

Metric: 6c Continued

Metric Description: Number of customers who have accessed the web-based portal as of the last day of the calendar year as a percentage of customers with AMI Meters and as a percentage of ComEd customers in that delivery class.

Number of Accounts with AMI Meters by Delivery Class			
Delivery Class	# of Accounts with AMI Meters Viewed Web Portal	# of Accounts With AMI Meters	Viewed Web Portal as % of # of Accounts With AMI Meters
Single Family W/O Elec. Space Heat	700	60,396	1.2%
Multi Family W/O Elec. Space Heat	406	42,879	0.9%
Single Family With Elec. Space Heat	3	291	1.0%
Multi Family With Elec. Space Heat	34	3,715	0.9%

Number of Accounts by Delivery Class			
Delivery Class	# of Accounts Viewed Web Portal	# of Accounts in Class	Viewed Web Portal as % of # of Accounts in Class
Single Family W/O Elec. Space Heat	14,833	2,232,153	0.7%
Multi Family W/O Elec. Space Heat	6,119	1,041,504	0.6%
Single Family With Elec. Space Heat	378	34,999	1.1%
Multi Family With Elec. Space Heat	1,203	159,349	0.8%

Metric: 6d Continued

Metric Description: Number of customers who can directly access their usage data as of the last day of the calendar year as a percentage of customers with AMI Meters and as a percentage of ComEd customers in that delivery class.

Number of Accounts with AMI Meters by Delivery Class			
Delivery Class	# of Accounts with AMI Meters and Can Directly Access Usage Data ⁽¹⁾	# of Accounts with AMI Meters	Accounts Can Directly Access Usage Data as % of # Accounts with AMI Meters ⁽²⁾
Single Family W/O Elec. Space Heat	6,343	60,396	10.5%
Multi Family W/O Elec. Space Heat	6,382	42,879	14.9%
Single Family With Elec. Space Heat	29	291	10.0%
Multi Family With Elec. Space Heat	456	3,715	12.3%
Watt-Hour	190	3,024	6.3%
Small Load	510	4,615	11.1%
Medium Load	24	305	7.9%
Large Load	2	52	3.8%
Very Large Load	2	11	18.2%
Extra Large Load	-	-	na
High Voltage	-	-	na
Railroad	-	-	na
Fixture-Included Lighting	-	-	na
Dusk to Dawn Lighting	2	36	5.6%
General Lighting	-	8	0.0%

Number of Accounts by Delivery Class			
Delivery Class	# of Accounts Can Directly Access Usage Data ⁽¹⁾	# of Accounts in Class	Accounts Can Directly Access Usage Data as % # of Accounts in Class ⁽²⁾
Single Family W/O Elec. Space Heat	189,552	2,232,153	8.5%
Multi Family W/O Elec. Space Heat	139,319	1,041,504	13.4%
Single Family With Elec. Space Heat	2,921	34,999	8.3%
Multi Family With Elec. Space Heat	21,145	159,349	13.3%
Watt-Hour	4,605	91,928	5.0%
Small Load	24,853	248,260	10.0%
Medium Load	1,620	17,308	9.4%
Large Load	192	4,191	4.6%
Very Large Load	75	1,872	4.0%
Extra Large Load	1	49	2.0%
High Voltage	-	78	0.0%
Railroad	-	2	0.0%
Fixture-Included Lighting	47	1,958	2.4%
Dusk to Dawn Lighting	187	3,547	5.3%
General Lighting	52	941	5.5%

Note:

- (1) These are numbers of accounts created an account in ComEd.com in 2012.
- (2) Although only these percentages of accounts created an account in ComEd.Com and have direct access to usage data, all accounts can directly access to usage data by creating an account in ComEd.com.

Metric: 9

Metric Description: Reduction in Greenhouse Gas Emissions enabled by smart grid.

ComEd will work with CUB and EDF to develop a full and practical measure of Greenhouse Gas (GHG) Emission reductions as enabled by smart grid investments, by exploring the capability of calculating GHG emissions reductions realized through items such as the following:

- A. Energy Efficiency and conservation
- B. Peak load reductions and a flatter load curve
- C. A more predictable load profile
- D. Customer Demand-side management and Demand Response
- E. Increased penetration of clean distributed energy resources
- F. Enabling the integration of clean, renewable generation sources
- G. Reduced technical electricity losses
- H. Operations & Maintenance savings

The parties will hold stakeholder workshops in 2013 to identify the best approach to achieve this measure in Illinois, including strategies for better data collection. For ComEd's Smart Grid Advanced Metering ("AMI") Annual Implementation Progress Report ("report" or "AIPR") filed in 2013, the reduction in greenhouse gas emissions enabled by Smart Grid is measured via reduced vehicle emissions. This is accomplished by measuring the impact of Smart Meter deployment on vehicle greenhouse gas (GHG) emissions by comparing the aggregate annual GHG emissions of all meter reading vehicles assigned to a specific operating center in the year in which Smart Meters are deployed in that same operating center, to the average aggregate annual GHG emissions of the three years prior to the year in which Smart Meter installation for that specific operating center is completed. GHG emissions will be calculated by measuring fuel consumption and converting into fuel emissions via the Climate Registry emission factor. For the years in which Smart Meter installations occur in multiple ComEd operating centers, the GHG emissions impacts for the individual operating centers will be calculated, then summed.

Below is the reduced vehicle emissions data, as well as the supporting documentation that illustrates how ComEd derived the data for 2012. ComEd compared the 2012 vehicle emissions to the average of the 2007-2009 vehicle GHG emissions for the meter reading vehicles in the Maywood operating center due to Smart Meters being deployed in that operating center in 2010.

Meter Reading Vehicles - Maywood		
Years	Annual Fuel Gallons	MTCO2E
2007	6985.6	62.37
2008	8092.7	72.25
2009	8644.2	77.18
3 year average	7907.51	70.60
Years	Annual Fuel Gallons	MTCO2E
2012	3776.0	33.71
	Gallons	MTCO2E
Delta from 2007-09 to 2012	4131.50	36.89

*Note: MTCO2E = Metric Tons of Carbon Dioxide Equivalent

Supporting Information: The following provides additional information on how the calculation was achieved:

Step 1: Obtained meter reader fuel gallons for the applicable years for the Maywood Operating Center. The meters were deployed in 2010, so the average of the fuel gallons used for three years prior (2007-2009) were used for the comparison against the baseline year (2012) data.

04498 - Maywood Meter Reading	2007	2008	2009	2012	3 Year Fuel Gallon Average for 2007-2009
Miles Driven	125,209	141,452	197,591	106,338	7907.51
Fuel Gallons	6,985.6	8,092.7	8,644.2	3,776.0	

Step 2: Use the Climate Registry emission factor to convert fuel gallons into Metric Tons of Carbon Dioxide Equivalent (MTCO₂E.)

GHG Conversion Factors		
Fuel	Comparable Metric	Conversion Factor
Unleaded Gasoline	Gallons	19.687
	Pounds to metric tons	2,205.000

Step 3: Subtract 2012 vehicle emissions from the average vehicle emissions from 2007, 2008 and 2009 to obtain the reduction in greenhouse gas emissions enabled by Smart Grid for the Maywood Operating Center, which is 36.89 MTCO₂E.

Meter Reading Vehicles - Maywood		
Years	Annual Fuel Gallons	MTCO₂E
2007	6985.6	62.37
2008	8092.7	72.25
2009	8644.2	77.18
3 year average	7907.51	70.60
Years	Annual Fuel Gallons	MTCO₂E
2012	3776.0	33.71
	Gallons	MTCO₂E
Delta from 2007-09 to 2012	4131.50	36.89

Pages 6, 7, and 8 of ComEd's original document, "ComEd 2013 AIPR Attachment 1," contained a table with customer addresses and ComEd's response time to distributed resource project applications at those addresses, and times from receipt of applications until energy flowed from projects to grid. ComEd notified the Illinois Commerce Commission staff that the information in the tables was confidential and could not be posted to the Internet. The Commission staff removed pages 6, 7, and 8 and replaced them with this explanation.

6) It should be noted some systems will NOT have energy flow into the grid. These systems were designed for load sharing to reduce billable energy consumption (e.g. some smaller systems were installed in school science labs for demo purposes only.)

7) Time is represented in actual days, not business days.

Metric: 22

Metric Description: Bill impacts associated with the costs for implementation of ComEd's AMI Plan for low, average, and higher usage level customers pursuant to approved rates and surcharges. The usage level calculations will be values for a "typical" customer at the 25th, 50th, and 75th percentile of total usage for each applicable delivery service class.

Note: Please see Attachment 2 to obtain a copy of the supporting report, "EIMA Bill Comparison Vulnerable Customers."

Change from January 2012 to January 2013 for Typical Customer			
Customer Class or Type	Monthly	Annual	Percent
Single Family Residential Without Electric Space Heat	\$ (2.11)	\$ (25.28)	-2.05%
Multi-Family Residential Without Electric Space Heat	\$ (0.37)	\$ (4.47)	-0.72%
Single Family Residential With Electric Space Heat	\$ 10.96	\$ 131.50	7.93%
Multi-Family Residential With Electric Space Heat	\$ 4.37	\$ 52.40	6.32%
Non-Residential Watt hour	\$ (0.35)	\$ (4.21)	-0.60%
Non-Residential Small Load (0-100 kW)	\$ 1.02	\$ 12.24	0.24%

Change from January 2012 to January 2013 at Percentile (Low/Median/High Usage)				
Customer Class or Type	Percentile	Monthly	Annual	Percent
Single Family Residential Without Electric Space Heat (<i>low usage</i>)	25%	\$ (1.88)	\$ (22.51)	-2.67%
Single Family Residential Without Electric Space Heat (<i>median usage</i>)	50%	\$ (2.16)	\$ (25.91)	-2.31%
Single Family Residential Without Electric Space Heat (<i>high usage</i>)	75%	\$ (2.37)	\$ (28.47)	-1.93%
Multi-Family Residential Without Electric Space Heat (<i>low usage</i>)	25%	\$ (0.32)	\$ (3.83)	-0.96%
Multi-Family Residential Without Electric Space Heat (<i>median usage</i>)	50%	\$ (0.39)	\$ (4.74)	-0.86%
Multi-Family Residential Without Electric Space Heat (<i>high usage</i>)	75%	\$ (0.50)	\$ (5.96)	-0.78%
Single Family Residential With Electric Space Heat (<i>low usage</i>)	25%	\$ 4.90	\$ 58.83	5.10%
Single Family Residential With Electric Space Heat (<i>median usage</i>)	50%	\$ 9.72	\$116.67	7.56%
Single Family Residential With Electric Space Heat (<i>high usage</i>)	75%	\$ 14.70	\$176.38	8.93%
Multi-Family Residential With Electric Space Heat (<i>low usage</i>)	25%	\$ 1.40	\$ 16.80	3.02%
Multi-Family Residential With Electric Space Heat (<i>median usage</i>)	50%	\$ 3.58	\$ 43.01	5.65%
Multi-Family Residential With Electric Space Heat (<i>high usage</i>)	75%	\$ 6.24	\$ 74.91	7.45%

Change from January 2012 to January 2013 at Percentile (Low/Median/High Usage)				
Customer Class or Type	Percentile	Monthly	Annual	Percent
Nonresidential Watt hour (low usage)	25%	\$ (0.84)	\$ (10.09)	-2.87%
Nonresidential Watt hour (median usage)	50%	\$ (0.47)	\$ (5.64)	-0.98%
Nonresidential Watt hour (high usage)	75%	\$ (0.03)	\$ (0.38)	-0.04%
Nonresidential Small Load (0-100 kW) (low usage)	25%	\$ (0.27)	\$ (3.26)	-0.24%
Nonresidential Small Load (0-100 kW) (median usage)	50%	\$ (0.27)	\$ (3.25)	-0.12%
Nonresidential Small Load (0-100 kW) (high usage)	75%	\$ (0.05)	\$ (0.56)	-0.01%

Metric: 23

Metric Description: Number of customers that have created and viewed an account on ComEd.com – by usage levels, customer class, and low income customers. An account on ComEd.com is necessary for viewing the web portal.

Number of Accounts by Delivery Class	
Delivery Class	Total Number of Accounts
Single Family W/O Elec. Space Heat	189,552
Multi Family W/O Elec. Space Heat	139,319
Single Family With Elec. Space Heat	2,921
Multi Family With Elec. Space Heat	21,145
Watt-Hour	4,605
Small Load	24,853
Medium Load	1,620
Large Load	192
Very Large Load	75
Extra Large Load	1
High Voltage	-
Railroad	-
Fixture-Included Lighting	47
Dusk to Dawn Lighting	187
General Lighting	52

Number of Accounts by Usage Level for Residential, Watt-hour, and Small Load Delivery Classes						
Delivery Class	Total	Number of Accounts by Usage Level				NA ⁽¹⁾
		Quartile 1	Quartile 2	Quartile 3	Quartile 4	
Single Family w/o Elec. Space Heat	189,552	26,984	32,291	37,150	40,674	52,453
Multi Family w/o Elec. Space Heat	139,319	12,938	14,198	15,876	18,642	77,665
Single Family With Elec. Space Heat	2,921	415	443	569	515	979
Multi Family With Elec. Space Heat	21,145	2,043	2,273	2,501	2,656	11,672
Watt-Hour	4,605	687	783	667	778	1,690
Small Load	24,853	3,963	3,691	3,824	4,988	8,387

Number of Low Income Accounts by Usage Level for Residential Delivery Classes ⁽²⁾						
Delivery Class	Total	Number of Accounts by Usage Level				NA ⁽¹⁾
		Quartile 1	Quartile 2	Quartile 3	Quartile 4	
Single Family Without Space Heat	24,530	3,856	4,849	5,605	5,616	4,604
Multi Family Without Space Heat	15,398	1,759	2,426	2,996	4,284	3,933
Single Family With Space Heat	398	64	66	102	69	97
Multi Family With Space Heat	2,523	381	431	476	656	579

Accounts on Life Support and Medical Condition by Usage Level for Residential Delivery Classes⁽³⁾						
Delivery Class	Total	Number of Accounts by Usage Level				NA ⁽¹⁾
		Quartile 1	Quartile 2	Quartile 3	Quartile 4	
Single Family Without Space Heat	3,687	373	609	922	1,226	557
Multi Family Without Space Heat	1,779	94	193	369	687	436
Single Family With Space Heat	58	3	8	18	19	10
Multi Family With Space Heat	332	12	37	84	125	74

Notes:

(1) These accounts did not have bills for all 12 months of 2012 to determine their usage quartile.

(2) Low income accounts are those accounts participated in the Low Income Home Energy Assistance Program (LIHEAP) or the Percentage of Income Payment Program (PIPP), or have deferred payment arrangements (DPA) during 2012 and still active in December 2012.

(3) Customers on Medical Condition are based on data for 2012 and customers on Life Support are determined based on accounts on Life Support in January 2013. Some accounts in the Life Support and Medical Condition group may also be in the low income group.

Metric: 24

Metric Description: Number of customers with ComEd.com accounts that have viewed the web portal - by usage levels, customer class, and low income customers.

Number of Accounts by Usage Level for Residential Delivery Classes						
		Number of Accounts by Usage Level				
Delivery Class	Total	Quartile 1	Quartile 2	Quartile 3	Quartile 4	NA ⁽¹⁾
Single Family W/O Elec. Space Heat	14,833	1,649	2,462	3,237	5,077	2,408
Multi Family W/O Elec. Space Heat	6,119	355	624	871	1,254	3,015
Single Family With Elec. Space Heat	378	36	78	83	119	62
Multi Family With Elec. Space Heat	1,203	88	117	133	234	631

Number of Low Income Accounts by Usage Level for Residential Delivery Classes⁽²⁾						
		Number of Accounts by Usage Level				
Delivery Class	Total	Quartile 1	Quartile 2	Quartile 3	Quartile 4	NA ⁽¹⁾
Single Family W/O Elec. Space Heat	1,480	187	239	334	427	293
Multi Family W/O Elec. Space Heat	617	26	67	106	226	192
Single Family With Elec. Space Heat	27	5	9	5	4	4
Multi Family With Elec. Space Heat	107	8	9	16	35	39

Accounts on Life Support and Medical Condition by Usage Level for Residential Delivery Classes⁽³⁾						
		Number of Accounts by Usage Level				
Delivery Class	Total	Quartile 1	Quartile 2	Quartile 3	Quartile 4	NA ⁽²⁾
Single Family W/O Elec. Space Heat	249	13	38	69	98	31
Multi Family W/O Elec. Space Heat	62	1	4	16	20	21
Single Family With Elec. Space Heat	4	1	-	-	2	1
Multi Family With Elec. Space Heat	14	-	1	1	7	5

Notes:

(1) These accounts did not have bills for all 12 months of 2012 to determine their usage quartile.

(2) Low income accounts are those accounts participated in the Low Income Home Energy Assistance Program (LIHEAP) or the Percentage of Income Payment Program (PIPP), or have deferred payment arrangements (DPA) during 2012 and still active in December 2012.

(3) Customers on Medical Condition are based on data for 2012 and customers on Life Support are determined based on accounts on Life Support in January 2013. Some accounts in the Life Support and Medical Condition group may also be in the low income group.

Metric: 26

Metric Description: Number of customers enrolled in the Residential Real Time Pricing (RRTP) program (ComEd's hourly pricing program) by usage levels, customer class, and low income customers.

Number of Accounts by Usage Level for Residential Delivery Classes						
		Number of Accounts by Usage Level				
Delivery Class	Total	Quartile 1	Quartile 2	Quartile 3	Quartile 4	NA ⁽¹⁾
Single Family W/O Elec. Space Heat	8,473	983	1,601	2,272	3,365	252
Multi Family W/O Elec. Space Heat	605	51	100	141	261	52
Single Family With Elec. Space Heat	157	24	39	37	54	3
Multi Family With Elec. Space Heat	155	12	31	38	58	16

Number of Low Income Accounts by Usage Level for Residential Delivery Classes⁽²⁾						
		Number of Accounts by Usage Level				
Delivery Class	Total	Quartile 1	Quartile 2	Quartile 3	Quartile 4	NA ⁽¹⁾
Single Family W/O Elec. Space Heat	187	30	38	43	62	14
Multi Family W/O Elec. Space Heat	35	5	10	8	11	1
Single Family With Elec. Space Heat	4	3	-	-	1	-
Multi Family With Elec. Space Heat	10	-	3	2	4	1

Accounts on Life Support and Medical Condition by Usage Level for Residential Delivery Classes⁽³⁾						
		Number of Accounts by Usage Level				
Delivery Class	Total	Quartile 1	Quartile 2	Quartile 3	Quartile 4	NA ⁽²⁾
Single Family W/O Elec. Space Heat	32	3	10	6	12	1
Multi Family W/O Elec. Space Heat	4	-	-	1	3	-
Single Family With Elec. Space Heat	3	-	1	1	1	-
Multi Family With Elec. Space Heat	-	-	-	-	-	-

Notes:

(1) These accounts did not have bills for all 12 months of 2012 to determine their usage quartile.

(2) Low income accounts are those accounts participated in the Low Income Home Energy Assistance Program (LIHEAP) or the Percentage of Income Payment Program (PIPP), or have deferred payment arrangements (DPA) during 2012 and still active in December 2012.

(3) Customers on Medical Condition are based on data for 2012 and customers on Life Support are determined based on accounts on Life Support in January 2013. Some accounts in the Life Support and Medical Condition group may also be in the low income group.

Metric: 29

Metric Description: Number of deposits required, disconnection notices, and disconnections for nonpayment for all customers and, if applicable, by low income customers. Other “key indicia associated with credit and collection activities targeted to low income customers” may be incorporated in the project plan’s business process redesigns for future implementation.

Part 1: Number of Deposits Required in 2012 - by usage levels, customer class, and low income customers.

Number of Accounts by Delivery Class	
Delivery Class	Total Number of Accounts
Single Family W/O Elec. Space Heat	101,809
Multi Family W/O Elec. Space Heat	108,781
Single Family With Elec. Space Heat	2,184
Multi Family With Elec. Space Heat	17,975
Watt-Hour	3,999
Small Load	24,577
Medium Load	819
Large Load	127
Very Large Load	48
Extra Large Load	-
High Voltage	2
Railroad	-
Fixture-Included Lighting	25
Dusk to Dawn Lighting	24
General Lighting	17

Number of Accounts by Usage Level for Residential, Watt-hour, and Small Load Delivery Classes						
Delivery Class	Total	Number of Accounts by Usage Level				NA ⁽¹⁾
		Quartile 1	Quartile 2	Quartile 3	Quartile 4	
Single Family W/O Elec. Space Heat	101,809	6,094	8,942	10,728	11,501	64,544
Multi Family W/O Elec. Space Heat	108,781	2,645	3,544	4,913	8,897	88,782
Single Family With Elec. Space Heat	2,184	163	203	184	169	1,465
Multi Family With Elec. Space Heat	17,975	365	624	1,213	1,472	14,301
Watt-Hour	3,999	116	139	170	401	3,173
Small Load	24,577	1,133	1,695	2,616	2,737	16,396

Number of Low Income Accounts by Usage Level for Residential Delivery Classes⁽²⁾						
		Number of Accounts by Usage Level				
Delivery Class	Total	Quartile 1	Quartile 2	Quartile 3	Quartile 4	NA ⁽¹⁾
Single Family W/O Elec. Space Heat	20,779	1,498	2,604	2,964	2,887	10,826
Multi Family W/O Elec. Space Heat	15,623	414	784	1,329	2,714	10,382
Single Family With Elec. Space Heat	357	37	50	59	38	173
Multi Family With Elec. Space Heat	2,320	48	145	301	405	1,421

Accounts on Life Support and Medical Condition by Usage Level for Residential Delivery Classes⁽³⁾						
		Number of Accounts by Usage Level				
Delivery Class	Total	Quartile 1	Quartile 2	Quartile 3	Quartile 4	NA ⁽¹⁾
Single Family W/O Elec. Space Heat	3,714	198	434	589	815	1,678
Multi Family W/O Elec. Space Heat	2,319	38	86	194	536	1,465
Single Family With Elec. Space Heat	86	3	14	10	14	45
Multi Family With Elec. Space Heat	393	6	10	55	96	226

Notes:

(1) These accounts did not have bills for all 12 months of 2012 to determine their usage quartile.

(2) Low income accounts are those accounts participated in the Low Income Home Energy Assistance Program (LIHEAP) or the Percentage of Income Payment Program (PIPP), or have deferred payment arrangements (DPA) during 2012 and still active in December 2012.

(3) Customers on Medical Condition are based on data for 2012 and customers on Life Support are determined based on accounts on Life Support in January 2013. Some accounts in the Life Support and Medical Condition group may also be in the low income group.

Part 2: Number of Disconnection Notices in 2012 - by usage levels, customer class, and low income customers.

Number of Accounts by Delivery Class	
Delivery Class	Total Number of Accounts
Single Family W/O Elec. Space Heat	404,946
Multi Family W/O Elec. Space Heat	282,356
Single Family With Elec. Space Heat	4,435
Multi Family With Elec. Space Heat	22,404
Watt-Hour	6,869
Small Load	46,090
Medium Load	2,024
Large Load	298
Very Large Load	137
Extra Large Load	4
High Voltage	6
Railroad	-
Fixture-Included Lighting	428
Dusk to Dawn Lighting	1,168
General Lighting	438

Number of Accounts by Usage Level for Residential, Watt-hour, and Small Load Delivery Classes						
Delivery Class	Total	Number of Accounts by Usage Level				
		Quartile 1	Quartile 2	Quartile 3	Quartile 4	NA ⁽¹⁾
Single Family W/O Elec. Space Heat	404,946	77,417	83,920	101,232	114,425	27,952
Multi Family W/O Elec. Space Heat	282,356	47,642	53,695	65,927	84,760	30,332
Single Family With Elec. Space Heat	4,435	925	997	1,037	1,060	416
Multi Family With Elec. Space Heat	22,404	2,628	4,143	5,839	7,143	2,651
Watt-Hour	6,869	1,033	948	1,048	2,060	1,780
Small Load	46,090	7,285	7,952	10,829	10,123	9,901

Number of Low Income Accounts by Usage Level for Residential Delivery Classes⁽²⁾						
Delivery Class	Total	Number of Accounts by Usage Level				
		Quartile 1	Quartile 2	Quartile 3	Quartile 4	NA ⁽¹⁾
Single Family W/O Elec. Space Heat	97,954	18,336	21,786	25,466	25,594	6,772
Multi Family W/O Elec. Space Heat	68,472	6,762	12,620	17,837	24,803	6,450
Single Family With Elec. Space Heat	969	209	172	237	233	118
Multi Family With Elec. Space Heat	5,387	448	1,019	1,538	1,885	497

Accounts on Life Support and Medical Condition by Usage Level for Residential Delivery Classes⁽³⁾						
Delivery Class	Total	Number of Accounts by Usage Level				
		Quartile 1	Quartile 2	Quartile 3	Quartile 4	NA ⁽¹⁾
Single Family W/O Elec. Space Heat	23,767	3,216	4,510	6,153	8,268	1,620
Multi Family W/O Elec. Space Heat	14,591	1,406	2,306	3,483	6,003	1,393
Single Family With Elec. Space Heat	237	33	39	45	75	45
Multi Family With Elec. Space Heat	1,252	73	153	336	571	119

Notes:

(1) These accounts did not have bills for all 12 months of 2012 to determine their usage quartile.

(2) Low income accounts are those accounts participated in the Low Income Home Energy Assistance Program (LIHEAP) or the Percentage of Income Payment Program (PIPP), or have deferred payment arrangements (DPA) during 2012 and still active in December 2012.

(3) Customers on Medical Condition are based on data for 2012 and customers on Life Support are determined based on accounts on Life Support in January 2013. Some accounts in the Life Support and Medical Condition group may also be in the low income group.

Part 3: Number of Disconnections in 2012 - by usage levels, customer class, and low income customers.

Number of Accounts by Delivery Class	
Delivery Class	Total Number of Accounts
Single Family W/O Elec. Space Heat	33,082
Multi Family W/O Elec. Space Heat	14,589
Single Family With Elec. Space Heat	651
Multi Family With Elec. Space Heat	3,071
Watt-Hour	715
Small Load	4,286
Medium Load	15
Large Load	2
Very Large Load	-
Extra Large Load	-
High Voltage	-
Railroad	-
Fixture-Included Lighting	18
Dusk to Dawn Lighting	-
General Lighting	-

Number of Accounts by Usage Level for Residential, Watt-hour, and Small Load Delivery Classes						
		Number of Accounts by Usage Level				
Delivery Class	Total	Quartile 1	Quartile 2	Quartile 3	Quartile 4	NA ⁽¹⁾
Single Family W/O Elec. Space Heat	33,082	4,555	6,773	8,640	9,836	3,278
Multi Family W/O Elec. Space Heat	14,589	1,006	2,197	3,499	5,480	2,407
Single Family With Elec. Space Heat	651	119	148	157	134	93
Multi Family With Elec. Space Heat	3,071	184	477	849	1,052	509
Watt-Hour	715	88	131	257	198	41
Small Load	4,286	1,032	913	468	1,172	701

Number of Low Income Accounts by Usage Level for Residential Delivery Classes⁽²⁾						
		Number of Accounts by Usage Level				
Delivery Class	Total	Quartile 1	Quartile 2	Quartile 3	Quartile 4	NA ⁽¹⁾
Single Family W/O Elec. Space Heat	9,100	1,250	1,981	2,428	2,454	987
Multi Family W/O Elec. Space Heat	4,486	225	611	1,112	1,826	712
Single Family With Elec. Space Heat	217	36	39	51	54	37
Multi Family With Elec. Space Heat	850	36	124	236	336	118

Accounts on Life Support and Medical Condition by Usage Level for Residential Delivery Classes⁽³⁾						
		Number of Accounts by Usage Level				
Delivery Class	Total	Quartile 1	Quartile 2	Quartile 3	Quartile 4	NA ⁽¹⁾
Single Family W/O Elec. Space Heat	2,995	313	585	766	1,002	329
Multi Family W/O Elec. Space Heat	1,411	70	170	316	620	235
Single Family With Elec. Space Heat	59	8	9	9	19	14
Multi Family With Elec. Space Heat	292	7	23	89	129	44

Notes:

(1) These accounts did not have bills for all 12 months of 2012 to determine their usage quartile.

(2) Low income accounts are those accounts participated in the Low Income Home Energy Assistance Program (LIHEAP) or the Percentage of Income Payment Program (PIPP), or have deferred payment arrangements (DPA) during 2012 and still active in December 2012.

(3) Customers on Medical Condition are based on data for 2012 and customers on Life Support are determined based on accounts on Life Support in January 2013. Some accounts in the Life Support and Medical Condition group may also be in the low income group.