

Energy Infrastructure Modernization Act
ComEd Customer Assistance Summary
Annual Report for 2013 Activity
Required Spend \$10,000,000.00

Program Activity for January 1, 2013 - December 31, 2013
Report Due February 20, 2014

Customer Assistance Program Credits

Program	Program Title Description	Administering Agency (Internal/External)	FERC Account # & Description	2013 Program Credits (a)	Total Number of Customers Receiving Credits (b)
Residential Special Hardship Program	Customers at or below 250% of poverty and that are experiencing a hardship may qualify for a grant of up to \$1500 towards arrearages.	IAACA/LIHEAP Agencies External	440000	\$6,312,134	10,684
Non Profit Program	501c3's and faith based organizations experiencing a hardship may qualify for a grant of up to \$2000. Participation in an Energy Mgmt workshop is required.	CNT Energy External	442001	\$179,838	165
C.H.A.M.P	Military personnel and veterans may qualify for up to \$1000 toward arrearages along with other benefits.	Internal	440000	\$59,631	108
CHA All Clear Program	Residents were required to pay a minimal amount towards arrearages, the program cleared the balance up to \$1000.	Internal	440000	\$2,345,017	14,002
Energy Management	Energy Mgmt workshops were held across ComEd's territory for low income customers including seniors, Military personell and 1st time home buyers.	External (Mgmt Innovations & Independent Contractors)	908000	\$53,100	2,998
Total				\$8,949,720	27,957

Program Expenditures

Expenditures	FERC Account #	2013 Program Expenses (a)
Program Administrative Cost (Contracting agencies to manage customer intake i.e CNT Energy, IAACA)	908000	\$806,929
Outreach/Marketing (Ex: CARE & Energy management brochures, web updates, paid advertising)	930100	\$245,332
Total		\$1,052,261

Total Customer Assistance Program Summary

Program Cost & Expenditures	2013 Program Totals
Total 2013 Required Spend	\$10,000,000
Total Program Customer Credits (a)	\$8,949,720
Total Expenditures (a)	\$1,052,261
Variance (c)	(\$1,981)

(a) Total 2013 Program costs are the total bill credits and expenditures applied for 2013 and are not recoverable through customer rates.
(b) Represents the number of customers receiving bill credits and energy management education for the Program Year.
(c) Excess spent in 2013 over the minimum requirement. Amount will not be recovered through customer rates