



CONSUMERS ORGANIZED FOR RELIABLE ELECTRICITY

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Reliable electricity is critical to the Illinois economy.

Illinois customers depend upon reliable electricity.

➤ **Illinois homes and businesses depend upon electricity.**

- Illinois consumed 1,133,900 Megawatt Hours (MwH) of electricity in 2001, according to the U.S. Department of Energy.
- The average Illinois home consumed 8.81 MwH of electricity in 2003, costing about \$737.88.
- A MwH will power the average home for approximately six weeks.

➤ **Energy needs are growing and the electric infrastructure must grow with it.**

The use of electric appliances in Illinois homes is increasing. A report from the U.S. Department of Energy shows the national growth for certain appliances between 1980 and 2001:

- Households with air conditioning rose from 57 percent to 77 percent.
- Microwave ovens in homes rose from 14 percent to 86 percent .
- Color TVs in homes rose from 82 percent to 99 percent.
- Homes with dishwashers rose from 37 percent 53 percent.
- In 1990, only 16 percent of households had personal computers, but by 2001, 56 percent had them.

➤ **The loss of electricity for just one day can have major repercussions.**

According to the New York City Comptroller's Office, the Aug. 14, 2003, blackout cost New York City nearly \$1 billion *per hour* in economic activity.

➤ **Electricity is — and must remain — one of the most reliable industries.**

- The Federal Aviation Administration says that only 57 percent of flights arrived on time at Chicago's O'Hare International Airport in 2003, far below the FAA goal of 82 percent.
- Comcast, the largest cable provider nationally and in Illinois, regularly receives a lower customer satisfaction index score than the industry average. Its 2005 score was 5 percent lower than the industry average for the 21.5 million cable customers it serves nationally, according to annual customer satisfaction studies by J.D. Power and Associates.

➤ **Fortunately, electricity customers in Illinois are much more satisfied with fewer than 1 in every 100 customers reporting outages in 2004.**

Few industries are as reliable as electricity in Illinois. That reliability is the foundation of a strong state economy.