

Service Center Location Benchmarking Combined Results Report

EXAMPLE
PORTION
OF REPORT

This report provides the common results of the Service Center Benchmarking. Your company code(s) and company-specific supplement are provided separately.

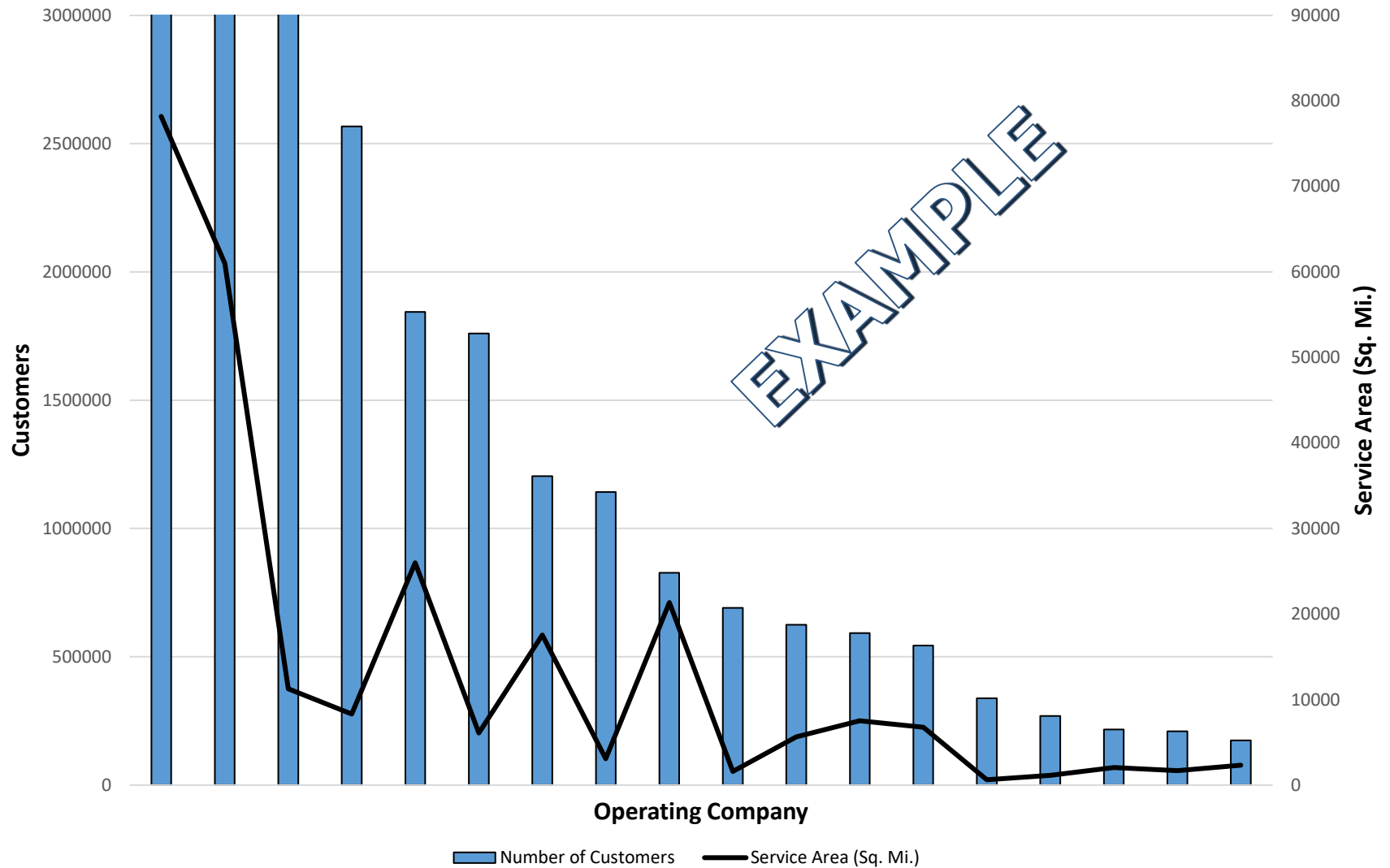
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Contents

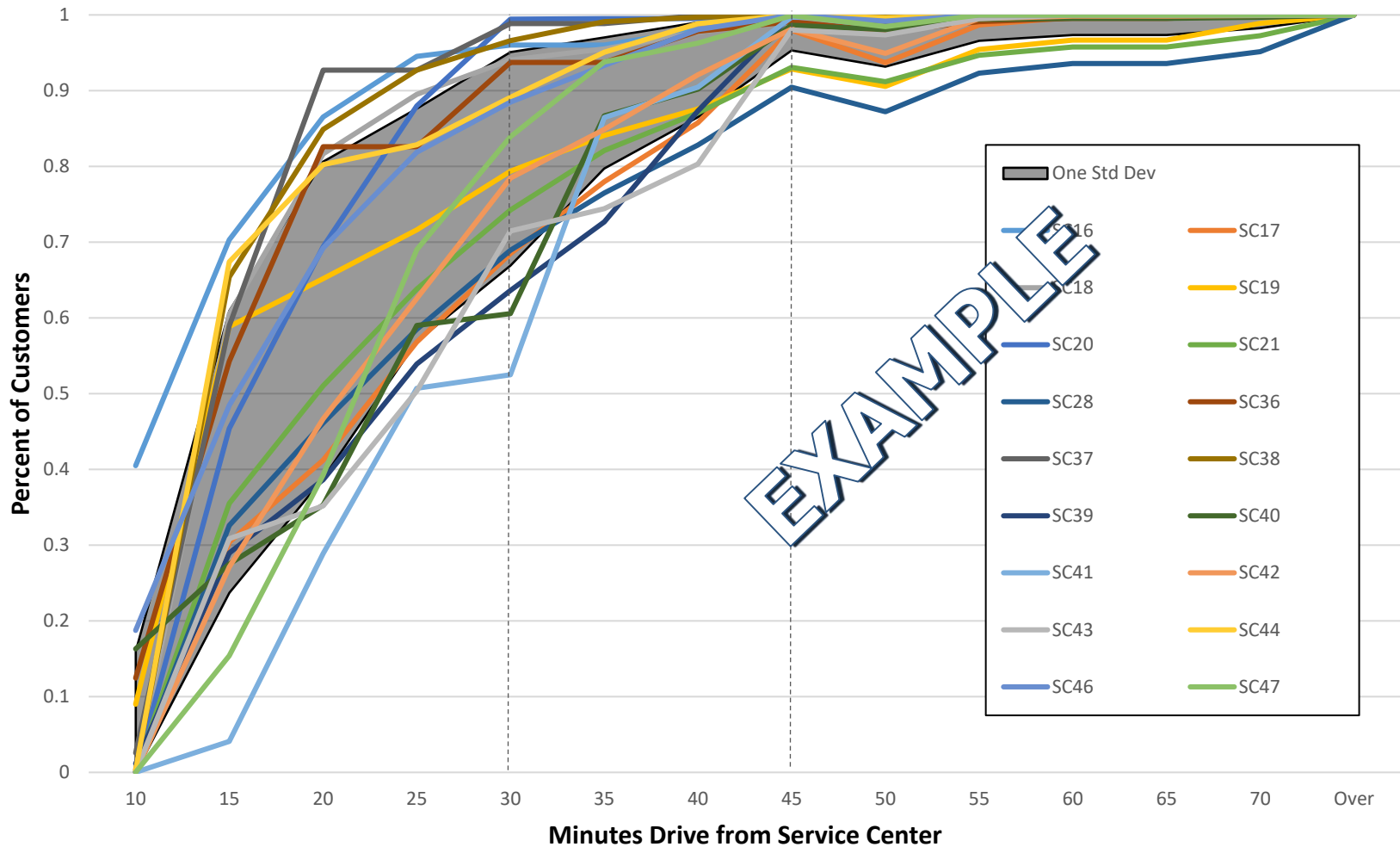
- Demographics
 - Customer Base & Service Area Size Comparisons
- Operating Group Charts:
 - Number of Customers by Travel Time from Service Center
 - Average Drive Times per Service Center
 - Number of Customers per Service Center
 - Area (Sq. Mi.) per Service Center
 - Coverage per Crew FTE
- Facility Charts
 - Acres per Service Center
 - GSF per Service Center
 - Service Center Size per Crew FTE
 - GSF Service Center per Thousand Customers

CUSTOMER BASE & SERVICE AREA SIZE



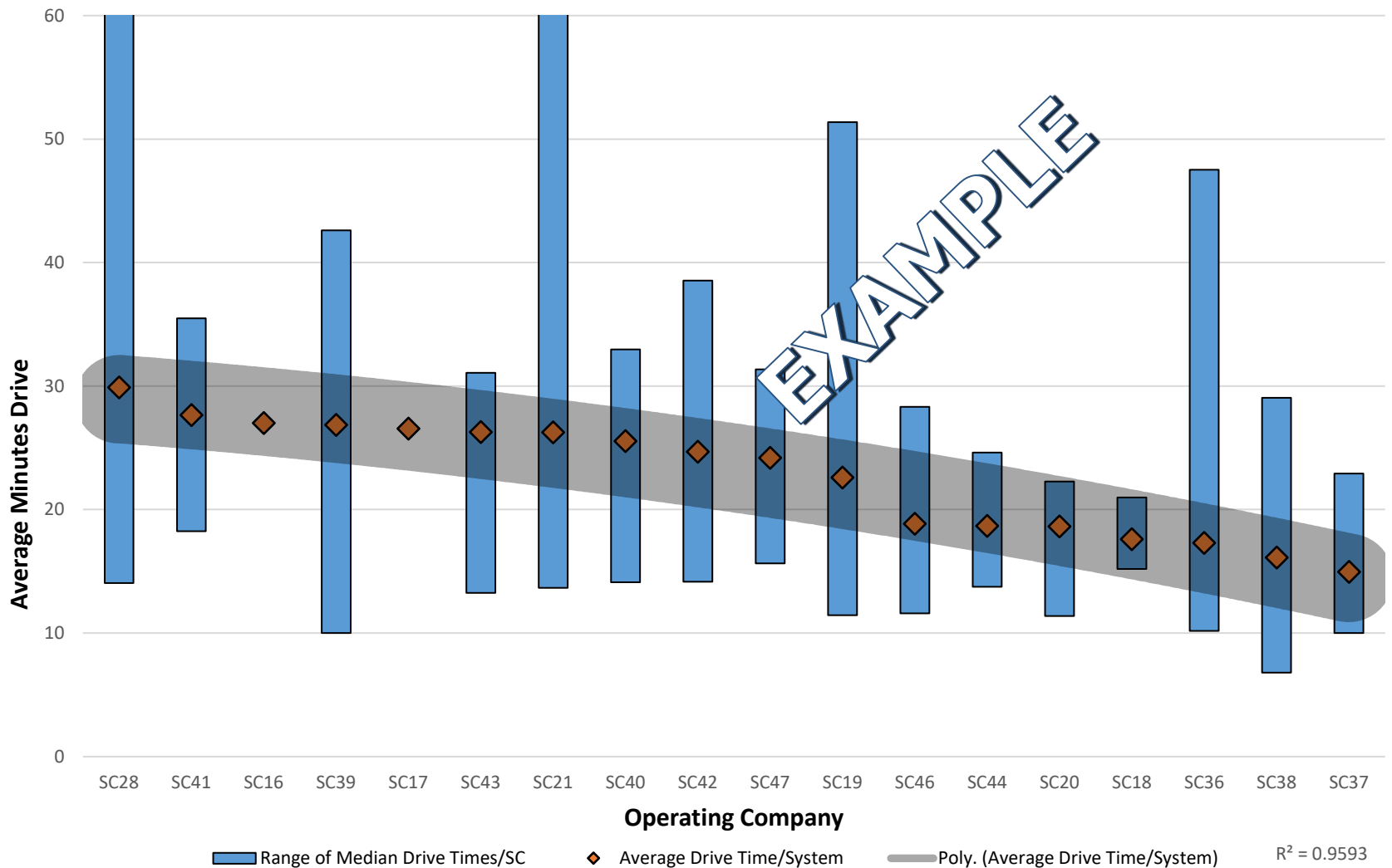
Note: This chart shows the relative sizes of the electric and gas operating companies included in the benchmarking in terms of both customers and geography. Sizes larger than 3,000,000 customers not shown and no company codes shown to protect anonymity.

TRAVEL TIME FROM SERVICE CENTERS TO CUSTOMERS



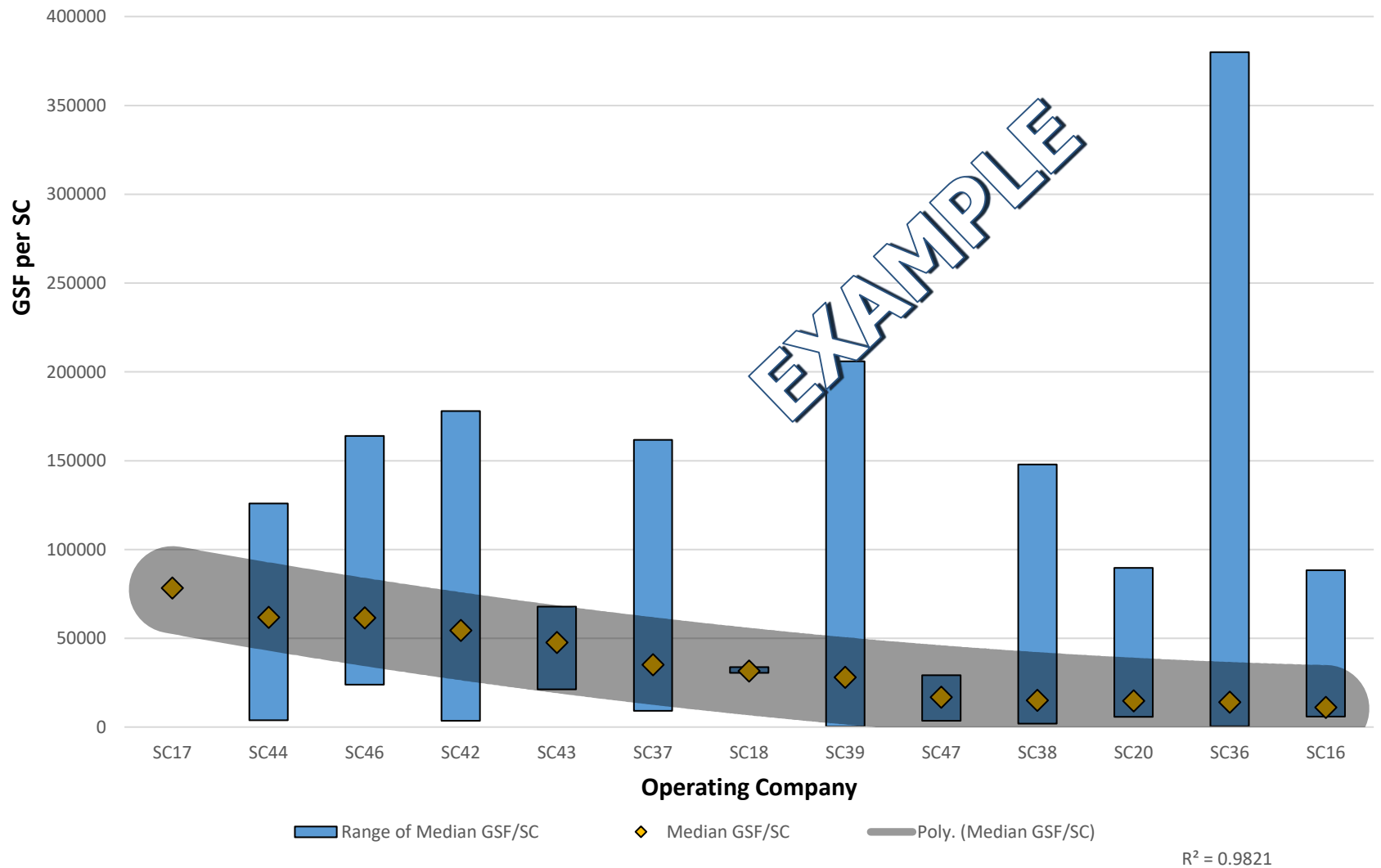
Note: This chart shows the cumulative percentage of customers by drive time from the closest service center location. Drive times are computer calculated based on urban/suburban/rural traffic conditions for normal weather conditions at am dispatch time.

DRIVE TIME RANGES



Note: This chart shows the range of median drive time to customers by service center within each operating company and the overall system average drive time from service center to customer. Drive times are computer calculated based on urban/suburban/rural traffic conditions for normal weather conditions at am dispatch time.

GSF PER SERVICE CENTER SITE



Note: This chart shows the range of GSF for all buildings per service center site within each operating company where this data was reported.

Service Center Location Benchmarking Company Specific Report

Separate
Report
Included

This report provides the confidential results of the Service Center Benchmarking for your company.

ComEd Company Code = xxxx

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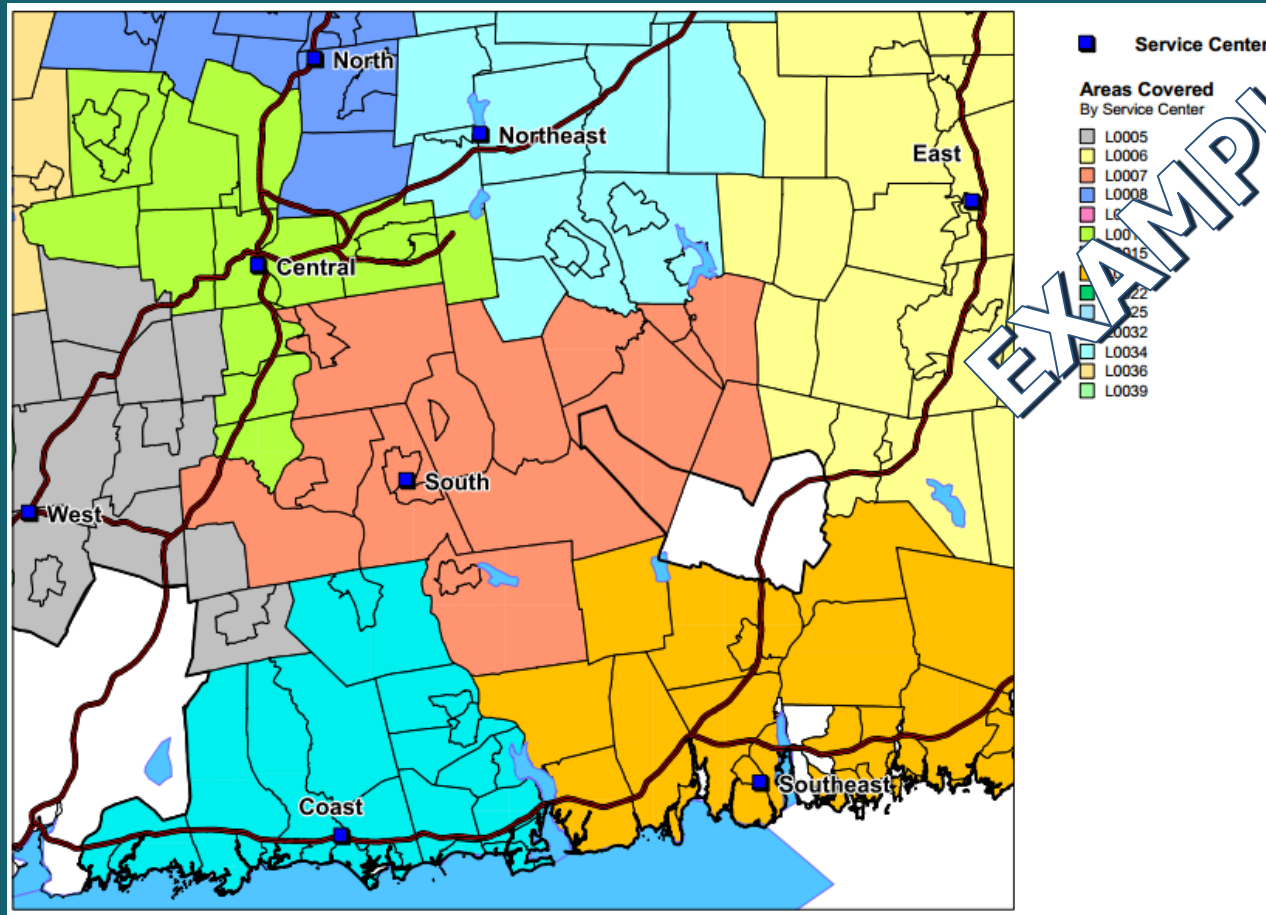
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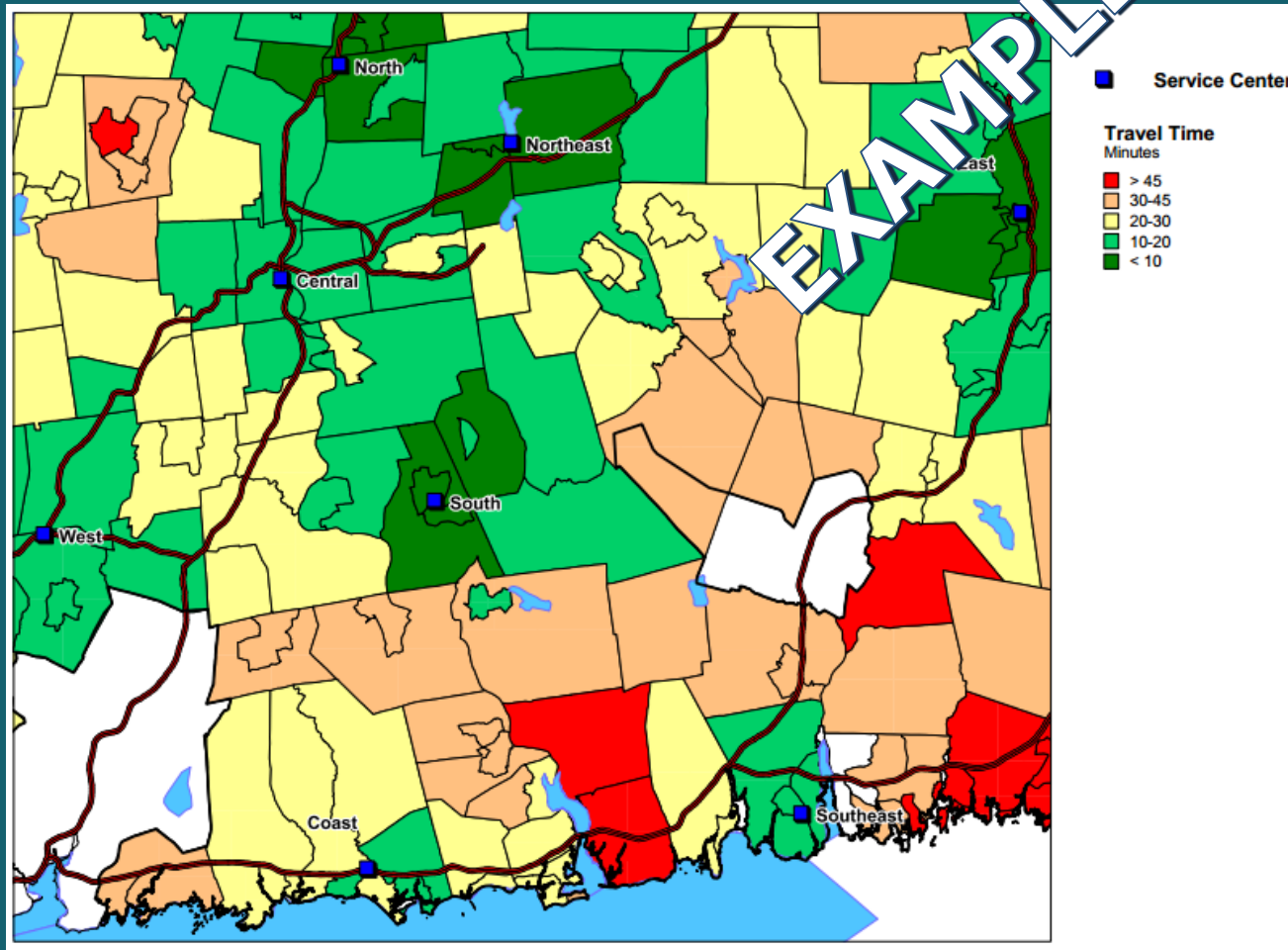
Contents

- Service Area Data
 - Meter Data Used for Customer Locations
 - Customer Distribution & Service Center Locations
 - Traffic Speeds Used for Calculations
- Optimum Baseline Scenario (Used for Benchmarking)
 - Crew Allocations by Service Center Table
 - Coverage Map - Coverage Areas by Service Center (based on least travel time)
 - Travel Time Map - Average Travel Times from Service Centers
- Company-Specific Chart
 - Travel Time from Service Centers to Customers
- Observations

Coverage Areas by Service Center (based on least travel time)



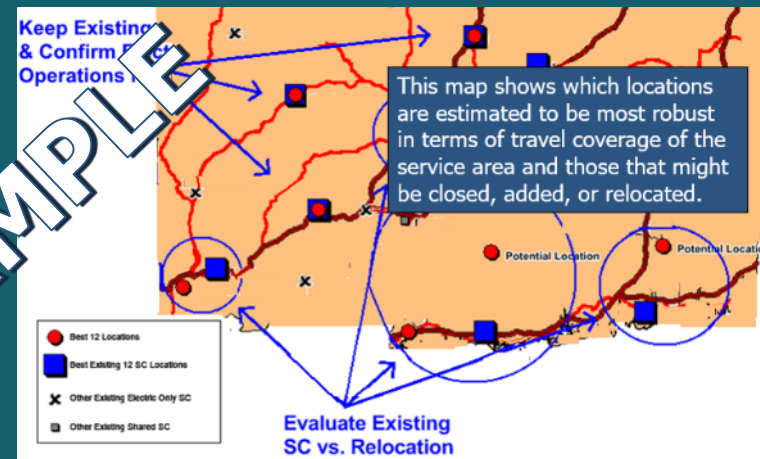
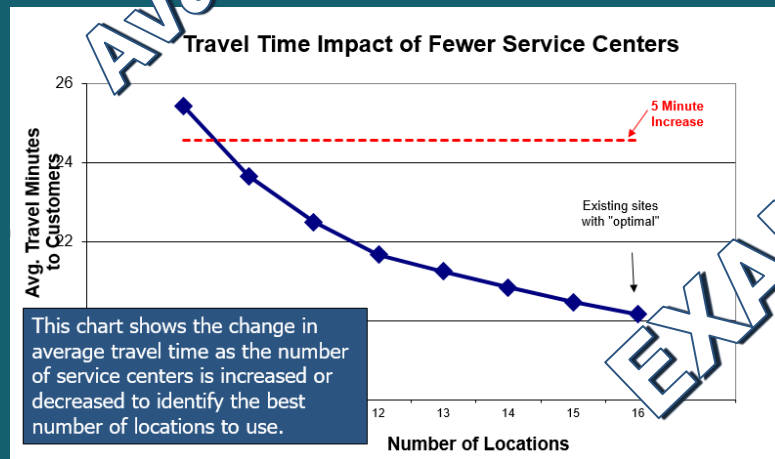
Average Travel Times from Service Centers



Service Center Location Assessment

Additional
Follow-up
Study
Available

An additional company-specific assessment can identify the potential opportunity for consolidation, and areas to investigate for relocation or additional service center locations.



How Can You Participate?

You can join the Service Center Location Benchmarking anytime. There is a rolling schedule - no deadline date.

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Service Center Benchmarking

We are offering a new benchmarking survey to help you understand how well your service centers are located. At nearly every utility we have visited or worked with it seems that service centers seem antiquated.

MORE INFORMATION:

- [Service Centers Trends](#) – recent directions we have seen in service center planning
- [Service Center Location Benchmarking Pricing](#)
- [How to Get Started](#)

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