

Village of Skokie

Via U.S. Mail and Electronic Mail

August 17, 2011

Village Hall

5127 Oakton Street
Skokie, Illinois 60077

Phone (847) 673-0500
Fax (847) 673-0525

www.skokie.org
SkokieVision Municipal Cable
1660 AM Skokie

Council-Manager Government

Mayor	George Van Dusen
Clerk	Marlene Williams
Trustees	Michele L. Bromberg
	Michael M. Lorge
	Donald P. Perille
	Randall E. Roberts
	Pramod C. Shah
	Edie Sue Sutker
Manager	Albert J. Rigoni
Counsel	J. Patrick Hanley

Awards and Distinctions

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(APWA) Accreditation
Commission on Accreditation for
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Representative Daniel Biss, 17th District
3706 Dempster Street
Skokie, Illinois 60076

Re: Commonwealth Edison Storm Response and Reliability

Dear Representative Biss,

On behalf of our residents, I want to thank you for your interest in the power outages that have affected our area. I am aware of your communication with Mayor Van Dusen concerning Comed's lack of reliability in our region and am appreciative of your efforts.

Rep. Karen May of the 58th District recently contacted the Village in regards to the public hearing held on August 16 at the Highland Park Country Club. We submitted to Rep. May a written statement outlining issues and recommendations concerning Comed's storm response and general reliability. I have attached that correspondence to this letter for your information. The Village has also contacted Comed concerning ongoing reliability issues experienced by our residents; that correspondence is also attached.

Thank you again for all your efforts and attention to this matter. Should you or your staff need any additional information or assistance, please feel free to contact me directly.

Best Regards,



Albert J. Rigoni
Village Manager



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August 17, 2011

Senator Jeffrey M. Schoenberg
820 Davis Street
Suite 102
Evanston, Illinois 60201

Re: Commonwealth Edison Storm Response and Reliability

Dear Senator Schoenberg:

Representative Karen May of the 58th District recently contacted the Village in regards to the House Public Utilities Committee's public hearing held on August 16 at the Highland Park Country Club. We submitted to Rep. May a written statement outlining issues and recommendations concerning Comed's storm response and general reliability. I have attached that correspondence to this letter for your information. The Village has also contacted Comed concerning ongoing reliability issues experienced by our residents; that correspondence is also attached.

In light of the pending Infrastructure Investment and Modernization Act, we would like you to be aware of our efforts in demanding improvements in reliability from Comed. We are asking for your support in compelling Comed to invest directly in our region and improve electric service for our residents. Should you or your staff need any additional information or assistance, please feel free to contact me directly.

Sincerely,


Albert J. Rigoni
Village Manager



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Senator Ira I. Silverstein
2951 West Devon
Chicago, Illinois 60659

Re: Commonwealth Edison Storm Response and Reliability

Dear Senator Silverstein:

Representative Karen May of the 58th District recently contacted the Village in regards to the House Public Utilities Committee's public hearing held on August 16 at the Highland Park Country Club. We submitted to Rep. May a written statement outlining issues and recommendations concerning Comed's storm response and general reliability. I have attached that correspondence to this letter for your information. The Village has also contacted Comed concerning ongoing reliability issues experienced by our residents; that correspondence is also attached.

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Sincerely,



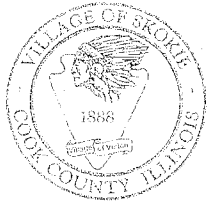
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Village Manager

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August 17, 2011

Representative John D'Amico
4404 W. Lawrence Avenue
Chicago, Illinois 60630

Re: Commonwealth Edison Storm Response and Reliability

Dear Representative D'Amico:

Representative Karen May of the 58th District recently contacted the Village in regards to the House Public Utilities Committee's public hearing held on August 16 at the Highland Park Country Club. We submitted to Rep. May a written statement outlining issues and recommendations concerning Comed's storm response and general reliability. I have attached that correspondence to this letter for your information. The Village has also contacted Comed concerning ongoing reliability issues experienced by our residents; that correspondence is also attached.

In light of the pending Infrastructure Investment and Modernization Act, we would like you to be aware of our efforts in demanding improvements in reliability from Comed. We are asking for your support in compelling Comed to invest directly in our region and improve electric service for our residents. Should you or your staff need any additional information or assistance, please feel free to contact me directly.

Sincerely,


Albert J. Rigoni
Village Manager

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Representative Lou Lang
4121 Main Street
Skokie, Illinois 60076

Re: Commonwealth Edison Storm Response and Reliability

Dear Representative Lang:

Representative Karen May of the 58th District recently contacted the Village in regards to the House Public Utilities Committee's public hearing held on August 16 at the Highland Park Country Club. We submitted to Rep. May a written statement outlining issues and recommendations concerning Comed's storm response and general reliability. I have attached that correspondence to this letter for your information. The Village has also contacted Comed concerning ongoing reliability issues experienced by our residents; that correspondence is also attached.

In light of the pending Infrastructure Investment and Modernization Act, we would like you to be aware of our efforts in demanding improvements in reliability from Comed. We are asking for your support in compelling Comed to invest directly in our region and improve electric service for our residents. Should you or your staff need any additional information or assistance, please feel free to contact me directly.

Sincerely,


Albert J. Rigoni
Village Manager

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Representative Thomas Holbrook, Chairperson
Illinois House of Representatives - Public Utilities Committee
267-S Stratton Office Building
Springfield, IL 62706

Re: Public Utilities Committee Inquiry into Commonwealth Edison Storm Response

Dear Representative Holbrook,

Please accept this correspondence in support of the Public Utilities Committee's inquiry into Comed's storm response and general reliability issues. The Village of Skokie was contacted in writing by Representative Karen May of the 58th District in regards to the public hearing held on August 16 at the Highland Park Country Club. The Village submitted to Rep. May a written statement outlining issues and recommendations concerning Comed's response and reliability. I have attached that correspondence to this letter. The Village chose not to testify at the hearing to avoid duplicative statements, as we are confident that most issues experienced by municipalities are similar throughout our region. We are hopeful that the experiences shared among the North Shore communities during this summer's storms will aid the Committee should you and the other members decide to pursue further action on Comed.

We are thankful that the Public Utilities Committee is focusing its attention on the power outages in our area, especially in light of the pending Infrastructure Investment and Modernization Act. We urge you to demand significant commitments on Comed's part to implement much-needed infrastructure and storm response improvements before approving any rate-increase legislation. Should you or the Committee need any additional information or assistance, please feel free to contact me directly.

Best Regards,


Albert J. Rigoni
Village Manager

C: IL House of Representatives - Public Utilities Committee



Village of Skokie

August 12, 2011

Representative Karen May
Illinois House of Representatives, 58th District
District Office
427 Sheridan Road
Highwood, IL 60040

Re: House Public Utilities Inquiry into Commonwealth Edison Storm Response

Dear Representative May,

We are addressing you as a member of the Public Utilities Committee to voice our concerns with Comed's storm response, in light of this summer's storms and the power outages that followed. Skokie homes and business were significantly affected by such outages; over 10,000 Comed customers were at one point without power and some of them did not get their power back until several days later. While we understand the impact of storms on the electric infrastructure, we believe Comed can and must improve its storm response systems and processes. Based on our experiences with Comed over the past two months and the concerns voiced by Skokie residents, the Village of Skokie has the following suggestions and recommendations:

1. **Repair Crews.** Comed has stated that in order to restore power to all those affected they dispatched over 1,100 crews from Comed and other in and out of state utilities. Many of these crews made their way from other states and were not available immediately to aid in the restoration. We have no information to determine whether Comed maintains enough crews in a state of readiness, or what the national standard is for utility crews based on the number of customers or miles of grid served. However, the multiple day restoration times in response to the July 11 storms should justify a reevaluation of Comed's storm and other emergencies readiness condition. We are requesting that the Committee look into whether Comed keeps enough repair crews on staff, ready to respond to storms or other system emergencies.
2. **Repair Times.** This has been the most common complaint by our residents in light of the storm outages. Comed staff admitted on more than one occasion during the daily telephone conference meetings with municipal officials after the July 11 storm, that the estimated repair times (ERT) communicated with residents and also posted on Comed's municipal information website (E-Outage), were not reliable and were based on best guesses. Comed must improve its system diagnostics to provide more accurate and timely repair times, not only to customers but also to municipal emergency officials. This can aid our residents in planning for multiple-day outages.
3. **Outage Information (E-Outage).** As you may be aware, E-Outage is Comed's web-based information system that provides municipal leaders with power outage information. Unfortunately this system proved grossly inefficient during the storms and ensuing response. The Village recommends the following improvements:
 - a. **Provide a table summary of outage totals and circuit-level outages within the municipality, whether via a separate link, webpage or legend in E-Outage.** During the phone conferences held in conjunction with the storm restoration efforts, Comed staff and executives provided system-wide updates to municipal officials, which were beneficial in our efforts to keep the residents informed. Unfortunately but understandably, the phone meetings became a forum for municipal leaders to request town-specific information and address specific

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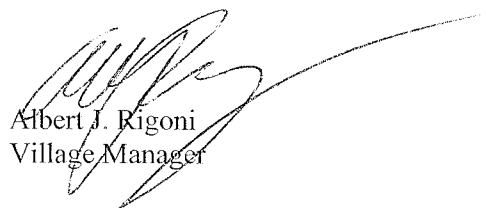
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issues, which resulted in additional follow-up from Comed to municipal leaders. Most commonly, this information included specific ticket(s) detail; the number of customers affected, the affected circuits, whether crews had been dispatched, on site, en-route etc., critical facility status, and accurate repair time estimates. This information should be provided in E-Outage, leaving more time for Comed staff and executives to focus on restoration. Most of this information is available since external affairs managers were able to provide such town-specific data to us throughout the restoration. We believe streamlining this information on the E-Outage website will increase Comed's efficiencies and aid municipalities both in communicating with residents and in managing our emergency response when required.

- b. **Provide better interactive map tools in E-Outage.** This is a much-needed improvement to the E-Outage system. It would be very valuable to view/summarize outage information by map area, as an example, by drawing a rectangle on the map to view a summary and the detailed information specified in the above paragraph. This would allow local emergency officials to obtain area-specific information to use in focused outreach efforts. It would also allow municipal staff to provide feedback to residents when they call to inquire about their power being out.
4. **Removal of Debris after Emergency Repairs.** During the storm restoration, Village crews provided assistance by removing tree branches placed in our rights-of-ways, in order to expedite the return to normalcy. However, we have had instances where Comed has had to cut branches off of trees in easements to complete emergency repairs, and left the debris on private property. Comed maintains this is an industry standard and that they are not responsible for such clean up. While the Village is glad to assist during the worst of the storms with cleanup as a service to our residents, we believe Comed must revise its emergency work debris removal policy to be more considerate of private property owners and better maintain their easements. It would be unreasonable to expect the repair crews to collect the debris, however, Comed can dispatch cleanup crews to follow-up after emergency repairs. We believe the Committee can influence such policy change.
5. **On-going Reliability Issues.** Comed's 2010 annual report pertaining to service in Skokie indicates that nearly half of the total power interruptions last year were due to some type of equipment failure. This is further proof that our electric grid is in poor condition and as such, there is a pressing need for infrastructure improvements. Please see attached correspondence to Comed expanding on this concern. We are hopeful that the Committee can prioritize capital investments, among other issues, when engaging Comed in the future.

We are thankful to the Committee for giving us the opportunity to express our and our residents' concerns with Comed's storm response, and trust that your inquiry into these matters will be beneficial in improving electric reliability in Comed's service territory.

Sincerely,


Albert J. Rigoni
Village Manager

C: Michael Guerra, VP External Affairs, Comed
Eric Duray, External Affairs Manager, Comed



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Mr. Michael Guerra, VP of External Affairs
Commonwealth Edison
1 Financial Place, 33rd Floor
Chicago, IL 60605

Re: Commonwealth Edison Reliability in Skokie

Dear Mr. Guerra,

The Village of Skokie recently completed an analysis of Commonwealth Edison's (Comed) 2010 Annual Report pertaining to service in Skokie. The analysis also included Comed's self-assessment report to the ICC for 2010. While the Skokie area fairs better than the Northeast service territory with 1.25 average outages per customer (compared to 1.48 for the region), we are concerned with the age of the electric infrastructure and the power outages resulting from overhead, underground and transmission/substation equipment failures. Our analysis intentionally disregarded weather, animal, trees and other non-controllable causes of power outages.

Based on the 2010 annual report, the electric system in Skokie suffered approximately 253 circuit outages resulting in a total 34,460 interruptions for Skokie homes and businesses. Of these totals, 77 circuit outages resulting in 16,540 interruptions were due strictly to equipment failures. **That is nearly half of all interruptions for the year.** Likewise, the outages suffered by the average Skokie customer for 2010 were 1.25 outages, with 0.6 of these due strictly to equipment failures. **Equipment failures were the single highest cause of power outages during 2010, followed by weather at a distant second.** Of all circuits servicing Skokie, the ten worst performing (with respect to equipment), specifically C88, C8512, C82, C8814, C867, C8523, C8811, C775, C8521 and C4711, were responsible for 12,648 interruptions resulting in a cumulative time without power of nearly 180 hours.

The Village of Skokie believes it is time that Comed seriously addresses the poor performance of the electric infrastructure servicing Skokie homes and businesses. Ideally, the Village expects zero equipment failures from Comed's infrastructure. Realistically however, more than two equipment failures per circuit in any given year should be cause for concern. The ten circuits listed above suffered two or more equipment failures during 2010. To address this issue, the Village is requesting that:

1. Comed plan for and implement adequate infrastructure improvements to circuits C88, C8523, C8811, C775, C8521 and C4711, and reevaluate scheduled and previously improved circuits C8814, C82, C8512, and C867 for any additional improvements.
2. Comed prepare and share with the Village a multi-year infrastructure investment plan to address all of the aging electrical distribution system.

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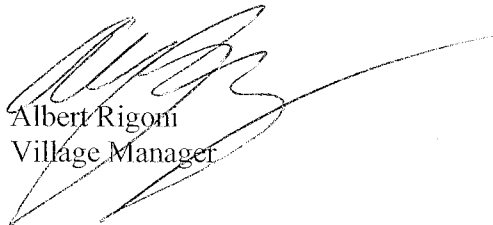
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3. Comed set an annual reliability target of two or less equipment-related outages per circuit for its distribution system and prioritize infrastructure investment to target the worst performing circuits with the most equipment failures.
4. Comed revise its annual report format so that equipment failures by circuit are easily identifiable. Village staff spent a great deal of time with the present report to extract the data and perform further analysis. Alternatively, Comed should provide the annual outage data in electronic format, which would make it easier and quicker to evaluate Comed's reliability performance.

The annual report indicates that during 2010 some improvements were made to some of Skokie's worst circuits, namely C82, C8512, and C867, with circuit C8814 scheduled to receive a thorough analysis and necessary upgrades during 2011. Although encouraging, these investments are grossly insufficient to address the poor performance of the infrastructure, and unfortunately, the Village will not know until mid-2012 if these improvements are successful. The Village of Skokie therefore is asking that Comed make the necessary capital improvement and process changes to address the aging infrastructure. Comed continues to seek support for House Bill 14, its smart grid-enabling legislation; the condition of Comed's infrastructure in our region demands first and foremost a direct investment in circuits as the ones listed above, which we believe to be among the worst performing. On behalf of our residents, the Village is encouraging our state legislators to demand that House Bill 14 include and prioritize these kinds of investments as a condition of approval.

We appreciate Comed's attention to this matter and are looking forward to working with you in addressing the specific infrastructure issues in Skokie. Feel free to contact my staff or me directly to discuss further.

Sincerely,

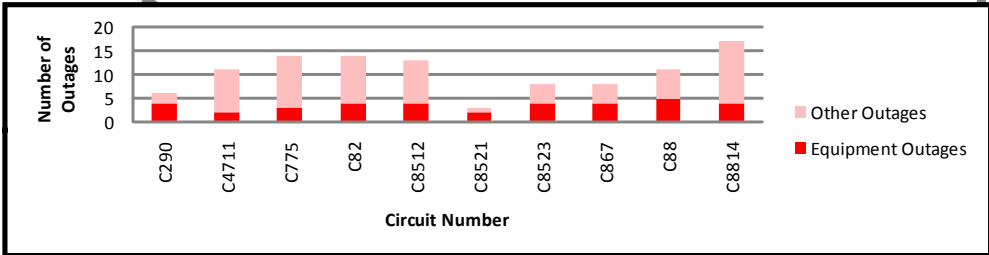
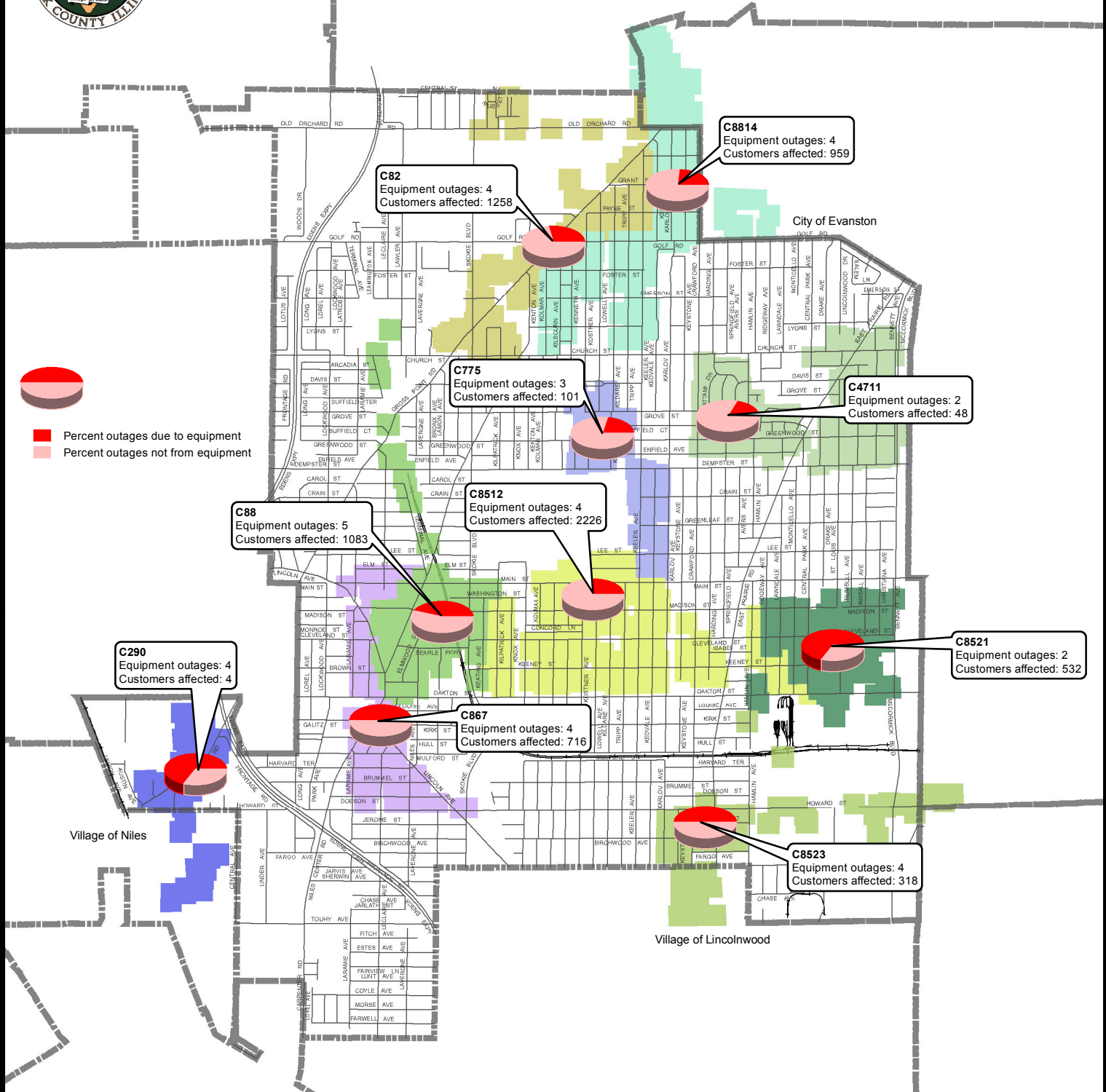


Albert Rigoni
Village Manager

C: Rep. Karen May, House of Representatives, 58th District
Anne Pramaggiore, President and COO, Comed
Eric Duray, External Affairs Manager, Comed



ComEd Circuits with Existing Equipment Failure Tendencies



Data has been extracted from the ComEd Annual Report 2010 for Skokie, IL.

Date: 8/5/2011
 Created by: K. Whitney