

| | | |
|-----------------------------------|---------------|---------------|
| Total Customers this Month | 62,256 | Days of Month |
| Total Customer Minutes this Month | 2,779,107,840 | 31 |

| Outage Totals | | | |
|--|--------------------------|------------|----------------------|
| | | This Month | This Month Last Year |
| Unscheduled Outages | | | |
| Long | # Outages | 1 | 5 |
| | # Customers Out | 25 | 196 |
| | # Minutes Out | 184 | 342 |
| | # Customer Minutes Out | 2,225 | 11261 |
| | # Within City System | 1 | 5 |
| | # Supply to City Minutes | 0 | 0 |
| Short | # Outages (Blinks) | 0 | 1 |
| | # Customers Affected | 0 | 517 |
| | # Within City System | 0 | 0 |
| | # Supply to City Minutes | 0 | 0 |
| Scheduled Outages | | | |
| Long | # Outages | 0 | 0 |
| | # Customers Out | 0 | 0 |
| | # Minutes Out | 0 | 0 |
| | # Customer Minutes Out | 0 | 0 |
| | # Within City System | 0 | 0 |
| | # Supply to City Minutes | 0 | 0 |
| Short | # Outages (Blinks) | 0 | 0 |
| | # Customers Affected | 0 | 0 |
| | # Within City System | 0 | 0 |
| | # Supply to City Minutes | 0 | 0 |
| Totals | | | |
| Total Long Outages | | 1 | 5 |
| Total Short Outages (Blinks) | | 0 | 1 |
| Total Customers Out (Long) | | 25 | 196 |
| Total Customers Affected (Short- Blinks) | | 0 | 517 |
| Total Customer Minutes Out | | 2,225 | 11261 |
| Total Outages Within City System | | 1 | 5 |
| Total Outages in Supply to City | | 0 | 0 |

| Number of Outages (by Cause) | | | | |
|------------------------------|-------------------------------|------------------|----------------------|------------|
| Cause # | Description | Total This Month | This Month Last Year | Rolling AT |
| 0 | Supply to City | 0 | 0 | 0 |
| 1 | Overhead Equipment Failure | 0 | 1 | 21 |
| 2 | Underground Equipment Failure | 1 | 1 | 46 |
| 3 | Weather | 0 | 0 | 22 |
| 4 | Birds, Animals, Snakes, etc. | 0 | 1 | 15 |
| 5 | Trees | 0 | 1 | 3 |
| 6 | Foreign Interference | 0 | 0 | 5 |
| 7 | Human | 0 | 0 | 3 |
| 8 | Other | 0 | 0 | 0 |
| 9 | Unknown | 0 | 0 | 2 |
| 10 | Vehicle | 0 | 1 | 4 |
| Total | | 1 | 5 | 121 |

| 12 Month Outage Statistics | | |
|-------------------------------|------------------|----------------------------|
| Index | As of This Month | As of This Month Last Year |
| ASAI (%) | 99.9953 | 99.9969 |
| CAIDI (Long) (min) | 42.76 | 54.32 |
| SAIDI (Long) (min) | 24.91 | 16.17 |
| SAIFI (Long) (ints/tot cust) | 0.58 | 0.30 |
| SAIFI (Short) (ints/tot cust) | 0.20 | 0.27 |
| MAIFI (Momentary) | 0.00 | 0.01 |

ASAI - Average Service Availability Index

(customer minutes available/total customer minutes, as a %)

CAIDI - Customer Average Interruption Duration Index

(average minutes interrupted per interrupted customer)

SAIDI - System Average Interruption Duration Index

(average minutes interrupted per customer for all customers)

SAIFI (Long) - System Average Interruption Frequency Index

(# of long interruptions per customer for all customers)

S/U - Scheduled or Unscheduled

Ints - # of Interruptions

Long - >1 min; Short - <1 min

Cause # - see table on page 3