

Item #3:
Village President Rodriguez
B. Commonwealth Edison Joint Operations Plan

ComEd and Municipality Joint Operations Center (JOC) Process Information & Guide

Summary:

The purpose of this letter is to provide information and guidance for municipalities regarding the initiative that focuses on improving the quality of information available to municipalities and the restoration priority of critical facilities during severe weather or natural disasters.

The Joint Operations Center, or JOC, is a facility hosted by a municipality to be utilized in the event of an Area Outage Emergency (AOE). The JOC is designed to streamline communications and coordination among municipalities and between municipalities and the ComEd restoration centers during severe weather or natural disasters. This concept is intended to establish a more effective communication process and prioritization of critical municipality issues.

The information below will guide you through the process of when an AOE will be declared, identifying the types of events and outages that should be submitted to the JOC, the process of submitting events and outages to the JOC, and contact information for your Municipal JOC Representative.

Declaration of an AOE:

When 20% of ComEd accounts in your area have been out of service for the same period of three hours due to severe weather or natural disaster, ComEd will declare an AOE. When an AOE has been declared, ComEd’s External Affairs will contact the appropriate municipal representatives to initiate the JOC process. *(See Figure 1 Information Table for specific AOE trigger for your area)*

Figure 1: Information Table

AOE Trigger	Municipal JOC Rep Email Address (submit APRL)	Municipal JOC Rep Phone Number(s)	Municipal JOC Rep Fax Number(s)
Same 48,700 accounts for 3 continuous hours	Libertyville@comedjoc.org	1-847-377-7106 1-847-377-7107	1-847-377-7015 1-847-377-7016

Types of Events and Outages to be submitted to the JOC:

When an AOE has been declared and the JOC is open, municipalities shall submit the following types of events and outages to their Municipal JOC Representative as described in the next section of this letter.

1. Outages that affect the Pre-Defined Qualified Life/Public, Health/Safety facilities include:
 - a. Potable water facilities, sanitary sewer and storm sewer facilities, treatment plants, pumping 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 is sufficient to maintain the necessary functionality of such facilities.
 - c. Municipal and county emergency operations centers, relief shelters, police, fire, and public works facilities, and governmental telecommunications facilities without backup power sources that are sufficient to maintain the necessary functionality of such facilities.

Note: Facilities in a, b and c noted above, has already been pre-identified as critical facilities and should only be added to your prioritized APRL spreadsheet if they are without power.

2. Outages that affect the Non-Qualified Life/Public, Health/Safety facilities due to the presence of generation and that subsequently also lose power supplied by that generation during an AOE.
3. Downed electrical wires, posing a readily-identifiable and immediate risk to life or safety due to conductor fire or entrapment situations.
4. Blockage of critical intersections or thoroughfares due to downed wires.

Downed electrical wires not meeting the criteria noted above should be reported through the ComEd priority phone at **1-800-477-3975**.

If you need any information or follow up on an event or outage while the JOC is open, please contact your Municipal JOC Representative.

Submitting Events and Outages to the Municipal JOC Representative:

Events and outages meeting the criteria noted above shall be submitted by filling out the Area Priority Restoration List (APRL) spreadsheet (see Figure 2 APRL Example). Within the APRL spreadsheet, the municipality reporting the event or outage shall identify the restoration priority, the facility name, and address/intersection and phone number. In addition, identify the Area Outage Event type by placing an "X" in the appropriate column.

Figure 2: APRL Example

AREA PRIORITY RESTORATION LIST												
Due within 6 hours of a declared Area Outage Emergency (AOE). Update as new information becomes available.												
NOTE: APRL does not override ComEd's final authority to prioritize restoration.												
Municipal Rep:				Any issues not meeting the defined Area Outage Events below should call 1-800-edison-1				JOC Information				
Contact Info:				AREA OUTAGE EVENTS								
Last updated:				1. Pre-Defined Qualified Life/Public Health/Safety	2. Non-Qualified Life/Public Health/Safety Due to Loss of Generation	3. Downed Wires causing fire or entrapment (posing immediate risk to life)	4. Downed Wires Blocking Intersection or Thoroughfares	Outage Number	Dispatched	Estimated Time to Restore	Comments	
Municipality:				Priority	Facility Name	Address/Intersection	Phone Number					
9	1	Johns Hospital	121 court lane	1-815-555-3425	X				93290017	Yes	17:00	Wire watcher on -site
10	2	Pumping Station	75 Waste Street	1-815-555-2867		X			87694031	No	22:30	
11	3	Cooling Station House	100 Freezer Lane	1-815-5551438	X				76454211	Yes	23:00	
12	4	N/A	Flain Street and 1st Ave	1-815-555-0916				X	88129190	Yes	21:00	

The APRL spreadsheet shall be submitted to the email address noted in the Information Table in figure 1. Finally, when emailing the APRL spreadsheet, the submitting municipality shall note in the email subject line (see Figure 3 email subject line example below), the town/municipality, date and time.

Figure 3: Example of Area Priority Restoration List Email Subject Line

	To...	<JOC email address here>
	Cc...	
Account ▾	Subject:	Westchester 06/01/2012 18:00 hrs
	Attached:	Area Priority Restoration List APRL.xls (17 KB)

Closing of the JOC:

There are two conditions that must be met in order for the JOC to close:

1. All items on the Area Priority Restoration List (APRL) have been resolved.
2. ComEd and Municipal JOC Representatives mutually agree to demobilize the JOC.

After the closing criteria have been met and notifications have been sent out, the municipalities shall report any outages and events through their normal channels. Please contact your External Affairs Representative for any issues or concerns if the JOC is not open.

Joint Operations Center (JOC) Municipal Representative CHECKLIST

	✓	TASK
		INITIAL RESPONSE ITEMS
1.	Info	Refer to Attachments: 1: Area JOC Google Accounts for Submitting Area Priority Restoration List (APRL) 2. Sample APRL Template 3: Access to Google Accounts & APRL Template/Submitted APRLs 4. Military Time Conversion & Phonetic Alphabet 5: Key Terms & Acronyms
2.	<input type="checkbox"/>	Represent all Area Municipalities' concerns on Life/Public Health/Safety accounts posted on the Area Priority Restoration List (APRL) and keep them informed of the status of these accounts
3.	<input type="checkbox"/>	Report to JOC when activated within 2 hours of declaration of an Area Outage Emergency (AOE). Notification will be sent by ComEd to Municipal representatives on duty or to the Area's Point of Contact for callout, as previously provided to ComEd.
4.	<input type="checkbox"/>	Upon arrival to JOC, ensure all communications equipment is operational. If any issues exist, discuss with ComEd JOC Representatives on status and actions to be taken to resolve.
5.	<input type="checkbox"/>	Notify Area Municipalities that the Area's JOC is open and the initial and revised APRLs may be submitted to your Area JOC Google account by emailing the APRL to the appropriate account as noted on Attachment #1. Note: Communicate with ComEd JOC Representative to obtain password access to the account. The preferred method for submittal of APRLs is by email using the Google accounts. Blank APRL templates for use are located in the Google account. For Area Municipalities submitting APRLs to the Google accounts, ensure they include the name of their municipality and date/time in the "subject" line of the email.
6.	<input type="checkbox"/>	Ensure Area Municipalities' APRLs are submitted within six (6) hours of the declaration of an AOE to the Area's JOC Google accounts as noted on Attachment #1. Contact Area Municipalities that have NOT submitted an APRL to obtain status. Municipal JOC representative to transmit APRLs to the ComEd JOC Representative. Note: This task may be completed by informing the ComEd JOC Representative that a Municipality's APRL has been posted to the Google account as they are received.
7.	<input type="checkbox"/>	Duty Response Issues: If you cannot respond as scheduled or become ill, contact another representative to respond in your place.
		ONGOING
8.	<input type="checkbox"/>	Municipal JOC representative acts as a Liaison between the Area Municipalities & ComEd. Interface and continually communicate with ComEd JOC Representative(s)
9.	<input type="checkbox"/>	If an emergent life threatening issue/outage occurs, notify the ComEd JOC Representative to ensure the issue/outage is dispatched as soon as possible and to properly record in the ComEd Outage Management System and reflected in the APRL.
10.	<input type="checkbox"/>	Provide continuing status updates on reported outages/situations listed on APRL back to the <u>Area Municipalities</u> . Note: This task can be performed by completing the "gray" JOC information section of the APRL template and transmit back to the Area Municipality (see Attachment #2)
11.	<input type="checkbox"/>	Provide continuing updates on reported outages/situations and revisions to the Area Municipalities' APRLs to <u>ComEd JOC Representatives</u> . Note: This task may be completed by informing the ComEd JOC Representative that a revision to the Municipality's APRL has been posted to the Google account as revisions are received.
12.	<input type="checkbox"/>	If turning over to another shift, provide detailed turnover information to oncoming duty person including any outstanding issues.

**Attachment 1: Area JOC Google Accounts for Submitting APRLs
(Contact your ComEd JOC Representative for password access to the account)**

<u>Area/Location</u>	<u>Google Account</u>
Aurora Area	Aurora@comedjoc.org
Bolingbrook Area	Bolingbrook@comedjoc.org
Crestwood Area	Crestwood@comedjoc.org
Crystal Lake Area	CrystalLake@comedjoc.org
Dekalb Area	Dekalb@comedjoc.org
Dixon Area	Dixon@comedjoc.org
Elgin Area	Elgin@comedjoc.org
Freeport Area	Freeport@comedjoc.org
Glenbard Area	Glenbard@comedjoc.org
Joliet Area	Joliet@comedjoc.org
Libertyville Area	Libertyville@comedjoc.org
Maywood Area	Maywood@comedjoc.org
Mount Prospect Area	MtProspect@comedjoc.org
Rockford Area	Rockford@comedjoc.org
Skokie Area	Skokie@comedjoc.org
Streator Area	Streator@comedjoc.org
University Park Area	UniversityPark@comedjoc.org

Attachment 2 : Sample Area Priority Restoration List (APRL) Template

AREA PRIORITY RESTORATION LIST

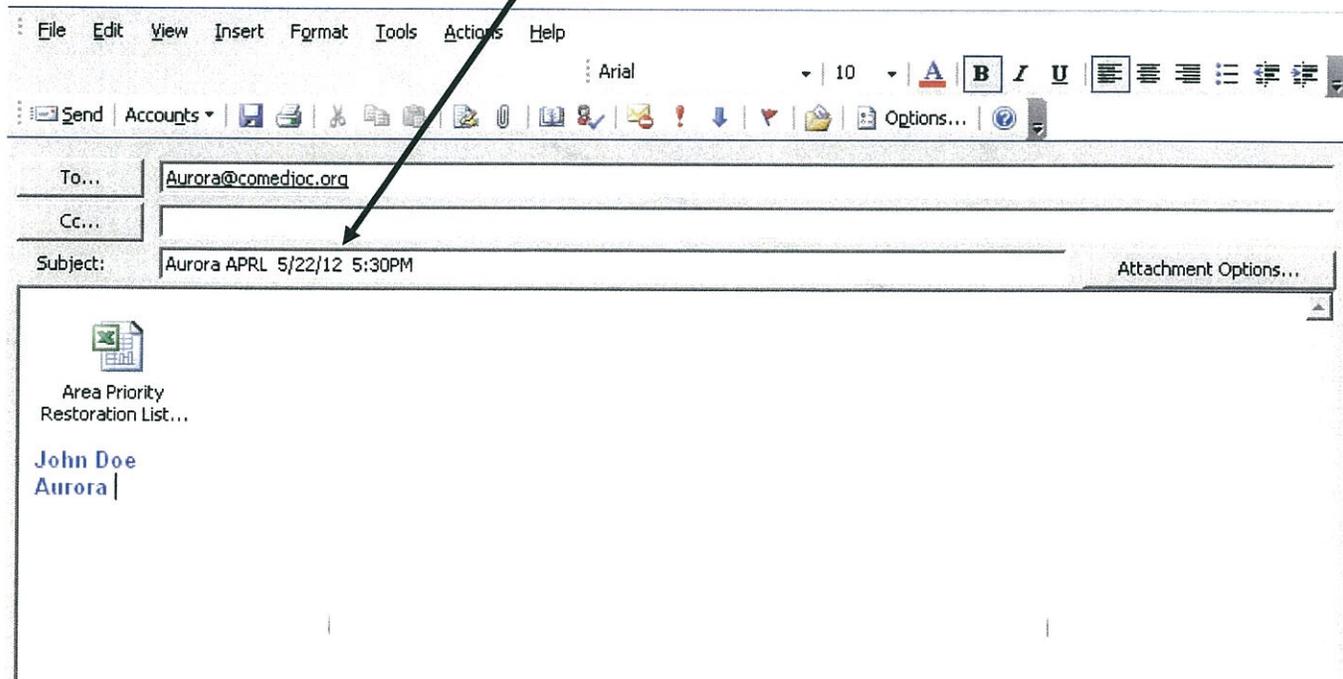
Due within 6 hours of a declared Area Outage Emergency (AOE). Update as new information becomes available.
 NOTE: APRL does not override ComEd's final authority to prioritize restoration.

Municipal Rep: _____
Contact Info: _____
Last updated: _____
JOC Location: _____

*Any issues not meeting the defined Area Outage Events
 below should call 1-800-edison-1*

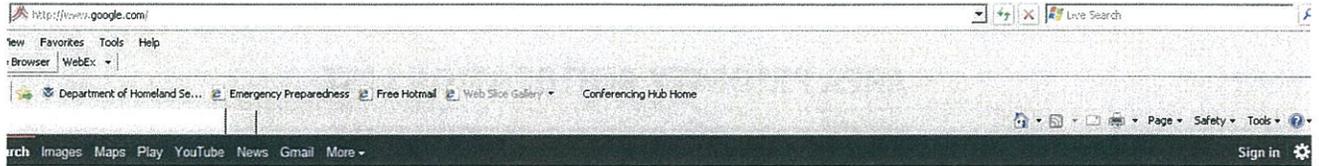
Priority	Facility Name	Address/Intersection	City/Town	Phone Number	AREA OUTAGE EVENTS				JOC Information			
					Pre-Defined Qualified Life/Public Health/Safety	Non-Qualified Life/Public Health/Safety Due to Loss of Generation	Downed Wires causing fire or entrapment (posing immediate risk to life)	Downed Wires Blocking Intersection or Thoroughfares	Outage Number	Dispatched	Estimated Time to Restore	Comments
1	Johns Hospital	121 court lane	Community X	1-815-555-3425	#				93290017	Yes	17:00	Wire watch on -site
2	Pumping Station	75 Waste Street	Community X	1-815-555-2867		#		87694031	No	22:30		
3	Cooling Station House	100 Freezer Lane	Community X	1-815-555-1438	#			76454211	Yes	23:00		
4	N/A	Main Street and 1st Ave	Community X	1-815-555-0916			#	88129190	Yes	21:00		

Sample of Email submission containing APRL to Google accounts.
Note: Subject line to contain municipality name & date/time stamp.

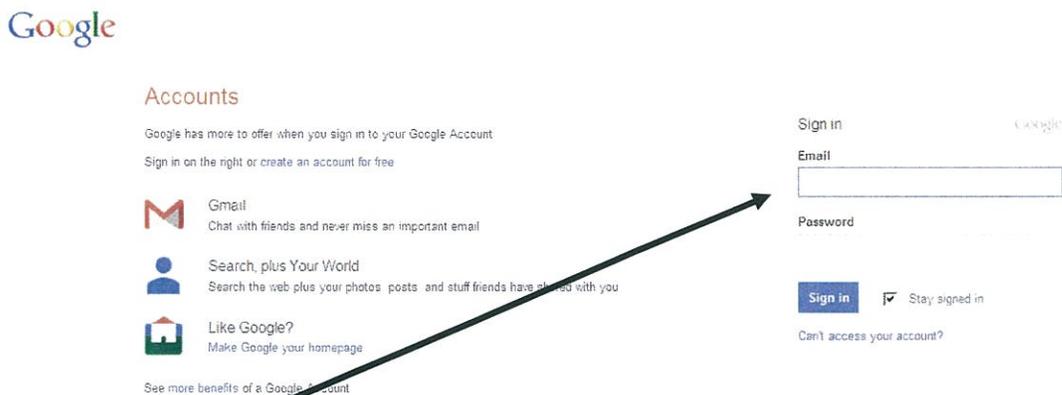


Attachment 3: Access to Google Accounts & APRL Template/Submitted APRLs

Step 1: To retrieve the blank APRL template or completed APRL. Go to www.google.com from the internet.



Step 2: Click the “Sign in”

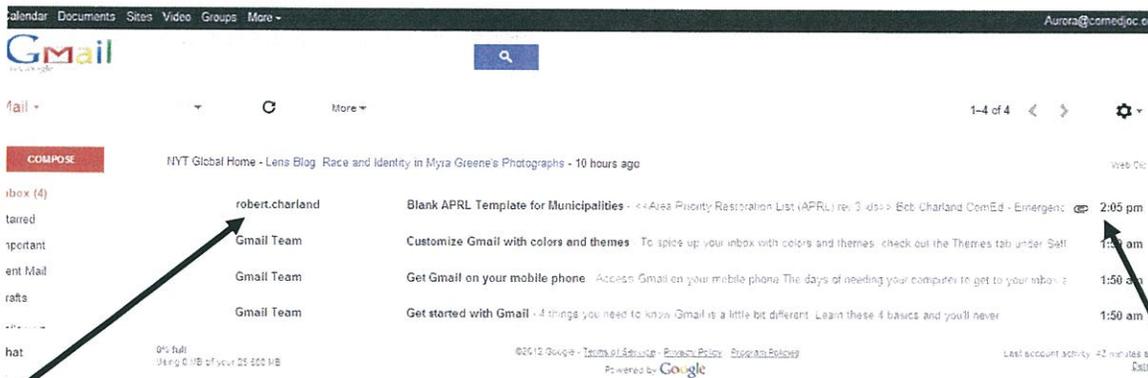


Step 3: In the “Email” block type in the Area’s Google account. Obtain the password from your ComEd JOC Representative and type it in then click “Sign in”

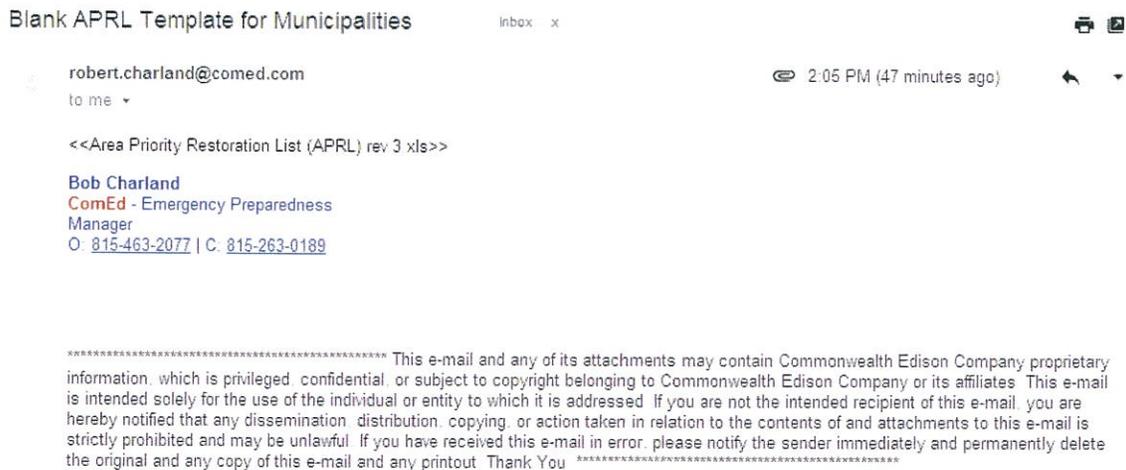
Attachment 3: Access to Google Accounts & APRL Template/Submitted APRLs (Cont'd)



**Step 4: Note that we are signed into the Aurora account
To get to the mail account and the blank APRL template or submitted APRLs
select "Mail"**



Step 5: This will open up the Gmail account or Google account to view the blank APRL template noted above. Click on the "paper clip" icon.



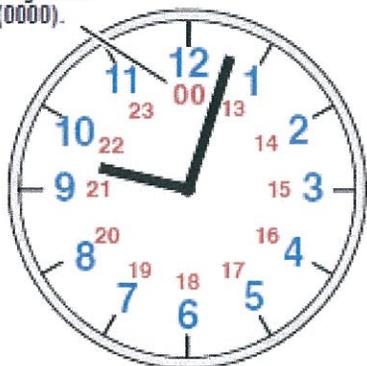
Step 6: This will open up the email and allow you to view attachments. Double click on the attached Excel file to open the APRL template.

Attachment 4: Military Time Conversion & Phonetic Alphabet

24-Hour Clock

Use the 24-hour clock whenever you refer to time to avoid a.m./p.m. confusion.

The clock begins at midnight (0000).



24-Hour	(Midnight)	24-Hour	(Noon)
12:00 am	0000	12:00 pm	1200
1:00 am	0100	1:00 pm	1300
2:00 am	0200	2:00 pm	1400
3:00 am	0300	3:00 pm	1500
4:00 am	0400	4:00 pm	1600
5:00 am	0500	5:00 pm	1700
6:00 am	0600	6:00 pm	1800
7:00 am	0700	7:00 pm	1900
8:00 am	0800	8:00 pm	2000
9:00 am	0900	9:00 pm	2100
10:00 am	1000	10:00 pm	2200
11:00 am	1100	11:00 pm	2300

A	ALPHA	N	NOVEMBER
B	BRAVO	O	OSCAR
C	CHARLIE	P	PAPA
D	DELTA	Q	QUEBEC
E	ECHO	R	ROMEO
F	FOXTROT	S	SIERRA
G	GOLF	T	TANGO
H	HOTEL	U	UNIFORM
I	INDIA	V	VICTOR
J	JULIETTE	W	WHISKEY
K	KILO	X	X-RAY
L	LIMA	Y	YANKEE
M	MIKE	Z	ZULU

Attachment 5: Key Terms & Acronyms
(Commonly used Protocol terms & ComEd acronyms)

Area: Geographic area based on ComEd's Operating Centers

Area Outage Emergency (AOE) : Declared when the number of customers out of service in an Area has reached the pre-determined trigger limit as noted on the Protocol.

Area Priority Restoration List (APRL) : Upon declaration of an AOE, this list identifies those facilities determined by the Area municipalities to be the most essential restorations in their municipalities. This list contains active outage or situations deemed as life threatening or downed wire situations blocking major intersections or thoroughfares. Must be submitted within 6 hours of the declaration of an AOE.

Estimated Time to Restore (ETR): ComEd's estimated time to restore a specific outage.

Joint Operations Center (JOC): Defined location hosted by municipality designed to promote effective communication and coordination among municipalities and between ComEd and municipalities.

Life/Public Health/Safety List: A pre-established, single combined list of critical infrastructure within the Area's municipalities limited to life, health, safety accounts/facilities without backup power sources sufficient to maintain the functionality of such facilities.

Operations Control Center (OCC): ComEd's central dispatch center for dispatching First Responders to an outage or situation.

Protocol: "Commonwealth Edison Company Operating Protocol for Municipal Coordination of Emergency Preparedness and Response Management Protocol" – this document contains the agreed upon (between ComEd and Municipal Leaders) criteria for the JOC activation and operating process. Copies available upon request from ComEd External Affairs Representative.

DEVELOPMENT HISTORY

	Revision 0	Date: 05/31/2012
Writer	Debra Volling, EP	
Reviewer(s)	Kate Agasi (External Affairs - Chicago) Jane Park (Legal Services)	
Approver(s)	Bob Charland (EP Mgr)	
Reason Written	New Checklist for 2012 for Municipal JOC Representative position in JOC	

APPENDIX I.

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:

Geographic Region	Area	Municipalities	Pop. Affects	AOE Trigger	Subdivided AOE	AOE Locations (a) Primary (Default) (b) Secondary (c) 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, GRAYS LAKE, 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, GRAYS LAKE, 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, WADSWORTH, WAUCONDA, WAUKEGAN, WEST MILTMORE, WILDWOOD, WILDWOOD DUNNS LAKE, WILLIAMS PARK, WINTHROP HARBOR, ZION	(1) TBD (2) TBD (3) TBD

Commonwealth Edison Company
April 11, 2012

Geographic Region	Area	Municipalities	Acres	AOE MVA	Submitted JOGs	JOG Locations (1) Primary (Orange) (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, NORTH LAKE, 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, NORTH LAKE, 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, LINGOLNWOOD, 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

Commonwealth Edison Company
April 11, 2012

Operating Division	Area	Municipalities	Prof. Assets	AOV Turnover	Strategic Focus	Key Locations (1) Primary (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, SHABRONA, 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, SHABRONA, 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, HOORPOLE, KINGS, LEAF RIVER, LEE CENTER, LOST NATION, LYNDON, MARYLND-LEAF RVR TP, MORRISON, MT MORRIS, NACHUSA, NELSON, NEW MILFORD, OHIO, OREGON, POLO, PROPHETS TOWN, 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, HOORPOLE, KINGS, LEAF RIVER, LYNDON, MARYLND-LEAF RVR TP, MILLEDGEVILLE, MT MORRIS, NEW MILFORD, OHIO, OREGON, POLO, PROPHETS TOWN, 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	129,365	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

Commonwealth Edison Company
April 11, 2012

Operating Region	Area	Municipalities	Vol Acres	ADP Integer	Submitted Dates	Locations (a) Primary (Definite) (b) Secondary (c) Tertiary
WEST	FREERPORT	ADELINE, APPLE RIVER, APPLE RIVER-SCALES, BAILEYVILLE, BERREMAN-JEFFERSON, CEDARVILLE, COUNCIL HILL-MOUND, DAKOTA, DAVIS, ELEROY, FORRESTON, FORRESTON-MARYLAND, FREERPORT, GERMAN VALLEY, KENT, LANARK, LENA, LORAN, MARYLAND-LEAF RIVER, MCCONNELL, NORA, ORANGEVILLE, PEARL 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	FREERPORT 1 - BAILEYVILLE, FREERPORT, GERMAN VALLEY, RIDOTT, SCIOTO MILLS FREERPORT 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, CHERRY VALLEY, DURAND, DURAND RURAL, GARDEN PRAIRIE, HARVARD, LAWRENCE, MACHESNEY PARK, NEW MILFORD, PECATONICA, PECATONICA RURAL, POPLAR GROVE, ROCKFORD, ROSCOE, SEWARD, SEWARD RURAL, SHIRLAND RURAL, 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, CHESTWOOD, 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

Commonwealth Edison Company
April 11, 2012

Operating Region	Area	Municipalities	P of Acres	AOE Diameter	Submitted JOGs	JOG 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, MARSELLES, MINOOKA, MOKENA, MORRIS, NEW LENOX, PLAINFIELD, PLATTVILLE, ROCKDALE, ROMEVILLE, 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, MARSELLES, MINOOKA, MORRIS, 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, KEMPTON, LEONORE, LONG POINT, LOSTANT, LOWELL, MANVILLE, MAZON, MINONK, ODELL, PONTIAC, RANSOM, REDDICK, RUTLAND, SAUNEMIN, SOUTH WILMINGTON, STELLE, 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, 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

JOC Municipal Representative Training Dates

On April 11, 2012, the Commonwealth Edison Company's Operating Protocol for Municipal Coordination of Emergency Preparedness and Response Management ("Protocol") was filed with the Illinois Commerce Commission. This Protocol is the result of almost six months of close collaboration with various municipal stakeholders throughout ComEd's service territory and seeks to address how the municipalities and ComEd can communicate and work together more effectively during severe weather events. This Protocol outlines the Joint Operations Centers (JOC). In response, ComEd is hosting two training sessions for each ComEd Operating Area.

The first training session will go through the initial the concept of the JOC, how a JOC will be called, and the responsibilities of JOC Municipal Representatives. Our joint goals at the end of the training you will be to:

- **Identify Municipal JOC Representatives to staff the JOC when activated**
- **Select locations for the JOC**
- **Provide your Life/Public Health/Safety List**
- **Have the criteria to develop your Area Priority Restoration List**
- **Identify primary contacts for each municipality to disseminate information when a JOC is activated**

We strongly recommend that a municipal leadership individual(s) attend this initial training session such as village manager/administrator and/or emergency preparedness/response staff.

The second round of training is a tabletop drill. Please forward your External Affairs Manager your Life/Public Health/Safety list prior to attending the tabletop drill so scenarios planned to be walked through during the drill can be local. This session will run about three (3) hours and should be **attended by the staff assigned as a Municipal JOC Representative** as well any other interested parties.

We ask that you RSVP to your External Affairs Manager by Close of Business April 30th and indicate staff attending the initial training.

Initial Training will take place on: May 2, 2012 - 9:00a.m. at 1937 N . Municipal Way, Round Lake Beach

Tabletop Drill Training will take place on: **May 25, 2012 - 9:00 a.m. at 2007 Civic Center Way, Round Lake Beach**

(note location has changed-link below will get you to this location which is one building east of Round Lake Beach Village Hall)

<http://www.mapquest.com/maps?cat=Round+Lake+Beach+Cultural+%26+Civic+Center&address=2007+Civic+Center+Way&city=Round+Lake+Beach&state=IL&zipcode=60073>

In order to attend a meeting, you need to reply to **your External Affairs Manager with the subject "RSVP JOC Training"** with the name of your municipality and your name.

To have a successful rollout of the JOC we strongly encourage you and your staff to attend both of these training sessions.

Sincerely,

ComEd

village	first	last	title	email	phone	at 5/2 mtg
Antioch	Lee	Shannon		lshannon@antioch.il.gov		yes
Beach Park	Tracy	Miracle	manager	tracy.miracle@villageofbeachpark.com		yes
Beach Park	Chet	Spitt		csplitt@lakecountyl.gov		yes
Buffalo Grove	Joseph G	Wieser Jr.	Battalion Chief	jwieser@vbg.org	(847) 808-2630	yes
Buffalo Grove	Robert	Giddens	Emergency Mgmt Coordinator	rgiddens@vbg.org	847-489-1011	
Deer Park	Bob	Kellermann	Mayor	bobkellermann@sbcglobal.net	847-526-7266	
Deer Park	Jim	Connors	manager	deerparkoffice@comcast.net	815-501-9517	
Fox Lake	Annette	Wolf	ESDA Coordinator	wolfa@foxlake.org	847-366-1507	yes
Fox Lake	Nancy	Schuerr	Village administrator	schuerrn@foxlake.org		yes
Grayslake	Bill	Heinz	EMA	wheinz@villageofgrayslake.com		yes
Grayslake	Kevin	McCrorry		kmccrory@villageofgrayslake.com		yes
Green Oaks						
Gurnee	Pat	Muetz	Village administrator	patm@village.gurnee.il.us		yes
Gurnee	John	Krau??		johnk@fire.gurnee.il.us		
Hainesville	Mike	Benko	Emergency Mgmt Coordinator	vohema1@sbcglobal.net	847-361-3233	
Hawthorn Woods	Jennifer	Paulus	Police Chief	jpaulus@hwpd.com	224-588-0816	
Highwood	Scott	Hartman	manager	scott.hartman@cityofhighwood.com		yes
Island Lake						
Lake Barrington	Chris	Martin	Village administrator	cmartin@lakebarrington.org	847-651-6310	
Lake Bluff	Bill	Gallagher	police chief	wgallagher@lakebluff.org	224-588-7099	
Lake Bluff	Drew	Irvin	Village administrator	dirvin@lakebluff.org		yes
Lake County	Kent	McKenzie	Emergency Mgmt Coordinator	kmckenzie@lakecountyl.gov	847-377-7025	yes
Lake Forest	Kevin	Issel	ESDA Coordinator	isseik@cityoflakeforest.com	847.560.1500	yes
Lake Villa	Bud	Osmond	EMA Coordinator	bud@osmond.us	847-833-8823	yes
Lake Villa	Roger	Schroeder		rschroeder@lake-villa.org		yes
Lake Villa	Glenn	McCollum		gmccollon@lake-villa.org		yes
Lake Zurich	David	Wheelock	fire chief	David.wheelock@volz.org	847-815-8807	
Libertyville	Richard	Carani	fire chief	rcarani@libertyville.com	847-344-1474	yes
Linertville	Kevin	Bowens	Village administrator	kbowens@libertyville.com		yes
Lincolnshire	Jennifer	Hughes	public works director	jhughe@viollage.lincolnshire.il.us		yes
Lindenhurst						
Long Grove	Marc	Small		msmall@longgrove.net		yes
Long Grove	David	Lothspeich	Village administrator	dlothspeich@longgrove.net		yes
Mettawa	Bill	Armstrong		bill.armstrong@gmail.com		yes
Mundelein	Eric	Guenther	police department	eguenther@mundelein.org		yes
Mundelein	Tim	Sashko		tsashko@mundelein.org		yes

North Barrington	Al	Pino	mayor	apino@northbarrington.org	815-405-3650	
North Chicago						
Round Lake	Marc	Huber	Village administrator	mhuber@roundlake.com	847-456-6501	yes
Round Lake Beach	Rich	Chiarello	Emergency Mgmt Coordinator	Rchiarello@rbeach.org	847 875 9845	yes
Round Lake Heights	Dennis	Kehrer	Emergency Mgmt Coordinator	no email	847-546-0426	
Round Lake Park	George	Filenko	police chief	rlpchief@att.net		yes
Tower Lakes	Tom	Bolger		bolger651@sbcglobal.net	847-997-5641	yes
Third Lake	Jim	Rogers	Emergency Mgmt Officer	JRR1148@aol.com		yes
Vernon Hills	Mike	Allison	manager	mikea@vhillis.org	847 302-8788	yes
Vernon Hills	David	Brown		davidb@vhillis.org		yes
Vernon Hills	John	Kalmar		johnk@vhillis.org		yes
Wadsworth	Moses	Amidei	Village administrator	mamidei@villageofwadsworth.org	847.452.6569	yes
Wauconda	Mike	Wahl	Fire District Exec Officer	mwahl@waucondafire.org	847 471-6967	yes
Wauconda	Dave	Lawry	public works director	dlawry@wauconda-il.gov		yes
Waukegan	Tom	Hagerty	Director of Public Works	Tom.hagerty@ci.waukegan.il.us	847-366-1139	yes
Zion	Ron	Colangelo		ronc@zion.il.us		yes
Zion	Charlie	Fisher		charlif@zion.il.us		yes

at 5/25 mtg

Commonwealth Edison Company
April 11, 2012

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

SUMMARY

Commonwealth Edison Company (“ComEd”) is submitting this Operating Protocol for Municipal Coordination of Emergency Preparedness and Response Management (“Protocol”) for inclusion in the permanent records of the Illinois Commerce Commission (“Commission”). 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 submission follows many months of working closely with various municipal stakeholders to evaluate how the municipalities and ComEd can work together and communicate more effectively during severe weather events, and has been developed to address the following important objectives, as well as others:

- Enhance ComEd-municipal communication and coordination to enable better joint advance planning and preparation for severe weather events;
- Improve both (i) the identification of critical infrastructures within the municipalities before a severe weather event, and (ii) the identification of essential municipal priorities during a severe weather event, so that ComEd can more effectively address and streamline municipal restoration;
- Provide municipalities with more direct channels of communication into ComEd’s Emergency Operations Center to facilitate more efficient two-way flow of accurate information during extreme storm events;
- Enhance the quality and quantity of information provided to municipalities through multiple improved channels of communication.

This Protocol is not a tariff (and does not modify any filed tariff) or a contract. This Protocol addresses operational issues that are within the exclusive regulatory jurisdiction of the Illinois Commerce Commission, and does not either limit or enlarge

the 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. The following is a summary of the key components of this Protocol.

THE JOINT OPERATIONS CENTER IN THE EVENT OF AN AREA OUTAGE EMERGENCY

The Joint Operations Center ("JOC") is a physical location hosted by a municipality that will be utilized in the event of an Area Outage Emergency ("AOE"). ComEd will declare an AOE when the number of customers out of service in an Area has reached a pre-determined trigger limit. The JOC is designed to promote effective communication and coordination among municipalities and between ComEd and municipalities. The JOC concept is also intended to address prioritization of critical municipality issues during severe storm events.

Planning and preparation by ComEd and the municipalities before an AOE is declared is vital to improved communication and response. Accordingly, the Protocol provides for the pre-determination of the following:

- The municipalities will select locations for the JOC (Protocol, Appendix 1);
- The technical requirements of the JOC have been established to foster effective communication;
- A duty roster will provide ComEd with contact information for the Municipal JOC Representatives; ComEd will have a trained team established to serve as the ComEd JOC Representative(s);
- The municipalities will submit to ComEd a Pre-established Life/Public Health/Safety List of defined, critical infrastructure *in advance of an AOE*.

During an AOE, the JOC will be the hub of communications. It will be continuously staffed by a ComEd JOC Representative and a Municipal JOC 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. In addition to the Pre-established Life/Public Health/Safety Lists, the Municipal JOC Representative will provide ComEd with Area Priority Restoration Lists from the Area Municipalities which contain specific essential restorations during an AOE. Once a JOC has been initiated, it 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. In Areas in which an AOE has not been declared, ComEd and the Area Municipalities will conduct annual drills to ensure preparedness in the event of an AOE.

OUTAGE MANAGEMENT AND COORDINATION DURING A NON-AOE

The Protocol sets forth the steps that ComEd intends to take in the event that a municipality has an outage impacting an item on its Pre-established Life/Public Health/Safety List during a time in which an AOE has not been declared. The Protocol also describes the protocol that ComEd will implement in the event of a wire down during a time in which an AOE has not been declared and a police or fire agency is standing by.

COMED'S CUSTOMER COMMUNICATIONS

ComEd has already undertaken to increase its inbound telephone capacity and make improvements to its eOutage tool. Among other improvements, ComEd will

enhance its Outage Texting program and develop its web-based electronic reporting system.

ANNUAL REPORTING TO THE MUNICIPALITIES

ComEd has worked with the municipalities to develop enhanced Annual Reports. The Annual Reports will provide performance and reliability information, circuit boundary references, electrical system improvements information, a description of Smart Grid work affecting customers within the municipality, and certain customer-related service data. The Protocol also establishes an evaluation process to ensure that the enhanced Annual Reports are useful and continue to be improved upon.

* * *

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 to be specified in the chart set forth as 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. ComEd will provide notice to the Illinois Emergency Management Agency (IEMA) of which JOC(s) have been initiated.
- 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);
 - 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 finally submitted to the ICC. 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	118
Unknown	1	11	0.00	197
Weather Related	14	1,578	0.24	398
Secondary	1	1	0.00	261
Services	16	16	0.00	1,420
Total	77	4,590	0.68	312

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

CIRCUIT	NORTH BOUNDARY:	SOUTHBOUNDARY:	EAST BOUNDARY:	WEST BOUNDARY:	TOWN CUSTOMERS SERVED
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 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.

Technology Features Quicksheet



OUTAGE ALERTS

- Report an outage - Text **OUT** to 26633 (COMED)
- Subscribe to Outage Alerts – Text **ADD OUTAGE** to 26633 (COMED)
Will need **one** of the following:
 - ComEd account number
 - SSN of ComEd account holder
 - Phone number on ComEd account
- Unsubscribe to Outage Alerts – Text **STOP** to 26633 (COMED)
- Real-time outage status updates
- No more than 7 texts in one day
- Power restoration confirmation
- Subscription confirmation



MOBILE APP

- Report an outage
- Check outage status
- Make a payment
- View account summary (up to 5 accounts)
- View account history
- Enroll/un-enroll in Budget Billing
- Enroll/modify/delete automatic payment
- Find payment location
- Link to ComEd Social Media sites (Twitter, Facebook, YouTube)

Apple QR Code



Android QR Code



OUTAGE MAP

- View number of outages related to the same ticket
- View outages at the street-level/circuit-level
- View cause of outages
- View estimated time of restoration
- Check progression of outage restoration

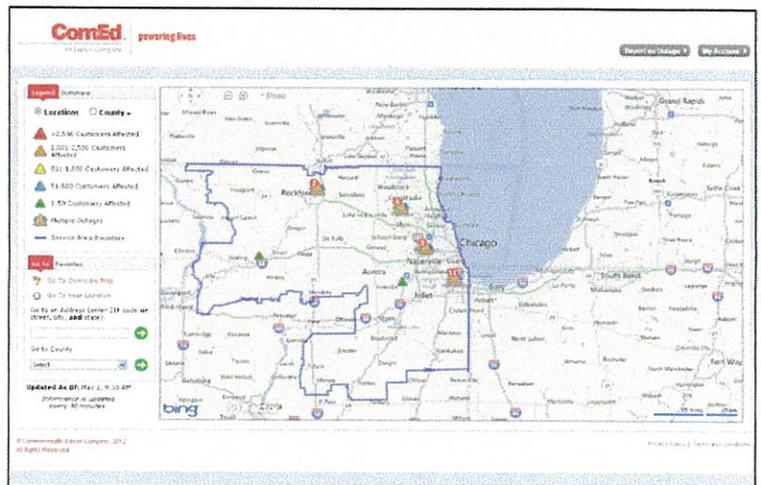


ComEd.com has a new outage map!

ComEd is excited to introduce its new outage map. The ComEd.com outage map will provide customers with an improved user experience and more information during storms and emergencies. The enhanced outage map was implemented on today, Wednesday, May 2, 2012.

Key highlights of the ComEd.com Outage Map include:

- Outage information is provided by hovering over the triangle icons.
- Multiple outages are indicated with a number. To see more detailed information about a specific outage, zoom in until the individual triangles are visible.
- Alternative views of the outage map can be selected. You can view outages by County, ZIP, or Town-Ward.
- An overview of outages by County, City/Town/Village, or Chicago Ward is available in a table format by selecting the Summary tab
- An easy way to zoom in to an area on the outage map is to enter an address in the 'Go To' box in the bottom left corner of the map.
- Navigation is included on the map for customers to Report an Outage or access the My Account section of ComEd.com



A special thank you is extended to the project team for all the hard work!

To check out the new outage map features, visit ComEd.com/Map.

Take ComEd Where Ever You Go

Report an outage, check account information via the new mobile app!



ComEd is excited to introduce a new mobile application. Now available for download on the Apple iPhone® and Android™ smartphones, customers can report their outage and check the restoration status right from their smartphone. Customers can also receive notifications as their outage status is updated.

In addition to the outage reporting functionality, customers can view their account summary and history, manage Budget Billing and automatic payments, report a meter reading and find a payment agent based on their current location or a specific location. Customers can also be able to make a one-time payment

through the app.

The app makes it easy to manage more than one account at a time; customers can access up to five residential accounts through the mobile app.

To download the app, customers should search "ComEd" in their application store on their respective smartphones and select "Install". The application is free.

A special thank you is extended to the project team for all the hard work!

To learn more about the ComEd mobile application, visit ComEd.com/App.

**Scan this code
to download the app
on your iPhone/iPod.**



**Scan this code
to download the app
on your Android device.**

