



# Naperville

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## **Naperville's Electric Reliability Betters Industry Average**

**NAPERVILLE, ILLINOIS** – Naperville is performing better than the competition when measured by reliable electric service. According to recent 2006 reports by the System Average Interruption Duration Index, a performance measurement indicator of service reliability, Naperville residents system-wide were only without electrical power for 30 minutes for the entire year, bettering the U.S. industry average of 54 minutes per customer.

“Our advanced technology, system maintenance, and commitment to customer service have allowed us to be one of the most reliable electric service providers in the Midwest,” said Allan Poole, Director of Public Utilities. “We continue to implement new processes and technologies that will help us to achieve our new goal of 25 minutes per customer in 2007.”

Naperville's approach to delivering reliable electric service is a combination of employees and advanced technology. All major substation feeder lines are being equipped with Distribution Automation Technology allowing for automatic switching of electrical load when an underground cable fault or overhead line failure occurs. At this time, 70 percent of all feeder lines are equipped with this advanced technology.

In addition, a two person crew is available on a year round basis to restore a power outage if it occurs after normal working hours. Fault indicators are also installed on all equipment helping the city to pinpoint the exact location of the outage and speed up the power restoration.

The city's investment in technology, infrastructure maintenance and replacement, and commitment to service has steadily improved reliability of service. “In 1991, Naperville's power outages averaged several hours per customer,” continued Poole. “Compare that with today's numbers and real progress has been made.”

For more information on Naperville's electric service, visit [www.naperville.il.us](http://www.naperville.il.us).

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**Editor's Note:** For more information, please contact the Director of Public Utilities Allan Poole via phone, (630) 420-6130 or via e-mail, [poolea@naperville.il.us](mailto:poolea@naperville.il.us).