

## **Understanding the Joint Operations Center Feature of the ComEd Operating Protocol for Municipal Coordination of Emergency Preparedness and Response Management**

*The following discussion is meant to be a short summary of select items set forth in the Protocol. Nothing set forth herein is meant to supersede, supplement, or change the terms of the filed Protocol.*

### **What is a Joint Operations Center?**

The Joint Operations Center, or the “JOC”, is a physical location/office hosted by a municipality to be utilized in the event of an Area Outage Emergency (an “AOE”). The JOC is designed to streamline communications and coordination among municipalities and between municipalities and ComEd restoration command during severe weather or natural disasters. This concept is intended to establish a more effective communications process and prioritization of critical municipality issues. When the total number of ComEd customers who have been out of service for the same period of three hours due to severe weather or natural disaster affecting the Area exceeds the “trigger” limit specified, ComEd will declare an AOE. At this point, the JOC becomes the primary point of communications between ComEd and the municipalities within the JOC area until closure of the JOC.

### **Where will JOCs be located?**

In order for the Protocol to function effectively, the municipalities in a pre-determined Area will need to communicate and coordinate amongst themselves in order to identify three potential locations to situate a JOC. The municipalities within each JOC area will designate the locations that satisfy the technical requirements (below) and provide this information to ComEd to be included in the Protocol:

- (1) Primary/Default Location – this is where the ComEd and Municipal JOC Representatives will report when an AOE is declared.
- (2) Secondary Location – this is the likely location should the JOC be subdivided or if the Primary/Default Location suffers severe damage.
- (3) Tertiary Location – this is a third option for the location of a JOC or Subdivided JOC.

### **Technical Requirements for the JOC**

In order to facilitate direct communications between ComEd and the municipalities, each JOC should be set up and equipped to receive and transmit communications by fax, phone, text and email. The JOC will have the office equipment needed to facilitate communications and coordination efforts, including at least ten landlines. The JOC will need wireless internet, copying, printing, and scanning capabilities and will be a space separate from the hosting municipality’s emergency services.

**Who staffs the JOC?**

The JOC will be jointly staff by a ComEd JOC Representative and one (or two) Municipal JOC Representative(s). ComEd respects the judgment of the municipalities and defers to the Area Municipalities to coordinate among themselves to select a roster of Municipal JOC Representatives according to criteria that they deem appropriate. These individuals and their contact information will be included on the duty roster provided to ComEd.

**Initializing and Closing a JOC**

Once ComEd has declared an AOE, it will contact the appropriate Municipal JOC Representative(s) listed on the duty roster to initiate a JOC. Both the ComEd and the Municipal JOC Representatives will report to the JOC within two hours after the declaration of an AOE. A JOC will close when all items on the Area Priority Restoration List have been restored and by mutual agreement of the ComEd and Municipal JOC Representatives to demobilize the JOC.

**How will the JOC representatives communicate with other municipalities?**

The JOC will be the hub of communications during an AOE. It will be continuously staffed by a ComEd Representative and a Municipal Representative who will be in constant communication with each other.

Area Municipalities will communicate with their Municipal JOC Representative who will in turn communicate with the ComEd JOC Representative. The ComEd JOC Representative will interface with ComEd's Operations Organization to address the issues which have been identified by the Municipal JOC Representative and to secure restoration information. Two items are critical to the flow of information:

(1) The Pre-established Life/Public Health/Safety List: Each municipality will prepare and submit to ComEd a list of defined, critical infrastructure *in advance of an AOE*. The criteria and considerations for placement of facilities on this Pre-established Life/Public Health/Safety List are set out in the Protocol and should be carefully reviewed.

(2) Area Priority Restoration List: After an AOE has been declared, municipalities will submit their Area Priority Restoration Lists which contains specific essential restorations to their Municipal JOC Representative who will then provide all lists to the ComEd JOC Representative. The priorities for individual municipalities can be amended as local conditions evolve. The criteria and considerations for placement of facilities on this Area Priority Restoration List are set out in the Protocol and should be carefully reviewed.

**How will ComEd and municipalities prepare in advance for operating JOCs?**

The municipalities in each JOC will need to determine locations for JOCs and a rotating roster of the appropriate Municipal JOC Representatives. ComEd will work with the municipalities and the Municipal JOC Representatives to provide advance training including

JOC drills. In Areas in which an AOE has not been declared, ComEd and the Area Municipalities will conduct annual drills. In order for this Protocol to function, it is essential that Area Municipalities participate in these drills and advance training so that we are collectively better prepared in emergency situations.

**COMED OPERATING PROTOCOL FOR MUNICIPAL COORDINATION OF EMERGENCY PREPAREDNESS AND RESPONSE MANAGEMENT (“PROTOCOL”)**

This Protocol sets forth various operating and reporting activities that ComEd has determined it will use its best efforts to perform in connection with municipal coordination of emergency preparedness and response management. This Protocol will be submitted for informational purposes to the Illinois Commerce Commission. This Protocol is not a tariff (and does not modify any filed tariff) or a contract. This Protocol addresses operational issues which are within the exclusive regulatory jurisdiction of the Illinois Commerce Commission, and it does not either limit or enlarge jurisdiction of the Commission. This Protocol will be applicable to municipalities in ComEd’s service territory with less than 2 million residents, which are conducive to being grouped with other such municipalities and organized as described in this Protocol for purposes of encouraging improved emergency preparedness and response management.

**I. AREA OUTAGE EMERGENCIES**

**A. Area Outage Emergency (“AOE”)**

1. An “outage” for purposes of the ComEd Operating Protocol for Municipal Coordination of Emergency Preparedness and Response Management (“Protocol”) is the loss of electric service to one or more retail customers for a period longer than one minute in duration caused by severe weather or natural disaster.
2. An “Area” is a geographic area based on ComEd’s Operating Centers and as identified in Appendix 1.
3. An “Area Outage Emergency” or “AOE” is in force whenever ComEd determines that the total number of individual ComEd customers who have been out of service for the same period of three (3) hours due to severe weather or natural disaster affecting the Area exceeds the “AOE Trigger” limit for that Area. Each individual customer counted toward the Trigger limit must have been out of service for at least three (3) hours. The AOE Trigger limit for each Area is identified in Appendix 1.
4. ComEd operations will determine whether the AOE Trigger limit has been reached and, if it has, ComEd will declare an AOE.

**B. Joint Operations Center (“JOC”)**

1. Unless otherwise specifically provided for in this Protocol, a single Joint Operations Center (“JOC”) for each Area in which an AOE has been declared will be established.
2. A JOC is defined as a common and shared office space that is staffed by a Municipal JOC Representative and a ComEd JOC Representative during an AOE.
3. Each JOC in an Area has a default location. The default location for each JOC in an Area is specified in Appendix 1.
4. After the declaration of an AOE and initial mobilization of the JOC, the JOC will be staffed 24 hours a day, 7 days a week, until the conditions for Closure of the JOC, as detailed in this Protocol, have been satisfied.
5. Each JOC will be set up and equipped to receive and transmit communications/information by fax, phone (both landline and cellular), text, e-mail, internet (including wireless capability), and have scanning, printing, and copying capabilities, as well as any other communications means mutually agreed to by the ComEd JOC Representative and the Municipal JOC Representative during an AOE.
6. Each JOC location also will be prepared with the necessary equipment, including office equipment, supplied by the municipalities in the Area participating in this Protocol (“Area Municipalities”) to facilitate all communications and coordination efforts required by this Protocol. At a minimum, JOC locations will be equipped with ten landlines, with two such landlines dedicated to the ComEd JOC Representative. The locations will also provide space separate from the hosting municipality’s emergency services for the operation of the JOC.

**C. JOC Representatives**

1. **Municipal JOC Representative**
  - a. The JOC is established with the intent that Area Municipalities will staff the JOC in their Area with a single point of contact to be designated as the Municipal JOC Representative.

- b. This Protocol authorizes each group of Area Municipalities to have one (1) Municipal JOC Representative. So long as advance written notice is provided by the Municipality JOC Representative to the ComEd JOC Representative, a JOC may have a second, for a maximum of two (2), Municipal JOC Representatives.

**2. ComEd JOC Representative**

- a. ComEd will staff each JOC with a single point of contact designated as the ComEd JOC Representative.
  - b. The ComEd JOC Representative will be capable of providing information to the Municipal JOC Representative of overall restoration activities.
3. A duty roster identifying the Municipal JOC Representative(s) will be kept current at all times and updated regularly by the Area Municipalities so as to ensure continuous staffing of the JOC. ComEd will identify a pool of ComEd employees from which the necessary number of ComEd JOC Representatives will be selected in the event an AOE is declared (“ComEd Selection List”) and individually assigned to specific JOCs based on the unique circumstances of the AOE. A master copy of the duty roster will be maintained at all of the JOC locations identified in Appendix 1 hereto. The Area Municipalities will also provide a master copy of the duty roster to ComEd, including any changes thereto.

**D. Pre-established Life/Public Health/Safety List**

- 1. For this Protocol to function, by May 1, 2012, Area Municipalities will have provided to ComEd a single combined list of critical infrastructure that they prefer be restored in the Area (“Pre-established Life/Public Health/Safety List”).

The Pre-established Life/Public Health/Safety List will be grouped by municipality with each municipality’s list ranked in order of importance with the highest priority listed at the top.

- 2. Life/Public Health/Safety facilities appearing on the Pre-established Life/Public Health/Safety List are limited to those defined as follows:
  - a. Potable water facilities, sanitary sewer and storm sewer facilities, treatment plants, pump stations and lift stations

without backup power sources that are sufficient to maintain the necessary functionality of such facilities;

- b. Hospitals, emergency medical treatment facilities, and licensed nursing homes without backup power sources that are sufficient to maintain the necessary functionality of such facilities; and
  - c. Municipal and county emergency operations centers, relief shelters, police, fire, and public works facilities, and government telecommunications facilities without backup power sources that are sufficient to maintain the necessary functionality of such facilities.
3. By submitting a Life/Public Health/Safety List, Area Municipalities acknowledge that they are responsible for limiting placement of items on the Pre-established Life/Public Health/Safety List to the best of their abilities.
  4. The Area Municipalities are responsible for promptly providing ComEd with any revised/corrected Pre-established Life/Public Health/Safety List. ComEd undertakes no such responsibility.
  5. It is recognized that it is the preference of the Area Municipalities that the items identified on the Pre-established Life/Public Health/Safety List be restored prior to bulk customer restorations within the Area.
  6. The Pre-established Life/Public Health/Safety List is not intended to, does not, and cannot, override ComEd's final authority to prioritize restoration as required by internal safeguards and key procedures, its responsibilities as owner and operator of the electric distribution infrastructure, and the circumstances and challenges of each unique weather event and outage. Notwithstanding and without limitation of any provision herein, ComEd retains the final discretion and responsibility to operate and maintain the distribution and transmission system, and to manage work in the field, subject to the lawful regulatory authority of the Illinois Commerce Commission and the Federal Energy Regulatory Commission.

**E. Area Priority Restoration List**

1. Upon the declaration of an AOE and in order for this Protocol to function, the Area Municipalities will identify each Area Municipality's priorities for restoration of service ("Priorities")

and rank the order in which those Priorities should be restored during the AOE, subject to ComEd's assessment in light of system conditions. Area Municipalities must provide to the Municipal JOC Representative a single combined list that they will group by municipality with each municipality's list ranked in order of importance with highest Priorities listed at the top. This list shall be referred to as the "Area Priority Restoration List."

2. The purpose of the Area Priority Restoration List is to identify those facilities determined by the Area Municipalities to be the most essential restorations in their municipalities during the AOE. Priorities include:
  - a. Life/Public Health/Safety facilities as noted on the Pre-established Life/Public Health/Safety List;
  - b. Facilities not qualifying as Life/Public Health/Safety facilities due to the presence of generation and that subsequently also lose power supplied by that generation during the AOE;
  - c. Downed electrical wires, posing a readily-identifiable and immediate risk to life or safety due to conductor fire or entrapment situations; and/or
  - d. Blockage of critical intersections or thoroughfares due to downed wires.
3. Area Municipalities acknowledge that they are responsible for limiting placement of items on the Area Priority Restoration List to the best of their abilities.
4. It is recognized that it is the preference of the Area Municipalities that the Priorities on the Area Priority Restoration List be restored prior to bulk customer restorations within the Area.
5. For this Protocol to function, after the declaration of an AOE, the Municipal JOC Representative must transmit the Area Priority Restoration List to the ComEd JOC Representative. As new information becomes available, the Municipal JOC Representative is responsible for ensuring that any revisions of the Area Priority Restoration List are promptly communicated to the ComEd JOC Representative.
6. The Area Priority Restoration List is not intended to, does not, and cannot, override ComEd's final authority to prioritize restoration

as required by internal safeguards and key procedures, its responsibilities as owner and operator of the electric distribution infrastructure, and the circumstances and challenges of each unique weather event and outage. Notwithstanding and without limitation of any provision herein, ComEd retains the final discretion and responsibility to operate and maintain the distribution and transmission system, and to manage work in the field, subject to the lawful regulatory authority of the Illinois Commerce Commission and the Federal Energy Regulatory Commission.

**F. Initial Mobilization, Prioritization, and Communication**

1. Within the first 24-hour period after declaration by ComEd of an AOE, the following actions will be taken by ComEd, subject to the Area Municipalities also completing such tasks as they must complete for the actions to proceed or be effective:
  - a. Initialization of JOC in the region(s) where the Trigger limit(s) has been reached.
  - b. ComEd will physically staff the JOC with a ComEd JOC Representative no later than two (2) hours after declaring an AOE. To operate effectively, this Protocol requires that the Municipal JOC Representative(s) also be present at the JOC no later than two (2) hours after the declaration of an AOE.
  - c. The ComEd JOC Representative will perform the following functions:
    - i. Provide status of restoration and reports on ComEd conditions as required;
    - ii. Respond to inquiries from Area Municipalities regarding ComEd operations; and
    - iii. Communicate with ComEd's Control Centers.
  - d. For this Protocol to function, the Municipal JOC Representative(s) must provide to the ComEd JOC Representative the Area Priority Restoration List no later than six (6) hours after declaration of the AOE.
  - e. An AOE in any portion of a ComEd Operating Region will trigger the opening of all JOCs within that Operating

Region (collectively “Affected Region JOCs”). ComEd’s Operating Regions are identified in Appendix 1.

- f. During an AOE, an Area may be divided to hold additional JOCs, up to a maximum of five (5) additional JOCs (each individually termed a “Subdivided JOC”) system-wide, by mutual agreement of the Municipal and ComEd JOC Representatives if the following conditions are met:
  - i. An AOE has not been declared in at least one of the following ComEd Operating Regions: Northeastern, Western, and Southern; and
  - ii. ComEd resources from one or more of the above-listed Operating Regions in which an AOE has not been declared are available and can efficiently and effectively be transferred to the Affected Region JOCs.
  - iii. In the event that the conditions set forth in subparagraphs F.1.f.i. and F.1.f.ii. above are satisfied and subdividing one or more JOCs is warranted, the Municipal and ComEd JOC Representatives shall give leading consideration to the number of circuits impacted and the number of outages in a given Area affected by an AOE in determining which JOC or JOCs should be subdivided.
  - iv. Nothing in this Protocol shall preclude ComEd from reallocating JOC resources within an Operating Region to address the Areas with the most outages at the request of and in cooperation with the municipalities.
- g. Immediately upon the opening of the Affected Region JOCs, ComEd will convene a conference call among all the Affected Region JOCs. The purpose of the conference call will be to:
  - i. Verify all Affected Region JOCs are open and staffed by both the ComEd JOC Representative and the Municipal JOC Representative(s);

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- ii. Determine if an AOE has been declared in other ComEd Operating Regions and whether JOCs have been activated in other ComEd Operating Regions;
  - iii. Determine if the conditions for establishing any additional JOCs in the Area have been satisfied.
- h. If the requisite conditions are met and an Area is subdivided to establish additional JOCs, then:
- i. The Subdivided JOC shall be organized and located according to the default municipality groupings and locations identified in Appendix 1. If the ComEd JOC Representative and Municipal JOC Representative(s) for the Area wish to change the default grouping and location for the Subdivided JOCs, then they will determine the location of the additional JOCs.
  - ii. The ComEd JOC Representative and Municipal JOC Representative(s) for the Area will determine the ComEd and Municipal JOC Representatives for the Subdivided JOCs.
- i. For this Protocol to function, the Municipal JOC Representatives for the Areas that will be adding JOCs must be solely responsible for promptly obtaining concurrence from all municipalities in the Affected Region of the proposed organization. ComEd is not responsible for this function.
- j. A maximum of five additional JOCs may be opened system-wide.
- k. Any subdivision of a JOC must be within the same ComEd operating area as the Subdivided JOC.
2. Within the second 24-hour period after the determination of an AOE, the ComEd JOC Representative will provide the Municipal JOC Representative with the following information at least once every 12 hours:
- a. Current estimated number of customers out of service in the Area;

- b. Current estimated number of customers restored in the Area;
- c. Current number of outage tickets open in the Area; and
- d. For open outage tickets in support of customers in each Area Municipality, whether the status for those tickets are: Assigned, En Route, or Arrived.
- e. If a JOC has been subdivided, then any data and/or reports produced by ComEd containing the information described in paragraph (2)(a)-(d) above will reflect data for the entire original and undivided JOC.

**G. Closure of JOC**

An AOE will be concluded, and a JOC closed, when all items on the Area Priority Restoration List have been restored and the ComEd and Municipal JOC Representatives mutually agree to demobilize the JOC.

**H. Annual Drill and Review of the Protocol/JOC Process**

- 1. ComEd will arrange for a meeting with a representative group from Area Municipalities affected by an AOE to evaluate the Protocol and JOC process within sixty (60) days after the closure of all JOCs in an Operating Region.
- 2. For this Protocol to function, ComEd and the Area Municipalities will conduct a drill within one year of this Protocol being filed. The drill will proceed as if an AOE had been declared at a time and date mutually agreed to by ComEd and a representative of the Area Municipalities. In the event that an actual AOE is declared in an Area during the first year, no such drill will take place in that Area. For each year thereafter in which an AOE is not declared in the Area, ComEd and the Area Municipalities will work together to arrange a drill so as to facilitate implementation of the Protocol.
- 3. ComEd will jointly reevaluate this Protocol and the JOC process with a group of municipal representatives within one year after an AOE has been declared to determine whether this Protocol and the JOC process should be continued, modified, or discontinued. Thereafter, the same evaluation shall be conducted not less than once every three years.

**I. Continuing Information and Coordination**

1. ComEd will provide municipalities in the affected Area with a list of major follow-up AOE-related repairs that need to be conducted in the Area within 10 business days after full restoration of an AOE.
2. ComEd will meet quarterly with representatives from municipalities in the affected Area to discuss any issues Municipality may have relating to pocket area reliability in the aftermath of an AOE.

## **II. NON-AOE OUTAGE MANAGEMENT AND COORDINATION**

### **A. Non-AOE Life/Safety Account Outages**

1. In the event that a municipality has an outage impacting an item on its Pre-established Life/Public Health/Safety List during a non-AOE, ComEd will implement the following protocol:
  - a. The Municipality's 9-1-1 Center, Fire Department, Police Department, or Village Manager ("Municipality Emergency Services") may call ComEd's Call Center priority phone number. ComEd will provide this number to the Municipality in its Annual Report.
  - b. ComEd will provide a report number to the Municipality Emergency Services.
  - c. ComEd will issue a trouble ticket with the information provided by the Municipality Emergency Services and send it to Outage Management System for analysis and dispatch.
  - d. ComEd will dispatch a trouble responder to the location to investigate the outage.
  - e. ComEd will establish a separate toll-free number at the ComEd Dispatch Center for Municipality Emergency Services to call to obtain the status of Life/Safety outages.

### **B. Non-AOE Wire Down Process Where Police or Fire Agency is Standing By**

1. In the event that a police or fire agency is standing by at the location of a downed wire during a non-AOE, ComEd will implement the following protocol:

- a. The Municipality Emergency Services may call the ComEd's Call Center priority phone number. ComEd will provide this number to the Municipality in its Annual Report.
- b. ComEd will provide a report number to the Municipality Emergency Services.
- c. ComEd will issue a trouble ticket reflecting the location of the downed wire, contact information for the Municipality Emergency Services reporting the incident, and requesting an estimated time of arrival.
- d. After ComEd's dispatch receives the wire down trouble ticket, it will:
  - i. Dispatch a responder to the wire down location and request an estimated time of arrival;
  - ii. Call the Municipality's Fire and/or Police Department to verify information and provide the estimated time of arrival; and
  - iii. Update the wire down ticket with the estimated time of arrival.
- e. The responder will provide status and contact ComEd's dispatch upon arrival at site of downed wire.

### **III. CUSTOMER COMMUNICATIONS**

- A. ComEd will work in good faith to utilize commercially reasonable industry best practices to provide sufficient customer communications capacity through combination of telephone, internet and/or other resources, so that customers may promptly report outages, access information and confirm restoration of service. Improvement objectives, which may be subject to the approval of facilities, software, and staffing by the Commission, include the following:
  1. increased inbound telephony capacity through network queuing;
  2. added functionality to drive consistency in restoration status through all communication channels;
  3. an enhanced Outage Texting program to allow two-way communication;

4. implementation of a mobile application with outage reporting/status and view/pay bill functionality; and
5. modernization of the call center telephony infrastructure.

- B. ComEd will work to improve web-based electronic reporting system to better provide updates showing outages within municipal boundaries, more accurate information as to the location and existence of outages, and information on whether repair crews have been dispatched.

ComEd will increase the infrastructure of the existing eOutage tool to improve system responsiveness and replace the existing ComEd.com Outage Map with a map to show customers a more granular level of detail (subject to privacy and security limitations), which may eventually allow for retirement of the eOutage tool.

#### **IV. ANNUAL REPORTING TO THE MUNICIPALITIES**

ComEd's Annual Reports shall be revised as appropriate to include the following categories of information in the format outlined below:

##### **A. Electrical System Performance/Reliability**

1. ComEd will provide Electric System Performance Reliability Charts that include the following information for the past five years:
  - a. SAIFI,
  - b. SAIFI Non-Storm,
  - c. SAIFI by Cause,
  - d. CAIDI, and
  - e. CAIDI Non-Storm.

These charts will include information for the municipality's operating region and the ComEd system.

2. ComEd will provide an Interruption Report affecting the municipality in each Annual Report that specifies the following information in an electronic, sortable format:
  - a. Interruption ID,
  - b. Start Time/Date,

- c. Cause of the Interruption,
- d. Detail Regarding the Cause,
- e. Circuit Affected,
- f. Duration of the Interruption (in minutes), and
- g. The Number of Customers Affected in the Municipality.

The information presented in the Annual Report will be sorted by circuit.

3. ComEd will provide an Interruption Summary Report for the year which provides the total number of interruptions and the total number of customer interruptions (that is, the total number of customers experiencing an outage as a result of all interruptions) in the municipality for each Cause. The following chart shows how that information will be presented:

**Interruption Summary**

Cause	Total Number Of Interruptions	Total Number Of Customer Interruptions	SAIFI	CAIDI
Animal Related	1	22	0.00	95
ComEd/Contractor Personnel-Errors	0	0	0.00	0
Intentional	4	160	0.02	30
Other	1	1	0.00	62
Overhead Equipment Related	20	475	0.07	115
Public	3	1,069	0.16	203
Transmission and Substation Equipment Related	0	0	0.00	0
Tree Related	11	679	0.10	779
Underground Equipment Related	5	578	0.09	116
Unknown	1	11	0.00	197
Weather Related	14	1,578	0.24	338
Secondary	1	1	0.00	261
Services	16	16	0.00	1,420
<b>Total</b>	<b>77</b>	<b>4,590</b>	<b>0.68</b>	<b>312</b>

**B. Circuit Boundary Reference**

ComEd will provide a listing of all circuits serving the municipality along with the number of customers served by each circuit. This information will appear as follows in the Annual Report:

**2011 List of Circuits and Boundaries of those Circuits Serving XYZ**

<b>CIRCUIT</b>	<b>NORTH BOUNDARY:</b>	<b>SOUTHBOUNDARY:</b>	<b>EAST BOUNDARY:</b>	<b>WEST BOUNDARY:</b>	<b>TOWN CUSTOMERS SERVED</b>
A1	BELMONT	SCHUBERT	OLCOTT	ORIOLE	139
B2	CORNELIA (3500N)	BELMONT (3200N)	HARLEM (7200W)	OLEANDER (7532W)	372
C3	BELMONT AVE	GEORGE ST	76TH AVE	78TH AVE	274
D4	SEYMORE	KING ST	WEST RIVER RD	SOO LINE RAILROAD	70
E5	GAGE	FULLERTON	25TH AVE	MANNHEIM RD	1059

In addition to the table set forth above, each Annual Report will contain a circuit map of the municipality. The map will show the circuit boundaries and designation of circuits within the municipality. The overall formatting and presentation of the map will respect any security and privacy concerns.

**C. Electrical System Improvements**

ComEd will increase and enhance the information regarding electrical system improvements and provide greater detail to the municipalities in the Annual Report. Where appropriate, ComEd will provide a consolidated glossary of definitions to assist readers of the Annual Report. The glossary will contain definitions and/or information for the terms set forth in Appendix 2, attached hereto.

1. *Worst 1% Performing Circuits* – ComEd will provide information regarding its worst 1% performing circuits as defined by and reported to the Commission to the extent they impact customers in the municipality for which the Annual Report is being prepared. The report will include a description of planned work on the circuit(s) for the upcoming year. In the event that information is not available or up to date as of the issuance of the Annual Report, ComEd will provide additional information in the Supplemental Municipal Franchise Report Improvement Plan if applicable to the specific municipality.
  
2. *System Performance Improvement* – ComEd will provide a report that lists the work planned for the prior year and describes completed distribution circuit performance improvement projects on the portion of ComEd’s system (including feeders) serving the municipality by circuit during that year. Additional information regarding the projects will be given including, but not limited to, Smart Grid improvements, pole replacements, new line burials, trip saver fuse installations, Hendrix cable installations, URD cable replacement, mainline cable replacement, and any planned distribution automation work. Quantities of cable and other installed items shall be provided in describing the projects as appropriate. As part of its report on system performance

improvement, ComEd will report to the municipality regarding any Smart Grid improvements that have been effected in the municipality until such improvements are complete.

3. **Maintenance** – ComEd will provide a report that lists the work planned for the prior year and describes completed corrective maintenance projects as well as inspection activities by circuit on electrical facilities impacting customers within the municipality performed during that year.
4. **Capacity Improvement** – ComEd will provide a report that lists the work planned for the prior year and describes completed distribution capacity improvement projects that particularly affect customers in the municipality for that year. The Annual Report will state whether, under normal system conditions, there are any projected overloads during the summer at substations feeding circuits in the municipality.
5. **Vegetation Management** – ComEd will provide a report that lists the work planned for the prior year, describes vegetation management projects undertaken within the municipality during that year, and lists those projects scheduled for the upcoming year. The report will also contain a listing of priority trees identified by ComEd in the municipality for which the Annual Report is issued.
6. **Customer Service Reliability Improvement** – ComEd will provide a count of the premises by circuit within the municipality that exceeded customer service reliability targets as defined by the Illinois Administrative Code. For municipalities with any such premises, ComEd will describe its plan going forward to address the issue, including whether any such work has been recently completed. In the event that the customer service reliability targets information is not available or up to date as of the issuance of the Annual Report, ComEd will provide additional information in the Supplemental Municipal Franchise Report Improvement Plan if applicable to the specific municipality.

In addition, ComEd will provide a count of the premises by circuit within the municipality that have had more than 6 interruptions (1) in the past year, and (2) in each of the last two consecutive years. ComEd will also provide a count of the premises by circuit within the municipality that have had more than 18 hours of total interruption duration (1) in the past year, and (2) in each of the last two consecutive years. The information provided will state the number of premises with no exclusions and the number of premises based on non-storm interruptions only.

ComEd and the municipalities acknowledge that for the first Annual Report prepared following these discussions (2012), ComEd will not provide information for what it had planned in 2011 (where planned projects/work reporting has now been required). Such information will be provided in the 2013 Annual Report (for the 2012 year) and going forward.

**D. Contact Information**

ComEd will continue to provide current contact information for the municipality's external affairs manager. In addition, the Annual Report will contain current contact information for the director of external affairs and the vice president of external affairs.

**E. Smart Grid Implementation**

ComEd plans to file its Smart Grid Advanced Metering Infrastructure Deployment Plan ("AMI Plan") with the Commission by April 23, 2012. The AMI Plan will set forth a deployment schedule and plan that includes deployment of AMI to all customers in ComEd's service territory over a 10-year period. Completed Smart Grid work affecting customers within the municipality will be included in the system improvement-related section(s) of the Annual Report. In addition, and to the extent available, ComEd will provide a description of work performed pursuant to its infrastructure investment and modernization program including, but not limited to, distribution infrastructure improvements such as underground cable replacement projects, for the prior year that will benefit the municipality. The format and content for this element of the Annual Report is under development and ComEd is willing to consider proposals from the municipalities as to the presentation of this information.

**F. Customer Service Report**

ComEd will provide the Annual Call Handle Times, Abandoned Call Rate, and Average Speed to Answer ("ASA") for its service territory for the prior three years in the Annual Report pertaining to 2011, four years in the Annual Report pertaining to 2012, and five years for each Annual Report thereafter. It should be understood that no customer-specific information (such as name, address, or billing number) shall be provided.

**G. Municipal Satisfaction Survey**

If an annual Municipal Satisfaction Survey regarding performance of ComEd and External Affairs is conducted, a summary of the results will be provided outside of the Annual Report context upon request by a municipality. The information provided will not include individual information of the external affairs representative or any personal information. If available, the information

provided to the municipality shall be for ComEd's entire service territory, as well as for the region in which the municipality is located to the extent that such surveys reflect the region served.

**H. Annual Report Evaluation**

ComEd and a representative group comprised of official representatives of regional councils of governments and municipalities will meet to evaluate the report information and format within three months after the issuance of the Annual Report in 2012. Thereafter, the annual reporting protocols will be jointly evaluated not less than once every three years.

**APPENDIX 1.**

An “Area Outage Emergency” or “AOE” is in force whenever ComEd determines that the total number of individual ComEd customers who have been out of service for the same period of three (3) hours due to severe weather or natural disaster affecting the Area exceeds the “AOE Trigger” limit for that Area. Each individual customer counted toward the Trigger limit must have been out of service for at least three (3) hours. The AOE Trigger limit for each Area is identified below:

Operating Region	Area	Municipalities	# of Accts	AOE Trigger	Subdivided JOCs	JOC Locations (1) Primary (Default) (2) Secondary (3) Tertiary
NORTHEAST	GLENBARD	ADDISON, BENSENVILLE, BLOOMINGDALE, CAROL STREAM, ELMHURST, GLEN ELLYN, GLENDALE HEIGHTS, ITASCA, LOMBARD, OAK BROOK, OAKBROOK TERRACE, ROSELLE, VILLA PARK, WARRENVILLE, WEST CHICAGO, WHEATON, WINFIELD, WOOD DALE	211,349	42,300	GLENBARD 1 – ADDISON, BENSENVILLE, GLEN ELLYN, ITASCA, WARRENVILLE, WEST CHICAGO, WHEATON, WINFIELD, WOOD DALE  GLENBARD 2 – BLOOMINGDALE, CAROL STREAM, ELMHURST, GLENDALE HEIGHTS, LOMBARD, OAK BROOK, OAKBROOK TERRACE, ROSELLE, VILLA PARK	(1) TBD (2) TBD (3) TBD
NORTHEAST	LIBERTYVILLE	ANTIOCH, BEACH GROVE, BEACH PARK, BLUFF LAKE, BUFFALO GROVE, CHANNEL LAKE, CROOKED LAKE, DEEP LAKE, DIAMOND LAKE, DRUCE LAKE, FOX LAKE, FOX LAKE HILLS, FOX LAKE VISTA, GAGES LAKE, GRASS LAKE, GRAYSLAKE, GREEN OAKS, GURNEE, HAINESVILLE, HAWTHORN WOODS, HIGHWOOD, INDIAN CREEK, INDIAN POINT, INGLESIDE, LAKE BLUFF, LAKE CATHERINE, LAKE FOREST, LAKE MARIE, LAKE VILLA, LIBERTYVILLE, LINCOLNSHIRE, LINDENHURST, LONG GROVE, LOON LAKE, METTAWA, MILBURN, MONAVILLE, MUNDELEIN, NORTH CHICAGO, OLD MILL CREEK, PARK CITY, PETITE LAKE, RIVERWOODS, ROUND LAKE, ROUND LAKE BEACH, ROUND LAKE HEIGHTS, ROUND LAKE PARK, SAND LAKE, THIRD LAKE, TOWER LAKES, VENETIAN VILLAGE, VERNON HILLS, VOLO, WADSWORTH, WAUCONDA, WAUKEGAN, WEST MILTMORE, WILDWOOD, WILDWOOD DUNNS LAKE, WILLIAMS PARK, WINTHROP HARBOR, ZION	243,684	48,700	LIBERTYVILLE 1 – ANTIOCH, BEACH GROVE, BEACH PARK, BLUFF LAKE, CHANNEL LAKE, CROOKED LAKE, DEEP LAKE, FOX LAKE HILLS, GAGES LAKE, GRASS LAKE, GURNEE, INDIAN POINT, LAKE CATHERINE, LAKE MARIE, LAKE VILLA, LINDENHURST, LOON LAKE, MILBURN, NORTH CHICAGO, OLD MILL CREEK, PARK CITY, PETITE LAKE, SAND LAKE, VENETIAN VILLAGE, WADSWORTH, WAUKEGAN, WEST MILTMORE, WILDWOOD, WILDWOOD DUNNS LAKE, WINTHROP HARBOR, ZION  LIBERTYVILLE 2 – BUFFALO GROVE, DIAMOND LAKE, DRUCE LAKE, FOX LAKE, FOX LAKE VISTA, GRAYSLAKE, GREEN OAKS, HAINESVILLE, HAWTHORN WOODS, HIGHWOOD, INDIAN CREEK, INGLESIDE, LAKE BLUFF, LAKE FOREST, LIBERTYVILLE, LINCOLNSHIRE, LONG GROVE, METTAWA, MONAVILLE, MUNDELEIN, RIVERWOODS, ROUND LAKE, ROUND LAKE BEACH, ROUND LAKE HEIGHTS, ROUND LAKE PARK, THIRD LAKE, TOWER LAKES, VERNON HILLS, VOLO, WAUCONDA, WILLIAMS PARK	(1) TBD (2) TBD (3) TBD

Operating Region	Area	Municipalities	Site Area	AOE Tripart	Subdivided JOCs	JOC Locations (1) Primary (2) Backup (2) Secondary (3) Tertiary
NORTHEAST	MAYWOOD	BELLWOOD, BERKELEY, BERWYN, BROADVIEW, BROOKFIELD, CICERO, ELMWOOD PARK, FOREST PARK, FOREST VIEW, FRANKLIN PARK, HARWOOD HEIGHTS, HILLSIDE, LA GRANGE PARK, LYONS, MAYWOOD, MELROSE PARK, NORRIDGE, NORTH RIVERSIDE, NORTHLAKE, OAK PARK, RIVER FOREST, RIVER GROVE, RIVERSIDE, ROSEMONT, SCHILLER PARK, STICKNEY, STONE PARK, WESTCHESTER	203,753	40,800	MAYWOOD 1 – BELLWOOD, BERKELEY, BROADVIEW, ELMWOOD PARK, FOREST PARK, FRANKLIN PARK, HARWOOD HEIGHTS, HILLSIDE, MAYWOOD, MELROSE PARK, NORRIDGE, NORTHLAKE, RIVER FOREST, RIVER GROVE, ROSEMONT, SCHILLER PARK, STONE PARK  MAYWOOD 2 – BERWYN, BROOKFIELD, CICERO, FOREST VIEW, LA GRANGE PARK, LYONS, NORTH RIVERSIDE, OAK PARK, RIVERSIDE, STICKNEY, WESTCHESTER	(1) TBD (2) TBD (3) TBD
NORTHEAST	MT. PROSPECT	ARLINGTON HEIGHTS, BARRINGTON, BARRINGTON HILLS, DEER PARK, DES PLAINES, ELK GROVE VILLAGE, FOX RIVER GROVE, HOFFMAN ESTATES, INVERNESS, KILDEER, LAKE BARRINGTON, LAKE ZURICH, MOUNT PROSPECT, NORTH BARRINGTON, PALATINE, PLUM GROVE EST, PROSPECT HEIGHTS, ROLLING MEADOWS, SCHAUMBURG, SOUTH BARRINGTON	254,304	50,900	MT. PROSPECT 1 – ARLINGTON HEIGHTS, DES PLAINES, ELK GROVE VILLAGE, MOUNT PROSPECT, PROSPECT HEIGHTS, ROLLING MEADOWS,  MT. PROSPECT 2 – BARRINGTON, BARRINGTON HILLS, DEER PARK, FOX RIVER GROVE, HOFFMAN ESTATES, INVERNESS, KILDEER, LAKE BARRINGTON, LAKE ZURICH, NORTH BARRINGTON, PALATINE, PLUM GROVE EST, SCHAUMBURG, SOUTH BARRINGTON	(1) TBD (2) TBD (3) TBD
NORTHEAST	SKOKIE TECHNY	BANNOCKBURN, DEERFIELD, EVANSTON, GLENCOE, GLENVIEW, GLENVIEW NAS, GOLF, HIGHLAND PARK, KENILWORTH, LINCOLNWOOD, MORTON GROVE, NILES, NORTHBROOK, NORTHFIELD, PARK RIDGE, SKOKIE, WHEELING, WILMETTE	203,171	40,600	SKOKIE TECHNY 1 – BANNOCKBURN, DEERFIELD, GLENCOE, GLENVIEW, GLENVIEW NAS, HIGHLAND PARK, KENILWORTH, NORTHBROOK, NORTHFIELD, WHEELING, WILMETTE  SKOKIE TECHNY 2 – EVANSTON, GOLF, LINCOLNWOOD, MORTON GROVE, NILES, PARK RIDGE, SKOKIE	(1) TBD (2) TBD (3) TBD
WEST	AURORA	AURORA, BRISTOL STATION, EOLA, GENEVA, MONTGOMERY, NAPERVILLE, NORTH AURORA, OSWEGO, SUGAR GROVE, YORKVILLE	123,170	24,600	AURORA 1 – BRISTOL STATION, MONTGOMERY, OSWEGO, SUGAR GROVE, YORKVILLE  AURORA 2 – AURORA, EOLA, GENEVA, NAPERVILLE, NORTH AURORA	(1) TBD (2) TBD (3) TBD
WEST	CRYSTAL LAKE	ALGONQUIN, BULL VALLEY, CARY, CRYSTAL LAKE, GREENWOOD, HEBRON, HOLIDAY HILLS, HUNTLEY, ISLAND LAKE, JOHNSBURG, LAKE IN THE HILLS, LAKEMOOR, LAKEWOOD, MCCULLOM LAKE, MCHENRY, OAKWOOD HILLS, PISTAKEE BAY, PORT BARRINGTON, PRAIRIE GROVE, RICHMOND, RINGWOOD, SPRING GROVE, TROUT VALLEY, WONDER LAKE, WOODSTOCK	120,630	24,100	CRYSTAL LAKE 1 – BULL VALLEY, GREENWOOD, HEBRON, HOLIDAY HILLS, ISLAND LAKE, JOHNSBURG, LAKEMOOR, MCCULLOM LAKE, MCHENRY, PISTAKEE BAY, PRAIRIE GROVE, RICHMOND, RINGWOOD, SPRING GROVE, WONDER LAKE, WOODSTOCK  CRYSTAL LAKE 2 – ALGONQUIN, CARY, CRYSTAL LAKE, HUNTLEY, LAKE IN THE HILLS, LAKEWOOD, OAKWOOD HILLS, PORT BARRINGTON, TROUT VALLEY	(1) TBD (2) TBD (3) TBD

Operating Region	Area	Municipalities	# of Acres	ADE Trigger	Subdivided JOCs	JOC Locations (1) Primary (Default) (2) Secondary (3) Tertiary
WEST	DEKALB	BIG ROCK, BURLINGTON, CORTLAND, DEKALB, EARLVILLE, ESMOND, FAIRDALE, GENOA, HAMPSHIRE, HINCKLEY, KANEVILLE, KINGSTON, KIRKLAND, LAKE HOLIDAY, LEE, LELAND, LINDENWOOD, LITTLE ROCK, MALTA, MAPLE PARK, MARENGO, MONROE CENTER, PAW PAW, PLANO, ROLLO, SANDWICH, SCARBORO, SHABBONA, SOMONAUK, STEWARD, SYCAMORE, UNION, VIRGIL, WATERMAN	66,914	13,400	DEKALB 1 – CORTLAND, DEKALB, ESMOND, KANEVILLE, MALTA, MAPLE PARK, SYCAMORE, VIRGIL  DEKALB 2 – BIG ROCK, BURLINGTON, EARLVILLE, FAIRDALE, GENOA, HAMPSHIRE, HINCKLEY, KINGSTON, KIRKLAND, LAKE HOLIDAY, LEE, LELAND, LINDENWOOD, LITTLE ROCK, MARENGO, MONROE CENTER, PAW PAW, PLANO, ROLLO, SANDWICH, SCARBORO, SHABBONA, SOMONAUK, STEWARD, UNION, WATERMAN	(1) TBD (2) TBD (3) TBD
WEST	DIXON	AMBOY, ASHTON, BINGHAMPTON, BROOKVILLE, BYRON, CHANA, COLETA, COMO, COMPTON, DAVIS JUNCTION, DEER GROVE, DIXON, EAST CLINTON, ELDNA, EMERSON, ERIE, FENTON, FRANKLIN GROVE, FULTON, GALT, GARDEN PLAIN, GRAND DETOUR, HALDANE, HARMON, HOLCOMB, HOOPPOLE, KINGS, LEAF RIVER, LEE CENTER, LOST NATION, LYNDON, MARYLND-LEAF RVR TP, MENDOTA, MERIDEN, MILLEDGEVILLE, MORRISON, MT MORRIS, NACHUSA, NELSON, NEW MILLFORD, OHIO, OREGON, POLO, PROPHETSTOWN, ROUND GROVE, STERLING, STILLMAN VALLEY, SUBLETTE, TAMPICO, UNIONVILLE, WALNUT, WEST BROOKLYN, WOODHAVEN, WOOSUNG, YORKTOWN	66,223	13,200	DIXON 1 – AMBOY, ASHTON, BINGHAMPTON, COMPTON, DIXON, EAST CLINTON, ELDNA, FRANKLIN GROVE, FULTON, GARDEN PLAIN, GRAND DETOUR, LEE CENTER, LOST NATION, MENDOTA, MERIDEN, MORRISON, NACHUSA, NELSON, ROUND GROVE, SUBLETTE, UNIONVILLE, WEST BROOKLYN, WOODHAVEN, WOOSUNG  DIXON 2 – BROOKVILLE, BYRON, CHANA, COLETA, COMO, DAVIS JUNCTION, DEER GROVE, EMERSON, ERIE, FENTON, GALT, HALDANE, HARMON, HOLCOMB, HOOPPOLE, KINGS, LEAF RIVER, LYNDON, MARYLND-LEAF RVR TP, MILLEDGEVILLE, MT MORRIS, NEW MILLFORD, OHIO, OREGON, POLO, PROPHETSTOWN, STERLING, STILLMAN VALLEY, TAMPICO, WALNUT, YORKTOWN	(1) TBD (2) TBD (3) TBD
WEST	ELGIN	BARTLETT, CARPENTERSVILLE, EAST DUNDEE, ELBURN, ELGIN, GILBERTS, HANOVER PARK, LILY LAKE, PINGREE GROVE, SLEEPY HOLLOW, SOUTH ELGIN, ST CHARLES, STREAMWOOD, VALLEY VIEW, WAYNE, WEST DUNDEE	129,565	26,000	ELGIN 1 – BARTLETT, CARPENTERSVILLE, EAST DUNDEE, GILBERTS, HANOVER PARK, PINGREE GROVE, SLEEPY HOLLOW, SOUTH STREAMWOOD, VALLEY VIEW, WAYNE, WEST DUNDEE  ELGIN 2 – ELBURN, ELGIN, LILY LAKE, ELGIN, ST CHARLES	(1) TBD (2) TBD (3) TBD

Operating Region	Area	Municipalities	# of Acres	AOE Tracts	Subdivision AOCs	JOC Location (1) Primary (Default) (2) Secondary (3) Tertiary
WEST	FREEPORT	ADELINE, APPLE RIVER, APPLE RIVER-SCALES, BAILEYVILLE, BERREMAN-JEFFERSON, CEDARVILLE, COUNCIL HILL-MOUND, DAKOTA, DAVIS, ELEROY, FORRESTON, FORRESTON-MARYLAND, FREEPORT, GERMAN VALLEY, KENT, LANARK, LENA, LORAN, MARYLAND-LEAF RIVER, MCCONNELL, NORA, ORANGEVILLE, PEARL CITY, RED OAK, RIDOTT, ROCK CITY, ROCK GROVE, ROCK RUN-ROCK GROVE, SCALES MOUND, SCIOTO MILLS, SHANNON, SHANNON-FORRESTON, STOCKTON, WADDAMS GROVE, WARDS GROVE-KENT, WARREN, WARREN-NORA-WINSLOW, WEST POINT-WADDAMS, WINSLOW	31,510	6,300	FREEPORT 1 – BAILEYVILLE, FREEPORT, GERMAN VALLEY, RIDOTT, SCIOTO MILLS  FREEPORT 2 – ADELINE, APPLE RIVER, APPLE RIVER-SCALES, BERREMAN-JEFFERSON, CEDARVILLE, COUNCIL HILL-MOUND, DAKOTA, DAVIS, ELEROY, FORRESTON, FORRESTON-MARYLAND, KENT, LANARK, LENA, LORAN, MARYLAND-LEAF RIVER, MCCONNELL, NORA, ORANGEVILLE, PEARL CITY, RED OAK, ROCK CITY, ROCK GROVE, ROCK RUN-ROCK GROVE, SCALES MOUND, SHANNON, SHANNON-FORRESTON, STOCKTON, WADDAMS GROVE, WARDS GROVE-KENT, WARREN, WARREN-NORA-WINSLOW, WEST POINT-WADDAMS, WINSLOW	(1) TBD (2) TBD (3) TBD
WEST	ROCKFORD	ALDEN, ARGYLE, BELVIDERE, CALEDONIA, CALEDONIA-P GROVE, CAPRON, CHEMUNG, CHERRY VALLEY, DURAND, DURAND RURAL, GARDEN PRAIRIE, HARVARD, LAWRENCE, LOVES PARK, MACHESNEY PARK, NEW MILFORD, PECATONICA, PECATONICA RURAL, POPLAR GROVE, ROCKFORD, ROSCOE, SEWARD, SEWARD RURAL, SHIRLAND RURAL, WINNEBAGO, WINNEBAGO RURAL	148,483	29,700	ROCKFORD 1 – ALDEN, BELVIDERE, CALEDONIA, CALEDONIA-P GROVE, CAPRON, CHEMUNG, DURAND, DURAND RURAL, GARDEN PRAIRIE, HARVARD, LAWRENCE, MACHESNEY PARK, PECATONICA, PECATONICA RURAL, POPLAR GROVE, ROSCOE, SEWARD, SEWARD RURAL, SHIRLAND RURAL, WINNEBAGO, WINNEBAGO RURAL  ROCKFORD 2 – ARGYLE, CHERRY VALLEY, LOVES PARK, NEW MILFORD, ROCKFORD	(1) TBD (2) TBD (3) TBD
SOUTH	BOLINGBROOK	BEDFORD PARK, BOLINGBROOK, BRIDGEVIEW, BURBANK, BURR RIDGE, CLARENDON HILLS, COUNTRYSIDE, DARIEN, DOWNERS GROVE, HINSDALE, HODGKINS, INDIAN HEAD PARK, JUSTICE, LA GRANGE, LISLE, MCCOOK, SUMMIT, WESTERN SPRINGS, WESTMONT, WILLOW SPRINGS, WILLOWBROOK, WOODRIDGE	180,315	36,000	BOLINGBROOK 1 – BEDFORD PARK, BOLINGBROOK, BRIDGEVIEW, BURBANK, BURR RIDGE, COUNTRYSIDE, HODGKINS, INDIAN HEAD PARK, JUSTICE, LA GRANGE, LISLE, MCCOOK, SUMMIT, WESTERN SPRINGS, WILLOW SPRINGS, WOODRIDGE  BOLINGBROOK 2 – CLARENDON HILLS, DARIEN, DOWNERS GROVE, HINSDALE, WESTMONT, WILLOWBROOK	(1) TBD (2) TBD (3) TBD
SOUTH	CRESTWOOD	ALSIP, BLUE ISLAND, BURNHAM, CALUMET CITY, CALUMET PARK, CHICAGO RIDGE, CRESTWOOD, DIXMOOR, DOLTON, EVERGREEN PARK, HARVEY, HICKORY HILLS, HOMETOWN, MARKHAM, MERRIONETTE PARK, MIDLOTHIAN, OAK FOREST, OAK LAWN, ORLAND HILLS, ORLAND PARK, PALOS HEIGHTS, PALOS HILLS, PALOS PARK, PHOENIX, POSEN, RIVERDALE, ROBBINS, SOUTH HOLLAND, TINLEY PARK, WORTH	232,106	46,400	CRESTWOOD 1 – ALSIP, BLUE ISLAND, BURNHAM, CALUMET CITY, CALUMET PARK, CHICAGO RIDGE, DIXMOOR, DOLTON, EVERGREEN PARK, HARVEY, HICKORY HILLS, HOMETOWN, MERRIONETTE PARK, OAK LAWN, PALOS HEIGHTS, PALOS HILLS, PALOS PARK, PHOENIX, RIVERDALE, SOUTH HOLLAND, WORTH  CRESTWOOD 2 – CRESTWOOD, MARKHAM, MIDLOTHIAN, OAK FOREST, ORLAND HILLS, ORLAND PARK, POSEN, ROBBINS, TINLEY PARK	(1) TBD (2) TBD (3) TBD

Operating Region	Area	Municipalities	# of Acres	AOE Triangles	Subdistrict JOCs	JOC Locations (1) Primary (Default) (2) Secondary (3) Tertiary
SOUTH	JOLIET	ANDRES, BRAIDWOOD, CARBON HILL, CHANNAHON, COAL CITY, CREST HILL, CUSTER PARK, DIAMOND, ELWOOD, FRANKFORT, GODLEY, GOOSE LAKE VILLAGE, HELMAR, HOMER GLEN, JOLIET, LEMONT, LISBON, LOCKPORT, MANHATTAN, MARLEY, MARSEILLES, MINOOKA, MOKENA, MORRIS, NEW LENOX, PLAINFIELD, PLATTVILLE, ROCKDALE, ROMEOVILLE, SENECA, SHOREWOOD, SYMERTON, WILMINGTON	220.226	44,000	JOLIET 1 – ANDRES, BRAIDWOOD, CARBON HILL, COAL CITY, CREST HILL, CUSTER PARK, DIAMOND, GODLEY, GOOSE LAKE VILLAGE, HELMAR, HOMER GLEN, LEMONT, LISBON, LOCKPORT, MARSEILLES, MINOOKA, MORRIS, PLAINFIELD, PLATTVILLE, ROMEOVILLE, SENECA, SYMERTON, WILMINGTON  JOLIET 2 – CHANNAHON, ELWOOD, FRANKFORT, JOLIET, MANHATTAN, MARLEY, MOKENA, NEW LENOX, ROCKDALE, SHOREWOOD	(1) TBD (2) TBD (3) TBD
SOUTH	STREATOR	ANCONA, BENSON, BLACKSTONE, BRACEVILLE, CABERY, CAMPUS, CORNELL, DANA, DWIGHT, EAST BROOKLYN, EMINGTON, ESSEX, GARDNER, GRAND RIDGE, KANGLEY, KEMPTON, KERNAN, KINSMAN, LEONORE, LONG POINT, LOSTANT, LOWELL, MANVILLE, MAZON, MINONK, ODELL, PONTIAC, RANSOM, REDDICK, RUTLAND, SAUNEMIN, SOUTH WILMINGTON, STELLE, STREATOR, TOLUCA, TONICA, VERONA, WENONA, WING	32,461	6,500	STREATOR 1 – BRACEVILLE, CABERY, CAMPUS, DWIGHT, EAST BROOKLYN, EMINGTON, ESSEX, GARDNER, KEMPTON, ODELL, PONTIAC, RANSOM, REDDICK, SAUNEMIN, SOUTH WILMINGTON, STELLE, WING  STREATOR 2 – ANCONA, BENSON, BLACKSTONE, CORNELL, DANA, GRAND RIDGE, KANGLEY, KERNAN, KINSMAN, LEONORE, LONG POINT, LOSTANT, LOWELL, MANVILLE, MAZON, MINONK, RUTLAND, STREATOR, TOLUCA, TONICA, VERONA, WENONA	(1) TBD (2) TBD (3) TBD
SOUTH	UNIVERSITY PARK	AROMA PARK, BEECHER, BONFIELD, BOURBONNAIS, BRADLEY, BUCKINGHAM, CHICAGO HEIGHTS, COUNTRY CLUB HILLS, CRETE, EAST HAZEL CREST, FLOSSMOOR, FORD HEIGHTS, GLENWOOD, GOODNOW, GRANT PARK, HAZEL CREST, HERSCHER, HOLBROOK, HOMEWOOD, HOPKINS PARK, IRWIN, KANKAKEE, LANSING, LIMESTONE, LYNWOOD, MANTENO, MATTESON, MOMENCE, MONEE, OLYMPIA FIELDS, PARK FOREST, PEOTONE, RICHTON PARK, SAUK VILLAGE, SOUTH CHICAGO HEIGHTS, ST ANNE, STEGER, SUN RIVER TERRACE, THORNTON, UNION HILL, UNIVERSITY PARK	161,411	32,300	UNIVERSITY PARK 1 – BEECHER, CHICAGO HEIGHTS, CRETE, EAST HAZEL CREST, FORD HEIGHTS, GLENWOOD, GOODNOW, GRANT PARK, HOLBROOK, HOMEWOOD, HOPKINS PARK, LANSING, LYNWOOD, MOMENCE, SAUK VILLAGE, SOUTH CHICAGO HEIGHTS, ST ANNE, STEGER, SUN RIVER TERRACE, THORNTON  UNIVERSITY PARK 2 – AROMA PARK, BONFIELD, BOURBONNAIS, BRADLEY, BUCKINGHAM, COUNTRY CLUB HILLS, FLOSSMOOR, HAZEL CREST, HERSCHER, IRWIN, KANKAKEE, LIMESTONE, MANTENO, MATTESON, MONEE, OLYMPIA FIELDS, PARK FOREST, PEOTONE, RICHTON PARK, UNION HILL, UNIVERSITY PARK	(1) TBD (2) TBD (3) TBD

**APPENDIX 2. GLOSSARY OF TERMS APPLICABLE TO THE ANNUAL REPORT.**

ComEd will provide definitions and/or information (including any citations where appropriate) for the terms listed below to the extent that they appear in the Annual Report in a consolidated glossary in the Annual Report. It should be noted that the definitions and/or information relating to the terms are being provided solely for purposes of the Annual Report, and for no other purpose.

- ✓ Abandoned Call Rate
- ✓ Advanced Metering Infrastructure Deployment Plan (AMI Plan)
- ✓ Annual Call Handle Times
- ✓ Arrestor
- ✓ Average Speed to Answer (ASA)
- ✓ Avoided Customer Interruptions
- ✓ Cable Diagnostic Testing
- ✓ Circuit
- ✓ Circuit Capacity Improvement
- ✓ ComEd System
- ✓ Conductor
- ✓ Crossarms
- ✓ Customer Service Reliability Improvements
- ✓ Cyclic Circuit Inspections
- ✓ Distribution Automation
- ✓ Distribution Automation Recloser
- ✓ Distribution Tree Trimming Emergency Call Center
- ✓ Emergency Operating Center
- ✓ Feeder
- ✓ Hendrix Cable
- ✓ Interruption
- ✓ Joint Operating Center (JOC)
- ✓ J.U.L.I.E.
- ✓ Lightning Protection Enhancements
- ✓ Load
- ✓ Mainline Underground Cable
- ✓ Municipal Satisfaction Survey
- ✓ New Electric Service
- ✓ Operations Control Center (OCC)
- ✓ Outage
- ✓ Overhead Inspection
- ✓ Overload
- ✓ Priority Trees

- ✓ Reportable Storms
- ✓ Restoration
- ✓ Smart Grid
- ✓ Spacer Cable
- ✓ Substation
- ✓ Substation Capacity Improvement
- ✓ System Wide Major Storm
- ✓ Taps
- ✓ Thermography
- ✓ Transformer
- ✓ Tree Pruning
- ✓ Tripsaver
- ✓ Underground Residential Distribution (URD) Cable
- ✓ Vegetation Management
- ✓ Worst 1% Performing Circuits

ComEd will continue to provide a separate Glossary of Interruption Causes in the same or similar format as it has in prior years. In addition, ComEd will continue to provide the Definition of Reliability Performance Indices (*i.e.*, SAIFI, CAIDI, etc.) in the same or similar form that it has in prior years. Where appropriate, ComEd will include cross-references in the glossary to indicate where in the Annual Report certain terms appear.