

Energy Infrastructure Modernization Act ComEd Customer Assistance Summary

Annual Report for 2014 Activity
Required Spend \$10,000,000.00

Program Activity for January 1, 2014 - December 31, 2014
Report Due February 20, 2015

Customer Assistance Program Credits

Program	Program Title Description	Administering Agency (Internal/External)	FERC Account # & Description	2014 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	\$7,175,527	12,866
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.	Elevate Energy (formerly CNT Energy) External	442001	\$192,728	163
C.H.A.M.P	Military personnel and veterans may qualify for up to \$1000 toward arrearages along with other benefits.	Internal	440000	\$356,332	924
CARE All Clear Program	Residents were required to pay a minimal amount towards arrearages, the program cleared the balance up to \$1000.	Internal	440000	\$111,253	651
Fresh Start Program	Residential customers who have been approved for Life Support with forgiveness of pre-program arrears, provided they made 3 on-time payments toward their monthly ComEd bills.	Internal	440000	\$598,586	139
Energy Management	Energy Mgmt workshops were held across ComEd's territory for low income customers including seniors, military personnel and 1st time home buyers.	External (Mgmt Innovations & Independent Contractors)	908000	\$21,275	1,465
Total				\$8,455,701	16,208

Program Expenditures

Expenditures	FERC Account #	2014 Program Expenses (a)
Program Administrative Costs (Ex. Contracting agencies to manage customer intake i.e. Elevate Energy, IAACA)	908000	\$727,387
Outreach/Marketing (Ex: CARE & Energy management brochures, web updates, paid advertising)	908000 930100 926000	\$873,916
Total		\$1,601,303

Total Customer Assistance Program Summary

Program Cost & Expenditures	2014 Program Totals
Total 2014 Required Spend	\$10,000,000
Total Program Customer Credits (a)	\$8,455,701
Total Expenditures (a)	\$1,601,303
Variance (c)	\$57,004

(a) Total 2014 Program costs are the total bill credits and expenditures applied for 2014 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 2014 over the minimum requirement. Amount will not be recovered through customer rates.