.618	99.808	99.775	99.80

Interface and Other Outage Impacts - Planned (Minutes)	51	21	0	25	0	21	0	0	0	20	0	24	162
Interface and Other Outage Impacts - Unplanned (Minutes)	90	50	0	0	0	0	0	0	2	0	916	176	1234

Application Outages - Unplanned (Minutes)

SCADA	0	2	1	8	0	1	2	1	0	2	3	0	20
PI Historian	0	0	0	0	0	0	0	0	0	0	0	0	0
OMS	0	0	0	86	0	0	0	0	126	0	0	0	212
CIMS	0	8	0	12	0	0	0	0	0	0	0	0	20
Passport	0	0	0	0	0	0	0	0	0	0	0	0	0
Mobile Dispatch	0	0	16	0	39	67	0	47	0	0	0	0	169
WPT	3	95	0	0	0	0	0	0	0	0	0	0	98
IBS / PDB	0	0	0	0	0	0	0	195	0	0	0	0	195
Radio	0	0	0	0	0	0	0	0	0	0	0	0	0

Interface, OMS to Mobile	0	0	0	0	0	0	0	0	0	0	292	0	292
Interface, CIMS to OMS	0	0	0	0	0	0	0	0	0	0	0	176	176
Interface, CIMS to Mobile	0	0	0	0	0	0	0	0	0	0	624	0	624
Interface, SCADA to OMS	0	0	0	0	0	0	0	0	1	0	0	0	1
Interface, SCADA to PJM	0	0	0	0	0	0	0	0	1	0	0	0	1
Other Application Impacts	90	50	0	0	0	0	0	0	0	0	0	0	140

Variance Analysis / Corrective Action

Unplanned Outages:

There were no unplanned application outages in December.

Interface Unplanned Outages:

CIMS to OMS: 12/12/13 (1 outage 176 minutes)

Cause: IT Solutions received an alert indicating an error had been detected with a Middleware queue manager. It was confirmed customer outage call tickets flowing through CCC Middleware servers were generating errors while tickets being routed through MOB were successful.

Impact: CSRs were receiving error messages when attempting to submit customer outage call tickets from CIMS to OMS.

Corrective Action: IT shut down the CCC Queue Manager, allowing all outage call traffic to successfully route through MOB Middleware servers. The CCC Middleware Queue Manager was subsequently restarted, allowing all ComEd outage call traffic to flow through both CCC and MOB Middleware servers. An investigation of the cause is being conducted and a condition report will be created to document this event.

Planned Outages:

SCADA: 4 outages totaling just over 3 minutes (all database switches). OMS: 8 outages for 241 minutes (all incremental updates). Mobile Dispatch: 4 outages for 2 minutes (2 related to monthly windows patching, 1 to activate new job codes associated with December CIMS push, and 1 to address known memory leak). WPT: 5 outages totaling 40 minutes (all weekly maintenance restarts).

Planned Interface Outage:

CIMS to Mobile Interface: 1 outage for 24 minutes (CIMS push).

Definition: EU METRIC. Total number of minutes of IT Critical System Outages per month. Metrics represent ComEd, with the exception of CIMS and Passport which are tracked Exelon-wide. Availability is calculated by dividing total seconds available by total seconds in the month. Partial outages are calculated considering the percentage of users affected based on the number of users that would have used the application at the time of the outage, not the total number of users.

Executive Lead: Mark Browning

Group #:	3565												
Corresponding PIs:	23085	23086	23087	23088	23089	23090	23092	23093	23094	23095	23096	23097	23098
	23099	23100	23101	23102	23103	23104	23105						
Report Run Date:	1/14/2014 4:59 PM												

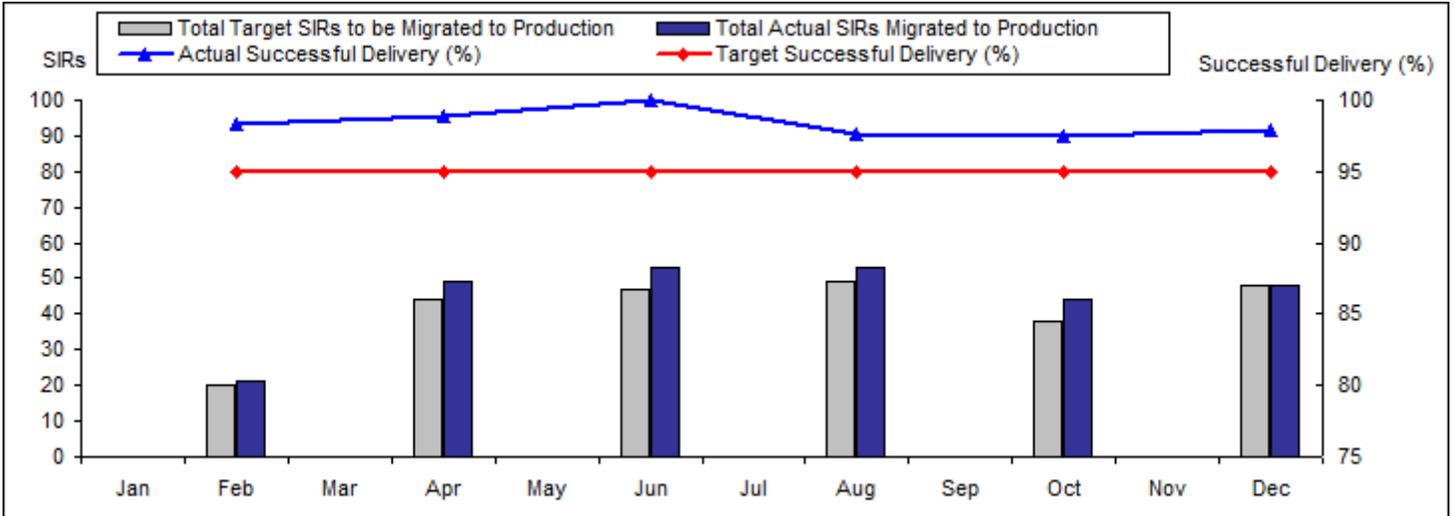
ComEd

Operational Excellence

IT CIMS Service Delivery

Reporting Period: December 2013

Good



Monthly

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Actual Successful Delivery (%)		98.36		98.89		100.00		97.65		97.50		97.94	98.44
Target Successful Delivery (%)		94.93		94.93		94.93		94.93		94.93		94.93	

Component Breakdown

Target Project SIRs	0	12	0	20	0	20	0	10	0	9	0	20	91
Target Maintenance SIRs	0	8	0	24	0	27	0	39	0	29	0	28	155
Total Target SIRs to be Migrated to Production	0	20	0	44	0	47	0	49	0	38	0	48	246
Actual Project SIRs	0	12	0	20	0	20	0	10	0	9	0	20	91
Actual Maintenance SIRs	0	9	0	29	0	33	0	43	0	35	0	28	177
Total Actual SIRs Migrated to Production	0	21	0	49	0	53	0	53	0	44	0	48	268
SIRs with Fault	0	1	0	1	0	0	0	2	0	2	0	2	8
Non-Push SIRs	0	40	0	41	0	46	0	32	0	36	0	49	244

Variance Analysis / Corrective Action

Maintenance 28 SIRs planned + 1 added - 1 removed by BU.
 2 Faults introduced with December release: Billing Inflow Reduction project SIR 86437 caused 50% increase in WFM inflow, and PECO AMI project Sir 87696 caused ComEd Call Center slowness and timeout when using CIMS retrieval.

Definition: EU METRIC. Purpose: To focus on the quality of the changes made to CIMS/CC&B, by following SIRs/PPR (System Investigation Request and Production Release Request) - the work tracking mechanism used to manage computer system work for the Customer Operations and Regulatory Services organization. Since the intent is to measure the quality of migration (push), metrics are only reported on the months when CIMS migration occurs. Note that fault counts are updated as they are identified.

Executive Lead: Lyman/ Browning

Group #: 3030

Corresponding Pls: 21371 21372 21418 21420 21421 21646 21671 21672 21673

Report Run Date: 1/14/2014 4:54 PM

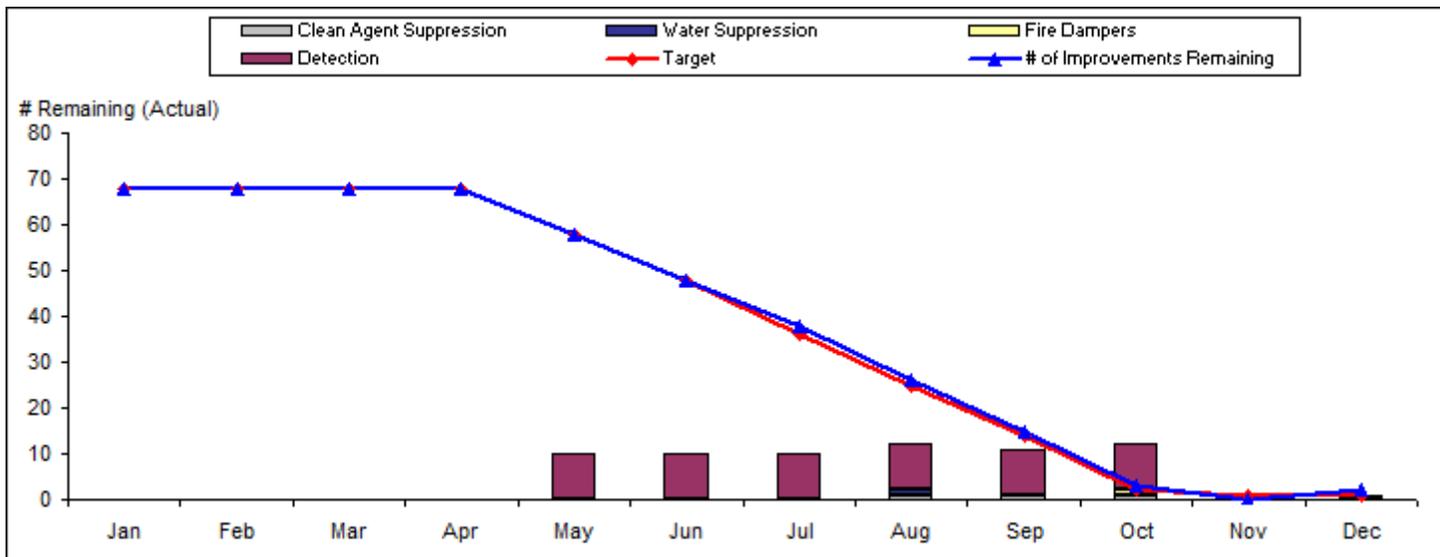
ComEd

Operational Excellence

Fire Protection Improvements Remaining

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# of Improvements Remaining	68	68	68	68	58	48	38	26	15	3	0	2
Target	68	68	68	68	58	48	36	25	14	2	1	1
Fire Dept Refresher Training	0	0	0	0	10	10	10	10	10	10	0	0
Fire Dampers	0	0	0	0	0	0	0	0	0	1	0	0
Water Suppression	0	0	0	0	0	0	0	1	0	0	0	1
Clean Agent Suppression	0	0	0	0	0	0	0	1	1	1	0	0

Variance Analysis / Corrective Action

68 Fire Protection improvements were scheduled to be completed in 2013. 66 were completed.

3 Cardox to water suppression conversions were planned. 2 locations, TSS 58 Grand and TSS 137 Washington Park, were completed. The conversion at TSS 34 Kingsbury is deferred to 2014.

4 Cardox to clean agent conversions were planned. TSS 58 Grand, TSS 36 Madison and TSS 126 State St were completed. TSS 34 Kingsbury is deferred to 2014.

60 Fire Department trainings was completed for the year as planned.

The fire damper installation/repair at TDC 785 Ontario has been completed. Fire dampers are critical component in isolating zones for use of fire extinguishing agents. TDC 785 Ontario is scheduled for a Novec 1230 installation in 2014.

Definition: Work down of the fire protection improvements remaining to date vs. goal. Nothing remains from the scope of improvements monitored by the ICC/Liberty. There are 68 improvements in the 2013 ComEd plan. Fire Department Refresher trainings: 60 Fire Department refresher trainings will be conducted; Fire Dampers: Replace or repair at 1 site; Suppression: Replace 7 CO2 systems with 3 water suppression systems and 4 clean agent Novec 1230 fire suppression systems.

Executive Lead: Timothy McGuire

Group #: 2630

Corresponding Pls: 20833 20834 20835 20836 20837 20839

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

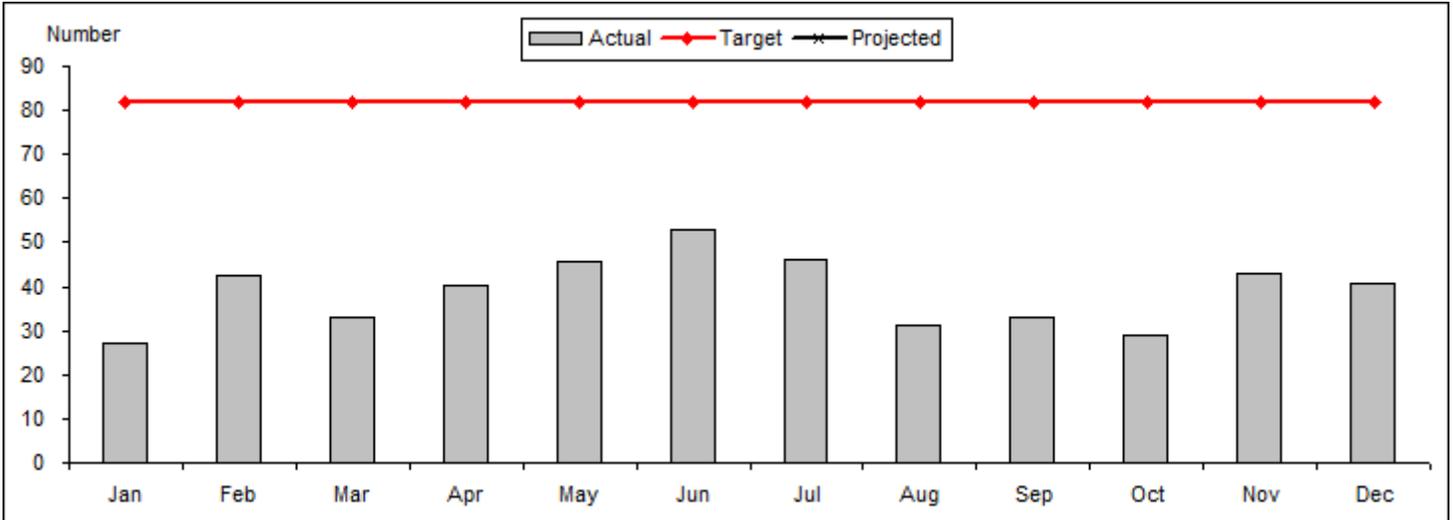
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Operational Excellence

Main Stem Circuits Out Of Configuration

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual (Mo.)	27.00	42.60	33.00	40.30	45.70	53.00	46.00	31.00	33.00	29.00	43.00	40.60
Target (Mo.)	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00	82.00
Projected (Mo.)												

Organizational Breakdown

Drill	Organization Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	DSO OCC	27.00	42.60	33.00	40.30	45.70	53.00	46.00	31.00	33.00	29.00	43.00	40.60

Variance Analysis / Corrective Action

Target met. The circuits out of configuration daily average decreased from 43 to 41 with an average of 26 new per week and 33 completed per week in December 2013. As of 1/7/14, circuits out of configuration are GREEN at 47 vs. a goal of 82.

Definition: A primary circuit that has a piece of equipment connected to the solid or main stem portion (not fused) that cannot be operated as designed due to defective switches, main stem cable faults, reclosers unable to operate automatically, defective breakdowns or EMC's, etc. This is a daily average.

Executive Lead: Donnelly / Maletich

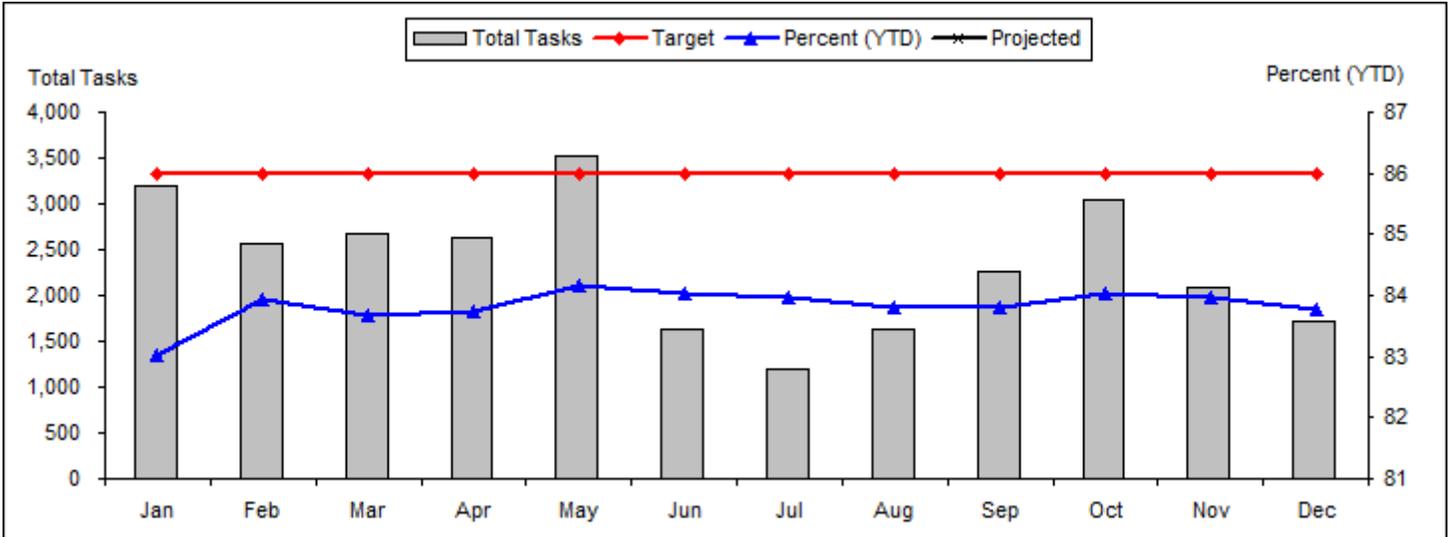
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Report Run Date: 1/14/2014 4:49 PM

ComEd Operational Excellence Scope Stability

Reporting Period: December 2013

Good ↑



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Percent	83.0	85.1	83.1	84.0	85.4	83.1	82.9	82.2	83.8	85.6	83.2	80.7
Percent (YTD)	83.0	83.9	83.7	83.8	84.1	84.0	84.0	83.8	83.8	84.0	84.0	83.8
WO Tasks	2,648	2,188	2,220	2,208	2,998	1,347	987	1,334	1,898	2,603	1,738	1,388
Total Tasks	3,190	2,572	2,670	2,629	3,511	1,621	1,191	1,622	2,265	3,041	2,090	1,720
Target (YTD)	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0
Projected (YTD)												

Organizational Breakdown (YTD Rate)

Drill	Organization Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Dist Ops North	85.3	85.8	81.4	83.3	85.1	86.3	85.9	86.1	86.4	86.0	83.6	83.5
	Dist Ops South	89.5	87.9	85.3	82.4	83.3	81.2	77.9	77.4	77.1	75.8	73.1	69.5
	Dist Ops West	85.6	87.6	86.2	86.3	86.4	87.2	88.0	88.3	88.2	87.7	87.1	87.1
	Dist Ops Chi	67.7	66.1	62.7	61.9	64.2	65.1	66.2	66.4	66.4	66.1	65.0	64.7
	T&S ComEd	84.4	86.3	86.9	86.8	86.5	86.3	86.4	86.5	86.5	87.0	87.6	87.5

Variance Analysis / Corrective Action

Scope Stability YE through December for ComEd overall is 83.8% - 2.2% unfavorable to 2013 overall target of 86% and 1.9% favorable to 2012 December YE actual of 81.9%.

Dist Ops Scope Stability YE through December is 74.6% - 8.4% unfavorable to 2013 Dist Ops target of 83% and 2.7% unfavorable to 2012 December YE actual of 77.3%.

T&S Scope Stability YE through December is 87.5% - 0.5% unfavorable to 2013 T&S target of 88% and 2.3% favorable to 2012 December YE actual of 85.2%.

Off track performance for Dist Ops in December for Chicago Region Distribution was 53.1% driven primarily by SRP for both Overhead and Underground. Off track performance for South Region at 38.6% was driven by SRP.

Off track performance for T&S in December at 87.4% was driven primarily by resources moved to higher priority work, system out of configuration, switching issues and customer unable to support an outage.

Definition: Based upon the number of specific WO-Tasks baselined on Sunday of T-4 for an upcoming execution week and number of the same specific WO-Tasks with schedule start dates in that execution week as found at Sunday of T-1. Computation Factors: A = number of WO-Tasks at T-1 with schedule starts that were baselined at T-4. B = number of WO-Tasks baselined at T-4. Computation formula: A/B * 100.

Executive Lead: Donnelly / Perez

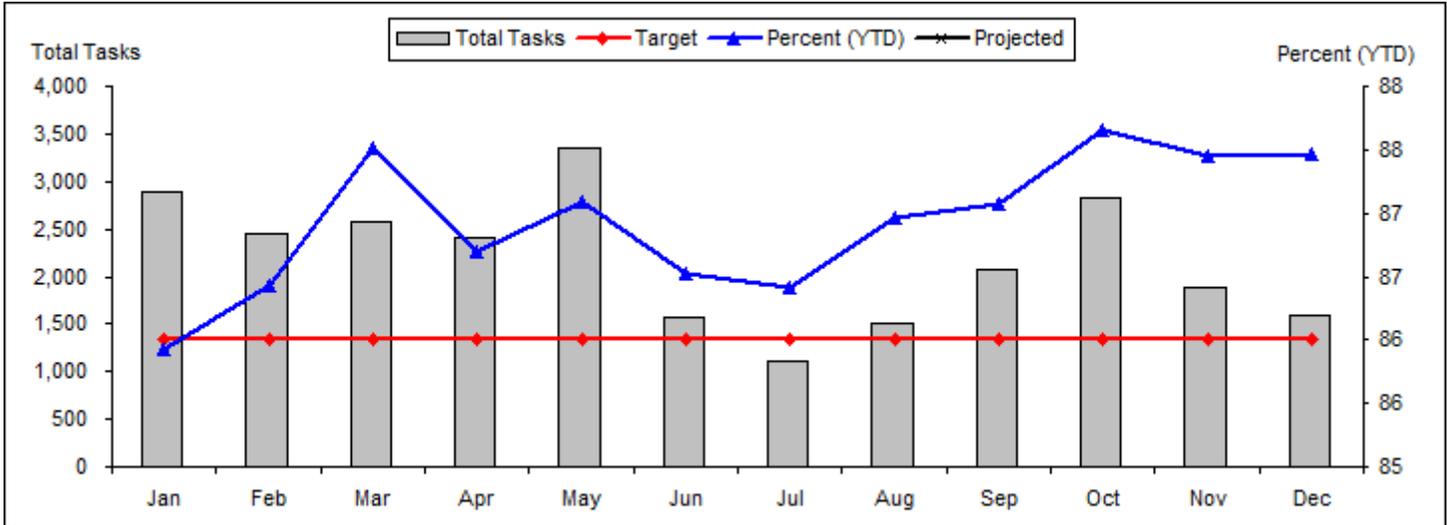
Corresponding Pls: 20157 20158

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

ComEd Operational Excellence Schedule Adherence

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Percent	85.9	87.0	89.8	84.0	88.4	81.5	84.9	92.9	88.0	91.8	85.0	87.6
Percent (YTD)	85.9	86.4	87.5	86.7	87.1	86.5	86.4	87.0	87.1	87.7	87.5	87.5
WO Tasks	2,491	2,140	2,310	2,014	2,952	1,276	950	1,409	1,828	2,587	1,611	1,398
Total Tasks	2,899	2,459	2,573	2,399	3,341	1,566	1,119	1,517	2,077	2,818	1,895	1,595
Target (YTD)	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0	86.0
Projected (YTD)												

Organizational Breakdown (YTD Rate)

Drill	Organization Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Dist Ops North	98.7	97.1	96.3	95.3	96.4	93.5	91.6	92.2	92.6	92.4	91.9	91.9
	Dist Ops South	91.1	92.7	92.4	91.2	89.6	86.8	86.3	86.8	87.4	87.8	88.0	87.7
	Dist Ops West	87.1	86.9	89.0	88.6	88.7	87.8	87.8	88.1	88.6	88.7	88.6	88.3
	Dist Ops Chi	84.1	77.2	78.4	77.0	78.3	76.3	75.6	77.5	77.9	79.0	79.0	78.7
	T&S ComEd	83.8	85.7	87.1	86.4	86.7	86.8	87.1	87.7	87.6	88.3	88.0	88.1

Variance Analysis / Corrective Action

Adherence YE through December for ComEd is 87.5% - 1.5 % favorable to 2013 target of 86% and 2% unfavorable to 2012 December YE actual of 89.5%.

Dist Ops YE through December is 85.9% - 0.1% unfavorable to 2013 target of 86% and 5% unfavorable to 2012 December YE actual of 90.9%.

T&S YE through December is 88.1% - 2.1% favorable to target of 86% - 0.5% unfavorable to 2012 December YE actual of 88.6%.

Off track performance for Dist Ops Chicago Region at 68.3% in December was driven primarily by weather (OVHD); emergent cable faults (UNDG).

Definition: Based upon the number of specific WO-Tasks baselined on Sunday of T-1 for an execution week and the number of the same specific WO-Tasks with actual finish dates in that execution week as found at Sunday of E-0. Computation Factors: A = number of WO-Tasks at E-0 with actual finish dates that were baselined at T-1. B = number of WO-Tasks baselined at T-1. Computation formula: A/B * 100.

Executive Lead: Donnelly / Perez

Group #: 2021

Corresponding Pls: 20155 20156

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

CUSTOMERS & KEY STAKEHOLDERS SATISFACTION

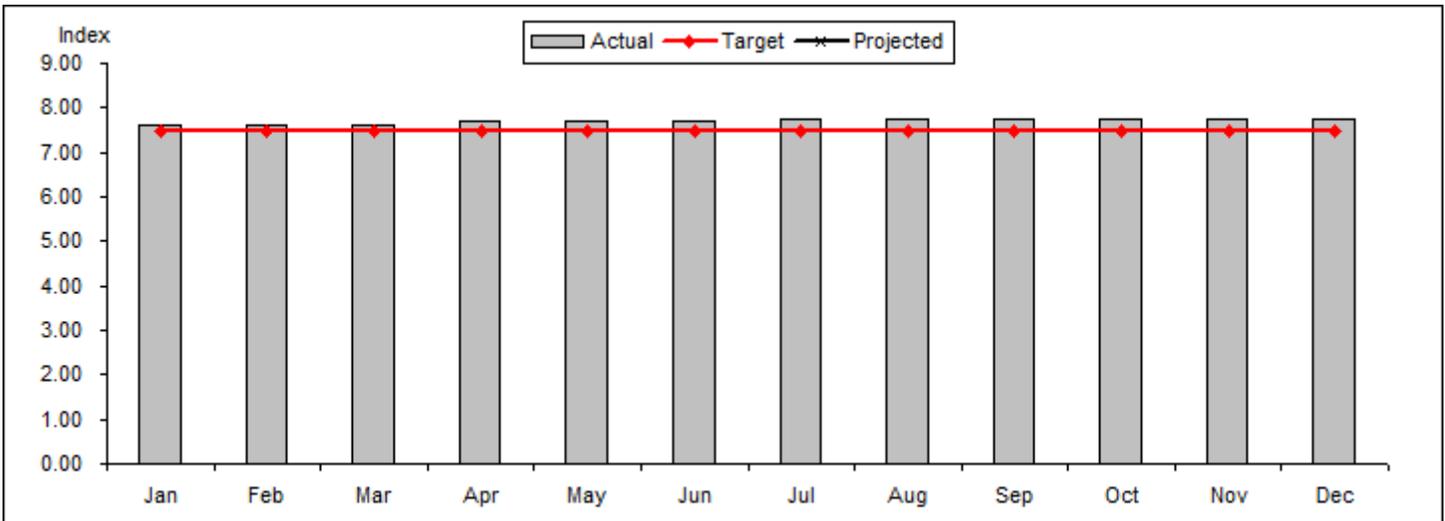
ComEd

Customers & Key Stakeholders Satisfaction

Customer Satisfaction Index

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	7.62	7.62	7.62	7.70	7.70	7.70	7.73	7.73	7.73	7.75	7.75	7.75
Target	7.47	7.47	7.47	7.47	7.47	7.47	7.47	7.47	7.47	7.47	7.47	7.47
Projected												

Variance Analysis / Corrective Action

The CSI increased from 7.82 in Q3 2013 to 7.84 in Q4 2013. This represents the best quarterly performance on record (dating back to 2002) and the seventh consecutive quarterly improvement (the longest streak on record). YE 2013 CSI performance of 7.75 is up by a notable margin compared to 2012 (7.46). YE performance is distinguished (7.67).

The residential component of the CSI increased from 7.65 in Q3 2013 to 7.81 in Q4 2013, reaching the best quarterly performance on record. The small business component decreased from 7.98 to 7.86, completing the four best quarters on record in 2013.

Most survey measures improved from 2012 to 2013. Among residential customers, the satisfaction drivers showing the greatest gains include customer service, rates/controlling costs, and billing/meter reading. Among small business customers, the most improved drivers include reliability, outage information, outage preparedness, management reputation, controlling costs, and billing/meter reading. Customers' experiences improved too; customers reported experiencing fewer outages and shorter outages, and fewer customers reported a need to phone the company.

Because most satisfaction drivers improved over the last year, several by notable margins, the improvement in the CSI cannot be attributed to any one or two specific initiatives. Instead, all key improvement initiatives, coupled with favorable weather conditions this summer, seem to have contributed to the steady quarterly gains throughout 2013.

Initiatives driving achievement of the year-end 2013 target include grid modernization, Storm Task Force and Premier Customer Experience improvements, energy efficiency programs, and reputation management initiatives.

Definition: EU Metric. Measure of customer satisfaction for residential and small business customers developed from three survey measures: overall satisfaction, meeting expectations and overall favorability (impression). An index score for each customer segment is computed by averaging the mean ratings from the three measures. The residential and small business index scores are weighted by each segment's contribution to their combined energy sales to form the CSI.

Executive Lead: Kevin Brookins

PI #: 23520

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

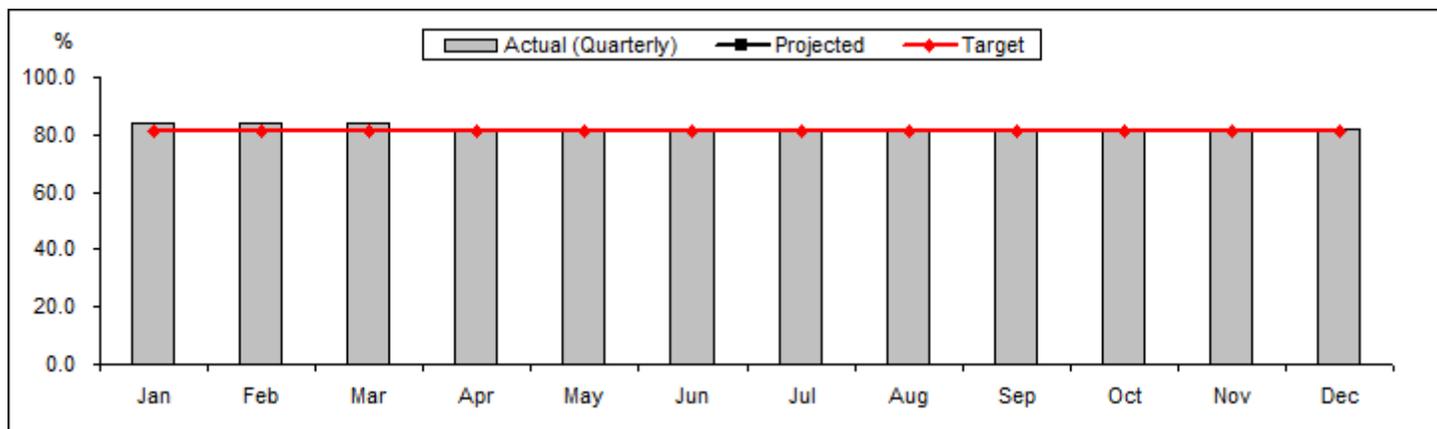
ComEd

Customers & Key Stakeholders Satisfaction

Customer Operations Index

Reporting Period: December 2013

Good



Customer Operations Index	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	84.0	84.0	84.0	81.7	81.7	81.7	81.9	81.9	81.9	82.1	82.1	82.1
Target	81.0	81.0	81.0	81.0	81.0	81.0	81.0	81.0	81.0	81.0	81.0	81.0
Projected												
Call Center Satisfaction	89.1	89.1	89.1	82.9	82.9	82.9	80.8	80.8	80.8	80.0	80.0	80.0
Call Center Sat (Residential)	89.5	89.5	89.5	83.1	83.1	83.1	80.8	80.8	80.8	80.1	80.1	80.1
Call Center Sat (Small Business)	78.0	78.0	78.0	78.8	78.8	78.8	78.4	78.4	78.4	79.8	79.8	79.8
Service Level (YTD)	71.2	73.8	76.3	75.1	77.9	80.0	81.6	82.8	83.5	84.1	84.6	85.1

Variance Analysis / Corrective Action

The COI increased from 81.8% in Q3 2013 to 83.0% in Q4 2013. YE COI performance increased from 81.4% in 2012 to of 82.1% in 2013. YE 2013 COI performance is between target (81.0%) and distinguished (84.0%).

Service Level performance increased from 89.8% in Q3 2013 to 90.6% in Q4 2013, with YE performance of 85.1% up sharply over 2012 (74.5%). Call Center Satisfaction (CC Sat) increased from 76.4% to 77.9%, with YE performance of 80.0% notably lower than in 2012 (86.1%) due to the establishment of a lower baseline in Q2 2013 from the transition to a new research supplier.

Residential CC Sat increased from 76.4% in Q3 2013 to 77.7% in Q4 2013. This improvement is attributed to an increase in the number of customers who reported making a turn on/turn off service request along with an increase in satisfaction among these customers. This, in turn, may be the result of disabling the Move/Start/Stop functionality in the VRU on September 24, 2013 and sending customers directly to a CSR to complete these transactions.

Small Business CC Sat increased from 77.8% in Q3 to 83.8% in Q4. This improvement is due to a significant increase in satisfaction among businesses who called about a power outage and a more modest increase in satisfaction among businesses who called to make a turn on/turn off service request.

Factors for improved Service Level are 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.

Initiatives driving achievement of the year-end 2013 target include first call resolution improvement initiatives, PCE enhancements, improved forecasting and staffing and CSR training and coaching with a focus on transaction accuracy.

Definition: NEW 2013 EU Metric. Combination of Service Level and Call Center Satisfaction: SL weighted at 40%, CCS at 60%. SL is # of calls answered within 30 sec by all methods, divided by total calls offered. CCS is % of customers satisfied with service received during a call to the Call Center. Includes all types of transactions handled by the VRU or a CSR and based on a telephone administered survey of randomly selected residential & small business customers who recently phoned the company.

Executive Lead: Val Jensen

PI #: 24408

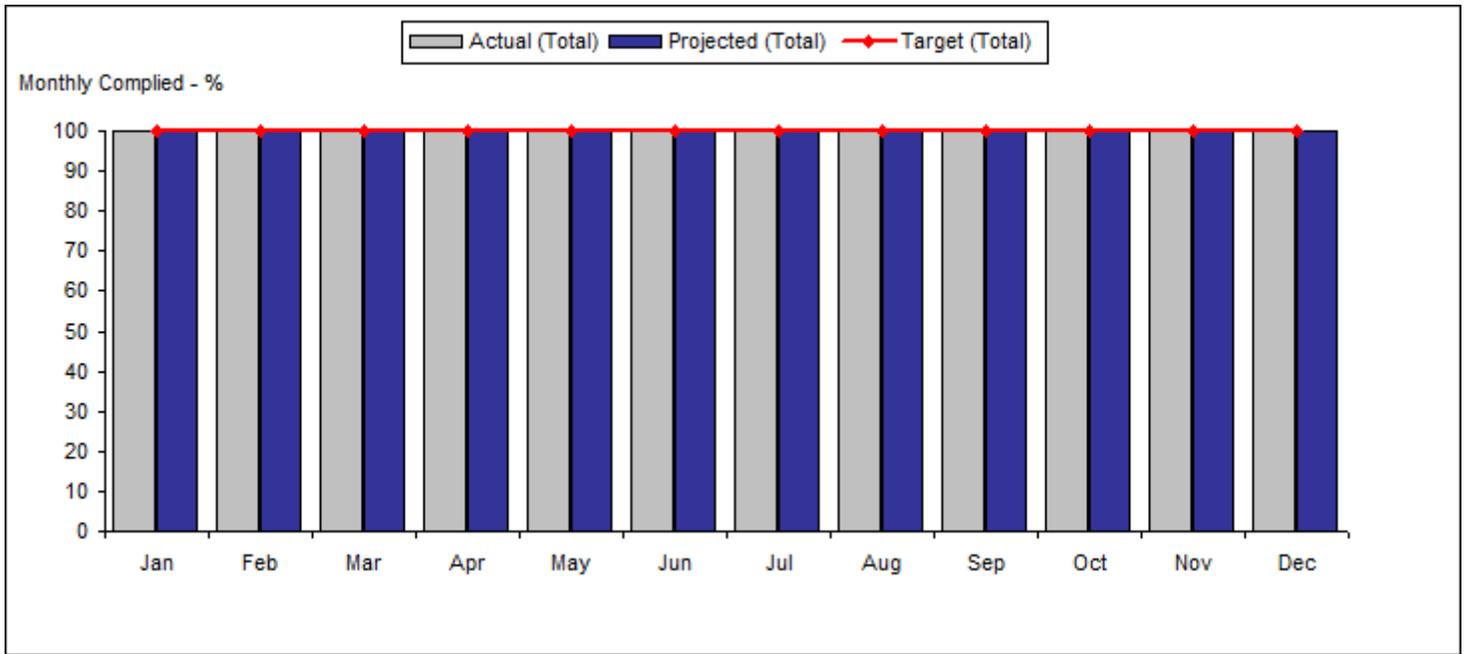
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ComEd

Customers & Key Stakeholders Satisfaction NERC Compliance Monitoring Program

Reporting Period: December 2013

Good



Monthly	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual - Total %	100	100	100	100	100	100	100	100	100	100	100	100
Target - Total %	100	100	100	100	100	100	100	100	100	100	100	100
Projected - Total %												

Category

Monthly	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Self Certification Actual - %	100	100	100	100	100	100	100	100	100	100	100	100
Self Certification Target - %	100	100	100	100	100	100	100	100	100	100	100	100
Self Certification Projected - %												
Periodic Data Submittals Actual - %	100	100	100	100	100	100	100	100	100	100	100	100
Periodic Data Submittals Target - %	100	100	100	100	100	100	100	100	100	100	100	100
Periodic Data Submittals Projected - %												
Exception Reporting Through Self Certification Actual - %	100	100	100	100	100	100	100	100	100	100	100	100
Exception Reporting Through Self Certification Target - %	100	100	100	100	100	100	100	100	100	100	100	100
Exception Reporting Through Self Certification Projected - %												
Audit Submissions Actual - %	100	100	100	100	100	100	100	100	100	100	100	100
Audit Submissions Target - %	100	100	100	100	100	100	100	100	100	100	100	100
Audit Submissions Projected - %												

Variance Analysis / Corrective Action

This PI tracks the NERC Compliance Monitoring Schedule. The schedule consists of Self Certifications, periodic data submittals, Exception Reports and Audit Submissions to monitor and/or verify compliance. Self Certifications that regulators schedule and require by month. Data submittals regulators schedule (or don't schedule) and require by month, quarter, or other periodicity. Exception Reports via Self Certifications that regulators schedule and require by month. Audit submissions that occur on a multi year time frame.

ComEd had Zero Self Certifications in December.
ComEd had two Data Submittals in December:
1) Aurora NERC Alert Bi-Annual Update
2) Events Analysis - LaSalle Event 04/17/13 Request For Information (RFI) Response
ComEd had Zero exception Reporting required in December.
ComEd had Zero Audit Submissions required in December.

Definition: EU METRIC. Monthly KPI represents the successful completion of NERC Compliance Monitoring Program actions. Count of Self Certifications actual vs. target; count of data submittals actual vs. target, and count of additional data requests.

Executive Lead: Timothy McGuire

Group #: 3736

Corresponding Pls: 23523 23524 23525 23612

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

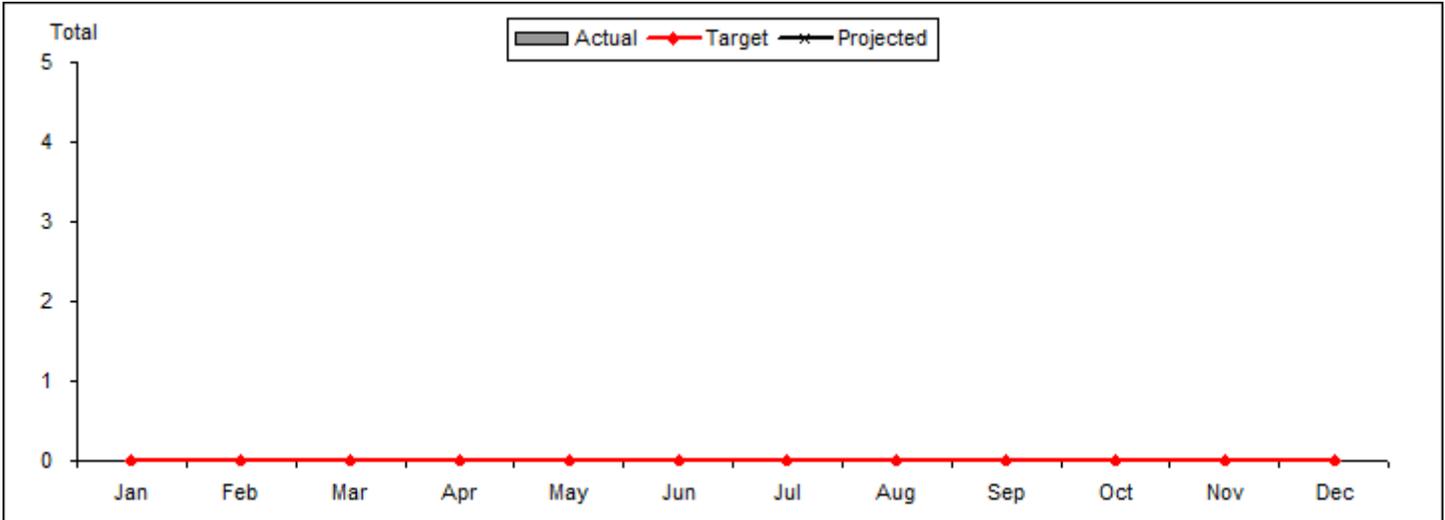
ComEd

Customers & Key Stakeholders Satisfaction

Externally Discovered NERC/RFC Compliance Violations

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	0	0	0	0	0	0	0	0	0	0	0	0
Target	0	0	0	0	0	0	0	0	0	0	0	0
Projected (Mo.)												

Variance Analysis / Corrective Action

This PI tracks alleged, possible or confirmed violations identified by external sources, such as an audit by NERC or RFC.

Zero Externally Discovered NERC/RFC Compliance Violations in December.

Definition: EU METRIC. Externally discovered NERC/RFC Compliance Violations, where notification is received for Alleged, Possible and or Confirmed violations.

Executive Lead: Timothy McGuire

PI #: 23519

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

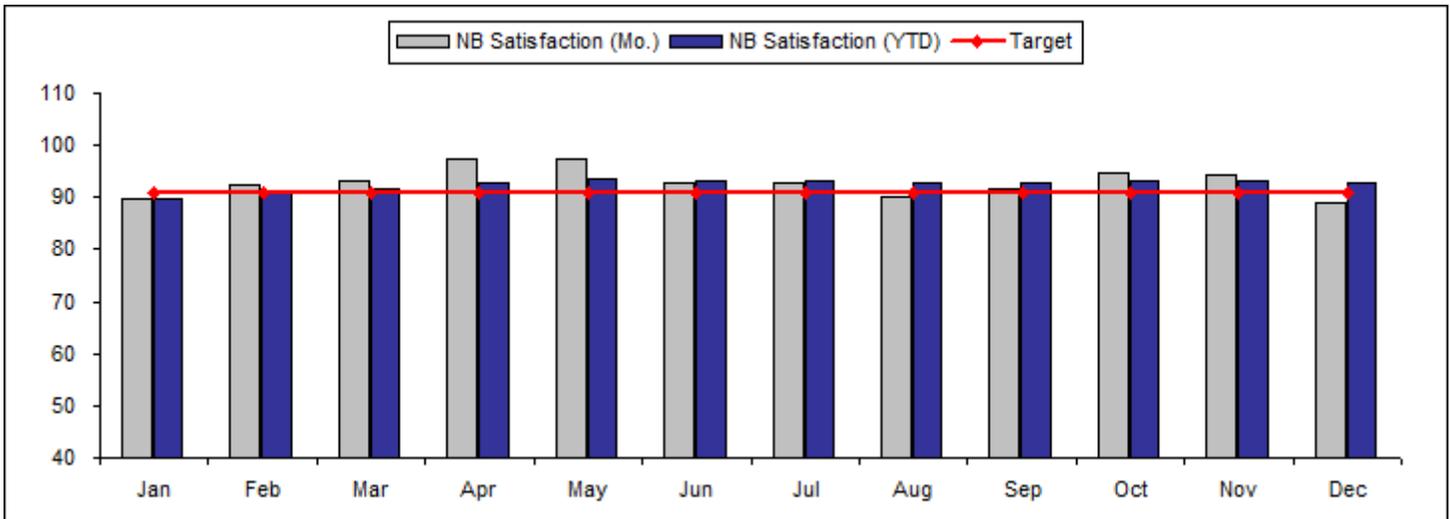
ComEd

Customers & Key Stakeholders Satisfaction

New Business Satisfaction- Monthly & YTD

Reporting Period: December 2013

Good



NB Satisfaction	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual (YTD)	89.90	90.90	91.60	92.70	93.40	93.30	93.20	92.80	92.70	93.00	93.10	92.80
Target	91.00	91.00	91.00	91.00	91.00	91.00	91.00	91.00	91.00	91.00	91.00	91.00
Actual (Mo.)	89.90	92.40	93.00	97.50	97.50	92.70	92.60	90.00	91.80	94.70	94.50	88.80

Variance Analysis / Corrective Action

There is a time lag in the ComEd New Business Satisfaction metric and thus December results are for November work. This is the 12th of 12 data points in the 2013 cumulative goal.

Satisfaction with ComEd performance for December was 88.8%. This was a decrease from November results. The cumulative score for 2013 remained relatively unchanged and above target at 92.8%.

Opportunities for 2014 exist in the following areas:

- Status updates communicated
- Managing customer expectations
- Time to complete
- Respect for property

ComEd Survey Mailings:

Month	Mailed	Returns	Response Rate
June	740	79	11%
July	802	99	12%
Aug	863	138	16%
Sep	1209	97	8%
Oct	799	105	13%
Nov	774	14	2%

Action plans to continue to drive improved customer service include:

- New Business continues to call customers to notify them when work is released.
- New Business regional offices assigning customer call-back responsibilities to job owners and supervisors to yield better improvement opportunities with customers.
- Construction performing call-aheads to notify customers when they plan to perform work.
- Reinforce efforts to increase and improve communications with customers, informing customers about changes or information needed to complete jobs as scheduled and returning calls as quickly as possible.
- Continue the scheduling of revision SWOs to the Day.
- Maintain for 2014 the New Business Customer Satisfaction Regional Contest to keep employee energy high.

Definition: New Business Satisfaction is the percent of customers satisfied overall with ComEd's performance on projects completed by New Business. The score is based on the results of a mail-administered survey. It is measured as the percent of survey respondents who are satisfied (% 6-10 ratings) on an 11-point scale. This metric is reported monthly.

Executive Lead: Donnelly / McBride

Group #: 2686
Corresponding Pls: 20724 20935
Report Run Date: 1/14/2014 4:49 PM

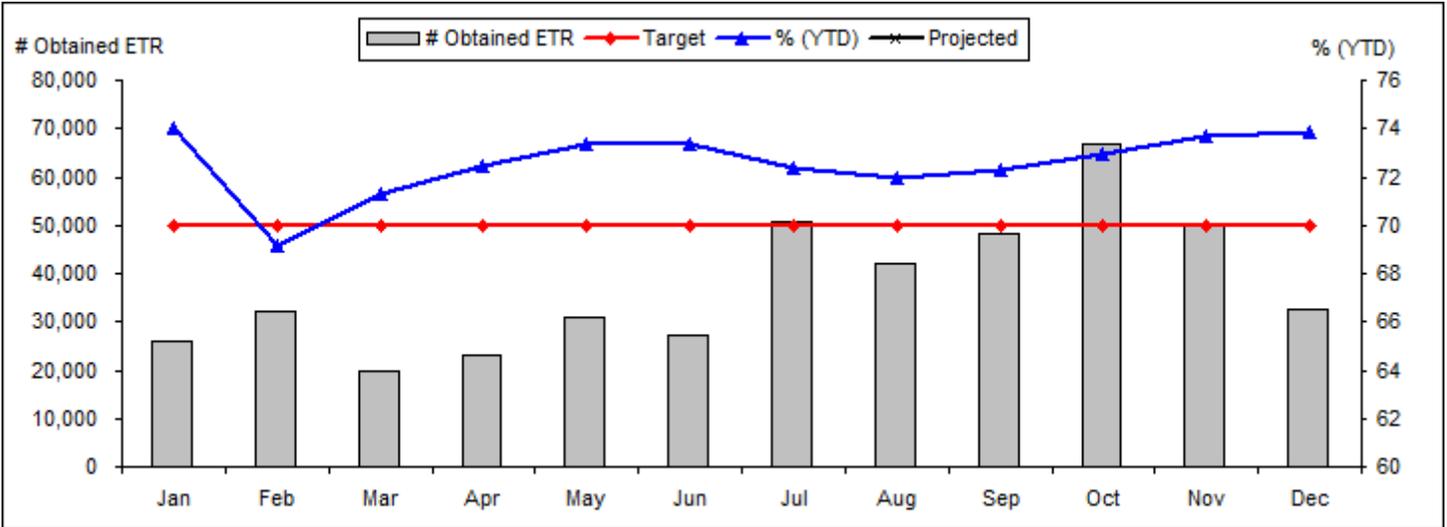
ComEd

Customers & Key Stakeholders Satisfaction

Caller ETR Accuracy Non-Storm

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual %	74.03	65.26	77.74	76.20	76.38	73.19	69.31	70.06	73.65	75.99	79.42	75.53
Actual % (YTD)	74.03	69.17	71.33	72.45	73.37	73.34	72.36	71.98	72.25	72.93	73.71	73.85
Number of Accurate ETRs	19,207	21,060	15,250	17,751	23,474	19,852	35,135	29,472	35,645	50,908	39,936	24,747
# Obtained ETR	25,944	32,272	19,616	23,295	30,733	27,124	50,695	42,064	48,400	66,990	50,283	32,765
Target (YTD)	70.00	70.00	70.00	70.00	70.00	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Projected (YTD)												

Variance Analysis / Corrective Action

The ETR Accuracy metric now includes text messages sent proactively to customers via Agent511.

Year-End Non-Storm ETR Accuracy is favorable to target by 4% (74% vs. 70% target).

December Non-Storm ETR Accuracy is favorable to target by 6% (76% vs. 70% target).

December Non-Storm ETR Accuracy with no early-on penalty is 80%. Year-End Non-Storm ETR Accuracy with no early-on penalty is 79%.

December Non-Storm ETR Accuracy for crews entering ETRs is 61%. Year-End Non-Storm ETR Accuracy for crews entering ETRs is 62%.

OCC personnel continually monitor outages to ensure accurate ETRs are provided to customers as restoration information becomes available. Increased emphasis with the regions to input or acknowledge ETRs on tickets is underway. ComEd has implemented the ability to change the initial ETR value provided to the customer during storm or heat related events in an effort to provide a more accurate ETR to the customer.

Definition: Non-storm percentage of customers obtaining an accurate ETR defined as an actual restoration time within +0 and -2 hours of the estimated time. This is based on the Percentage of customers who obtained an ETR for their outage related contact. The denominator is the total number of contacts created (VRU & CSR) related to an outage that received an ETR. Expressed as a percentage (# of ETR obtained +0/-2hr / number of contacts that obtained an ETR).

Executive Lead: Donnelly / Maletich

Group #: 2554
 Corresponding Pls: 20709 20710
 Report Run Date: 1/14/2014 4:53 PM

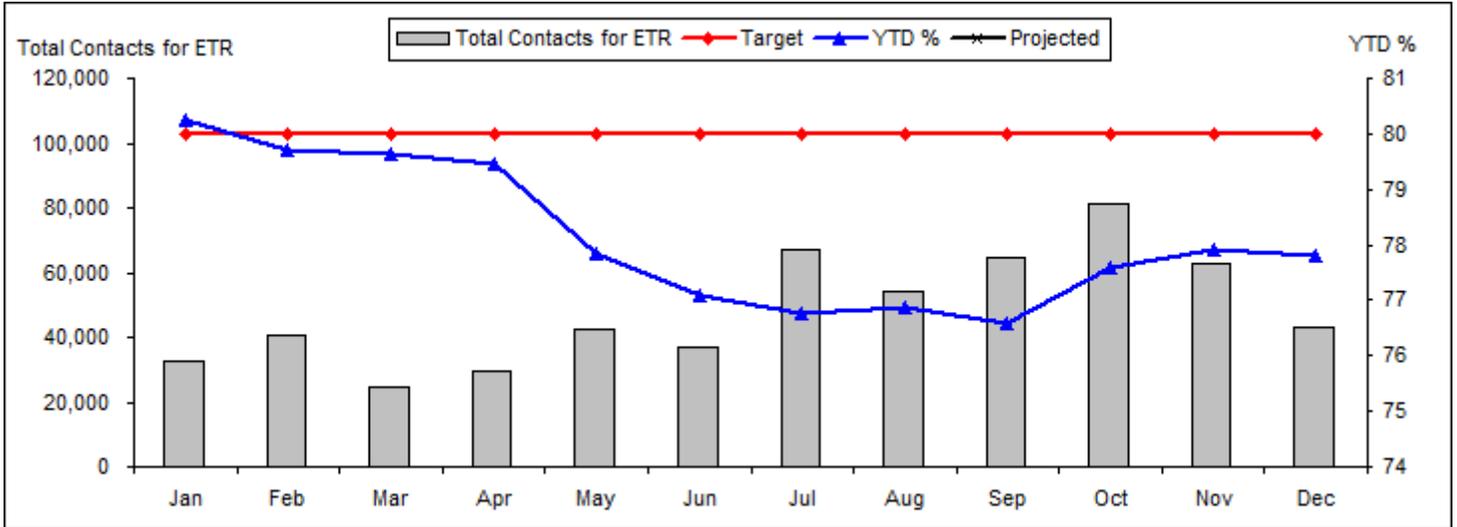
ComEd

Customers & Key Stakeholders Satisfaction

Caller ETR Reach Non-Storm

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual %	80.24	79.27	79.41	78.89	72.91	73.60	75.85	77.31	75.17	82.35	80.47	76.44
Actual % (YTD)	80.24	79.70	79.63	79.46	77.83	77.07	76.77	76.86	76.58	77.57	77.91	77.80
Number Obtained ETR	25,944	32,272	19,616	23,295	30,733	27,124	50,695	42,064	48,400	66,990	50,283	32,765
Total Contacts for ETR	32,332	40,709	24,702	29,529	42,154	36,852	66,840	54,408	64,390	81,348	62,486	42,861
Target (YTD)	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00	80.00
Projected (YTD)												

Variance Analysis / Corrective Action

The ETR Reach metric now includes text messages sent proactively to customers via Agent511.

Year-End Non-Storm ETR Reach is unfavorable to target by 2% (78% vs. 80% target).

December Non-Storm ETR Reach is unfavorable to target by 4% (76% vs. 80% target). Unfavorable performance is driven by ETRs that expire on outages, and these ETRs are not updated or are updated after a significant amount of time. If an ETR expires, customers affected by that outage will not receive an ETR, negatively impacting the ETR Reach metric.

December Non-Storm ETR Reach for crews entering ETRs is 89%. Year-End Non-Storm ETR Reach for crews entering ETRs is 90%.

OCC personnel continually monitor outages to ensure accurate ETRs are provided to customers as restoration information becomes available. Additional visibility of ETRs to the regional level is available and being reviewed monthly for performance.

Definition: Non-storm percentage of customers who obtained an ETR for their outage related contact. The denominator is the total number of outage related contacts.

Executive Lead: Donnelly / Maletich

Group #: 2557

Corresponding PIs: 20711 20712

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

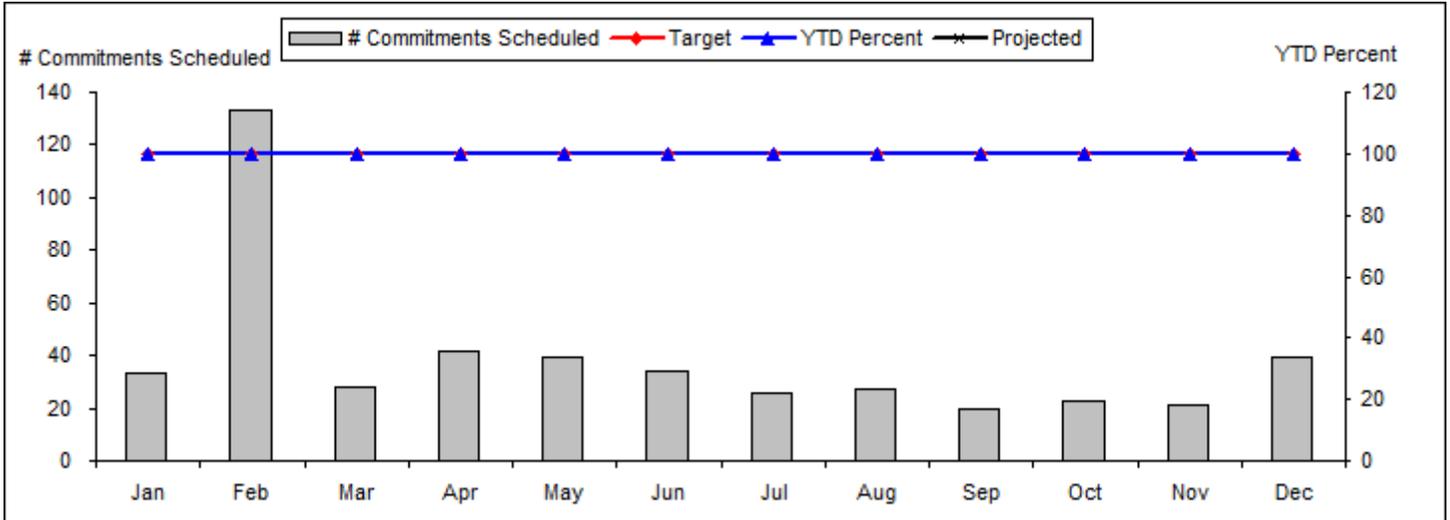
ComEd

Customers & Key Stakeholders Satisfaction

Percent Commitments Met

Reporting Period: December 2013

Good ↑



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Percent (Mo.)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Percent (YTD)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Commitments Met (Mo.)	33	133	28	42	39	34	26	27	20	23	21	39
Commitments Scheduled (Mo.)	33	133	28	42	39	34	26	27	20	23	21	39
Target (Mo.)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Projected												

Variance Analysis / Corrective Action

PI ID # 20100 (Commitments Met):
All known commitments have been completed for December 2013.

Definition: Percentage of commitments met at the end of the monthly reporting period.

Executive Lead: Thomas O Neill

Group #: 2182

Corresponding PIs: 20100 20305

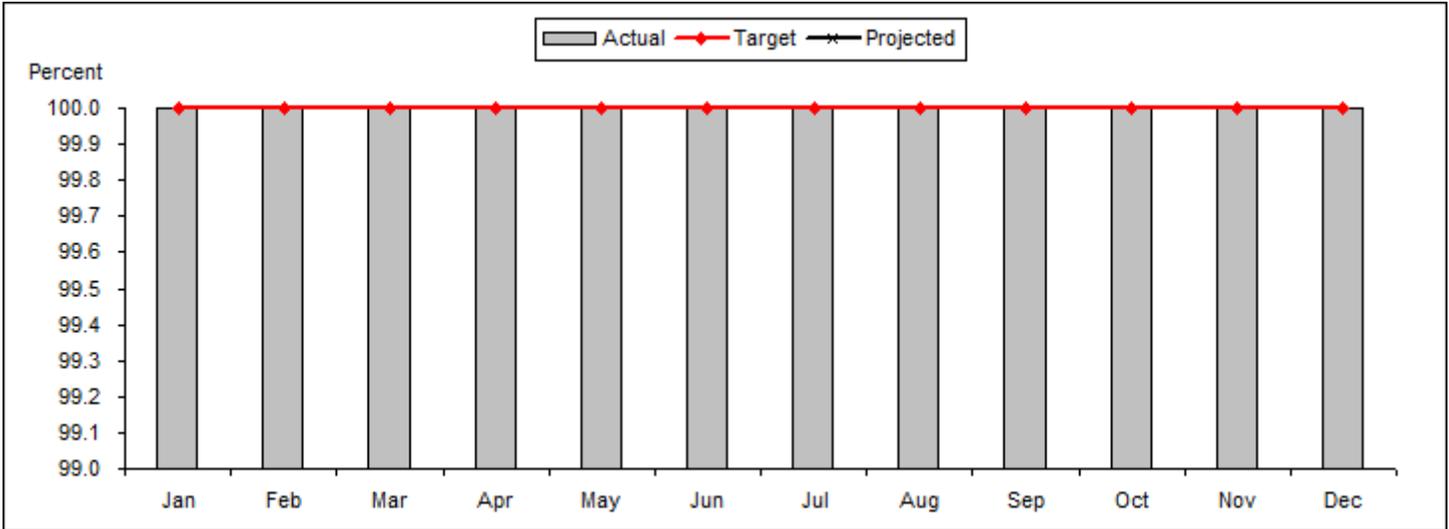
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ComEd

Customers & Key Stakeholders Satisfaction Regulatory Complaint Compliance

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual (Mo.)	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Target (Mo.)	100	100	100	100	100	100	100	100	100	100	100	100
Projected												

Variance Analysis / Corrective Action

In December, 100% of the ICC complaints were completed within the 14 day regulatory requirement. Comparing December 2013 to December 2012, ICC informal complaints are down 31%, 3-way calls decreased by 28% and overall MTD complaint (all type) volume decreased by 26%. Reductions were seen in the inflow of payment arrangements (62 vs. 37), Billing (75 vs. 64), deposits (24 vs. 12) and mixed meter (13 vs. 6) complaint types.

Year End volumes, 2012 compared to 2013 complaint volume, ICC informal complaints decreased by 24%, 3-Way calls decreased by 30%, CUB complaints decreased by 15% and overall complaint volume of all types decreased 26%.

The reduction of complaints can be attributed to the following factors: various departmental improvements including implementation of 3-Way CUB complaints, a change in the escalation process in the Care Center, improvements in the switchboard answering process, cross functional collaboration to identify process improvements, participation in multiple training initiatives, and the company's focus on Premiere Customer Experience and projects such as Red Rules/Blue Rules which has allowed CSRs to handle customer requests themselves and avoid further escalation.

Definition: Percent of ICC complaints completed within regulatory requirements (= or < 14 business days).

Executive Lead: Jensen / Donovan

PI#: 21582

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

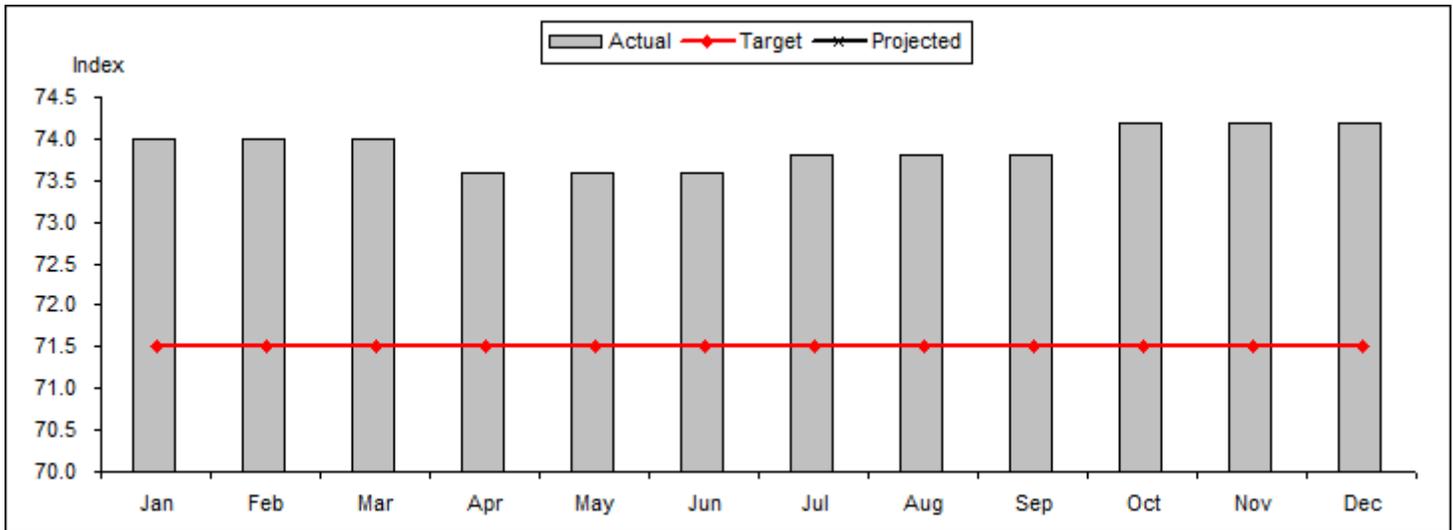
ComEd

Customers & Key Stakeholders Satisfaction

American Customer Satisfaction Index Proxy (ACSI Proxy)

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	74.0	74.0	74.0	73.6	73.6	73.6	73.8	73.8	73.8	74.2	74.2	74.2
Target	71.5	71.5	71.5	71.5	71.5	71.5	71.5	71.5	71.5	71.5	71.5	71.5
Projected (YTD)												

Variance Analysis / Corrective Action

The ACSI Proxy increased from 74.0 in Q3 2013 to 74.8 in Q4 2013. This represents the best quarterly performance on record (dating back to 2001). The YE 2013 ACSI Proxy of 74.2 is the best annual performance on record, surpassing the prior one-year high of 71.1 achieved in 2012. YE ACSI Proxy performance is distinguished (73.5).

The residential component of the ACSI Proxy, the ACSI, increased from 72.8 in Q3 2013 to 73.6 in Q4 2013, marking the best quarterly performance on record (dating back to 2001). The small business component decreased from 78.5 to 77.2 and the large business component increased from 70.9 to 73.8. None of these changes are significant.

Most satisfaction drivers improved in 2013. Among residential customers, the satisfaction drivers showing the greatest gains include customer service, rates/controlling costs, and billing/meter reading. Among small business customers, the most improved drivers include reliability, outage information, outage preparedness, management reputation, controlling costs, and billing/meter reading. Among large business customers, the greatest improvements came from the reliability, customer service, responsiveness, management reputation, and rates/controlling costs drivers. Customers' experiences improved too; customers reported experiencing fewer outages and shorter outages, and fewer customers reported a need to phone the company.

Because most satisfaction drivers improved over the last year, several by notable margins, the improvement in the ACSI Proxy cannot be attributed to any one or two specific initiatives. Instead, all key improvement initiatives, coupled with favorable weather conditions this summer, seem to have contributed to the gains in 2013.

Initiatives driving achievement of the year-end 2013 target include grid modernization, Storm Task Force and Premier Customer Experience improvements, energy efficiency programs, and reputation management initiatives.

Definition: ACSI Proxy is a combined measure of residential, small business and large business customer satisfaction.

Executive Lead: Kevin Brookins

PI#: 20074

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

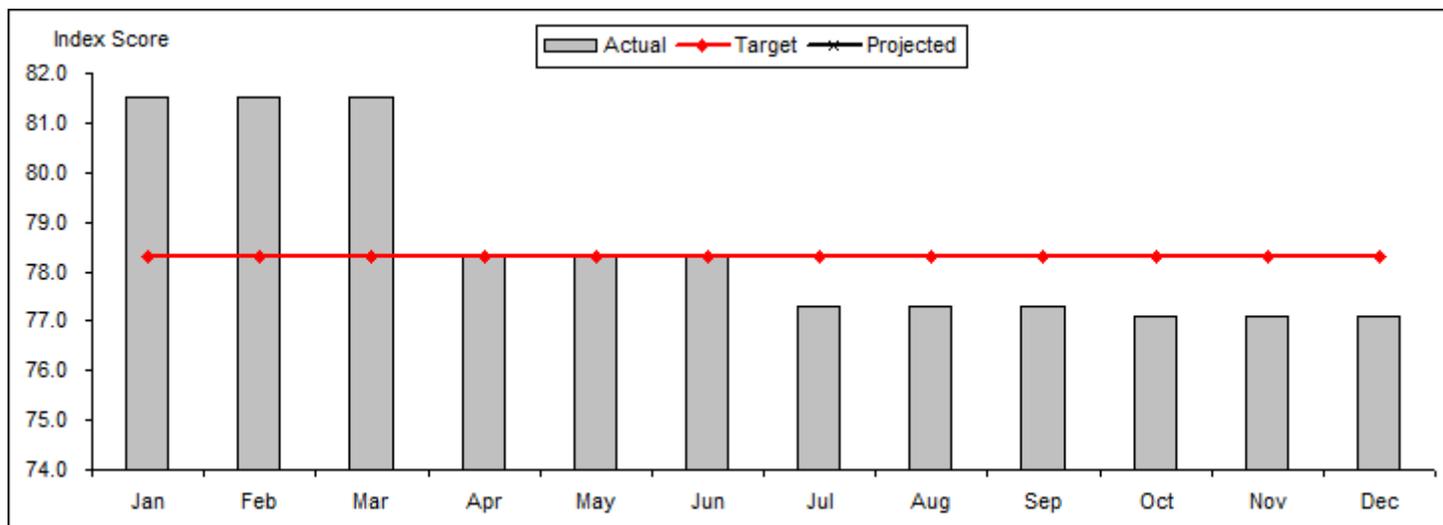
ComEd

Customers & Key Stakeholders Satisfaction

Customer Satisfaction & Service Index

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	81.5	81.5	81.5	78.3	78.3	78.3	77.3	77.3	77.3	77.1	77.1	77.1
Target	78.3	78.3	78.3	78.3	78.3	78.3	78.3	78.3	78.3	78.3	78.3	78.3
Projected (YTD)												

Variance Analysis / Corrective Action

The CSSI increased from 75.2 in Q3 2013 to 76.3 in Q4 2013. YE CSSI performance of 77.1 is between threshold (76.8) and target (78.3).

The CSSI is the combination of the ACSI Proxy and Call Center Satisfaction (CC Sat), each having an equal 50% weight. The ACSI Proxy increased by 0.8 points to 74.8 in Q4 2013, achieving the best quarterly performance on record (dating back to 2001). CC Sat increased by 1.5 points to 77.9%.

The YE 2013 ACSI Proxy is up sharply compared to 2012 (74.2 vs. 71.1). Most satisfaction drivers improved in 2013. Among residential customers, the satisfaction drivers showing the greatest gains include customer service, rates/controlling costs, and billing/meter reading. Among small business customers, the most improved drivers include reliability, outage information, outage preparedness, management reputation, controlling costs, and billing/meter reading. Among large business customers, the greatest improvements came from the reliability, customer service, responsiveness, management reputation, and rates/controlling costs drivers. Customers' experiences improved too; customers reported experiencing fewer outages and shorter outages, and fewer customers reported a need to phone the company.

YE CC Sat is notably lower than in 2012 (80.0% versus 86.1%). To ensure full alignment in survey administration and execution and to secure synergy savings, ComEd, PECO and BGE transitioned to a common research supplier beginning April 2013. For ComEd, this led to the establishment of a lower baseline in Q2 2013. Q3 and Q4 performance reaffirmed the lower baseline. The YE below target performance in the CSSI is the result of the lower CC Sat baseline.

2013 improvement initiatives included grid modernization, Storm Task Force and Premier Customer Experience improvements, energy efficiency programs, reputation management initiatives, first call resolution improvement initiatives, and CSR training and coaching.

Definition: Customer Satisfaction & Service Index is the weighted combination of the ACSI Proxy, Contact Center Customer Satisfaction, each having a 50% weight. Note: This metric was previously titled, "Customer Satisfaction Index".

Executive Lead: Kevin Brookins

PI#: 21135

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

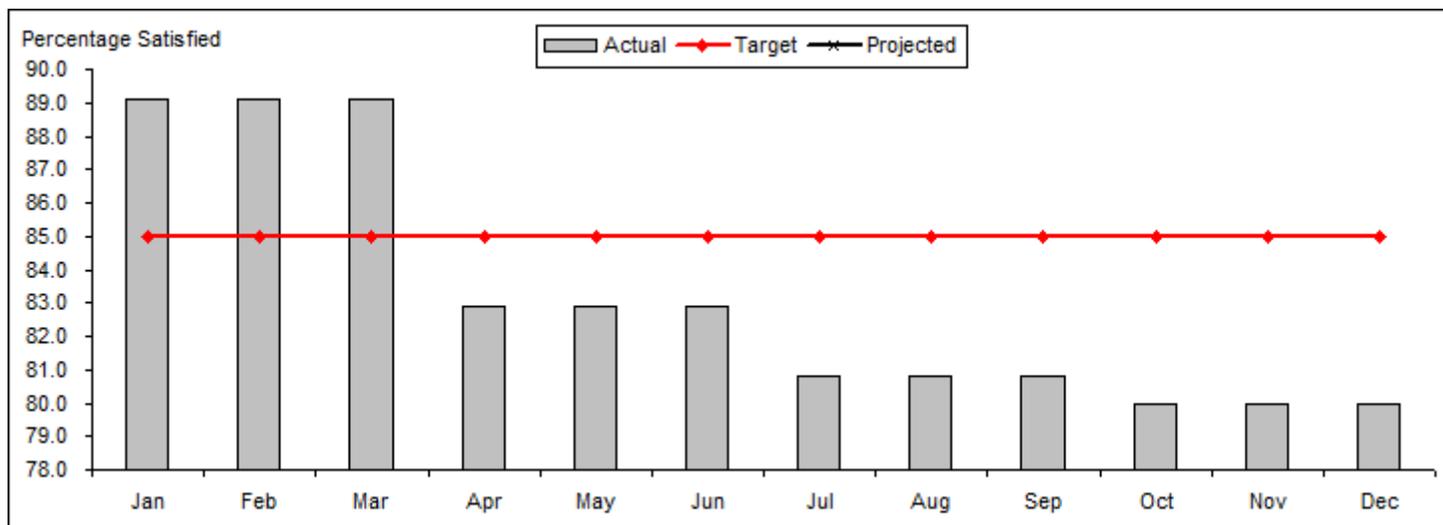
ComEd

Customers & Key Stakeholders Satisfaction

Call Center Satisfaction

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	89.1	89.1	89.1	82.9	82.9	82.9	80.8	80.8	80.8	80.0	80.0	80.0
Target	85.0	85.0	85.0	85.0	85.0	85.0	85.0	85.0	85.0	85.0	85.0	85.0
Projected (YTD)												

Variance Analysis / Corrective Action

Call Center Satisfaction increased from 76.4% in Q3 2013 to 77.9% in Q4 2013. YE performance of 80.0% is below threshold (84%).

The residential component of Call Center Satisfaction increased from 76.4% in Q3 2013 to 77.7% in Q4 2013. This modest improvement is attributed to a Q4 increase in the number of customers who reported making a turn on/turn off service request along with an increase in satisfaction among these customers. This improvement might be the result of disabling the Move/Start/Stop functionality in the VRU on September 24, 2013 and sending customers directly to a CSR to complete these transactions.

The business component of Call Center Satisfaction increased from 77.8% to 83.8%. This improvement is due to a significant increase in satisfaction among businesses who called about a power outage and a more modest increase in satisfaction among businesses who called to make a turn on/turn off service request.

To ensure full alignment in survey administration and execution and to secure synergy savings, ComEd, PECO and BGE transitioned to a common research supplier beginning April 2013. For ComEd, this led to the establishment of a new, lower baseline in Q2 2013. The YE off-track performance is the result of this lower baseline.

Initiatives designed to drive improvement included reliability, storm restoration and outage communications improvements, first call resolution improvement initiatives, and CSR training and coaching.

Definition: % of customers satisfied with service received during a call to the ComEd Customer Care Centers. Score is based on the results of telephone administered surveys of randomly selected residential and small business customers who recently phoned the company. It is measured as the percent of survey respondents who are "satisfied" (% 6-10 ratings) on a 0-10 scale. The surveys include all types of transactions (e.g., billing, credit, outage, turn on/off) handled by the VRU or a CSR.

Executive Lead: Val Jensen

PI#: 21136

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

FINANCIAL DISCIPLINE

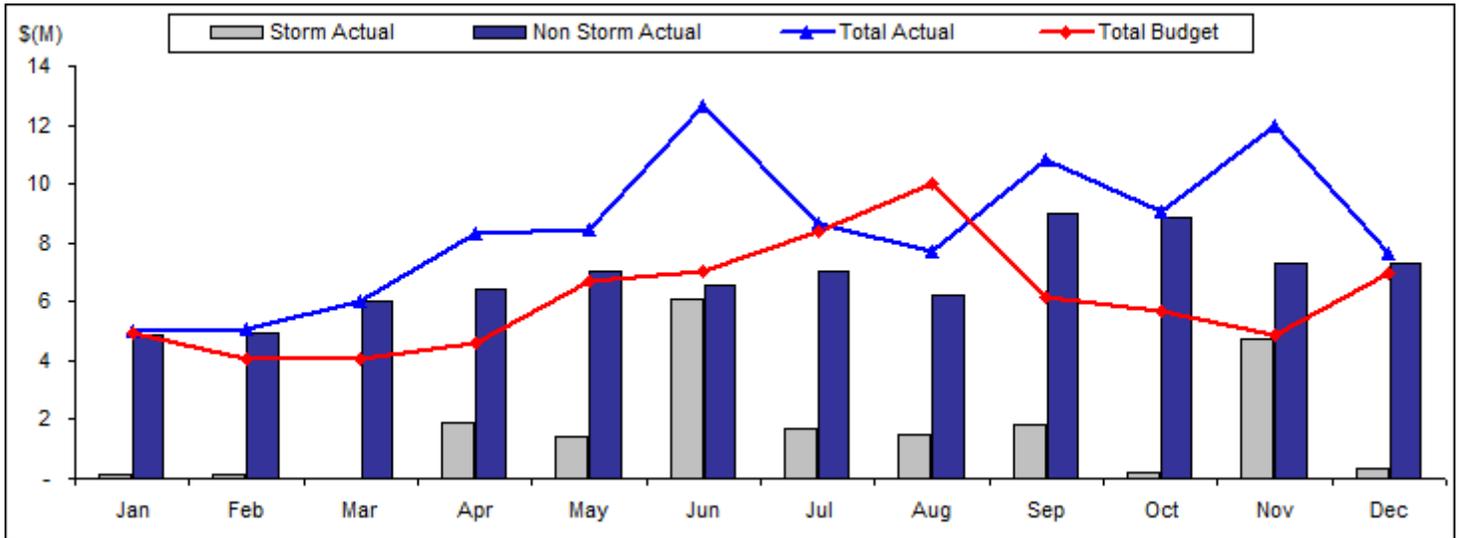
ComEd

Financial Discipline

Overtime (Storm & Non-Storm)

Reporting Period: December 2013

Good



Monthly	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Storm Actual (\$M)	0.17	0.12	0	1.90	1.44	6.11	1.69	1.46	1.83	0.18	4.72	0.36
Non Storm Actual (\$M)	4.85	4.97	6.02	6.44	7.04	6.54	7.00	6.24	8.99	8.88	7.28	7.28
Total Actual (\$M)	5.01	5.09	6.03	8.34	8.48	12.65	8.69	7.71	10.82	9.07	12.00	7.64
Total Budget (\$M)	4.93	4.08	4.07	4.63	6.72	7.04	8.36	9.99	6.15	5.71	4.88	6.94

YTD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Storm Actual (\$M)	0.17	0.28	0.29	2.18	3.62	9.73	11.42	12.88	14.71	14.90	19.61	19.97
Non Storm Actual (\$M)	4.85	9.82	15.84	22.28	29.32	35.86	42.86	49.10	58.09	66.97	74.25	81.53
Total Actual (\$M)	5.01	10.10	16.13	24.46	32.94	45.59	54.27	61.98	72.80	81.87	93.86	101.50
Total Budget (\$M)	4.93	9.00	13.07	17.70	24.42	31.46	39.82	49.81	55.96	61.66	66.55	73.49

Organizational Breakdown

Drill	Organization Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	BSC/Other ComEd	0.126	0.287	0.490	0.674	0.943	1.091	1.254	1.403	1.445	1.595	1.758	1.898
	Cust Ops ComEd	0.676	1.113	1.478	2.052	2.510	3.031	3.415	3.817	4.633	5.529	6.686	7.466
	DSO Dist Test	0.063	0.128	0.177	0.215	0.307	0.393	0.509	0.626	0.792	0.884	0.944	1.014
	DSO OCC	0.121	0.237	0.372	0.487	0.622	0.771	0.969	1.137	1.294	1.469	1.603	1.783
	DSO OVP & EP	0	0	0	0	0	0	0	0	0	0.001	0.001	0.001
	New Bus Central	0.028	0.064	0.086	0.132	0.165	0.206	0.261	0.318	0.424	0.512	0.547	0.557
	Dist Ops North	0.791	1.607	2.415	3.251	4.169	5.188	6.300	7.201	8.571	9.912	10.874	11.864
	Dist Ops South	0.755	1.436	2.192	2.976	4.067	5.141	6.637	7.968	9.893	11.208	12.115	13.335
	Dist Ops West	0.591	1.125	1.779	2.563	3.588	4.711	5.863	6.939	8.282	9.377	10.285	11.155
	Dist Ops Chi	0.924	1.929	3.256	4.415	5.792	7.255	8.816	10.067	11.535	13.266	14.399	15.479
	Eng & Prj Manag	0.063	0.121	0.177	0.221	0.304	0.341	0.381	0.447	0.509	0.580	0.633	0.713
	Support Svcs	0.002	0.012	0.018	0.024	0.030	0.040	0.059	0.072	0.080	0.093	0.107	0.117
	T&S ComEd	0.709	1.761	3.401	5.268	6.820	7.687	8.394	9.106	10.632	12.546	14.299	16.149

Variance Analysis / Corrective Action

Dec Non-Storm OT spend was \$(3.54)M unfav. YE is \$(30.73)M unfav.

Cust Ops:

YE (\$4.1M) unfav to budget. Unfav is driven by F&MS (\$1.3M) to meet work plan, Billing (\$823k) to handle inflow, MR (\$716k) to maintain read rates, CC (\$920k) to maintain SLA, and AMI (\$174k).

Ops: Dist Ops

YE, Dist Ops is unfav \$(19.6)M with the unfav primarily for CM work \$(8.8)M; NB \$(5.0)M; FR \$(1.2)M; CE / SP \$(2.5)M; BO \$(1.5)M and PM \$(0.4)M. In Dec, Dist Ops expended 53,437 OT hours, emergent (35%) and enhanced staffing (21%).

Ops: T&S:

T&S OT is unfav by 1.2M with a spend of 1.85M.

Chi: 5577 hrs of OT for 510K which is unfav 322K. Chicago OT unfav was driven by reduced headcount. 63% (3494 hrs) for emergent work and 15% (831 hrs) was vaitin. North: 1534 hrs of OT for 120K which is unfav 51K. North OT unfav was driven by 31% (478 hrs) emergent, 20% (314 hrs) of enhanced staffing, 18% (281 hrs) Vaitin, 10% (161 hrs) of L11416, 8% (120 hrs) of Line 10301, 7% (107 hrs) planned work and 5% (80 hrs) shift fill.

South: 3301 hrs of OT for 230K which is unfav 141K. South OT unfav was driven by 46% (1522 hrs) of emergent Pri 10's and 20's, 29% (955 hrs) of Planned, 22% (720 hrs) Vaitin, 7% (240 hrs) Enhance staffing, snowplowing and 3% (104 hrs) reimbursable.

West: OT was 240K which is unfav 197K. West OT was driven by Station 6 and relay upgrades at TSS133, TSS75 also at TSS167 138kV yard expansion project. CE unfav 27K TSS133, unfav 72K TSS167 & TSS75. CM unfav 29K and PM unfav 47K.

TG OT was 200K which is unfav 64K. TG OT was driven by reduced staff during vacations, project work and many line upgrades.

T-Lines OT was 480K which is unfavorably 430K. T-Lines OT was driven by TSS192 CM back log, L0703 replacement switch & insulator, L0904 downed static wire, I-355 project, Vaitin, L18502 Suspension dead ends, TSS75 & TSS109 shoe fly.

Storm OT spend in December was \$2.84M favorable to budget. YE OT spend was \$2.71M favorable to budget.

Definition: EU Metric. Overtime dollars expended vs budget. Actual performance broken down by storm and non storm overtime (excluded Mutual Assistance).

Executive Lead: Donnelly/ Anthony

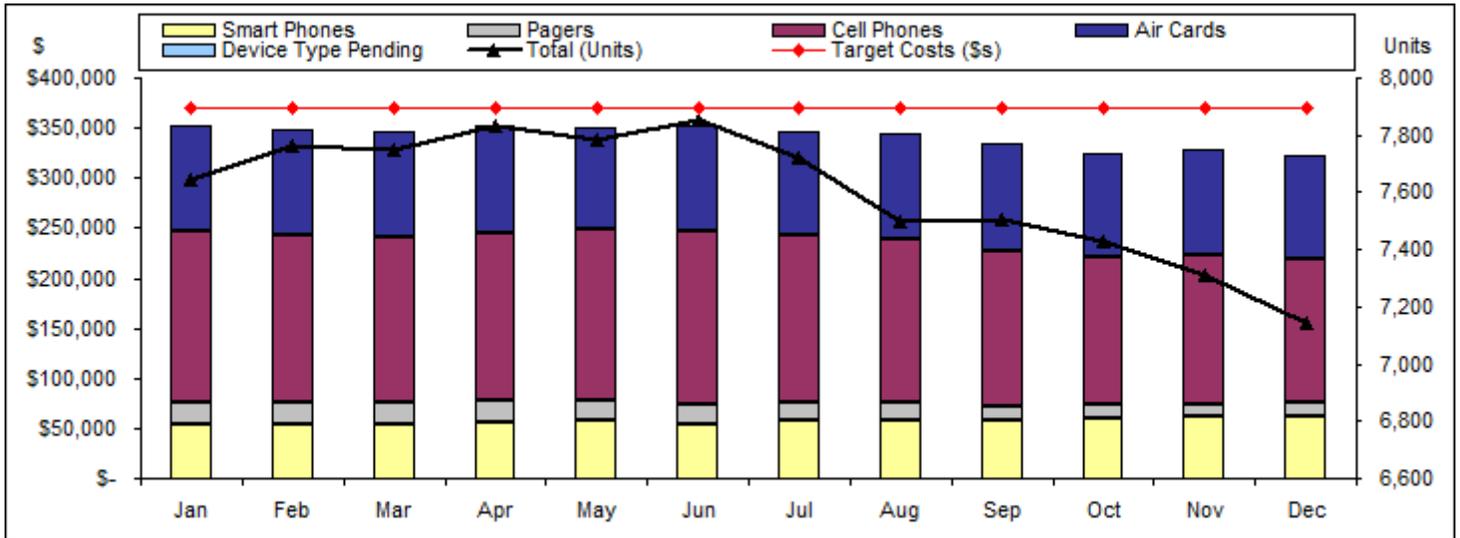
Group #: 3895
Corresponding PIs: 23944 23945
Report Run Date: 1/14/2014 4:46 PM

ComEd

Financial Discipline Tools For People

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual Units (Mo)	7,643	7,765	7,749	7,833	7,781	7,855	7,718	7,501	7,508	7,428	7,307	7,145
Actual Costs (\$s) (Mo.)	352,901	347,697	346,395	352,005	349,881	352,222	345,752	343,768	333,934	324,651	328,646	322,527
Target Costs (\$s) (Mo.)	370,833	370,833	370,833	370,833	370,833	370,833	370,833	370,833	370,833	370,833	370,833	370,837

Unit Components

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Smart Phones	571	576	581	582	608	614	637	637	659	686	701	725
Pagers	1,214	1,321	1,311	1,287	1,221	1,168	1,133	1,072	1,042	986	883	753
Cell Phones	3,247	3,260	3,233	3,314	3,293	3,406	3,289	3,136	3,127	3,087	3,051	3,005
Air Cards	2,611	2,608	2,624	2,650	2,659	2,667	2,659	2,656	2,680	2,669	2,672	2,662
Device Type Pending	0	0	0	0	0	0	0	0	0	0	0	0

Cost Components

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Smart Phones	53,856	53,543	52,741	54,980	56,918	54,262	57,388	56,889	58,593	58,967	61,862	61,959
Pagers	21,843	21,674	22,203	22,179	20,732	19,374	19,118	17,769	14,040	14,534	12,615	13,837
Cell Phones	172,047	167,647	165,251	167,472	172,066	173,011	167,038	164,632	154,491	146,585	147,953	142,994
Air Cards	105,155	104,833	106,200	107,374	100,165	105,575	102,208	104,478	106,810	104,565	106,216	103,737
Device Type Pending	0	0	0	0	0	0	0	0	0	0	0	0

Variance Analysis / Corrective Action

Cost and unit counts represent corporate liable devices only.

Smartphones: Quantities and costs increased due to new activations primarily driven by requests originating in ComEd Operations.

Pagers: Quantities decreased due to deactivation of unneeded devices in support of ongoing tools for people cost saving efforts while costs increased slightly compared to prior month due to invoice timing issues.

Cell phones: Quantities and costs decreased due to deactivation of unneeded devices in support of ongoing tools for people cost saving efforts.

Air cards: Quantities and costs decreased due to deactivation of unneeded devices in support of ongoing tools for people cost saving efforts.

YE Tools for People actuals are \$4,100,379 vs. target of \$4,450,000 due to Tools for People cost reduction efforts.

Definition: EU METRIC. Tracks monthly units and costs of the following assets: pagers, cell phones, air cards, smart phones, and unknown devices. Monthly charges reflect lags in billing (1-2 months).

Executive Lead: Mark Browning

Group #: 3850

Corresponding Pls: 23776 23777 23778 23779 23780 23781 23782 23783 23784 23785

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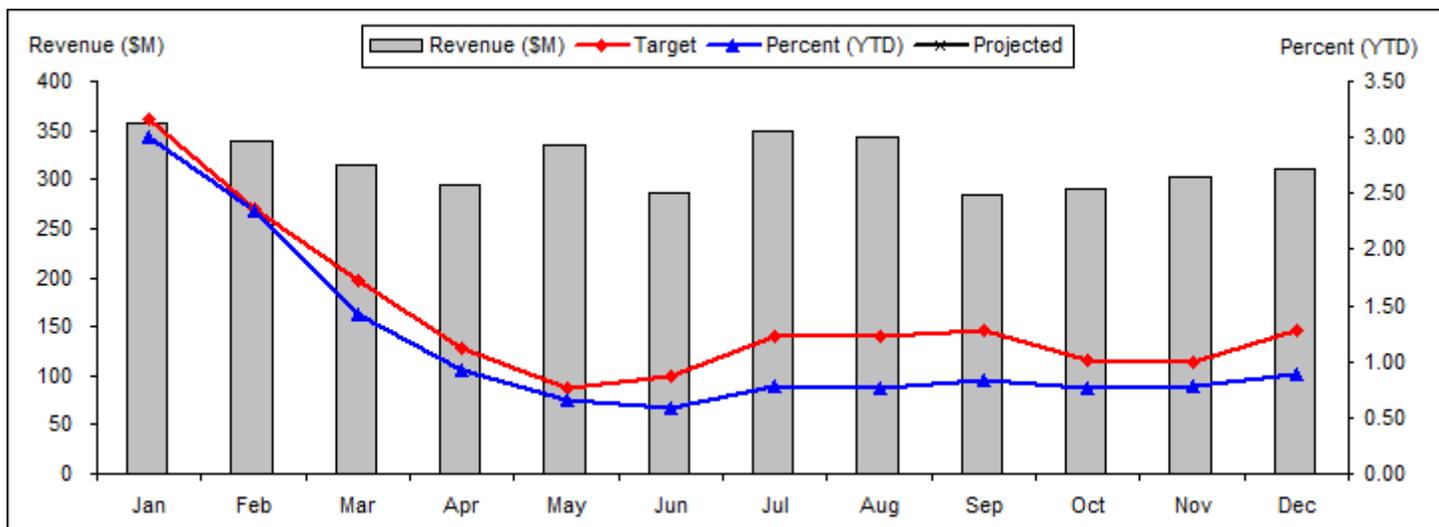
ComEd

Financial Discipline

Uncollectible Expense as % of Revenue

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Percent	3.00	1.65	(0.64)	(0.75)	(0.42)	0.24	1.78	0.64	1.55	(0.03)	1.09	1.97
Percent (YTD)	3.00	2.34	1.42	0.93	0.65	0.59	0.77	0.76	0.83	0.76	0.78	0.88
U/A Expense (\$M)	10.70	5.60	(2.00)	(2.20)	(1.40)	0.70	6.20	2.20	4.40	(0.10)	3.30	6.10
Revenue (\$M)	356.90	338.90	314.30	293.70	334.70	287.10	348.40	342.90	283.30	290.60	302.80	309.90
Target (YTD)	3.17	2.37	1.72	1.12	0.77	0.87	1.22	1.23	1.28	1.02	1.00	1.28
Projected												

Variance Analysis / Corrective Action

Overall:
 UA as a % of Revenue is 0.41% favorable to target primarily due to customer assistance programs, enhanced application verification and general economic conditions.

Customer Assistance:
 Funds paid YE are \$13.4M higher than the same period last year. Payments from the program decrease the likelihood of receivables becoming overdue.

Enhanced Application Verification:
 Procedures that improved our ability to detect credentials along with additional documentation requirements for commercial customers had a favorable impact on bad debt expense. Experian has blocked approximately 50,000 accounts that would have not been blocked previously under Equifax.

General Economic Conditions:
 Risk Segmentation Movement - Active customers in risk segments 1 & 2 make up 80.3% of total receivables. This is the highest percentage since September 2007.

Eligible to Cut Customers - There were 143,900 fewer eligible accounts to be cut than the same time 2012, a 14% decrease. There were 39,824 fewer eligible distinct accounts to be cut than the same time 2012, a 11% decrease.

Loss Factors - Risk factors were readjusted in November. The overall YE impact to bad debt was \$0.1M favorable to target. Risk factors are percentages applied to outstanding customer account balances to estimate the amount to write off as uncollectible.

Definition: EU METRIC. The Uncollectible Account Expense divided by the total revenue amount, excluding purchase of receivables from revenue and bad debt.

Executive Lead: Jensen / Walls

Group #: 2060
 Corresponding Pls: 20173 20174
 Report Run Date: 1/14/2014 4:51 PM

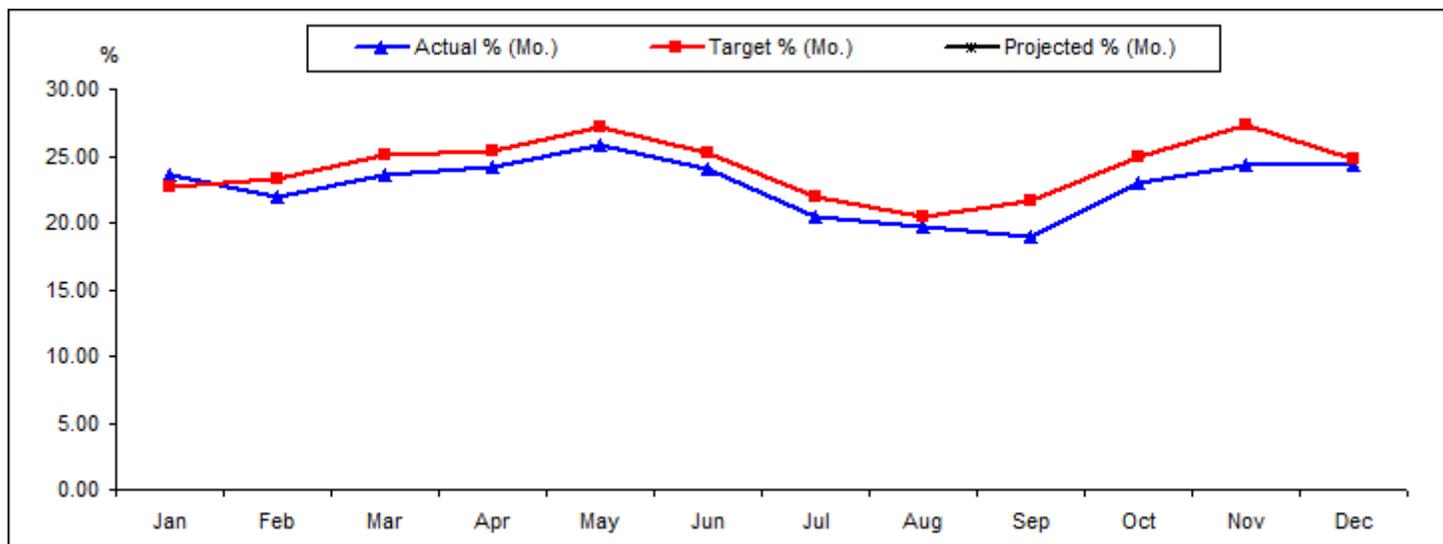
ComEd

Financial Discipline

Percent of A/R > 60 Days

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual % A/R>60 (Mo.)	23.53	21.95	23.51	24.23	25.82	24.01	20.42	19.77	18.97	22.97	24.34	24.34
Target % (Mo.)	22.73	23.32	25.08	25.38	27.20	25.19	21.91	20.47	21.67	24.90	27.24	24.79
Projected % (Mo.)												
Total A/R>60 (\$)	117.70	114.00	113.60	108.10	105.00	99.90	97.30	93.20	91.80	92.10	91.90	96.20
Total A/R (\$)	500.20	519.40	483.10	446.10	406.60	416.10	476.60	471.50	484.00	401.00	377.60	395.30

Underlying Pls

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
A/R 61 - 90 Days	27.90	25.00	29.50	28.20	24.00	20.00	20.50	18.30	21.50	25.80	25.50	24.50
A/R 91 - 120 Days	18.60	18.00	15.90	15.60	16.20	14.90	12.70	11.10	11.30	12.20	13.70	16.60
A/R's > 120 Days	71.20	71.00	68.20	64.30	64.80	65.00	64.10	63.80	59.00	54.10	52.70	55.10

Variance Analysis / Corrective Action

Overall:

A/R > 60 Days as a % of Total AR is 0.4% favorable to target due to customer assistance programs, enhanced service suspension, enhanced application verification and general economic conditions.

Customer Assistance:

Funds paid YE are \$13.4M higher than the same period last year. Payments from the program decrease the likelihood of receivables becoming overdue.

Enhanced Service Suspension:

ComEd has identified the Top 100 delinquent accounts by dollar and aging for both residential and commercial. Of the 400 accounts identified, 329 or 82% were completed.

Enhanced Application Verification:

Procedures that improved our ability to detect credentials along with additional documentation requirements for commercial customers had a favorable impact on bad debt expense. Experian has blocked approximately 50,000 accounts that would have not been blocked previously under Equifax.

General Economic Conditions:

Risk Segmentation Movement - Active customers in risk segments 1 & 2 make up 80.3% of total receivables. This is the highest percentage since September 2007.

Eligible to Cut Customers - There were 137,523 fewer eligible accounts to be cut than the same time 2012, a 14% decrease. There were 39,824 fewer eligible distinct accounts to be cut than the same time 2012, a 11% decrease.

Billings - Billed revenues for the last two months are 1% lower than target due to lower volume, partially offset by higher average rates. All other billing periods are represented in both the numerator and denominator. AR outstanding between 0-60 Days represents 69% of Total AR.

Definition: EU METRIC. Receivables 61 Days or older from the Bill Date as a percentage of Total Receivables. Does not include active payment agreement

dollars.

Executive Lead: Jensen / Walls

Group #: 3571
Corresponding Pls: 23122 23123 23124 24522
Report Run Date: 1/14/2014 4:54 PM

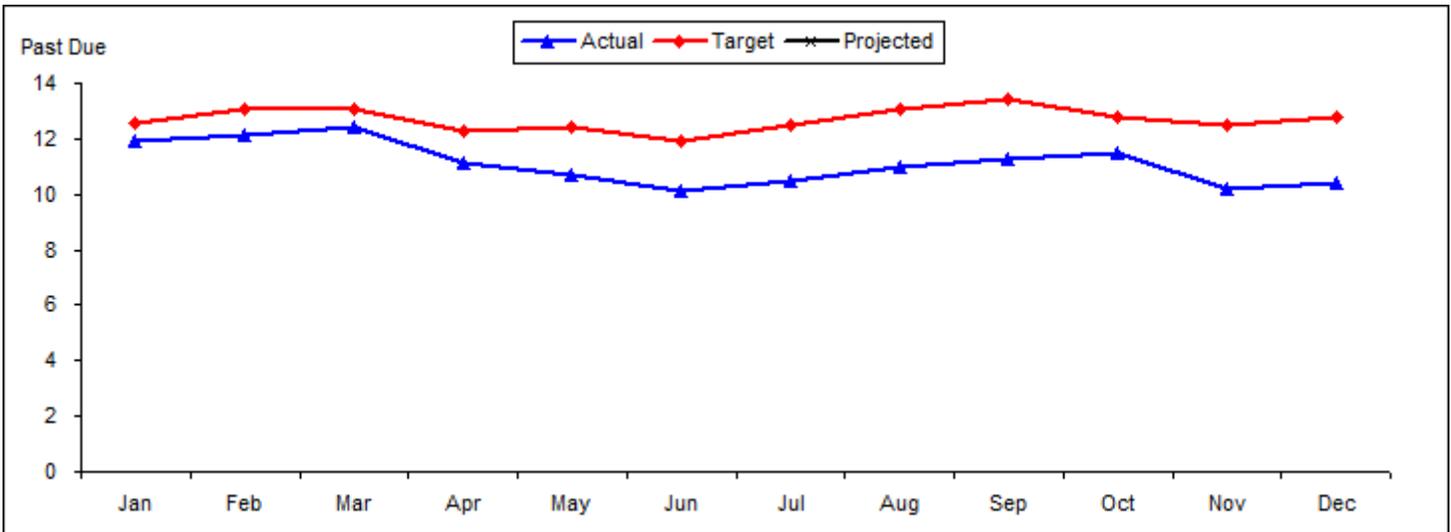
ComEd

Financial Discipline

Past Due Days Sales Outstanding

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	11.9	12.1	12.4	11.1	10.7	10.1	10.5	11.0	11.3	11.5	10.2	10.4
Target	12.6	13.1	13.1	12.3	12.4	11.9	12.5	13.1	13.4	12.8	12.5	12.8
Projected												

Variance Analysis / Corrective Action

Overall:

Total Past Due DSO is 18.5% favorable to target primarily due customer assistance programs, enhanced service suspension, enhanced application verification and general economic conditions.

Customer Assistance:

Funds paid YE are \$13.4M higher than the same period last year. Payments from the program decrease the likelihood of receivables becoming overdue.

Enhanced Service Suspension:

ComEd has identified the Top 100 delinquent accounts by dollar and aging for both residential and commercial. Of the 400 accounts identified, 329 or 82% were completed.

Enhanced Application Verification:

Procedures that improved our ability to detect credentials along with additional documentation requirements for commercial customers had a favorable impact on bad debt expense. Experian has blocked approximately 50,000 accounts that would have not been blocked previously under Equifax.

General Economic Conditions:

Risk Segmentation Movement - Active customers in risk segments 1 & 2 make up 80.3% of total receivables. This is the highest percentage since September 2007.

Eligible to Cut Customers - There were 137,523 fewer eligible accounts to be cut than the same time 2012, a 14% decrease. There were 39,824 fewer eligible distinct accounts to be cut than the same time 2012, a 11% decrease.

Definition: EU METRIC. Average number of days to collect revenue after a receivable has aged more than 30 days from bill date. Does not include active payment agreement dollars.

Executive Lead: Jensen / Walls

PI #: 23125

Report Run Date: 1/14/2014 4:59 PM

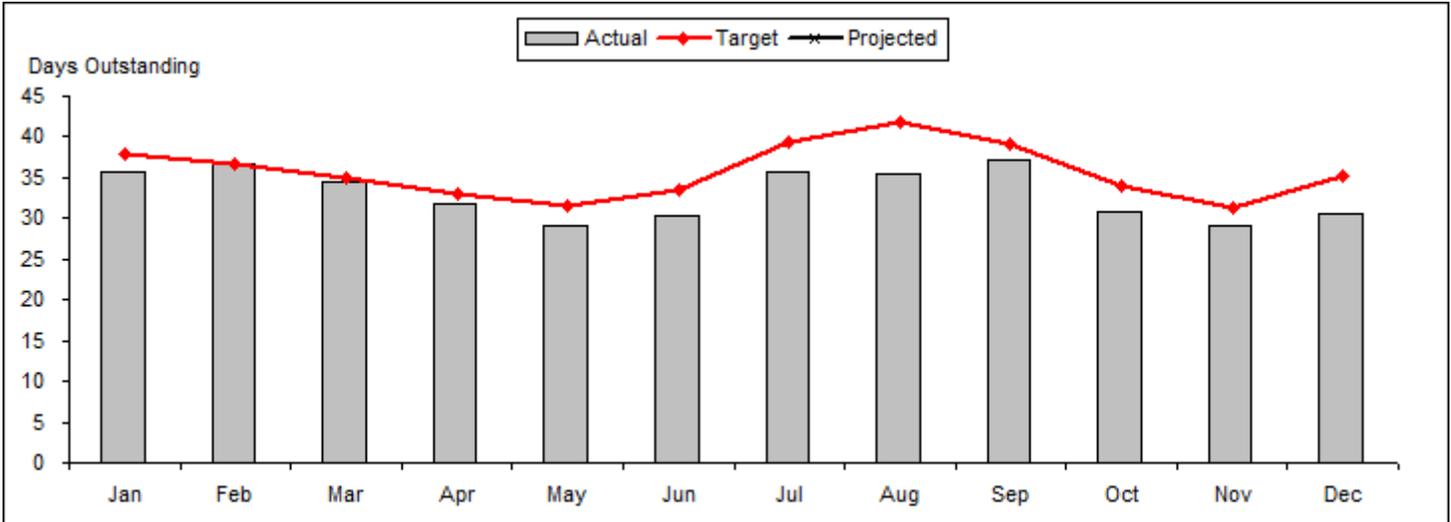
ComEd

Financial Discipline

Days Sales Outstanding (DSO)

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	35.8	36.8	34.5	31.7	29.2	30.3	35.8	35.4	37.1	30.7	29.1	30.5
Target	38.0	36.7	35.0	33.0	31.6	33.6	39.3	41.7	39.1	33.9	31.4	35.2
Projected (Mo.)												

Organizational Breakdown

Drill	Organization Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
---	Cust Ops ComEd	35.8	36.8	34.5	31.7	29.2	30.3	35.8	35.4	37.1	30.7	29.1	30.5

Variance Analysis / Corrective Action

Customer Ops ComEd:
Overall:
 DSO is 13.4% favorable to target due primarily due customer assistance programs, enhanced service suspension, enhanced application verification and general economic conditions.

Customer Assistance:
 Funds paid YE are \$13.4M higher than the same period last year. Payments from the program decrease the likelihood of receivables becoming overdue.

Enhanced Service Suspension:
 ComEd has identified the Top 100 delinquent accounts by dollar and aging for both residential and commercial. Of the 400 accounts identified, 329 or 82% were completed.

Enhanced Application Verification:
 Procedures that improved our ability to detect credentials along with additional documentation requirements for commercial customers had a favorable impact on bad debt expense. Experian has blocked approximately 50,000 accounts that would have not been blocked previously under Equifax.

General Economic Conditions:
 Risk Segmentation Movement - Active customers in risk segments 1 & 2 make up 80.3% of total receivables. This is the highest percentage since September 2007.

Eligible to Cut Customers - There were 137,523 fewer eligible accounts to be cut than the same time 2012, a 14% decrease. There were 39,824 fewer eligible distinct accounts to be cut than the same time 2012, a 11% decrease.

Definition: Day Sales Outstanding = The total accounts receivable for the period divided by the average daily retail revenue. ((Total Accounts Receivable / (Rolling 12 month Retail Revenue * Days in the year)). Both accounts receivable and revenue include POR related items.

Executive Lead: Jensen / Walls

PI#: 20587

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

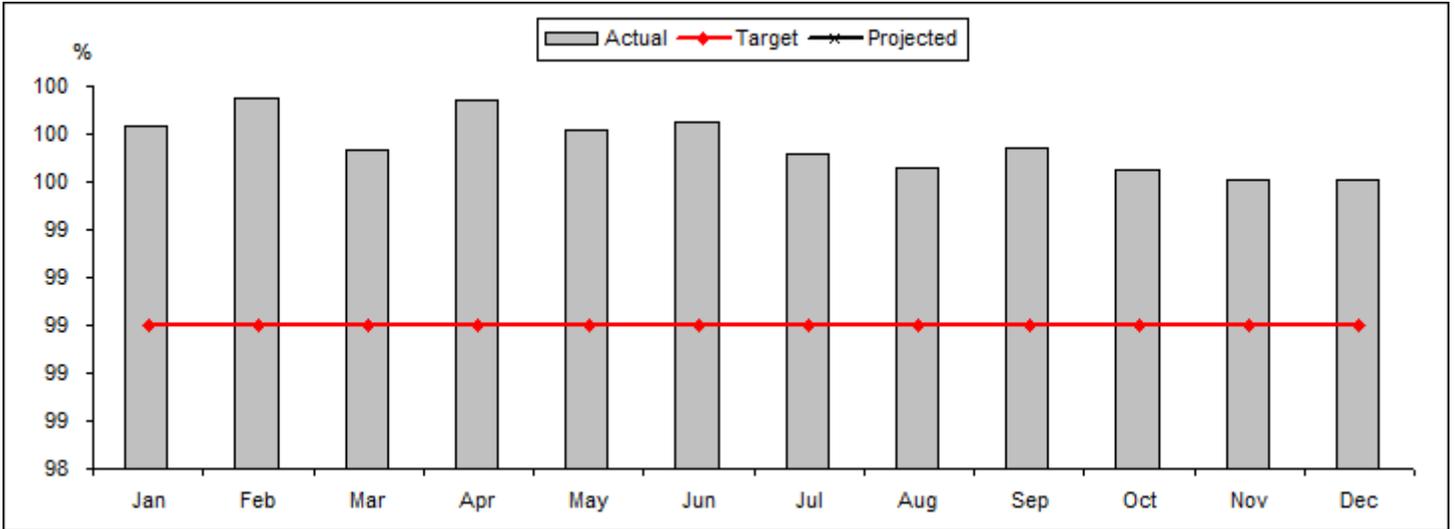
ComEd

Financial Discipline

Payments Processed - 1 Day (%)

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	99.83	99.95	99.73	99.94	99.82	99.85	99.72	99.66	99.74	99.65	99.61	99.61
Target	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00	99.00
Projected (YTD)												

Organizational Breakdown

Drill	Organization Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
-----	Cust Ops ComEd	99.8	100.0	99.7	99.9	99.8	99.9	99.7	99.7	99.7	99.7	99.6	99.6

Variance Analysis / Corrective Action

Payments Processed in 1 Day are on target.

Definition: Payments processed within 1 (one) day divided by total payments available for processing.

Executive Lead: Jensen / Walls

PI#: 20722

Report Run Date: 1/14/2014 4:52 PM

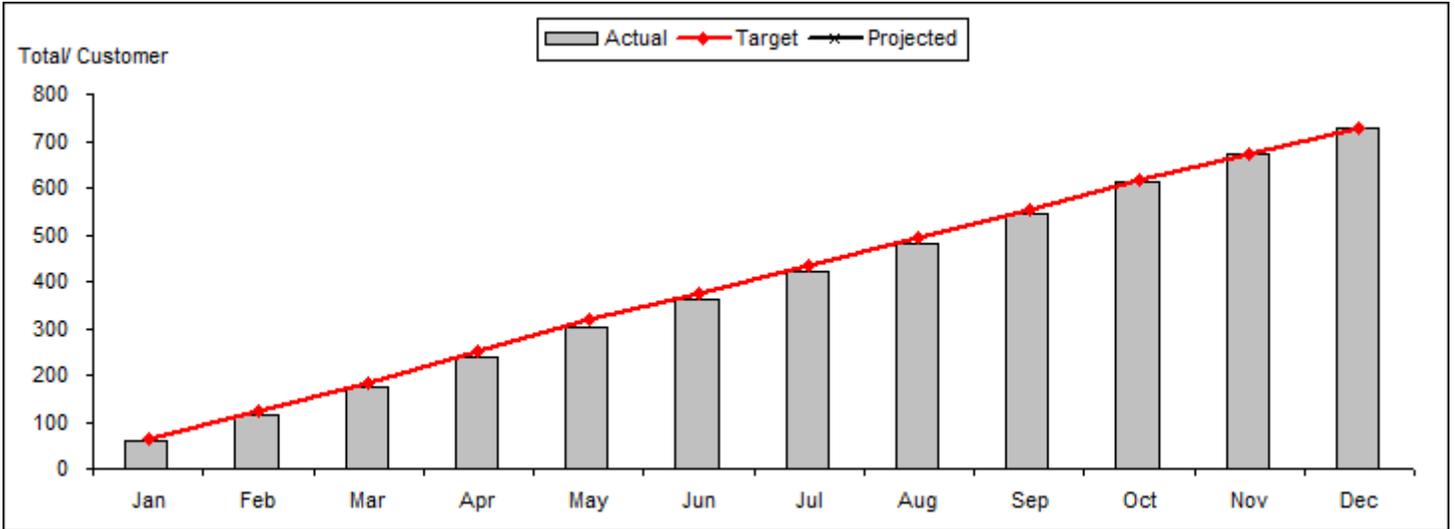
ComEd

Financial Discipline

Total Cost Per Customer- Electric

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	59.30	116.00	174.30	238.50	301.80	363.00	422.20	482.50	545.60	614.40	673.10	729.00
Target	64.70	123.60	185.00	250.80	319.40	375.70	433.40	494.20	553.30	615.60	672.90	727.00
Projected												

Variance Analysis / Corrective Action

NOTE: Amounts may not foot due to rounding. Final results are subject to post closing entries through January 30th.

Total Cost Per Customer YTD December is unfavorable to target by (\$2.03).

ComEd Capital:

YTD Capital (\$30M) unfavorability to budget driven by Distribution and Customer Ops and the 11/17 storm, partially offset by T&S and Engineering & Project Mgt.

ComEd O&M:

YTD O&M is \$22M favorable to budget primarily due to regulatorily required programs and riders and partially offset by unfavorability in Distribution Ops.

Definition: Actual Operating and Maintenance Expense, including both operational and functional areas, plus actual capital expenditures as defined by the capitalization policy; divided by total actual number of retail electric customers.

Executive Lead: Trpik / Garrido

PI#: 20538

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

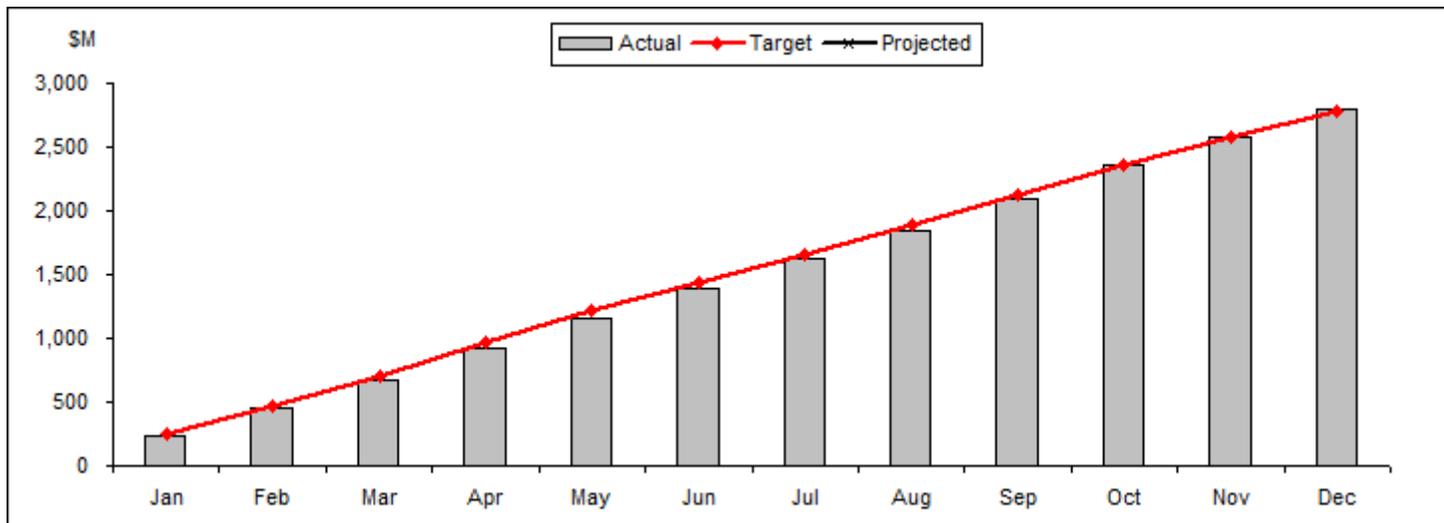
ComEd

Financial Discipline

Total Costs (O&M and Capital) (\$M)- Non AIP Basis

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	228.00	447.00	669.00	915.00	1,157.00	1,392.00	1,619.00	1,851.00	2,092.00	2,357.00	2,581.00	2,796.00
Target	248.00	474.00	709.00	962.00	1,225.00	1,441.00	1,662.00	1,895.00	2,122.00	2,361.00	2,581.00	2,788.00
Projected												

Variance Analysis / Corrective Action

NOTE: Amounts may not foot due to rounding. Final results are subject to post closing entries through January 30th.

ComEd Capital:

YTD Capital (\$30M) unfavorably to budget driven by Distribution and Customer Ops and the 11/17 storm, partially offset by T&S and Engineering & Project Mgt.

ComEd O&M:

YTD O&M is \$22M favorable to budget primarily due to regulatorily required programs and riders and partially offset by unfavorability in Distribution Ops.

Definition: Total Costs (O&M and Capital)- Operating and Maintenance Expenses are actual GAAP O&M. Capital Expenses are actual Capital Expenditures as defined in the capitalization policy.

Executive Lead: Trpik / Garrido

Group #: 2390

Corresponding Pls: 20106 20109

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

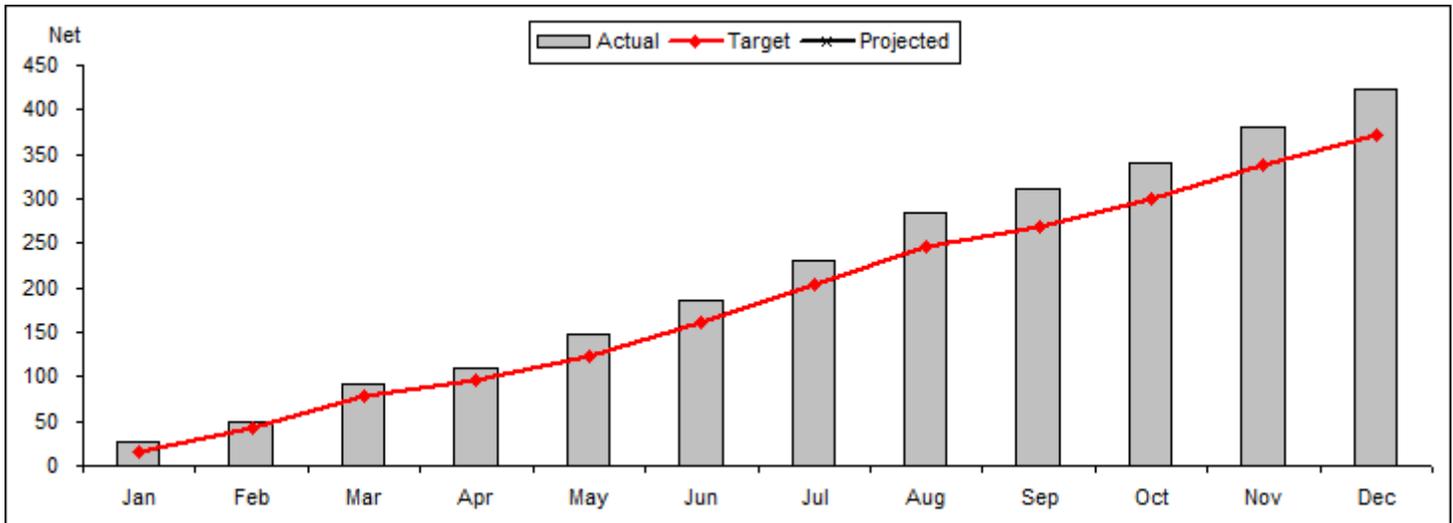
ComEd

Financial Discipline

Operating Net Income

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	27.00	50.00	92.00	109.00	148.00	185.00	230.00	284.00	312.00	341.00	381.00	423.00
Target	15.00	42.00	78.00	96.00	123.00	161.00	203.00	246.00	269.00	300.00	337.00	372.00
Projected												

Variance Analysis / Corrective Action

NOTE: Amounts may not foot due to rounding. Final results are subject to post closing entries through January 30th.

YTD December Operating Net Income of \$423M is favorable to target by \$51M due primarily to higher US Treasury yields (ROE), the impacts of Senate Bill 9, tax-related interest, and favorable weather, load and customer mix.

Definition: The Business Unit's operating income after operating expenses, interest and taxes are deducted. If this is a positive value, it is referred to as net operating income, while a negative value is called a net operating loss (NOL).

Executive Lead: Trpik / Garrido

PI#: 20856

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

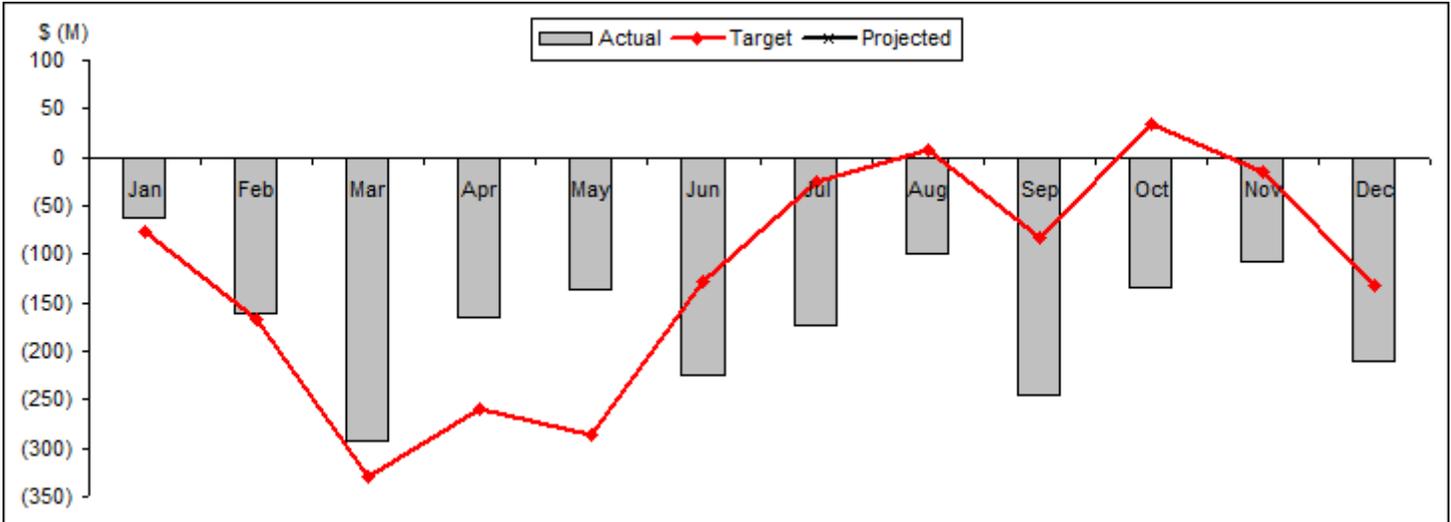
ComEd

Financial Discipline

Cash Flow from Operations Less Capex

Reporting Period: December 2013

Good ↑



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	-62.00	-161.00	-293.00	-165.00	-136.00	-225.00	-173.00	-99.00	-246.00	-134.00	-108.00	-210.00
Target	-76.00	-167.00	-330.00	-259.00	-287.00	-128.00	-25.00	8.00	-82.00	35.00	-16.00	-133.00
Projected												

Variance Analysis / Corrective Action

NOTE: Amounts may not foot due to rounding. Final results are subject to post closing entries through January 30th.

Primarily due to timing of working capital and increased SB 9 related work.

Definition: Operating cash minus capital expenditures provide an indication of the company's ability to fund the dividend and invest in other value creation.

Executive Lead: Trpik / Garrido

PI#: 20858

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

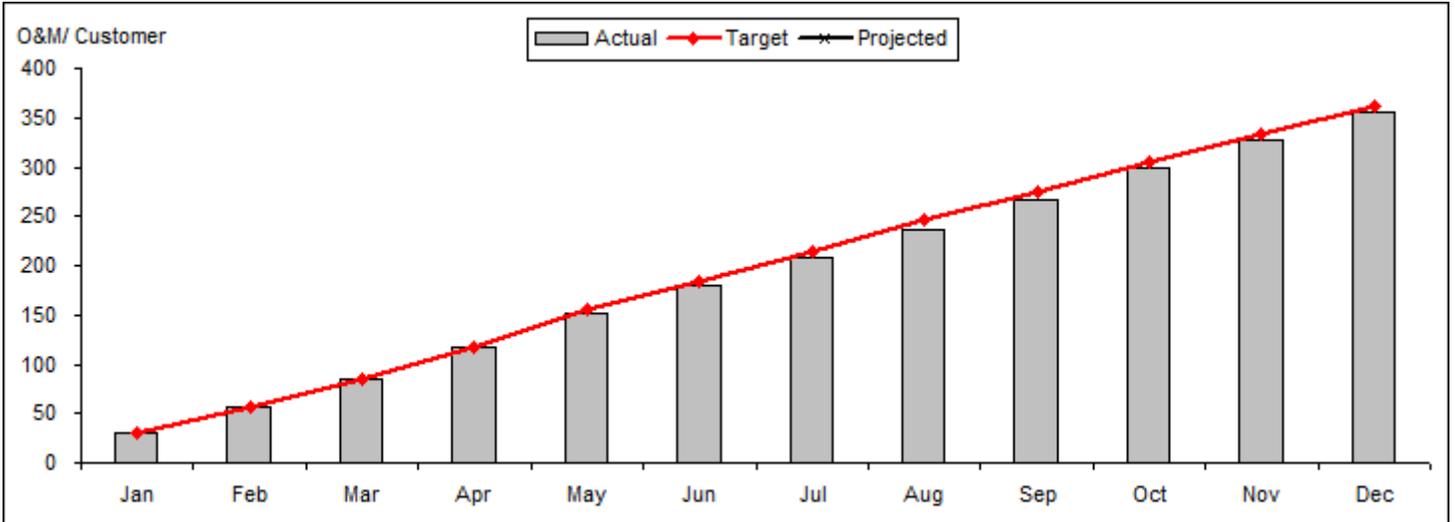
ComEd

Financial Discipline

O&M Expense Per Customer

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	29.40	57.00	85.50	117.30	150.70	178.90	208.40	236.90	266.10	298.70	326.50	356.10
Target	30.60	57.10	85.80	116.80	155.80	184.40	214.90	246.00	275.30	305.80	333.10	361.80
Projected												

Variance Analysis / Corrective Action

NOTE: Amounts may not foot due to rounding. Final results are subject to post closing entries through January 30th.

YTD December Actual O&M Expense per Customer is favorable to target by \$5.75.

ComEd O&M:

YTD O&M is \$22M favorable to budget primarily due to regulatorily required programs and riders and partially offset by unfavorability in Distribution Ops.

Definition: Actual Operating and Maintenance Expense, including both operational and functional areas, divided by total actual number of retail electric customers.

Executive Lead: Trpik / Garrido

PI#: 20536

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

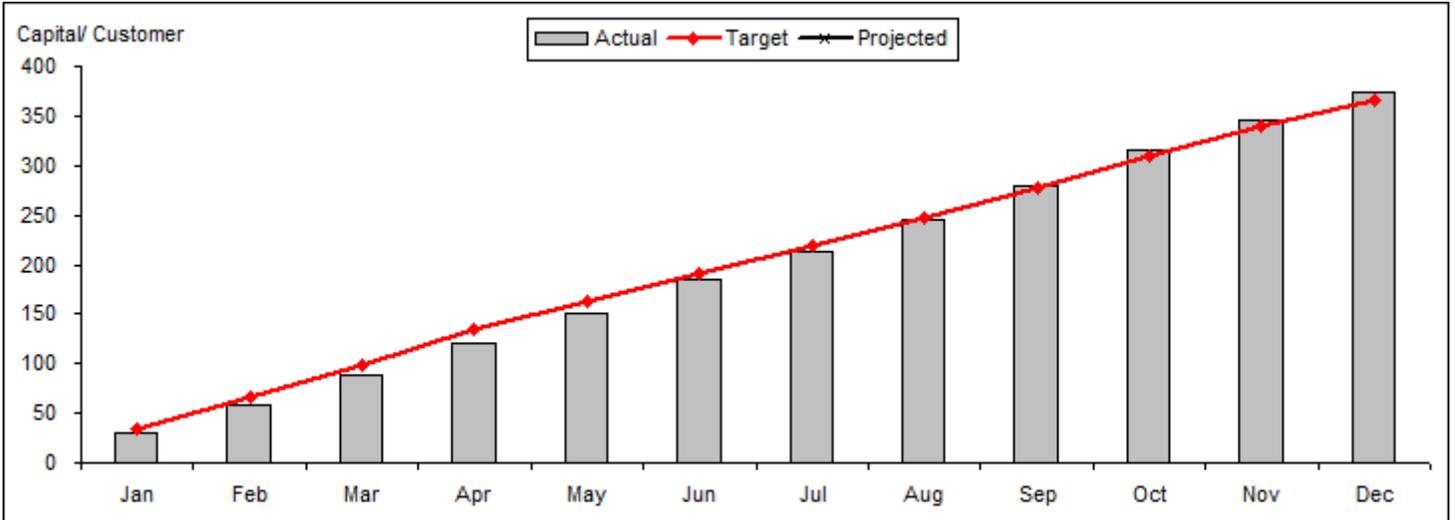
ComEd

Financial Discipline

Capital Cost Per Customer

Reporting Period: December 2013

Good



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Actual	30.00	59.00	88.90	121.10	151.10	184.10	213.80	245.50	279.50	315.70	346.60	372.90
Target	34.10	66.50	99.20	133.90	163.50	191.40	218.50	248.20	278.00	309.80	339.80	365.10
Projected												

Variance Analysis / Corrective Action

NOTE: Amounts may not foot due to rounding. Final results are subject to post closing entries through January 30th.

Capital Cost Per Customer YTD December is unfavorable to target by (\$7.78).

ComEd Capital:

YTD Capital (\$30M) unfavorably to budget driven by Distribution and Customer Ops and the 11/17 storm, partially offset by T&S and Engineering & Project Mgt.

Definition: Actual Capital Expenditures divided by total actual number of retail electric customers. Capital is defined as detailed in the capitalization policy.

Executive Lead: Trpik / Garrido

PI#: 20537

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