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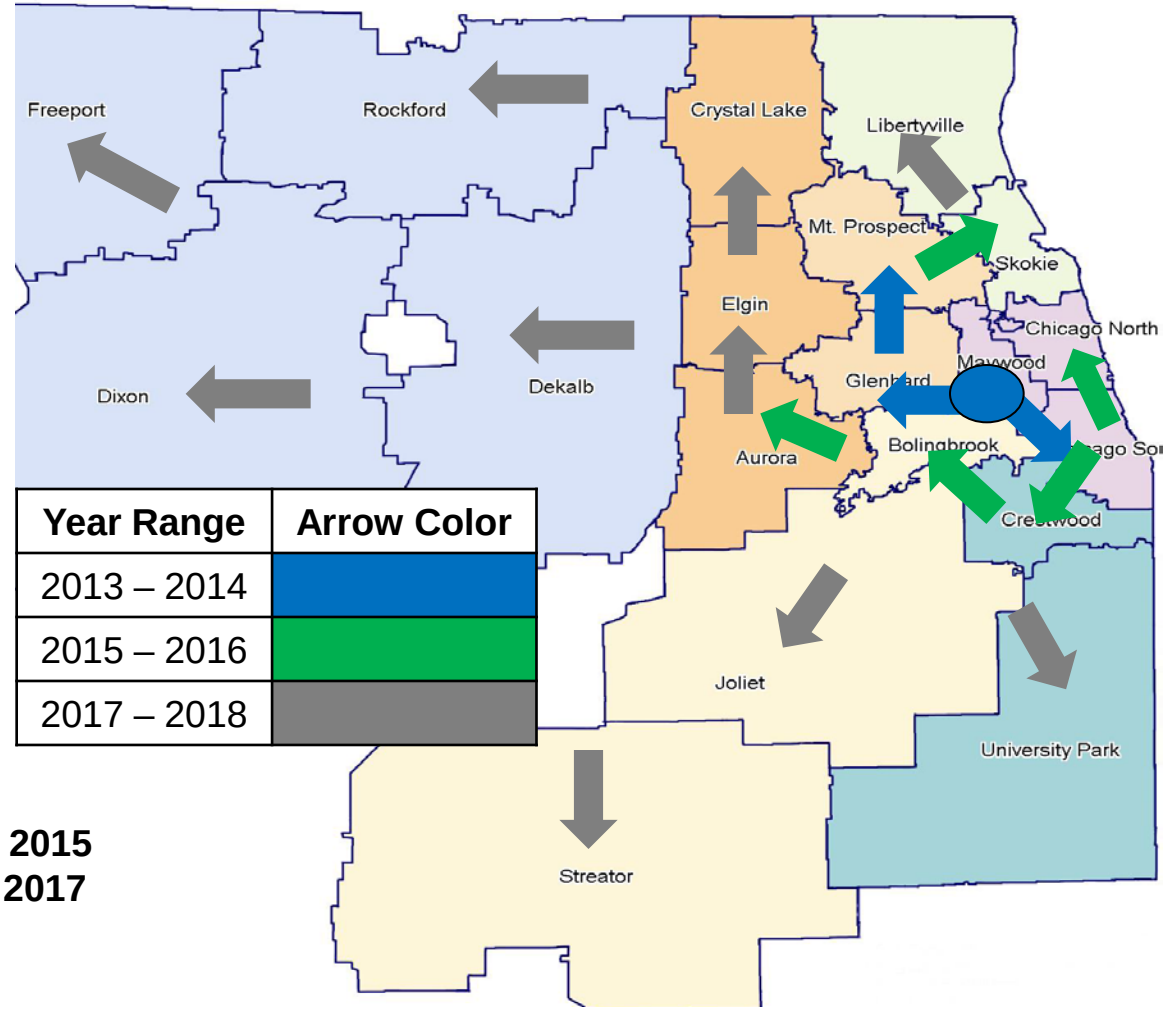
Welcome to ComEd

Quick Overview of Smart Meters and Dynamic Pricing Programs

AEIC Conference
September 22, 2014

Smart Meter Geographic Deployment

Year	Meters Deployed	Operating Center(s)
2013	70,000	Maywood
2014	500,000	Maywood, Chicago South, Glenbard, Mount Prospect
2015	833,000	Maywood, Chicago South, Glenbard, Mount Prospect, Chicago North, Crestwood
2016	930,000	Mount Prospect, Chicago North, Crestwood, Skokie, Bolingbrook, Aurora
2017	930,000	Chicago North, Bolingbrook, Aurora, Libertyville, University Park, Elgin, Joliet
2018	766,000	Libertyville, Elgin, Joliet, Dekalb, Crystal Lake, Rockford, Streator, Freeport, Dixon
TOTAL	**4,029,000**	



- **Chicago South completed by 2015**
- **Chicago North completed by 2017**

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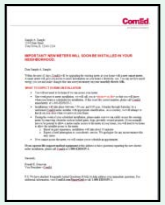
Pre- and Post-Deployment Communications

- A staged messaging strategy is being utilized to build awareness as well as inform and educate customers
- Customers will receive communications prior to, during and after meters are installed

Timing	Channel	Message
60-120 days prior to smart meter installation	• Bill insert • Direct mail • Events • Street teams • Social media	• Awareness about smart meters and benefits • Awareness that meters will soon be installed in area • EE and CARE programs are available[1]
7-45 days prior to smart meter installation	• Pre-deployment letter • Phone calls • Events • Street teams • Social media 	• Letter informs customer that smart meter will be installed in next 30-45 days • Automated call reminds customer of meter installation in one week • EE and CARE programs available
Day of installation	• Door knock at customer premise • Meter installation door hanger •"Missed you" install door hanger • Social media	• Inform customer of meter installation • Inform meter has been installed or "sorry we missed you" and need to reschedule • Educate about My Energy Tools
30 days after installation	• Welcome direct mail • Peak Time Savings direct mail • Faith-based events • Community workshops • Social media	• Educate customers about smart meters • Encourage participation in energy management tools and optional pricing programs • Educate customers about available EE and CARE programs

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Customer Benefits

- **Operational Savings Passed on to Customers**
  - Lower meter reading costs
  - Crews not needed to disconnect and reconnect service
  - Reduced socialized energy costs (usage on inactive accounts, theft/tampering, bad debt)
- **Faster Power Restoration**
  - When the smart grid is complete, smart meters will notify ComEd when an outage occurs and power is restored
- **Better Service**
  - Fewer estimated bills
  - No need for meter readers to visit customer homes
  - Faster provision and transfer of electric service
- **More Information and Ways to Save**
  - Online access to more energy usage information through energy-management tools (high-usage alerts and weekly emails summarizing daily usage) to help customers manage their electric bills
  - Optional pricing programs from ComEd (Peak Time Savings and Residential Real-Time Pricing) and other electric suppliers that help customers save money by voluntarily shifting energy use to times when there is less demand for electricity

Health, Safety and Security

- **Health**
  - Numerous studies conducted on human health found no evidence that radio frequency (RF) emissions from smart meters pose any specific health risk
  - RF exposure from a smart meter is less than that from common daily devices: cordless phones, cell phones, microwave ovens or baby monitors
  - Fully compliant with Federal Communications Commission (FCC) health and safety standards
- **Safety**
  - ComEd is the first utility in the nation to receive UL certification for its residential smart meters, demonstrating the meters are safe and reliable
    - Certification for non-residential smart meters is expected by the end of 2014
  - The meters also offer a safety advantage over existing analog meters—they can detect overheating issues through daily temperature scans and allow ComEd to quickly address any emerging overheating issues
- **Security**
  - No customer identifying information is contained in or transmitted by a smart meter
  - Regular testing to ensure highest standards of cyber-security are maintained
  - Department of Defense-grade cryptographic technologies to prevent unauthorized access to information

Customer Refusals

- ComEd acknowledges a customer's refusal to have a smart meter installed
- ComEd will attempt to have at least one discussion to address the concerns of the customer
- The customer will also receive, at a minimum, two written notifications from ComEd over a four-month period that will:
  - Acknowledge the customer's refusal to have a smart meter installed
  - Inform the customer there will be an additional monthly charge of $21.53 applied to the customer's electric bill, as well as a monthly charge of $5 for each additional meter at the customer's location
  - Notify the customer when the applicable charges will begin to appear on future electric bills
- If a customer with a smart meter decides to have it removed, there will be a one-time charge of $77.47 to exchange the smart meter with a digital meter and an additional monthly charge of $21.53 applied to the customer's electric bill
- All customers will eventually have smart meters installed at their locations, in compliance with state requirements

ComEd Residential Real-Time Pricing

- **The ComEd Residential Real-Time Pricing (RRTP) program** is a dynamic pricing option that lets residential customers pay a rate based on the hourly, market prices for electricity
- Participants can manage their bill costs by shifting some of their electricity usage to times when the price of electricity is lower, such as nights and weekends
- Participants must remain in the program for at least twelve months, and if they do not have a smart meter, then a meter capable of recording electricity usage in hourly intervals must be installed
- Key features to help RRTP participants respond to real-time prices:
  - Automated high price alerts via email, text and phone
  - Load Guard, an automatic air conditioner cycling option designed especially for RRTP participants who are also enrolled in ComEd's Central AC Cycling. Triggers during high price summer hours
  - Dedicated RRTP call center specialists have deep knowledge of the program
  - Program Web site provides access to pricing, a live chat feature, educational materials, monthly supply / bill savings comparisons and hourly electricity usage
  - Regular participant communications and education regarding savings, usage, seasonal and market impacts, summer workshops, and other relevant program related topics
  - RRTP section within the ComEd Mobile App allows participants to easily check real-time prices "on the go", access savings information, and quickly connect to RRTP program specialists
- Total RRTP program participant bill savings since the program began are ~$13.4 million; over 90% of all participants who have been on RRTP for at least 1-yr saved money overall since joining RRTP

ComEd Peak Time Savings (PTS) Program

- ✓ **Peak Time Savings (PTS)** is an opt-in residential demand response program that ComEd is planning to offer to all residential customers who have smart meters. The program will pay customers for reducing energy use on select summer Peak Time Savings Afternoons
- ✓ Customers who reduce energy use and save will receive credits on their next bill: $1.00/kWh rebate for energy that a customer avoids during peak events
  - Baseline is calculated using a customer's usage on a similar non-event day
- ✓ Program expected to launch enrollments in Fall of 2014 and call first events during Summer 2015
- ✓ Events will occur from June – September
- ✓ Enrollment runs annually from October – April
  - ComEd anticipates 4% of eligible customers will opt-in during the first year, growing to 10% by 2020

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