

Annual Report to the Illinois Commerce Commission, the General Assembly, and the Governor

Submitted Pursuant to Section 20-110
of the Illinois Public Utilities Act



Office of Retail Market Development
Illinois Commerce Commission

July 2024

STATE OF ILLINOIS



ILLINOIS COMMERCE COMMISSION

July 22, 2024

The Honorable JB Pritzker
Governor

The Honorable Members of the Illinois General Assembly

The Honorable Members of the Illinois Commerce Commission

Please find enclosed the ICC's Office of Retail Market Development's annual report. This report is submitted in compliance with Section 20-110 of the "Retail Electric Competition Act of 2006" [220 ILCS 5/20-110]. Section 20-110 requires the Director of the Office of Retail Market Development to annually report specific accomplishments in promoting retail electric competition.

Please contact Sarah Ryan, Director of Governmental Affairs, at 217-785-2449 or at sarah.ryan@illinois.gov with any questions regarding this report.

Sincerely,

Tanya Capellan

Tanya Capellan
Director
Office of Retail Market Development

Contents

I.	Statement of Purpose	3
II.	Introduction	4
III.	Executive Summary.....	6
A.	Market Participation	6
	<i>Table 1: Summary of Market Indicators (Quantity).....</i>	<i>6</i>
	<i>Table 2: Summary of Market Indicators (Percent).....</i>	<i>7</i>
B.	Market Competitiveness.....	8
	<i>Table 3: Summary of Market Competitiveness</i>	<i>8</i>
C.	Consumer Offers and Spending	9
IV.	General Market Activity	10
A.	ARES Requirements.....	10
B.	Certified, Registered, and Active ARES	10
	<i>Table 4: Certified ARES Statewide</i>	<i>10</i>
	<i>Table 5: Registered and Active ARES by Utility Territory</i>	<i>11</i>
C.	Agents, Brokers, and Consultants	11
	<i>Table 6: Overview of Agents, Brokers, and Consultants Certifications</i>	<i>11</i>
	<i>Table 7: Overview of Agents, Brokers, and Consultants Citation Cases.....</i>	<i>12</i>
D.	Comparing ARES-Provided Load	12
	<i>Figure 1: Residential and Non-Residential Share of ARES Supply</i>	<i>12</i>
V.	Non-Residential Market	13
A.	Non-Residential Customer Switching	13
	<i>Table 8: Percent of Non-Residential Usage Provided by ARES.....</i>	<i>13</i>
1.	ComEd Territory.....	14
	<i>Figure 2: Percent of ComEd Non-Residential Usage Provided by ARES.....</i>	<i>14</i>
	<i>Table 9: Percent of ComEd Non-Residential Usage Provided by ARES.....</i>	<i>14</i>
2.	Ameren Territory	15
	<i>Figure 3: Percent of Ameren Non-Residential Usage Provided by ARES</i>	<i>15</i>
	<i>Table 10: Percent of Ameren Non-Residential Usage Provided by ARES</i>	<i>15</i>
B.	Supplier Use of UCB/POR for Non-Residential Customers	16
	<i>Table 11: ARES Using UCB/POR Service for Customers.....</i>	<i>16</i>
C.	Non-Residential Market Competitiveness	17
	<i>Figure 4: HHI Values for the Entire Non-Residential Market.....</i>	<i>17</i>
1.	Small Commercial Class Market Competitiveness (0 – 100 kW)	18
	<i>Figure 5: HHI Vales for the Small Commercial Customer Class (0 – 100kW)</i>	<i>18</i>
2.	Medium Commercial Class Market Competitiveness (100 – 400 kW)	18
	<i>Figure 6: HHI Values for the Medium Customer Class (100 – 400kW).....</i>	<i>18</i>
3.	Large Commercial Class Market Competitiveness (400 kW – 1 MW)	19
	<i>Figure 7: HHI Values for the Large Customer Class (400 - 1MW)</i>	<i>19</i>
4.	Very Large Commercial Class Market Competitiveness	19
	<i>Figure 8: HHI Values for the Very Large Customer Classes</i>	<i>19</i>
VI.	Residential Market.....	20

A.	Residential Customer Switching	20
	<i>Table 12: Residential Customers on Competitive Supply</i>	<i>20</i>
1.	ComEd Territory	21
	<i>Figure 9: ComEd Residential Customers on ARES Supply</i>	<i>21</i>
2.	Ameren Territory	21
	<i>Figure 10: Ameren Residential Customers on ARES Supply</i>	<i>21</i>
B.	Municipal/Government Aggregation	22
	<i>Table 13: Municipal Aggregation Activity by Utility Territory</i>	<i>22</i>
	<i>Figure 11: Municipal Aggregation Status for Communities with Referendums</i>	<i>23</i>
	<i>Table 14: Percentage of ARES Customers Participating in Municipal Aggregation</i>	<i>23</i>
C.	Active Suppliers	23
	<i>Table 15: Residential Suppliers</i>	<i>23</i>
	<i>Table 16: ARES Posting Offers on PlugIn.Illinois.gov</i>	<i>24</i>
	<i>Table 17: Residential Offers Posted on PlugIn.Illinois.gov</i>	<i>24</i>
	<i>Table 18: Breakdown of Offers Available to ComEd Customers on PlugIn.Illinois.gov</i>	<i>24</i>
	<i>Table 19: Average Prices (cents/kWh) of Offer Types on PlugIn.Illinois.gov</i>	<i>25</i>
D.	Residential Market Competitiveness	26
	<i>Figure 12: HHI Values for the Residential Customer Class</i>	<i>26</i>
	<i>Table 20: ARES Market Share in ComEd Territory (by Customers)</i>	<i>27</i>
E.	Residential Complaints	27
	<i>Figure 13: Statewide Complaints by Month</i>	<i>27</i>
F.	Residential Cost Estimates	28
1.	ComEd Territory	29
	<i>Table 21: Current Year ComEd Residential Savings Estimates (Monthly)</i>	<i>29</i>
	<i>Table 22: Detailed ComEd Residential Savings Estimates (Yearly)</i>	<i>30</i>
2.	Ameren Territory	31
	<i>Table 23: Current Year Ameren Residential Savings Estimates (Monthly)</i>	<i>31</i>
G.	The HEAT Act Rate Reports	32
VII.	Consumer Resources for Residential and Small Commercial Electric Customers	33
A.	PlugIn.Illinois.gov	33
B.	Other Regulatory Activities	34
1.	The Home Affordability and Transparency Act and Rulemakings	34
2.	Enforcement Activity	34
VIII.	Suggested Administrative and Legislative Action	34

I. Statement of Purpose

Section 20-102 of the Retail Electric Competition Act of 2006 (“Retail Competition Act”) states that

“a competitive wholesale electricity market alone will not deliver the full benefits of competition to Illinois consumers. For Illinois consumers to receive products, prices and terms tailored to meet their needs, a competitive wholesale electricity market must be closely linked to a competitive retail electric market. To date, as a result of the Electric Service Customer Choice and Rate Relief Law of 1997, thousands of large Illinois commercial and industrial consumers have experienced the benefits of a competitive retail electricity market. Alternative electric retail suppliers actively compete to supply electricity to large Illinois commercial and industrial consumers with attractive prices, terms, and conditions.

A competitive retail electric market does not yet exist for residential and small commercial consumers. As a result, millions of residential and small commercial consumers in Illinois are faced with escalating heating and power bills and are unable to shop for alternatives to the rates demanded by the State's incumbent electric utilities. The General Assembly reiterates its findings from the Electric Service Customer Choice and Rate Relief Law of 1997 that the Illinois Commerce Commission should promote the development of an effectively competitive retail electricity market that operates efficiently and benefits all Illinois consumers.”

To further the goal of developing a competitive retail electricity market, Public Act 094-1095 created the Office of Retail Market Development (ORMD) within the Illinois Commerce Commission (ICC). Section 20-110 of the Retail Competition Act provides that on or before July 31st of each year, the Director of the ORMD shall submit a report to the Commission, the General Assembly, and the Governor, that details specific accomplishments in promoting retail electric competition achieved by the Office in the prior 12 months and that suggests administrative and legislative action necessary to promote further improvements in retail electric competition. 220 ILCS 5/20-110.

II. Introduction

Electric consumers in the Ameren Illinois (Ameren), Commonwealth Edison (ComEd), and MidAmerican Energy Company (MidAmerican) service territories can choose who provides the supply portion of their electric service. For retail electric customers, electric supply may be sold by either the utility or an Alternative Retail Electric Supplier (ARES). Regardless of a customer's choice of electric supply, the electric utilities continue to service outages, provide emergency services, and answer questions about electric service.

By unbundling the supply from its delivery, retail customers can gain direct access to the wholesale market and potentially:

- Lower prices;
- Offer a wider array of services; and
- Customized pricing, terms, and conditions of service.

This Report aims to provide an overview of the current state of the Illinois retail market, including ARES activity and customer switching trends. The data has been analyzed to identify trends that have occurred through May 2024 and includes recommendations for future actions aimed at supporting the development of competitive retail electric markets.

This Report is divided into two main sections based on customer markets:

- i. **Non-Residential:** This market includes all commercial and industrial customers with peak electric demands ranging from less than 100 kilowatts (kW) to more than 1 megawatt (MW). The terms “non-residential” and “commercial” are used synonymously throughout this report to refer to this market.
- ii. **Small:** In this report the small non-residential market consists of 0 – 100 kW customers in the ComEd and Ameren territories.
- iii. **Medium:** The medium non-residential market consists of 100 – 400 kW customers in this report. The following provides a history of the competitive declarations for this general customer class:
- iv. **100 – 400 kW in the ComEd Territory:** Section 16-113(g) authorizes ComEd and Ameren, respectively, to declare the provision of power and energy to customers with peak demands of at least 100 kW but less than 400 kW to be competitive if certain conditions are met. In 2007, ComEd filed a petition for competitive declaration and the ICC found that ComEd had satisfied the statutory requirements and therefore the provision of power and energy to those customers has been declared competitive as of November 2007.¹ As a result of the competitive declaration, since the end of the May 2010 billing period, all customers in the 100 - 400kW class, with the exception of some statutorily exempted condominium associations, receive supply service from the utility on an hourly-pricing basis or long term contracts from an ARES.
- v. **150 – 400 kW in the Ameren Territory:** In 2011, Ameren filed a petition for competitive declaration of its customers with peak demands above 150 kW but

¹ ICC Docket No. 07-0478

less than 400 kW.² The Ameren petition stated that 67% of Ameren customers with peak demands between 150 and 400 kW were currently being served by an ARES. The ICC approved the petition, and thus, as of May 2014, Ameren no longer provides fixed-price bundled electric service to customers with peak demands above 150kW.

- vi. **Large:** In this report, large non-residential customers are those with peak electric demand between 400 kW – 1 MW.
- vii. **400 kW or More:** As of August 2007, Section 16-113(f) of the Act declared the provision of electric power and energy to retail customers of ComEd and Ameren with peak demands of at least 400 kW to be competitive. In subsequent years, Ameren and ComEd discontinued fixed-price bundled service to those customers.
- viii. **Very Large:** Very large customers are considered those between 1 – 10 MW in the ComEd territory and those between 1 – 6 MW in the Ameren territory. Per the note above, the provision of electric power and energy to this customer class has been competitive since August 2007.
- ix. **Residential:** This market includes all residential customers in the ComEd and Ameren territories.

As a result of the competitive declarations described above, the only non-residential customers still able to receive fixed-price supply service from the utility today are ComEd customers with demand below 100kW and Ameren customers with demand below 150kW. All other non-residential customers receive their power from a competitive supplier, or they are on the utility's hourly-pricing option.

Ameren was previously made up of three rate zones from the merger of three legacy companies, which have since been consolidated. As of last year, all the information provided in this Report consolidates the three rate zones and covers the entire Ameren territory.

Note that, due to the relatively small size of MidAmerican's service territory in Illinois, data from the MidAmerican territory is not included in this Report.

Throughout the Report, Alternative Retail Electric Suppliers are noted by the acronym **ARES** and Agents, Brokers, and Consultants are referred to by the acronym **ABC**.

² ICC Docket No. 11-0192

III. Executive Summary

A. Market Participation

Statewide, the number of ARES certified by the ICC to serve retail customers has decreased over the last couple of years. However, 2024 saw a 20.3% increase in total customers served by an ARES and the amount of electricity supplied by ARES in the marketplace remained steady. Table 1 summarizes the quantity of monthly ARES customers and their monthly usage by utility territory and customer class.

TABLE 1: SUMMARY OF MARKET INDICATORS (QUANTITY)

	Quantity		Trend	Percent Change
	2023	2024		
Number of Customers with an ARES	1,318,589	1,586,181	↑	20.3%
ComEd	798,296	928,456	↑	16.3%
Non-Residential	114,302	121,670	↑	6.4%
Residential	683,994	806,76	↑	18.0%
Ameren	520,293	657,725	↑	26.4%
Non-Residential	80,714	92,054	↑	14.0%
Residential	439,579	565,671	↑	28.7%
kW Usage Provided to Customers by an ARES	5,163,220,200	5,164,174,470	-	0.0%
ComEd	3,320,115,698	3,210,267,181	↓	-3.3%
Non-Residential	2,996,625,472	2,814,194,838	↓	-6.1%
Residential	323,490,226	396,072,343	↑	22.4%
Ameren	1,843,104,502	1,953,907,289	↑	6.0%
Non-Residential	1,582,251,510	1,618,054,116	↑	2.3%
Residential	260,852,992	335,853,173	↑	28.8%

2024 Snapshot

213,724

non-residential customers on ARES supply, compared to 195,016 last year.

1.37 million residential

customers on ARES supply, compared to 1.12 million last year.

4.43 billion non-residential

usage provided by ARES supply.

96 ARES

certified in the state, compared to 101 last year.

The percentages in Table 2 compare:

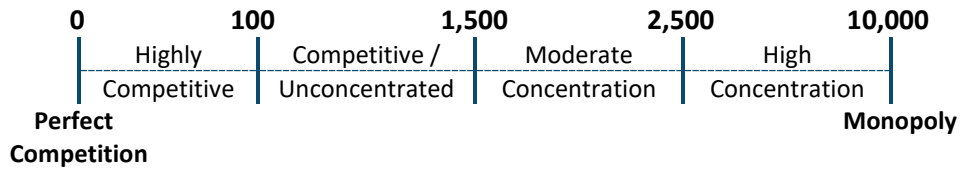
1. The total number of customers on ARES supply to the total number of customers in the market;
and
2. The total usage provided by ARES as a percent of the total usage provided to the market.

TABLE 2: SUMMARY OF MARKET INDICATORS (PERCENT)

	Percent of Total Market		Trend	Percent Change
	2023	2024		
Number of Customers with an ARES	25%	31%	↑	6%
ComEd	20%	24%	↑	4%
Non-Residential	37%	40%	↑	3%
Residential	19%	23%	↑	4%
Ameren	42%	53%	↑	11%
Non-Residential	47%	53%	↑	6%
Residential	42%	53%	↑	12%
kW Usage Provided to Customers by an ARES	67%	68%	↑	1%
ComEd	63%	63%	-	0%
Non-Residential	82%	80%	↓	-1%
Residential	20%	25%	↑	4%
Ameren	76%	79%	↑	3%
Non-Residential	88%	88%	-	0%
Residential	42%	54%	↑	11%

B. Market Competitiveness

The competitiveness of the market is important. The Herfindahl-Hirschmann Index (HHI) is used to measure competition among firms in a defined market. HHI values consider the market share of each firm to rank a market on the following scale, with an HHI of zero being a perfectly competitive market (lots of firms competing) and an HHI of 10,000 being a monopoly (one firm dominates the market):



Changes in the electric supply market from 2022-2023 resulted in an overall increase in competitiveness within the marketplace; however, there was an overall decrease in competitiveness in 2023-2024. The largest decrease in competition was with residential customers within the ComEd territory. The decrease in competition of residential ComEd customers and non-residential Ameren customers was significant enough to shift the designation from competitive to moderate concentration. The only shift in designation from high concentration to moderate concentration resulting from increased competition was for residential customers within the Ameren territory. Table 3 summarizes the market competitiveness in each utility territory, broken out by non-residential and residential HHI values.

TABLE 3: SUMMARY OF MARKET COMPETITIVENESS

	HHI Value		Current Designation	Trend
	2023	2024		
Concentration of ARES Market				
ComEd				
Non-Residential	1,693	1,650	Moderate Concentration	↓
Residential	981	1,785	Moderate Concentration	↑
Ameren				
Non-Residential	1,477	1,596	Moderate Concentration	↑
Residential	2,510	2,355	Moderate Concentration	↓

C. Consumer Offers and Spending

PlugIn.Illinois.gov is the ORMD's consumer resource website dedicated to educating Illinoisans about the electric marketplace, including what products ARES currently offer. It is important to note that ARES are not statutorily required to list offers on the Plug In Illinois website³; ARES participate based on internal business determinations. Accordingly, the list of offers is not comprehensive of all ARES offers within the State. At the end of May 2024, 52 unique residential offers were posted in the ComEd service territory while 19 unique residential offers were posted for the Ameren territory. A majority of these were fixed rate offers, lasting at least 12 months.

Plug In Illinois also lists municipal aggregation program⁴ offerings. As of May 2024, 520 active municipal aggregation programs were posted in the ComEd and Ameren territories. The number of active aggregation programs increased significantly from 2023. During the reporting period, the average rate for a municipal aggregation program in the ComEd territory was 7.00 cents per kWh and 9.44 cents per kWh in the Ameren territory.⁵

- On average, residential ARES customers in the ComEd territory paid around \$13.94 million more per month during the past twelve months when compared to the ComEd Price-to-Compare (PTC)⁶ and \$14.58 million more per month during the last twelve months when compared to the ComEd PTC including the Purchased Electricity Adjustment (PEA).⁷ In terms of cents per kWh, residential ARES customers in the ComEd territory paid about 2.89 cents/kWh more when compared to the ComEd PTC only, and about 3.00 cents/kWh more when including the PEA.
- On average, residential ARES customers in the Ameren territory paid around \$9.26 million more per month during the last twelve months when compared to the Ameren PTC and \$10.21 million more per month during the last twelve months when compared to the Ameren PTC including the PEA. In terms of cents per kWh, residential ARES customers in the Ameren territory paid about 2.13 cents/kWh more when compared to the Ameren PTC and about 2.35 cents/kWh more when including the PEA.

³ <https://plugin.illinois.gov/>

⁴ Effective January 1, 2010, Public Act 96-0176 allows municipalities and counties to adopt an ordinance under which they may aggregate electrical load. It specifically allows municipal corporate authorities or county boards to do this for residential and small non-residential retail electrical loads located within their jurisdiction and solicit bids to enter service agreements for the sale and purchase of electricity and related services and equipment.

⁵ Consistent with previous years, the average rate for municipal aggregation programs does not include contracts that contain "green" offerings or those offering the same rate as the Price to Compare of their respective electric utility.

⁶ The PTC is the monthly Electric Supply Charge plus the Transmission Services Charge (cents/kWh) that a customer would be charged by the utility.

⁷ The PEA is a monthly fluctuating true-up mechanism for the utility, matching incurred supply costs to actual received supply revenues. The PEA is therefore a credit in some months and a charge in others.

IV. General Market Activity

A. ARES Requirements

ARES that want to provide services to the retail electric market in Illinois must fulfill several requirements prior to participation. First and foremost, ARES must become certified with the ICC through an official application process⁸ and must register with the electric utility in the service territory in which they intend to serve customers. In order to remain certified and active in the state, ARES must adhere to marketing, sales, tele-sales, consumer information, and reporting requirements as dictated in the Illinois Public Utilities Act and Administrative Rules.

B. Certified, Registered, and Active ARES

Table 4 lists the number of ARES from May 2021 through May 2024 that have obtained ICC certification pursuant to Section 16-115 of the Public Utilities Act. Overall, data this year shows a decrease in the number of total certified ARES.

TABLE 4: CERTIFIED ARES STATEWIDE

	2021	2022	2023	2024	Trend	Percent Change from 2022 to 2023
Total Quantity of Certified ARES	106	100	101	96	Decrease	-5%
Subpart B (Nonresidential > 1 MW)	2	4	3	2	Decrease	-33%
Subpart C (Nonresidential > 15,000 kWh)	10	9	11	11	Steady	0%
Subpart D (All customers, Including Residential)	83	77	77	73	Decrease	-5%
Subpart E (Themselves or Affiliates)	12	10	10	10	Steady	0%

Aside from receiving a certificate from the ICC, ARES must also register with the electric utility and complete certain technical testing before they can begin offering retail electric service in Illinois. The registration quantities below are for all certificates. Table 5 also shows the number of active ARES each year by utility territory.⁹ An ARES is considered active when a utility reports the ARES has at least one customer receiving supply, even if it is only to themselves or an affiliate.

⁸ More information on the ARES application process can be found here: <https://www.icc.illinois.gov/authority/alternative-retail-electric-suppliers>

⁹ In order to maintain consistency with the reporting of previous years, the table includes ARES providing power to themselves or their subsidiaries. Also, several suppliers operate in more than one utility territory.

TABLE 5: REGISTERED AND ACTIVE ARES BY UTILITY TERRITORY¹⁰

	2020	2021	2022	2023	2024	Trend	Percent Change from 2022 to 2023
ComEd Territory							
Completed ARES Registrations	91	94	94	86	87	Increase	1%
Active ARES	91	112	79	86	87	Increase	1%
Ameren Territory							
Completed ARES Registrations	46	48	43	48	48	Steady	0%
Active ARES	41	42	42	43	42	Decrease	-2%

In 2024, there was an increase in the number of ARES registered with ComEd, and there was no change in the number of ARES registered with Ameren. The number of active ARES increased in the ComEd territory but decreased in the Ameren territory.

C. Agents, Brokers, and Consultants

In 2024, there was a 2% increase in the number of newly licensed ABCs pursuant to Section 16-115C of the Public Utilities Act. For the first time since 2019, the number of licensed ABCs has increased. Over the last twelve months, 20 ABCs received a certificate from the ICC and 10 entities filed to withdraw their certificate, or had their certificates terminated.

TABLE 6: OVERVIEW OF AGENTS, BROKERS, AND CONSULTANTS CERTIFICATIONS

	June 2020 - May 2021	June 2021 - May 2022	June 2022 - May 2023	June 2023 - May 2024	Trend	Percent Change
New Licenses	19	13	9	20	Increase	122%
Withdrawn or Removed Licenses	19	36	56	10	Decrease	-82%
Total ABCs with Active ICC Licenses	429	402	358	365	Increase	2%

¹⁰ In previous years, if a supplier had different dbas under which they conducted business, each dba was counted as an individual ARES. This changed in the 2022 report to only count each entity once.

Of the citation cases filed in the previous year, four are ongoing and 23 resulted in either suspension or termination. Table 7 provides more detail on the status of the citation cases.

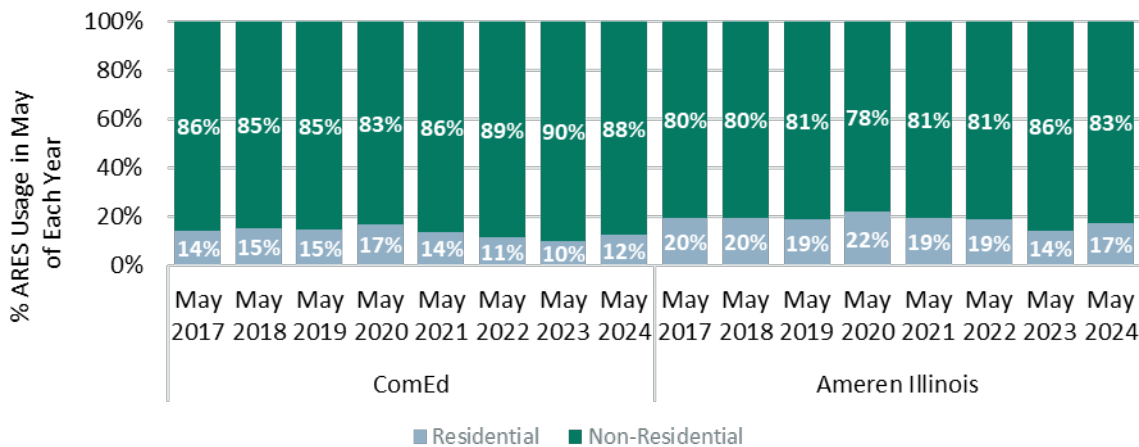
TABLE 7: OVERVIEW OF AGENTS, BROKERS, AND CONSULTANTS CITATION CASES

	Number of ABCs	Percent
License Revoked	2	7%
Case Dismissed	0	0%
Suspended for 2 Years	3	11%
Suspended for 1 Year	3	11%
Suspended for 270 Days	1	4%
Suspended for 180 Days	2	7%
Suspended for 150 Days	1	4%
Suspended for 120 Days	2	7%
Suspended for 90 Days	4	15%
Suspended for 30 Days	5	19%
Ongoing Cases	4	15%

D. Comparing ARES-Provided Load

Over the last year, the number of ComEd non-residential customers on competitive supply increased by 6.4% and the number of Ameren non-residential customers on competitive supply increased by 14%. The number of residential ARES customers has fluctuated greatly, going from virtually zero in 2011 to more than 3 million in 2013 and then gradually decreasing to more than 1.37 million in 2024. ARES continue to have significantly more residential customers than non-residential customers. Of course, looking at the number of customers provides only a portion of the overall picture. The following chart shows that, even though ARES serve a larger number of residential customers, ARES provide substantially more electricity to non-residential than to residential customers.

Figure 1: RESIDENTIAL AND NON-RESIDENTIAL SHARE OF ARES SUPPLY



In May 2024, the active suppliers in the ComEd territory provided 2.81 billion monthly kWh to their non-residential customers and 1.62 billion monthly kWh to their non-residential customers in the Ameren territory. The non-residential usage continues to be the majority of ARES-provided usage; this phenomenon is largely driven by the various competitive declarations. The electricity provided to residential customers has slightly increased to 12% of the total ARES usage in the ComEd territory and 17% of the total usage in the Ameren territory. In May 2024, the active suppliers in the Ameren territory provided about 83% of their supply to non-residential customers and 88% of their supply to non-residential customers in the ComEd territory (this was also largely driven by the various competitive declarations).

V. Non-Residential Market

Non-residential market activity is captured by looking at three different indicators:

1. ARES-provided usage of non-residential customers over the previous twelve months and for each of the utility service territories;
 - i. ARES use of Utility Consolidated Billing (UCB)/Purchase of Receivables (POR) for non-residential customers; and
 - ii. The competitiveness of each non-residential market.

E. Non-Residential Customer Switching

The percent of electric consumption by non-residential Illinois customers on ARES supply slightly decreased to 83% in 2024. After a jump from 75% in 2009 to 80% in 2011, the percent of the electric consumption provided by ARES to non-residential Illinois customers hovered between 84% and 85% from 2014 to 2019. In 2020, this decreased to 71%, however 2021 saw a return to 85% and the number has remained between 83% and 85% over the last three years.

TABLE 8: PERCENT OF NON-RESIDENTIAL USAGE PROVIDED BY ARES

	May-18	May-19	May-20	May-21	May-22	May-23	May-24	Trend
Statewide	85%	85%	71%	85%	84%	84%	83%	Decreasing
ComEd	82%	83%	65%	83%	83%	82%	80%	Decreasing
Ameren	89%	88%	89%	88%	86%	88%	88%	Steady

The following provides detailed non-residential usage information for the individual utility territories:

1. ComEd Territory

As of May 2024, ARES provided 80% of the total electric usage of ComEd non-residential customers, which decreased from last year. Table 9 breaks out the percent of usage provided by ARES for each non-residential class by year. As can be seen in Figure 2, usage provided to non-residential customers in the small, medium, and large categories has been steady in the ComEd territory since 2017.

Figure 2: PERCENT OF COMED NON-RESIDENTIAL USAGE PROVIDED BY ARES

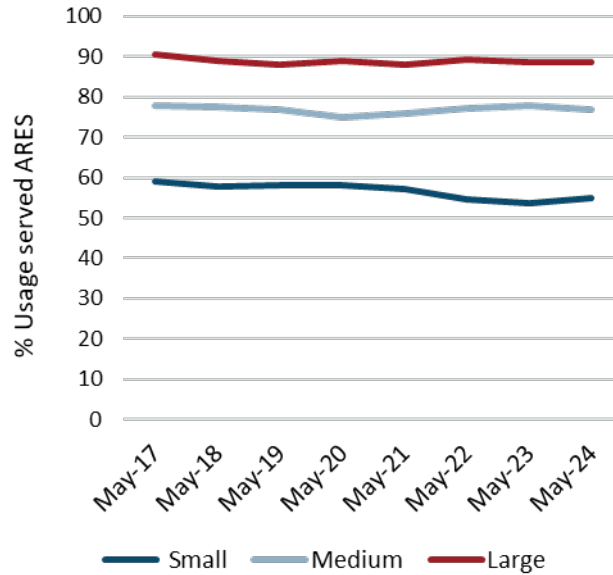


TABLE 9: PERCENT OF COMED NON-RESIDENTIAL USAGE PROVIDED BY ARES

	May 2018	May 2019	May 2020	May 2021	May 2022	May 2023	May 2024	Trend
Small (0 – 100 kW)	58%	58%	58%	57%	55%	54%	55%	Increasing
Medium (100 – 400 kW)	77%	77%	75%	76%	77%	78%	77%	Decreasing
Large (400 kW – 1 MW)	89%	88%	89%	88%	89%	89%	89%	Steady
Greater than 1 MW	95%	97%	58%	97%	97%	95%	92%	Decreasing

2. Ameren Territory

As of May 2024, ARES provided 88% of the total non-residential electric usage, remaining steady from 2023. Table 10 breaks out the percent of usage provided by ARES for each non-residential class by year. Figure 3 shows the electric usage provided by ARES to the various non-residential customer classes for the past eight years.¹¹

Figure 3: PERCENT OF AMEREN NON-RESIDENTIAL USAGE PROVIDED BY ARES

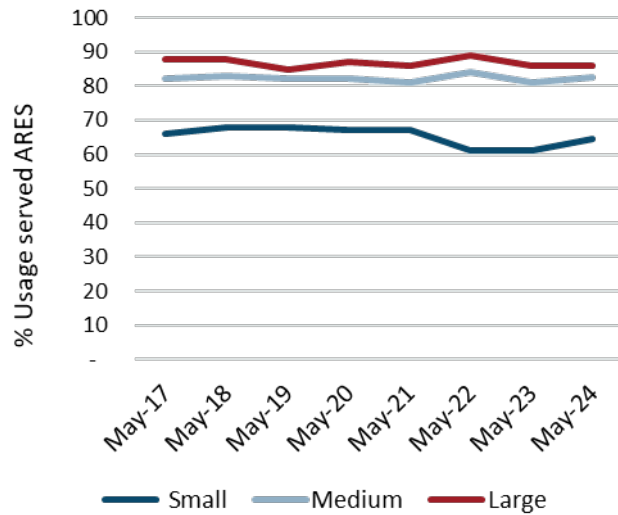


TABLE 10: PERCENT OF AMEREN NON-RESIDENTIAL USAGE PROVIDED BY ARES

	May 2018	May 2019	May 2020	May 2021	May 2022	May 2023	May 2024	Trend
Small (0 – 100 kW)	68%	68%	67%	67%	61%	61%	65%	Increasing
Medium (100 – 400 kW)	83%	82%	82%	81%	84%	81%	82%	Increasing
Large (400 kW – 1 MW)	88%	85%	87%	86%	89%	86%	86%	Steady

¹¹ Data as of May 31 of each year.

F. Supplier Use of UCB/POR for Non-Residential Customers

ComEd and Ameren are required to offer utility consolidated billing (UCB) and the purchase of receivables (POR) to ARES per Section 16-118 (c) and (d) of the Public Utilities Act.

ARES customers may receive a single bill containing both electric supply and delivery through UCB. The process occurs when an ARES electronically submits its monthly customer charges for power and energy to the utility, which places those charges, along with its delivery charges, on the customer bill.

An ARES to sell its accounts receivables—the amount that customers owe to that ARES—to the utility at a discounted rate. The POR requirement encourages alternative suppliers to offer their services to every utility customer rather than serve only those above certain credit thresholds, thereby furthering the statutory goal of an “effectively competitive retail electricity market that operates efficiently and benefits all Illinois consumers.”

Although Sections 16-118(c) (POR) and 16-118(d) (UCB) appear to be separate and distinct requirements, the utilities have so far focused on an offering that combines the purchase of receivables with utility consolidated billing. That is, if an ARES enrolls a customer with utility consolidated billing, the supplier may then sell the corresponding receivables to the utility at a discount. Because the POR provision in Section 16-118(c) is limited to customers with demands less than 400 kW, this combination of utility consolidated billing with the purchase of receivables is therefore also limited to customers with demands less than 400 kW.

TABLE 11: ARES USING UCB/POR SERVICE FOR CUSTOMERS

	May-20	May-21	May-22	May-23	May-24	Trend	Percent Change
ComEd							
Non-Residential	70	70	67	65	66	Increasing	2%
Residential	65	64	61	62	60	Decreasing	-3%
Ameren							
Non-Residential	30	32	30	29	31	Increasing	7%
Residential	29	29	28	27	26	Decreasing	-4%

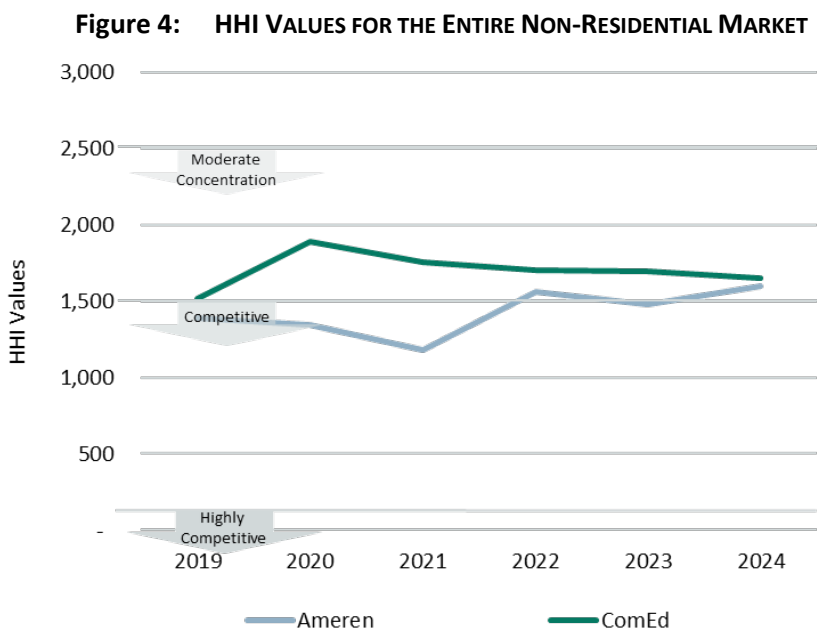
G. Non-Residential Market Competitiveness

As in previous annual reports, this Report includes an analysis of non-residential market competitiveness using the Herfindahl-Hirschmann Index (HHI), which is used to measure competition among firms in a defined market. This analysis ranks each market on a scale of perfectly competitive (HHI of zero) to monopoly (HHI of 10,000). In order to estimate market share, the share of electric usage provided by an ARES was used instead of the share of customers served by individual ARES. Either approach would be informative, but the amount of kWh served might be more closely related to the financial success of an ARES than the number of customers served.

Retail electric suppliers that provide electric supply only to themselves or their subsidiaries or affiliates were excluded from HHI analyses. The numbers below reflect only the segments of the non-residential market that have already switched to an ARES. In other words, the market concentration analysis shown here does not include the customers on utility fixed-price service or utility-provided hourly spot service.

Figure 4 shows the HHI values for the total non-residential market among the two utility territories, displaying the trend in non-residential market concentration from 2019 to 2024.

In 2023, the ComEd market remained moderately concentrated while the Ameren market shifted to a competitive designation. A year later, in 2024, both Ameren and ComEd are moderately concentrated.



Herfindahl-Hirschmann Index

In order to put the market concentration values into perspective, Staff looked at the revised 2010 Horizontal Merger Guidelines by the Department of Justice (DOJ) and the Federal Trade Commission (FTC), which divide the spectrum of market concentration into three regions.

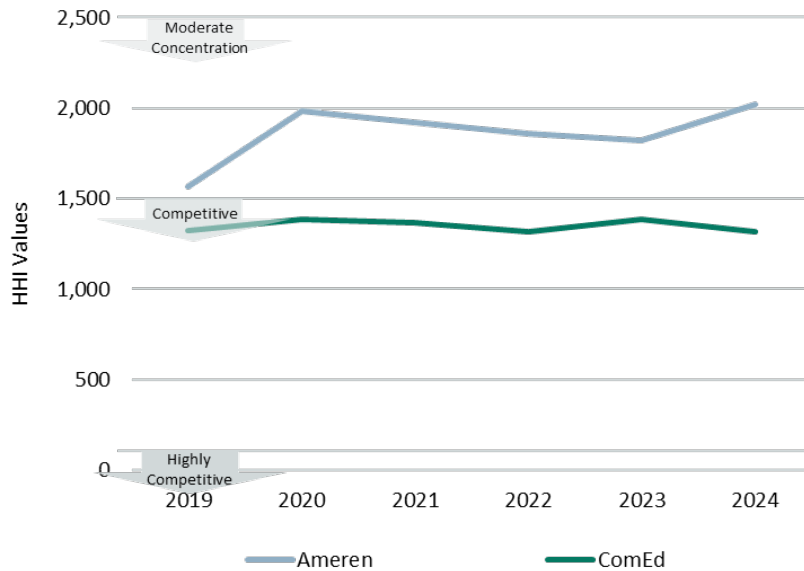
Generally speaking, the revised guidelines state that the DOJ and the FTC view markets as follows:

- **Less than 100** is highly competitive, meaning many similarly sized firms compete for the same customers.
- **Less than 1,500** is competitive or unconcentrated.
- **Between 1,500 and 2,500** is moderately concentrated.
- **Greater than 2,500** is highly concentrated, meaning very few firms dominate the market.
- **10,000** is the highest HHI and the market would be considered a monopoly.

1. Small Commercial Class Market Competitiveness (0 – 100 kW)

The following graph shows the HHI values for the small commercial class. The Ameren territory saw an increase in the HHI value; the increases in HHI values indicate decreased competitiveness but not significant enough to shift the HHI designations. The ComEd territory saw a slight decrease in the HHI value indicating a slight increase in competition.

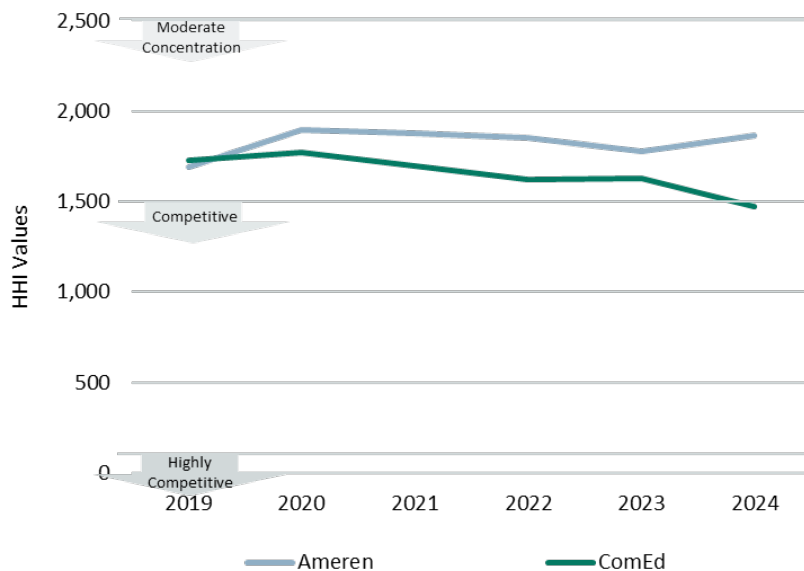
Figure 5: HHI VALES FOR THE SMALL COMMERCIAL CUSTOMER CLASS (0 – 100kW)



2. Medium Commercial Class Market Competitiveness (100 – 400 kW)

Like the small commercial class, the medium commercial class in the Ameren territory saw an increase in the HHI value and remains moderately competitive. The ComEd territory saw a decrease in the HHI value and shifted from moderate concentration to a competitive designation.

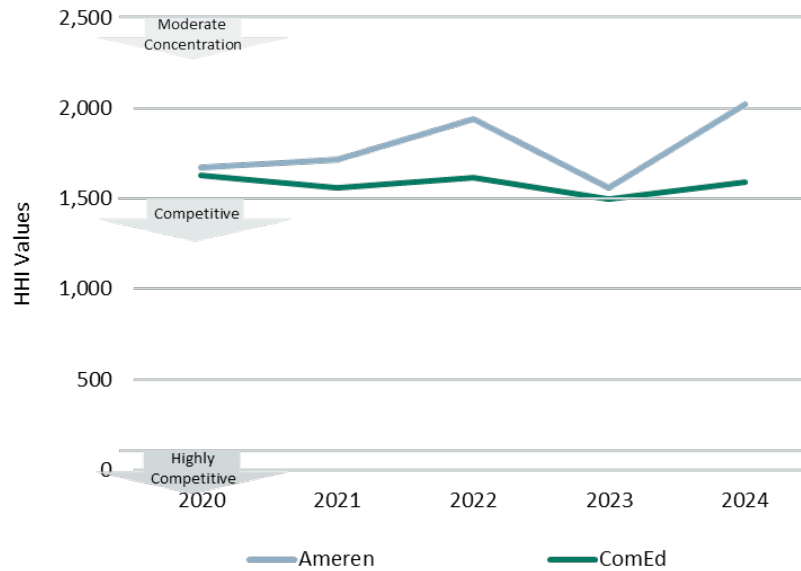
Figure 6: HHI VALUES FOR THE MEDIUM CUSTOMER CLASS (100 – 400kW)



3. Large Commercial Class Market Competitiveness (400 kW – 1 MW)

In the large commercial class, both territories saw an increase in HHI values which would indicate a decrease in competition. The HHI values for both territories reflect a moderately concentrated market.

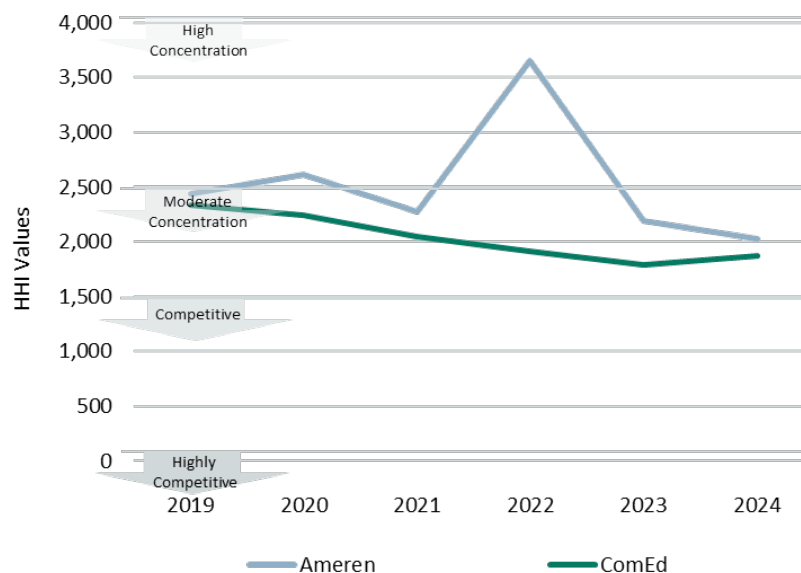
Figure 7: HHI VALUES FOR THE LARGE CUSTOMER CLASS (400 - 1MW)



4. Very Large Commercial Class Market Competitiveness

The very large commercial class in the Ameren territory experienced a decrease in HHI value. On the other hand, the very large commercial customer class saw a decrease in competition in the ComEd territory. Because the customer sizes are not uniform among the utility areas, this analysis includes ComEd switching activity for the 1 – 10MW customer class and the Ameren switching activity for the 1 – 3MW and 3 – 6MW customer classes combined.

Figure 8: HHI VALUES FOR THE VERY LARGE CUSTOMER CLASSES



V. Residential Market

Residential market activity has been captured by looking at six different indicators:

1. The number of residential customers switching away from the utility supply service over the previous twelve months and for each of the utility territories;
 - i. Municipal aggregation activity;
 - ii. The number of certified and active suppliers and the number and types of residential offers that those suppliers have posted on our website, PlugIn.Illinois.gov;
 - iii. A market competitiveness analysis and deep dive into the ComEd residential market to look at ARES market share;
 - iv. The number of informal customer complaints over the last twelve months; and
 - v. An estimate of the difference (in dollars) the residential customers paid on ARES service vs. the PTC during the last year.

A. Residential Customer Switching

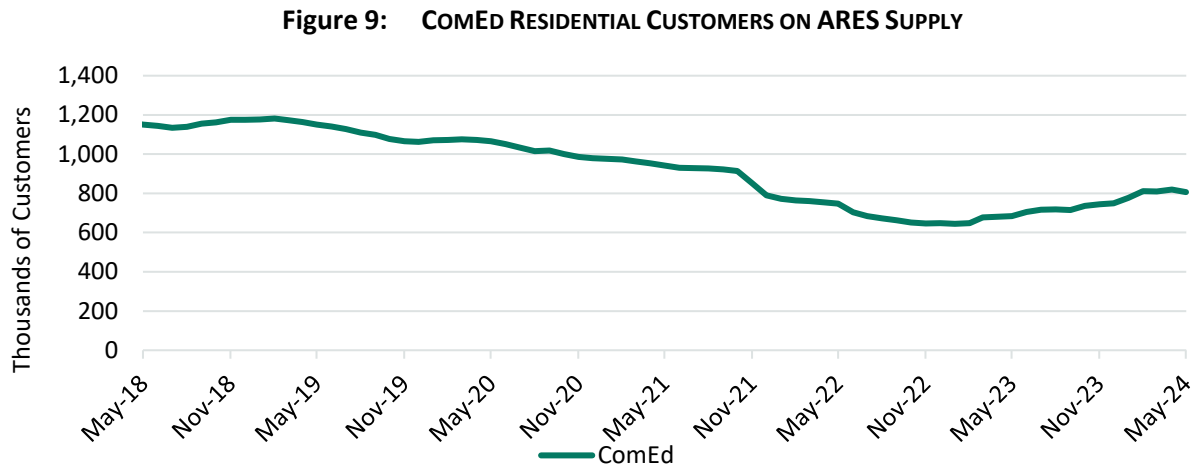
The number of residential customers receiving supply from an ARES has decreased year-over-year in the ComEd territory since May 2014. Over the last several years, the number of residential customers receiving their supply from an ARES has fluctuated. As of the end of May 2024, approximately 1.37 million residential customers were on ARES service, compared to roughly 1.12 million customers in 2023 and over 3 million customers nine years ago. Table 12 shows the number, as well as the percentage, of residential customers receiving supply from an ARES.

TABLE 12: RESIDENTIAL CUSTOMERS ON COMPETITIVE SUPPLY

	May-20	May-21	May-22	May-23	May-24
ComEd	1,065,354	941,997	747,535	683,994	806,786
Ameren	609,425	635,673	587,466	439,579	565,671
Total	1,674,779	1,577,670	1,335,001	1,123,573	1,372,457
Percent of Customers in the Utility Territory on ARES Supply					
ComEd	29.40%	26.06%	20.37%	18.64%	22.67%
Ameren	57.49%	59.98%	55.51%	41.54%	53.49%

1. ComEd Territory

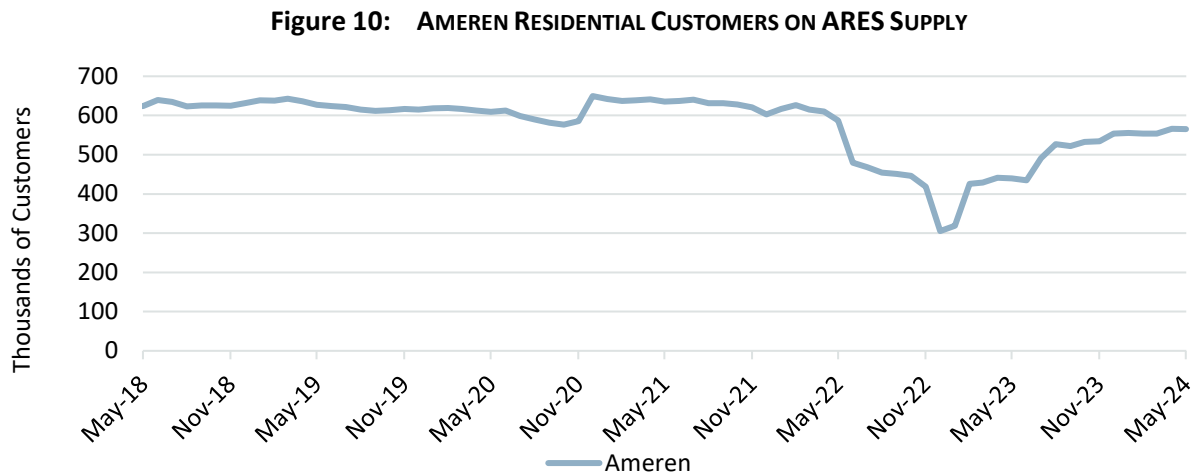
Figure 9 shows the residential switching levels for the ComEd territory.



The ComEd territory has seen a consistent decline from the peak in the number of residential ARES customers in 2014. At that time, more than 2.4 million residential customers, or 70% of the total residential customers in the ComEd territory, received electric service from an ARES. As of May 2024, the number of ARES residential customers in the ComEd territory only comprises 23% of the total ComEd residential market - including both non-aggregation and aggregation customers.

2. Ameren Territory

Figure 10 represents the residential switching levels for the Ameren territory.



The Ameren territory has seen an overall decrease in residential customers on ARES supply over the last two years. However, the number of residential customers on ARES supply has increased over the last year. As of May 2024, about 53% of residential customers in the Ameren territory were on ARES supply compared to 42% the previous year.

B. Municipal/Government Aggregation

Effective January 1, 2010, Public Act 96-0176 amended the Illinois Power Agency Act (“IPA Act”) to allow municipalities and counties to adopt an ordinance under which they may aggregate electrical load. It specifically allows municipal corporate authorities or county boards to do this for residential and small non-residential retail electrical loads located within their jurisdiction and solicit bids to enter service agreements for the sale and purchase of electricity and related services and equipment.

The law requires the corporate authorities of a municipality, township, or county board to submit a referendum to its residents to determine whether the aggregation program shall operate as an opt-out program for residential and small non-residential customers prior to the adoption of an ordinance for the aggregation of these loads.

Statewide a total of 750 communities have passed referendums approving aggregation programs. Some of communities that implemented aggregation programs from 2011 to 2014 have seen their initial contracts expire. Several of them renewed with the incumbent supplier, others have continued with the aggregation but with a different ARES, and some of chose to not continue their aggregation program. Table 13 provides a status of municipal aggregation programs, by utility service territory, as of May 2024.

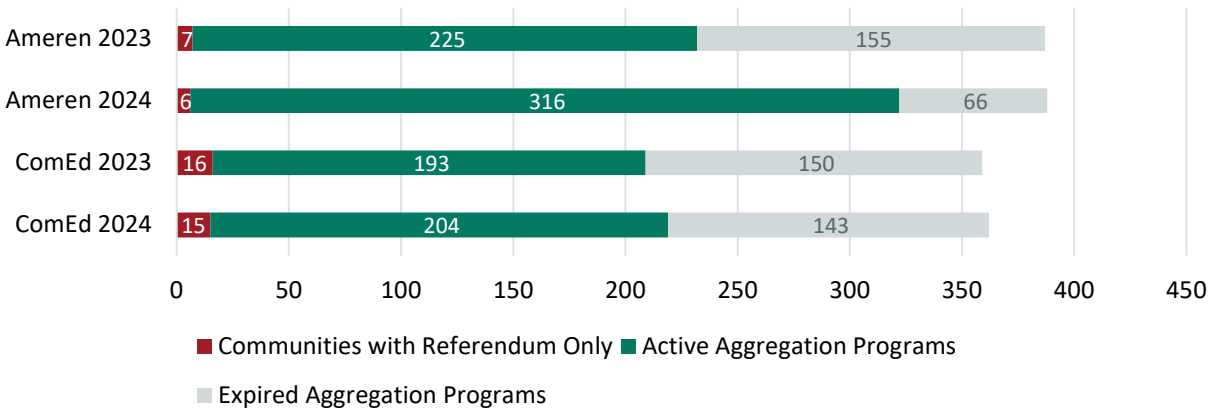
TABLE 13: MUNICIPAL AGGREGATION ACTIVITY BY UTILITY TERRITORY

	Communities Passing a Referendum	Aggregation Programs Implemented	Active Aggregation Programs	Expired Aggregation Programs	Average Rate (in cents per kWh)¹²
ComEd	362	347 (96%)	204 (56%)	143 (40%)	7.00
Ameren	388	382 (98%)	316 (81%)	66 (17%)	9.44
Total	750	729 (97%)	520 (69%)	209 (28%)	8.75

As of May 2024, 209 of the 750 communities (about 28%) that implemented municipal aggregation programs allowed their aggregation programs to end. Table 13 lists the number of communities with active or expired programs. Additionally, a simple average rate of the active aggregation programs, as of May 2024, was calculated. The snapshot of the average municipal aggregation rate is composed of a wide range of programs, including ones that are near the end of a two- or three-year term and recently implemented or renewed programs.

¹² Consistent with previous years, the average rate for municipal aggregation programs does not include contracts with “green” offerings or those offering the same rate as the Price to Compare of their respective electric utility.

Figure 11: MUNICIPAL AGGREGATION STATUS FOR COMMUNITIES WITH REFERENDUMS



The share of residential aggregation customers decreased from 50% of all residential ARES customers in May 2023 to 47% as of May 2024.

Table 14 shows the percent of ARES customers participating in municipal aggregation over the years for each utility territory. Of the 565,671 residential ARES customers in the Ameren territory, 53% are municipal aggregation customers, which is a decrease of 19% from last year. In the ComEd territory, 43% of customers participate in municipal aggregation, which is an increase of 7% compared to last year.

TABLE 14: PERCENTAGE OF ARES CUSTOMERS PARTICIPATING IN MUNICIPAL AGGREGATION

	May-20	May-21	May-22	May-23	May-24
ComEd	57%	43%	33%	36%	43%
Ameren	68%	78%	83%	72%	53%
Total	61%	57%	55%	50%	47%

C. Active Suppliers

Considering the customer switching numbers, Table 15 shows an increase in residential ARES activity over the last year in both territories. While both territories saw an increase in the number of active ARES serving customer, both territories also saw a decrease in the number of ARES certified to serve residential customers.

TABLE 15: RESIDENTIAL SUPPLIERS

	May-15	May-16	May-17	May-18	May-19	May-20	May-21	May-22	May-23	May-24
ComEd										
ICC Certified	60	67	72	84	80	76	81	77	76	72
Active	48	57	55	60	68	69	69	59	55	61
Ameren										
ICC Certified	36	34	41	43	41	31	31	45	46	45
Active	23	22	25	27	27	29	27	27	27	28

An additional indicator of supplier activity is the number of residential offers posted on PlugIn.Illinois.gov. The “Compare Offers Now” portion of the website went live in 2011 and has seen a steady stream of additional suppliers and residential offers since that date. Table 16 shows that there was an increase in the number of individual ARES posting offers for the ComEd territory and a decrease in the Ameren territory this year when compared to last year.

TABLE 16: ARES POSTING OFFERS ON PLUGIN.ILLINOIS.GOV

	May-20	May-21	May-22	May-23	May-24
ComEd	36	36	26	20	22
Ameren	17	17	13	8	7

Correspondingly, Table 17 shows how the number of posted offers increased in ComEd but decreased in Ameren over the last year.

TABLE 17: RESIDENTIAL OFFERS POSTED ON PLUGIN.ILLINOIS.GOV

	May-20	May-21	May-22	May-23	May-24
ComEd	103	96	64	50	52
Ameren	53	48	32	22	19

Given the larger number of residential offers for ComEd customers, additional detail is provided below on the types of offers posted over the years.

TABLE 18: BREAKDOWN OF OFFERS AVAILABLE TO COMED CUSTOMERS ON PLUGIN.ILLINOIS.GOV

	May-20	May-21	May-22	May-23	May-24
Total	103	96	64	50	52
Fixed	84 (81%)	80 (83%)	52 (81%)	43 (86%)	47 (90%)
• Fixed with Early Termination Fee	31 (37%)	28 (35%)	22 (42%)	0 (0%)	0 (0%)
• Fixed without Early Termination Fee	53 (63%)	52 (65%)	30 (58%)	43 (100%)	47 (100%)
Custom	4 (4%)	3 (3%)	2 (3%)	0 (0%)	1 (2%)
Variable	15 (15%)	13 (14%)	10 (16%)	7 (14%)	4 (8%)
< 12-month Term	32 (31%)	27 (28%)	14 (22%)	10 (20%)	7 (13%)
12-month Term	33 (32%)	33 (34%)	20 (31%)	20 (40%)	19 (37%)
13-23 month Term	7 (7%)	6 (6%)	5 (8%)	3 (6%)	5 (10%)
24-month Term	21 (20%)	21 (22%)	13 (20%)	9 (18%)	10 (19%)
> 24-month Term	10 (10%)	9 (9%)	12 (19%)	8 (16%)	6 (12%)
Green/Renewable	28 (27%)	26 (27%)	19 (30%)	13 (26%)	10 (19%)

Table 18 allows us to make several observations:

- **Fixed-Price Offers:** The share of fixed price offers increased slightly this year.
- **Early Termination Fees:** An important note regarding termination fees: The Home Energy Affordability and Transparency (HEAT) Act, which became effective on January 1, 2020, states, “residential and small commercial retail customers shall have a right to terminate their contracts with alternative retail electric suppliers at any time without any termination fees or penalties.” As of May 2024, none of the offers posted include early termination fees.
- **< 12-Month Contract Terms:** Offers with a term of less than one year make up 13% of all offers.
- **One- or Two-Year Contract Terms:** The overwhelming majority of the posted offers contain either a one- or two-year contract term.
- **> 24-Month Contract Terms:** This year there was a decrease in the number of offers with terms lasting longer than two years from 8 of 50 offers in 2023 to 6 of 52 offers in 2024.
- **Green/Renewable:** 10 of the 52 offers contain a green/renewable component.

Besides analyzing the type of offers, the prices for the various posted offers and how those prices might have changed during that same time period, were evaluated. Table 19 demonstrates the average prices for the different types of offers posted on PlugIn.Illinois.gov. The bottom of the table shows the ComEd PTC, for the five months in question. The ComEd rates shown include the PEA.

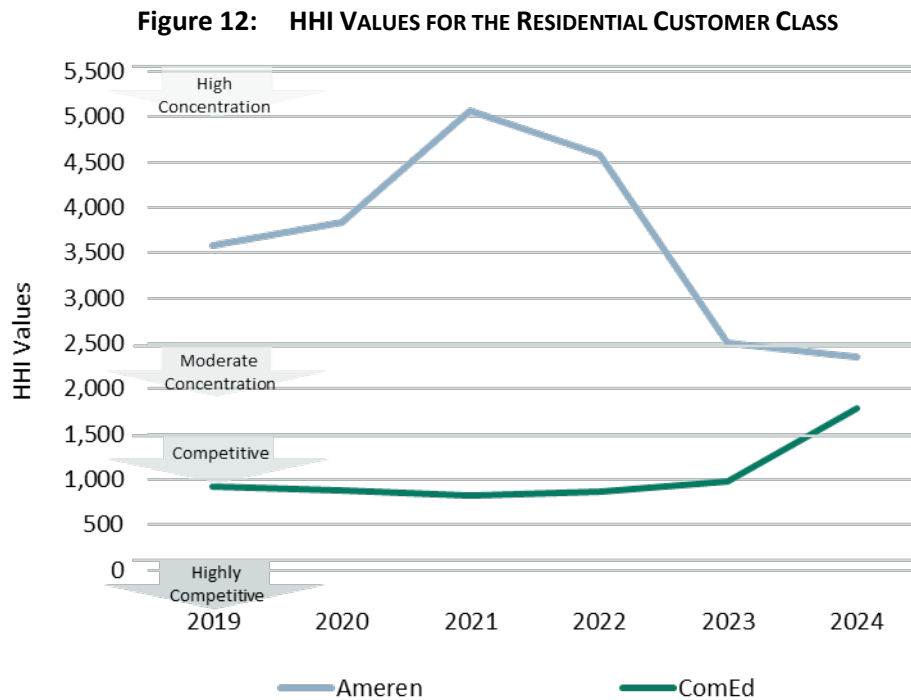
TABLE 19: AVERAGE PRICES (CENTS/KWH) OF OFFER TYPES ON PLUGIN.ILLINOIS.GOV

	May-20	May-21	May-22	May-23	May-24
Fixed	7.83 (-2%)	8.07 (3%)	10.34 (28%)	9.22 (-11%)	8.41 (-9%)
• Fixed with Early Termination Fee	7.75 (-7%)	8.05 (4%)	8.78 (9%)	0 (0%)	0 (0%)
• Fixed without Early Termination Fee	7.91 (6%)	8.09 (2%)	11.90 (47%)	9.22 (-23%)	8.41 (-9%)
Variable	7.17 (-4%)	7.44 (4%)	11.33 (52%)	8.47 (-25%)	7.05 (-17%)
< 12-month Term	7.26 (0.2%)	7.45 (2%)	10.10 (50.3%)	8.34 (-17.5%)	6.92 (-17%)
12-month Term	7.43 (-11%)	6.72 (-10%)	10.99 (48%)	8.18 (-26%)	7.43 (-9%)
13-23 month Term	7.58 (-4%)	8.16 (8%)	9.66 (18%)	7.94 (-18%)	8.37 (5%)
24-month Term	7.35 (-19%)	7.44 (1%)	8.20 (10%)	9.72 (18%)	9.47 (-3%)
> 24-month Term	8.50 (-3%)	9.06 (7%)	10.34 (14%)	9.80 (-5%)	8.84 (-10%)
Green/Renewable	7.73 (-7%)	7.51 (-3%)	11.34 (51%)	8.63 (-24%)	8.68 (1%)
ComEd PTC incl. PEA	7.572 (13%)	7.239 (-4%)	8.135 (12%)	10.165 (25%)	7.936 (-22%)

The comparison shows that the average price of the various types of offers was lower, in most cases, in May 2024 than in May 2023.

D. Residential Market Competitiveness

This analysis of the residential marketplace using the Herfindahl-Hirschmann Index (HHI) model shows that ComEd has become a less competitive market for ARES residential customers over the last year. Meanwhile, the residential market in the Ameren territory has become more competitive over the last year.



The graph illustrates several trends:

- For the first time in eight years, the ComEd residential market experienced a significant decrease in competition and became moderately concentrated.
- Although Ameren still has a high market concentration, it has experienced an increase in competition over the last three years.

Table 20 highlights the changing market dynamics over the last few years:

TABLE 20: ARES MARKET SHARE IN COMED TERRITORY (BY CUSTOMERS)

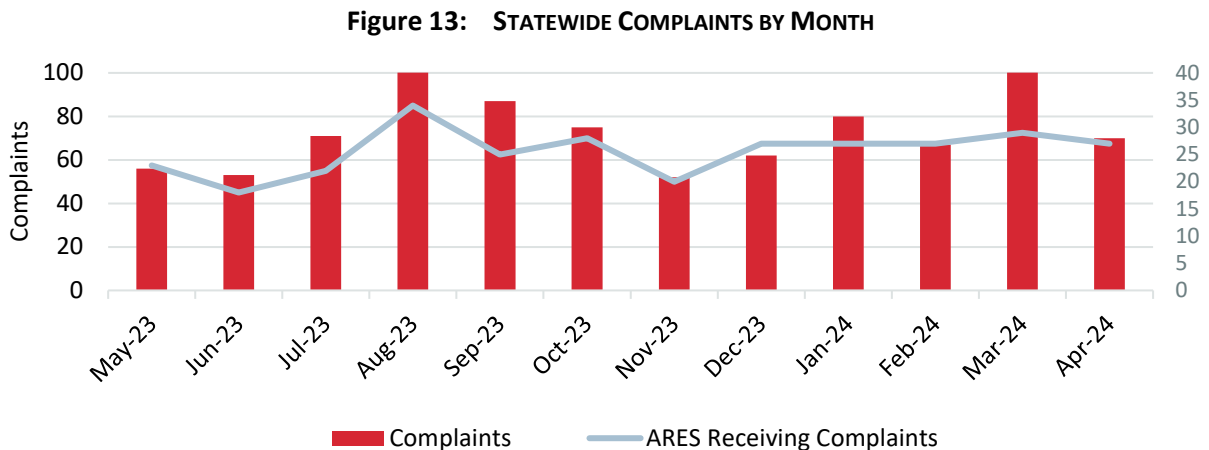
	May-17	May-18	May-19	May-20	May-21	May-22	May-23	May-24
Share of largest 3 suppliers	42%	48%	42%	41%	31%	31%	36%	59%
# of suppliers with >15% share	1	1	1	1	0	0	0	2
# of suppliers with >5% and <15% share	3	3	4	3	5	5	5	3
# of suppliers with <5% share	52	49	47	48	63	54	51	54
# of suppliers with < 1% share	33	31	28	29	47	35	35	37

Table 20 shows that the total market share of the three ARES with the highest individual market share of residential customers has increased significantly from 2023 numbers. The market share for the three largest suppliers almost doubled over the last year. This further supports the decrease in competition within the ComEd territory. It is also worth pointing out that:

- 54 of the 61 ARES with residential customers had a market share of less than 5%;
- 37 of the ARES with residential customers had a market share of less than 1%;
- Three suppliers have a market share between 5% and 15%; and
- Two suppliers have a market share above 15%

E. Residential Complaints

The Consumer Services Division (CSD) of the ICC includes a team of professional consumer counselors who address consumer inquiries and complaints. The number of informal complaints the team receives per ARES are logged each month. Figure 13 shows the total number of informal customer complaints that CSD received per month during the past year. The blue line indicates the quantity of unique ARES receiving complaints per month (reference right vertical axis). The red bars indicate the quantity of informal complaints per month (reference left vertical axis). CSD received between 52 – 115 informal complaints per month for 18 – 34 ARES, which is higher than last year, when CSD received 35 – 99 complaints per month for 18 – 28 ARES. These complaint quantities represent 0.004% - 0.009% of ARES customers per month.



F. Residential Cost Estimates

Starting in 2012, the annual reports have included an estimate of the difference ARES customers pay when compared to what they would have paid on the utility PTC. Staff reviewed the preceding twelve-month period and compared the dollar amount residential customers, as a whole, spent on ARES service to the amount those customers would have spent had they been on the utility fixed-price bundled service, also known as the Price-to-Compare (PTC).¹³ Each year, Staff calculates the amount with and without the effects of the Purchased Electricity Adjustment (PEA).¹⁴ The same analysis has been completed for this year's report, allowing for a thirteen-year review in the ComEd territory. In addition, Staff has performed this analysis for the ninth time for the Ameren territory.

Three sets of data are utilized to calculate how much residential customers have or have not saved by switching away from the utility:

1. Cents/kWh rate the customers would have paid under the utility's default service (PTC);
 - i. Cents/kWh rate the customers actually paid while on ARES; and
 - ii. Amount of electrical usage each ARES provided to their residential customers.

Monthly reports from ComEd and Ameren provide Staff with the necessary usage information, and the utilities' default rates are tariffed rates. As for the ARES prices, suppliers are requested to comply with a Staff issued Data Request to provide their monthly weighted average residential rates for the past twelve months.¹⁵

While reviewing these estimates, it is important to keep in mind several caveats:

1. These are total, or aggregate, savings. The savings for almost all individual customers differ from these averages;
 - i. These calculations are ex-post calculations and do not take into account how the ComEd default rates would have been different had more or fewer customers stayed on the utility's default supply service;
 - ii. Most of the ARES that serve residential customers have at least one offer that features a renewable energy or "green" component. The average rate information collected from the ARES includes the (usually higher) prices associated with those offers; and
 - iii. Not captured in these numbers are rewards and incentives that are not part of the ARES electric supply rates. For example, several ARES offer one-time gift cards as an incentive to sign up for a particular offer; other offers contain rewards such as airline miles and other non-rate benefits. However, those non-rate benefits are difficult to quantify and include in such calculations. Additionally, Staff would have to make several more assumptions and receive

¹³ The PTC is the monthly Electric Supply Charge plus the Transmission Services Charge (cents/kWh) that a customer would be charged by the utility.

¹⁴ The PEA is a monthly fluctuating true-up mechanism for the utility, matching incurred supply costs to actual received supply revenues. The PEA is therefore a credit in some months and a charge in others.

¹⁵ Four ARES (Josco Energy IL LLC, Liberty Power Holdings LLC, MeterGenius Inc, and Star Energy Partners LLC) did not respond to the Data Request in a timely manner; therefore, the monthly average residential rates are not inclusive of all ARES.

far more additional detailed data from the ARES community to quantify the non-rate benefits offered by ARES.

1. ComEd Territory

Table 21 demonstrates that, on average, residential ARES customers paid around \$13.94 million more per month, during the last twelve months when compared to the ComEd PTC. The PEA was a charge in three of the twelve months during the June 2023 through May 2024 period, so the gap between the ComEd supply price and the average ARES price increased by an average of \$648,000 per month. In terms of cents per kWh, residential ARES customers paid about 2.89 cents/kWh more when compared to the ComEd PTC only, and about 3.00 cents/kWh more when including the PEA.

Table 21 shows the monthly comparisons for the most recent twelve-month period:

TABLE 21: CURRENT YEAR COMED RESIDENTIAL SAVINGS ESTIMATES (MONTHLY)

	Savings compared to ComEd PTC	PEA Impact	Savings inclusive of the PEA Impact	Savings compared to ComEd PTC (cents/kWh)	Savings inclusive of the PEA (cents/kWh)
June 2023	(\$15,520,371)	\$1,984,942	(\$13,535,429)	(3.947)	(3.449)
July 2023	(\$18,848,033)	(\$64,271)	(\$18,912,304)	(3.558)	(3.570)
August 2023	(\$19,829,558)	(\$4,963,462)	(\$24,793,020)	(3.336)	(4.157)
September 2023	(\$18,329,651)	(\$1,004,873)	(\$19,334,523)	(3.275)	(3.451)
October 2023	(\$11,681,278)	(\$1,435,010)	(\$13,116,288)	(2.882)	(3.236)
November 2023	(\$9,938,139)	(\$488,143)	(\$10,426,282)	(2.687)	(2.819)
December 2023	(\$12,225,646)	(\$3,203,953)	(\$15,429,599)	(2.572)	(3.246)
January 2024	(\$14,666,568)	(\$830,261)	(\$15,496,829)	(2.544)	(2.688)
February 2024	(\$14,541,467)	\$1,209,829	(\$13,331,638)	(2.488)	(2.281)
March 2024	(\$11,938,347)	(\$1,294,471)	(\$13,232,818)	(2.536)	(2.811)
April 2024	(\$9,379,553)	(\$1,979,267)	(\$11,358,820)	(2.270)	(2.749)
May 2024	(\$10,339,085)	\$4,286,802	(\$6,052,283)	(2.624)	(1.536)
Totals	(\$167,237,696)	(\$7,782,137)	(\$175,019,833)	(2.903)	(3.038)
Average	(\$13,936,475)	(\$648,511)	(\$14,584,986)	(2.89)	(3.00)

Table 22 shows the cost difference over the past thirteen years beginning in June 2011 through May 2024. Like Table 21, the table below shows the difference in what ARES customers would have paid had they remained with the utility with and without considering the PEA. Additionally, the information is calculated in cents/kWh.

Taking the most recent twelve-month period into account, the thirteen-year table looks as follows¹⁶:

¹⁶ All amounts are absolute amounts and have not been adjusted for inflation.

TABLE 22: DETAILED COMED RESIDENTIAL SAVINGS ESTIMATES (YEARLY)

	Annual Savings compared to ComEd PTC	Annual PEA Impact	Annual Savings inclusive of the PEA Impact	Savings compared to ComEd PTC (cents/kWh)	Savings inclusive of the PEA (cents/kWh)
June 2011 – May 2012	\$17,219,337	\$7,023,472	\$24,242,809	0.984	1.386
June 2012 – May 2013	\$250,827,896	\$6,681,912	\$257,509,807	2.148	2.315
June 2013 – May 2014	(\$40,238,809)	\$78,936,788	\$38,697,979	(0.211)	0.190
June 2014 – May 2015	(\$12,338,179)	(\$61,101,792)	(\$73,439,971)	(0.081)	(0.446)
June 2015 – May 2016	(\$79,723,261)	(\$35,481,059)	(\$115,204,320)	(0.643)	(0.948)
June 2016 – May 2017	(\$131,391,493)	(\$20,716,588)	(\$152,108,081)	(1.210)	(1.449)
June 2017 – May 2018	(\$123,315,376)	(\$14,927,712)	(\$138,243,088)	(1.289)	(1.445)
June 2018 - May 2019	(\$97,507,771)	(\$26,675,815)	(\$124,183,586)	(1.302)	(1.658)
June 2019 - May 2020	(\$136,748,943)	(\$7,757,952)	(\$144,506,896)	(1.694)	(1.790)
June 2020 - May 2021	(\$233,305,106)	(\$6,939,160)	(\$240,244,266)	(2.738)	(2.819)
June 2021 - May 2022	(\$121,960,047)	\$9,735,715	(\$112,224,333)	(1.662)	(1.529)
June 2022 - May 2023	(\$88,529,512)	\$5,798,491	(\$82,731,021)	(1.696)	(1.585)
June 2023 - May 2024	(\$167,852,646)	(\$7,797,975)	(\$175,650,621)	(2.903)	(3.038)
Thirteen-year Total	(\$797,011,265)	(\$65,423,701)	(\$862,434,967)		

The table shows that, on average, ARES customers saved during the first two years of residential choice when compared to the ComEd PTC and paid more, during the last eleven years, when compared to the ComEd PTC. It also shows that the PEA was once again a credit over the last year even though it had been a charge over the two previous years.

Looking at this from a cents/kWh perspective, during the June 2012 through May 2013 period the average savings per kWh was about 2.1 cents when compared to the ComEd PTC and about 2.3 cents when considering the PEA. For the June 2013 through May 2014 period, the average ARES rate was about 0.2 cent above the ComEd PTC and 0.19 cent below the ComEd PTC when considering the PEA. Since then, the difference in the ARES rates and the ComEd PTC/PEA has increased. For the most recent June through May period, the average ARES rate was about 2.903 cents above the ComEd PTC and 3.038 cents above the ComEd supply rate when including the PEA.

Reviewing the tables above shows that, on average, an ARES customer consuming 500 kWh/month saved approximately \$139 for the year during the planning year that ended in May 2013. The same average ARES residential customer saved just over \$11 during the planning year that ended in May 2014 but paid \$182 more during the planning year that ended in May 2024.

An average ARES residential customer that uses 1,200 kWh/month during the planning year that ended in May 2013 saved around \$333 while saving just over \$27 during the planning year that ended in May 2014 and paying \$437 more during the planning year that ended in May 2024. Again, these numbers are averages and almost all customers are either below, or above, the average.

2. Ameren Territory

As mentioned above, a residential savings analysis was completed for the Ameren territory for the eighth year in a row. One additional factor is considered for the Ameren territory: the two-block residential rate for the non-summer months. From October to May, the Ameren residential supply rate consists of a lower rate for usage above 800 kWh. To account for this, Ameren provided the weighted average rate based on actual residential usage during those months. Other than this additional step, the same steps that were used for the ComEd calculations were followed.

Table 23 provides an overview of the Ameren territory and reveals that between June 2023 and May 2024, on average, residential ARES customers (which were mostly municipal aggregation customers), paid about 2.125 cents more per kWh when compared to the Ameren PTC and 2.354 cents more per kWh when compared to the Ameren PTC when considering the impacts of the PEA. This is a stark difference than amount ARES customers saved between June 2022 and May 2023.

TABLE 23: CURRENT YEAR AMEREN RESIDENTIAL SAVINGS ESTIMATES (MONTHLY)

	Savings compared to Ameren PTC	PEA Impact	Savings inclusive of the PEA Impact	Savings compared to Ameren PTC (cents/kWh)	Savings inclusive of the PEA (cents/kWh)
June 2022	(\$2,162,084)	\$1,112,661	(\$1,049,424)	(0.639)	(0.310)
July 2022	(\$11,812,840)	\$1,043,568	(\$10,769,272)	(2.437)	(2.222)
August 2022	(\$14,968,022)	\$176,877	(\$14,791,145)	(2.603)	(2.572)
September 2022	(\$12,552,817)	(\$1,079,526)	(\$13,632,343)	(2.368)	(2.572)
October 2022	(\$8,925,647)	(\$1,357,572)	(\$10,283,219)	(2.328)	(2.682)
November 2022	(\$7,004,868)	(\$1,449,793)	(\$8,454,661)	(2.155)	(2.600)
December 2022	(\$10,219,503)	(\$1,966,240)	(\$12,185,743)	(2.403)	(2.865)
January 2023	(\$11,983,618)	(\$2,486,496)	(\$14,470,114)	(2.260)	(2.730)
February 2023	(\$10,202,308)	(\$1,996,465)	(\$12,198,773)	(2.401)	(2.871)
March 2023	(\$7,889,654)	(\$1,557,446)	(\$9,447,100)	(2.060)	(2.466)
April 2023	(\$6,444,565)	(\$974,860)	(\$7,419,425)	(1.770)	(2.038)
May 2023	(\$6,962,060)	(\$813,259)	(\$7,775,319)	(2.074)	(2.316)
Totals	(\$111,127,986)	(\$11,348,551)	(\$122,476,537)	(2.179)	(2.402)
Average	(\$9,260,665)	(\$945,713)	(\$10,206,378)	(2.125)	(2.354)

Reviewing the table above shows that, on average, an ARES customer consuming 500 kWh/month paid about \$144 more during the planning year that ended in May 2024. An average ARES residential customer that uses 1,200 kWh/month during the planning year that ended in May 2024 paid about \$346 more.

G. The HEAT Act Rate Reports

Effective January 1, 2020, Public Act 101-0590 amended the Public Utilities Act (PUA) to require all ARES to provide the Commission, and the Office of the Attorney General, the rates “charged to residential customers in the prior year, including each distinct rate charged and whether the rate was a fixed or variable rate, the basis for the variable rate, and any fees charged in addition to the supply rate, including monthly fees, flat fees, or other service charges” by June 30th of each year. To provide additional context, Staff requested that ARES identify the territory where each rate was charged.

The statute does not require, and ARES did not provide, a description of the types of products associated with the various rates charged or how many customers are enrolled on each rate. Given the amount of non-rate benefits, such as airline miles and smart devices, that the ARES utilize in their marketing promotions, this omission often renders it difficult to accurately reflect the benefits provided to customers. Additionally, the reports do not include information about how the various rate products were marketed to customers.

Of the 72 ARES licensed to serve residential customers between June 2023 and May 2024, the seven companies below failed to provide the information required.

- ENGIE Power and Gas;
- Engie Resources, LLC;
- Josco Energy (license removed 03/07/2024);
- Liberty Power Holdings LLC (license removed 08/03/2023);
- MeterGenius, Inc. (license removed 11/30/2023);
- NextEra Energy Services Illinois, LLC;
- Star Energy Partners LLC (license removed 08/16/2023).

Like most of the data in this report, the ARES rate information covered the period of June 1, 2023, through May 31, 2024. Although some ARES charged a handful of rates during the timeframe indicated, other ARES charged over 53,000 different fixed and variable rates throughout the Ameren and ComEd territories.¹⁷ The lowest rate charged in the Ameren territory was a variable rate product of 3.59 cents per kWh for July 2023. The highest rate charged in the Ameren territory also consists of a variable rate of 39.50 cents per kWh in June 2023. In the ComEd territory, the lowest reported rate was 2.92 cents per kWh for June 2023, which was a fixed product. The highest rate charged in the ComEd territory was a variable rate charged in June 2023 of 38.4 cents per kWh. While none of these rates included additional fees, several suppliers charged separate fees in addition to the reported rates, ranging from \$0.50 a day to \$14.99 a month, in the past year. Additionally, several ARES offer subscription or flat fee

¹⁷ 220 ILCS 20-110 requires ORMD to include the ARES rate information in this report. Because of the volume of different fixed and variable rates charged by a large number of ARES throughout the service territories, the rate information is presented in the aggregate in this report in order to give a broad overview of the state of the competitive market. Individual annual rate reports from any of the ARES that filed are available upon request.

products where customers pay the same monthly amount throughout the life of the contract, which tends to be twelve months. These products ranged from \$19.99 to \$341 a month.

VI. Consumer Resources for Residential and Small Commercial Electric Customers

A. [PlugIn.Illinois.gov](https://plugin.illinois.gov)

[PlugIn.Illinois.gov](https://plugin.illinois.gov) is the ICC's electric choice consumer education website aimed at providing residential and small commercial customers with a better understanding of their electric supply options. Pursuant to Public Act 97-0222, both ComEd and Ameren have included the Plug In Illinois website address on their monthly bills since May 2012. The law also requires all ARES to provide the Plug In Illinois website address to residential and small commercial customers.

The website provides information including electric choice basics, municipal aggregation, understand your bill and pricing information, a Frequently Asked Questions (FAQ) guide, and a glossary. Details to assist a consumer shopping for electric supply options are also provided. A shopper may review a list of ARES, current offers as posted by ARES, and the price-to-compare—current and historical—in both the Ameren and ComEd service territories. Historical price-to-compare information also includes the Purchased Electricity Adjustment (PEA), as these known values are part of the actual price paid by utility supply customers.

On the website, a consumer can compare, and shop ARES offers through the “Compare Offers” icon and matrix of contract options. Customers may select their utility territory to see the ARES offers available and compare the offers to their respective utility rate, as well as, to other competing offers. For each offer posted, the comparison matrix displays the supplier's logo as well as the offer name; both items link to further offer-specific information on the supplier's website. The offer comparison matrix lists the price in cents per kWh, any potential additional monthly fees, the term in months, and a brief description of the offer. The customer may also review the offer's cost for monthly usage levels of 500, 1,000 and 1,500 kWh. Customers can sort the offers by supplier, price, or length of the term. As a condition to posting on [PlugIn.Illinois.gov](https://plugin.illinois.gov), ARES are required to honor the prices of the offers they post.

Further, a customer may review some performance metrics related to individual ARES under the “Consumer Protections” tab. Each monthly “Complaint Scorecard”¹⁸ ranks suppliers by their number of complaints compared to the average rate of complaints for the entire residential market. Additionally, within the “Customer Complaint Statistics” section is a “Complaint Summary,” which shows the total number and type of complaints received for each retail electric supplier over the last two years. The “Complaint Summary” provides a more detailed view of the number and types of informal complaints the Consumer Services Division receives about each ARES.

A list of communities utilizing municipal aggregation programs can also be found on [PlugIn.Illinois.gov](https://plugin.illinois.gov). The Municipal Aggregation Communities List contains eight columns, including the name of the community, status of each community's aggregation program, chosen supplier, rate, contract end date,

¹⁸ <https://plugin.illinois.gov/consumer-protections/customer-complaint-statistics.html>

utility territory, and referendum date. Additionally, a filter function was added to the list allowing website visitors to sort by community name, status, supplier name, aggregation rate, contract end date, territory, or referendum date.

B. Other Regulatory Activities

1. The Home Affordability and Transparency Act and Rulemakings

On August 27, 2019, Governor Pritzker signed into law the Home Energy Affordability and Transparency (HEAT) Act, which aims to enhance consumer protections and create transparency in the market. It is imperative for consumers to understand the transactions they are participating in when engaging with alternative retail electric suppliers. Consumer education and transparency are essential to a successfully competitive market.

To increase market transparency, the HEAT Act required several additional disclosures on marketing materials, etc. Among the new requirements, the Act mandates that the Utility Electric Supply Price to Compare (PTC) be included on all marketing materials and on all bills. Both Ameren and ComEd had already undertaken the necessary steps to add this information on their bills in 2019. Additionally, the HEAT Act eliminated ARES early termination fees, increased ARES bond requirements, and added a new bond requirement for ARES who engage in in-person solicitation.

The HEAT Act expands on consumer protections found in the Public Utility Act and the Consumer Fraud Act. As a result, Staff has initiated several rulemaking proceedings to ensure the Commission rules reflect changes brought about by the HEAT Act.

2. Enforcement Activity

ORMD Staff, in collaboration with Staff from CSD and the Office of General Counsel (OGC), regularly evaluate informal complaints and ARES' behaviors in the context of 83 Ill. Admin. Code 412 to ensure ARES compliance with the rules. Code Part 412 was amended to comply with the HEAT Act and was implemented on May 1, 2023. Over the past year, a final order was issued by the Commission in three formal investigative proceedings. The Commission approved a settlement and release agreement with Realgy, LLC (Realgy) in Docket No. 21-0364 in which Realgy agreed to refund customers, issue a voluntary payment to the Department of Commerce and Economic Opportunity ("DCEO") Supplemental Low Income Energy Assistance Fund, and voluntarily surrender its AGS and ARES Subpart D certificates. Docket Nos. 21-0362 and 21-0363 regarding Liberty Power Holdings, LLC and Switch Energy respectively, the Commission determined the companies violated several Commission rules, ordered each of the ARES to pay a fine, and revoked their certificates.

VII. Suggested Administrative and Legislative Action

In collaboration with Staff from OGC and CSD, ORMD Staff continues to evaluate changes in the statute that may require amendments to the rules.