

# BEHIND the lines

Achieving ComEd's vision

January 23, 2013



## FLS in Focus

The first-line supervisor (FLS) position is where the rubber meets the road. It is a position that fosters pride, empowerment and the ability to make and influence change. There are 325 employees who serve in this critical position, which acts as a bridge connecting senior management and the workforce. They make sure that work is performed safely and efficiently; they manage people and assist in developing new leaders.

To support these essential employees, a quarterly meeting – FLS In Focus – was established to provide a forum to focus on all things FLS, from learning and development opportunities to creating a venue for direct communication between senior leadership and the FLSs. The second session was held in December and featured welcoming remarks from President and CEO **Anne Pramaggiore** and a lunch-time Q & A with executives, including COO **Terence Donnelly**; **Val Jensen**, senior vice president, Customer Operations; **Tyler Anthony**, senior vice president, Distribution Operations; and **Tim McGuire**, vice president, Transmission and Substation.

“Meetings with our front line supervisors are critically important,” Pramaggiore told the group. “Our supervisors are charged with taking the vision in our five-year plan and translating it into the work we do every day. The results from 2012 – our first year into the plan – are outstanding.”

**Shane Cole**, emergent work manager, reported progress on some issues that have been raised by FLSs across the organization. For example, a clerical pilot underway in the Northern Region is seeking to address concerns about heavy administrative requirements and a two man OES truck pilot is planned for 2013. Cole also reported on plans for expanded training opportunities to support both on-boarding



Participants brainstormed during break-out sessions.

**“Our supervisors are charged with taking the vision in our five-year plan and translating it into the work we do every day.”**

**Anne Pramaggiore**  
President and CEO

new FLSs and continuous learning for incumbents. Additional meetings at the regional levels will help to keep open lines of communication.

The meeting included a break-out session where participants could brainstorm with their colleagues for solutions to shared problems. It wrapped up with tips from HR on effectively partnering with your manager.

The next session is scheduled for March 15.

## Supervisor of the Year Award

The Delivery FLS Peer Group has established an award program to recognize supervisors whose contributions and dedication make ComEd a leader in the energy delivery industry. The Supervisor of the Year Award will honor an outstanding supervisor who “makes a difference” and whose strong leadership results in:

- Better safety records
- Fewer accidents
- Engaged co-workers
- Higher job satisfaction
- More satisfied customers
- Increased productivity

If you are interested in nominating an FLS, please complete [this survey](#). Deadline for submitting nominations is Friday, Feb. 15.

For more information, contact **Shane Cole** at [shane.cole@ComEd.com](mailto:shane.cole@ComEd.com), or (630) 437-4003.

## Around ComEd

### Customer satisfaction and communications

The fourth quarter 2012 results from the residential customer satisfaction survey indicate that, at 82 percent, overall favorability toward ComEd is at its highest point since 2005. Here's one reason: Over one third (36 percent) of news aware customers mention hearing something positive in the news about ComEd, up significantly from 19 percent in the third quarter. The most frequent positive mentions pertain to ComEd helping to restore power in other areas due to Hurricane Sandy followed by making efforts to improve power restoration and information on energy conservation.

### Smart Grid road show

ComEd is presenting "The Power of Modernization," a Smart Grid road show for legislators and municipal officials on Tuesday, Feb. 5, in Springfield.

The event will feature interactive booths demonstrating the technology behind the Smart Grid. The goal is to outline the progress ComEd has made in building a modernized grid and the benefits of the Energy Infrastructure Modernization Act (EIMA).

### Restack project and conference center ribbon cutting

Members of ComEd's leadership team, the project management team and staff from Lincoln Centre 2 & 3 celebrate the completion of the restack project and the opening of new conference center space at Lincoln Centre 2 with a ribbon-cutting.



From left: Claudia Mobley, general clerk, Real Estate; Tom O'Neill, senior vice president and general counsel; Michelle Blaise, vice president, Engineering and Project Management; Val Jensen, senior vice president, Customer Operations; Mike McMahan, vice president, Smart Grid and Technology; Kevin Brookins, senior vice president, Strategy and Administration; Anne Pramaggiore, President and CEO; Terence Donnelly, executive vice president and COO; Joseph Tripik, senior vice president, CFO and treasurer; Tim Hughes, director, Real Estate and Security; Tim McGuire, vice president, Transmission and Substation; Carla Dennis, senior project manager, Real Estate; and Mollie Wright, contractor, Real Estate.

### Special recognition: eChannels and Energy Efficiency teams

At the Jan. 9 key manager meeting, President and CEO **Anne Pramaggiore** awarded special recognition to two groups that have made significant recent contributions to the overall business – the eChannels and Energy Efficiency Programs and Outreach groups.



(Top) The Energy Efficiency team is comprised of four groups – Planning and Measurement, Implementation, Marketing and Engineering Support & Special Projects. For a full list of names, please [click here](#). Congratulations to all those who were recognized.



(Left) The eChannels group (from left): Miguel Ortega, Olivia Barney, Frank Scumacci, Keith Spayth, Andrew DeBlasio, Adrienne Anderson and Diana Sharpe, with President and CEO Anne Pramaggiore.



## Transforming the way we do business

For environmental reasons, ComEd sought a more effective way to transport leaking transformers. The previous method required a hired crew to pump out oil, cut a plastic bag to fit the transformer and then tape it into place. Even then, the transformers could leak oil or other contaminants during transport and water could seep in during a storm. There were no suitable products on the market so **Andrew Angel**, a senior environmental coordinator, reached out to ABG Packaging, a local woman-owned manufacturer, to develop a solution. They worked with ComEd to design a bag that could contain the size and weight of transformers and withstand the sharp edges without puncturing.

The end result is a bag that is easier to use and much more effective at containing spills. But the benefits don't end there. The new bags also help ComEd avoid the cost of contract crews pumping and draining transformers, as well as the cost to clean up leaks that occur during transport. When oil is drained in the field, it can damage the transformer and prevent repair. By

not draining the units, more transformers are repairable and recycled. Through November 2012, ComEd was able to repair 668 transformers for a net cost avoidance of \$2.6 million.

Although ComEd currently is the only utility using this product, Supply leadership recently attended the Electric Utility Industry Sustainability Supply Chain Alliance (EUISSCA) conference to share this best sustainable practice with other utilities and the bags were met with enthusiastic interest.

"This collaborative effort is great example of ComEd and Supply innovation at work," said **Ed Jandacek**, BSC vice president, Supply Operations and Strategic Sourcing, Exelon. "The team not only solved the problem, but came up with a solution with benefits that extend far beyond the original goal. To top it off, they've strengthened the relationship with a local manufacturer and helped developed a product that may become an industry best practice."

A video demonstration is [available here](#).

The following organizational changes were announced this month:

Customer Operations announced that **John Fitterer** was selected to become director, Customer Care; he assumed responsibility for managing the call center on Jan. 21.

Several personnel changes are taking place in Transmission and Substations effective Jan. 28.

- **Nitin Patel** will assume the role of manager, Equipment Standards, replacing **James Crane**, who is now manager, Equipment Standards & Technology in Exelon Utilities.
- **Brian Graham** will assume the role of manager, Substation Engineering, replacing Patel.
- **Tun Chow** will assume the role of manager, Testing

## People On The Move

**ComEd**  
An Exelon Company

Group, replacing Graham.

In addition, President and CEO **Anne Pramaggiore** announced that **Nicole Rowan** has joined her organization as senior executive administrative coordinator for the Office of the President.

*Editor's note: The last issue of BTL incorrectly stated that Michael Mann was named manager, Construction and Maintenance, for the South Region. It should have said the Southwest Region.*

## Celebrating Black History Month

Mark your calendars for the Black History Month Signature Event hosted by ComEd, Exelon and the Exelon African-American Resource Alliance (EAARA). This year's event will be held Feb. 19, from 5 - 7 p.m. at The Chicago Club - 81 East Van Buren St., and includes a panel discussion with Chicago-area leaders on the topic "Preparing for the 21st Century Economy."

Our featured speakers will include:

- **James Reynolds Jr.**, co-founder, chairman and chief executive officer, Loop Capital Markets
- **Carol L. Adams, Ph.D.**, president and chief executive officer, the DuSable Museum
- **Gary Slutkin, MD**, founder and executive director, Cure Violence
- **Julieanna L. Richardson**, public historian, founder and executive director, The HistoryMakers

## PLUGGED IN

## Tugging on the Mississippi

For the past 20 years, a Saturday in August features three hours when the big wheels keep from turning on the Mississippi River – and Tug of War competitors from Iowa and Illinois roll on in for an annual competition.

**Bill Schauff**, lead crew leader in Overhead Transmission, began competing in Tug of War team events back in the early 1980s. After a 20-year hiatus, he returned to the sport in 2004 for the yearly Iowa-Illinois faceoff.

“I got out of it for a while and one day, one of my old teammates happened to be in Port Byron,” Schauff recalled. “A guy he knew mentioned the tug on the Mississippi River and talked some of us old timers into competing. We promised the team’s founder that if he gave us eight spots on the rope, we’d guarantee him a win – and since then, we’ve been undefeated.”

The event is the only time when the U.S. Army Corp of Engineers, which governs traffic along the river, shuts down all commercial traffic for three hours. Competing teams from Port Byron, Ill., and LeClaire, Iowa, pull a rope that extends from one side of the Mississippi River to the other.

“We don’t pull each other into the river. The rope is 2,700 feet long, so there is enough slack for each team to pull a positive amount of rope,” Schauff noted.

Judges evaluate the distance pulled on each side of the rope, with an Illinois judge on the Iowa side and vice versa. The team that pulls the most wins a



traveling trophy.

While there has been an Exelon team at the Iowa-Illinois tugging event for about 20 years, Schauff is now the only member of the team employed by the company. “I’m still trying to recruit people, but it’s mainly people from Port Byron or other friends that I pull with,” Schauff said.

There is an extensive amount of practice before competitions. Practices take place twice a week for nearly five months prior to the annual competition. For sanctioned competitions, which feature eight-person teams, the group practices with a pulley system that links a rope to a barrel of concrete weighing between 750 and 1,100 pounds.

But, according to Schauff, that shouldn’t deter coworkers from giving the sport a try. “I’m always looking for more people to join the team,” he said. “Don’t let anyone ever tell you that you can’t do something. If you want to try it, do it.”

## Service Anniversaries

Jan. 2 - Jan. 15

To view the entire list, visit the [Communications page on the intranet](#) and click on “[Service Anniversaries.](#)”

### 35 Years

**Sharon M. Kelly**, Principal Rate Analyst, Regulatory

**Mary Jane Calabria**, Senior Claims Case Manager, Claims

**Leonard Branchaw Jr.**, Regional Maintenance Coordinator, Construction & Maintenance

**Julius Dinnwiddie**, Area Operator, Transmission & Substation

**James R. Ditsch**, Crew Leader, Maintenance & Construction

**Gregory R. Kotowski**, Area Operator, Substations Operations

**Lynn Briney**, Manager New Business, Customer Req.

**Daniel F. Camic**, Crew Leader, Maintenance & Construction

**Ronald L. Rudolph**, Senior Energy Technician Physical, Field Service

### 30 Years

**Douglas D. Johnson**, Principal Engineer, Transmission System Operations

**James F. Maloney**, Crew Leader, Distribution Maintenance & Construction-Overhead

**Abel P. Del Toral**, Senior Engineer, Chicago Reg Project & Reliability

**Daniel J. Soltis**, Equipment Mechanic, Fleet, Transportation

**Richard W. Zimmerman**, Crew Leader-Overhead, Transmission

### 25 Years

**Steven A. Esparza**, Work Planner, Construction & Maintenance Region Lead

## Voice of the Customer



Online payment sure saves on gas and the dread of waiting in line...I’m very pleased with this option. [Joanne Moore](#)



@ComEd Thanks for getting the power back on. Would love your help in resetting all the clocks to the correct time again tho’ ;-)  
[@missjane\\_va](#)



Nicest @ComEd guy ever. Power back but might be temporary.  
[@dustmcnichols](#)

## BEHIND the lines

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### BTL Publisher:

Judy Rader, acting director, Communications

### BTL Editor: Noelle Gaffney

### Editorial Team:

Derrick Clifton, Ashley Dennison, Arlana Johnson, David O’Dowd, John Pohl, Krissy Posey, John Schoen and Martha Swaney

### How to Contact Us:

E-mail: [ComEd Communication mailbox in Outlook or ComEd.Communication@ComEd.com](#)