

How Enlightening

59,000 Customers. 100 Employees. Outstanding Reliability.
Learn more about your electric department and infrastructure here!

Naperville owns its electric utility



Naperville has owned its own electric utility for more than 100 years. The Department of Public Utilities - Electric currently brings reliable electricity to over 59,000 customers monthly.

Features of your locally-controlled utility . . .

- ✓ **127.8 million** kilowatt hours of electricity were purchased in September 2016 in Naperville
- ✓ Naperville purchases electricity from the Illinois Municipal Electric Agency (IMEA)
- ✓ **93%** of Naperville's electric infrastructure is underground
- ✓ This increases reliability because it is less prone to weather and other damage versus overhead.
- ✓ Naperville residents enjoy competitive electric rates.
- ✓ Naperville's Electric Utility is at the forefront of new technologies designed to keep the power on and to respond to outages more quickly.

Shedding some light on reliability



Naperville recorded 58 outages from July-September 2016. Breakdown of causes . . .

Average service interruption per customer* Naperville

 **16.14 minutes**
January-September 2016: a decrease of 4.74 minutes from 2015

 **20.88 minutes**
January-December 2015

Based on SAIDI (System Average Interruption Duration Index), which represents the average number of minutes each customer can expect to be without power in a given year.



In 2016, there was a 23% decrease in outages compared to the same time period in 2015, when there were 75 outages.

COMPARING