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**News Release**

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**FOR IMMEDIATE RELEASE**

## **ComEd Achieves Industry Leading Reliability Results**

*ComEd's improved reliability helps drive economic growth and achieve record customer satisfaction*

**CHICAGO (February 2, 2017)** For the last five years, ComEd has updated and modernized its electrical grid to improve the reliability of its service to customers. The work has resulted in record setting performance that is also helping to power economic development and customer satisfaction.

In 2016, ComEd customers experienced a 15 percent reduction in the frequency of outages compared to 2015. This was best among all utilities according to Electric Benchmarking. Since investments began in 2012, frequency of outages has been reduced by nearly 34 percent and the duration of outages has been reduced by 48 percent. Additionally ComEd's customer's satisfaction ratings are at an all-time high. Market Strategies International, a top market research firm, named ComEd Most Improved Electric Utility of 2016.

"Improving the reliability of our system for our customers has always been the fundamental goal of our smart grid work," said Anne Pramaggiore, president and CEO of ComEd. "Constant, ongoing review of our system allowed us to strategically invest in areas that would benefit the greatest number of customers. Our record setting performance is the result of that work and demonstrates the commitment of our employees to provide our customers with best in class service."

Advanced technology like smart switches that reroute power around potential problem areas, new storm hardening solutions and cable replacement have contributed to more than 7.6 million avoided customer interruptions since 2012 – resulting in \$1.4 billion in societal savings. Additionally, more than 3 million ComEd customers experienced zero or only 1 outage last year.

"The smart grid investment has vastly improved the infrastructure of our system," said Terence R. Donnelly, executive vice-president and chief operating officer for ComEd. "On a daily basis and during storms, our customers are seeing less interruption in their lives and their business operations."

Strong power reliability and Illinois' low power prices are key attributes why businesses continue to commit to building facilities in our northern Illinois service territory. This is evidenced in the collective 2016 results of ComEd's economic development allies which supported the announcement of 39,234 jobs, 59 million square feet in facilities, and \$6.7 billion in capital investment.

"ComEd's continued infrastructure investment aimed at modernizing and bringing innovative digital equipment to the grid is an important component to Illinois' economic growth efforts," said Jim Schultz, CEO of Intersect Illinois, a privately funded economic development organization. "We are pleased to see utility industry record setting reliability performance which provides businesses the assurance that Illinois is the right place for their continued growth and investment."

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*Commonwealth Edison Company (ComEd) is a unit of Chicago-based Exelon Corporation (NYSE: EXC), the nation's leading competitive energy provider, with approximately 7.8 million customers. ComEd provides service to over 3.9 million customers across northern Illinois, or 70 percent of the state's population. For more information visit [ComEd.com](http://ComEd.com), and connect with the company on [Facebook](#), [Twitter](#) and [YouTube](#).*