

The **System Average Interruption Duration Index (SAIDI)** is the number of minutes the average customer can expect to be without water service during a 12-month period.

Except where noted, SAIDI is calculated for the 12 months prior to the calculation date.

Abnormally high monthly values are in the top 5% of expected values for that particular month.

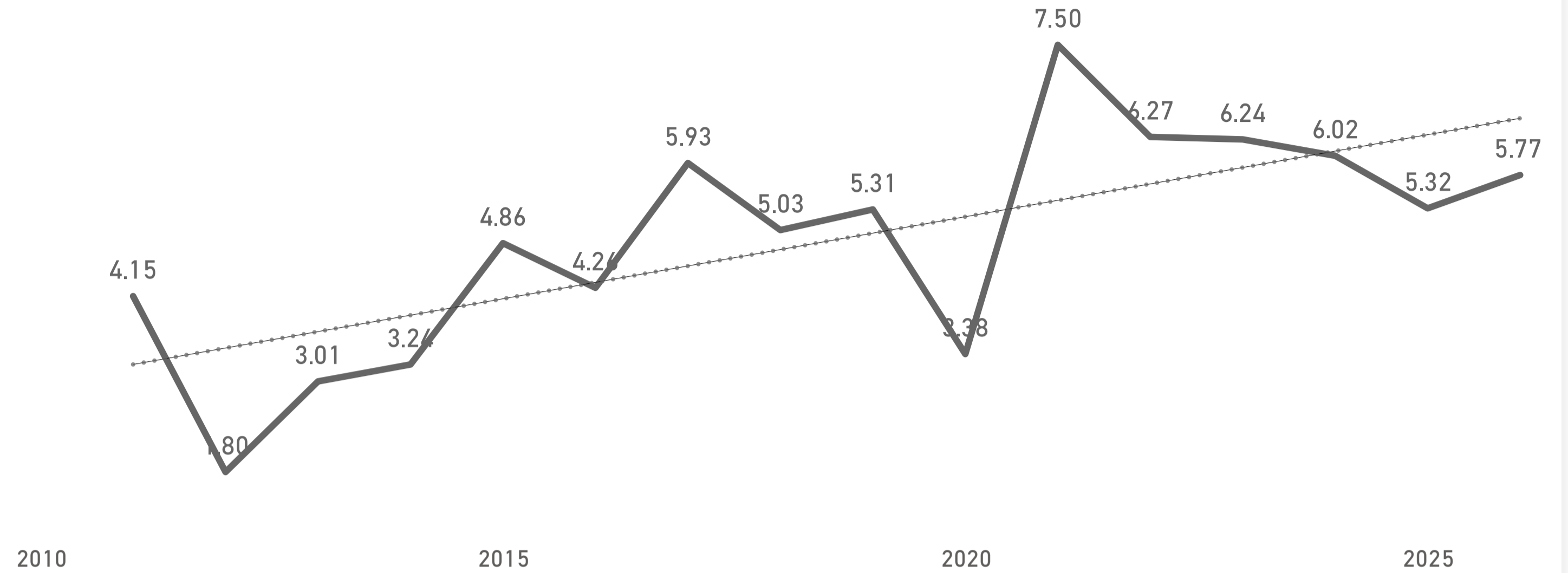
SAIDI

5.77!

1 Year Ago: 5.32 (+8.35%)

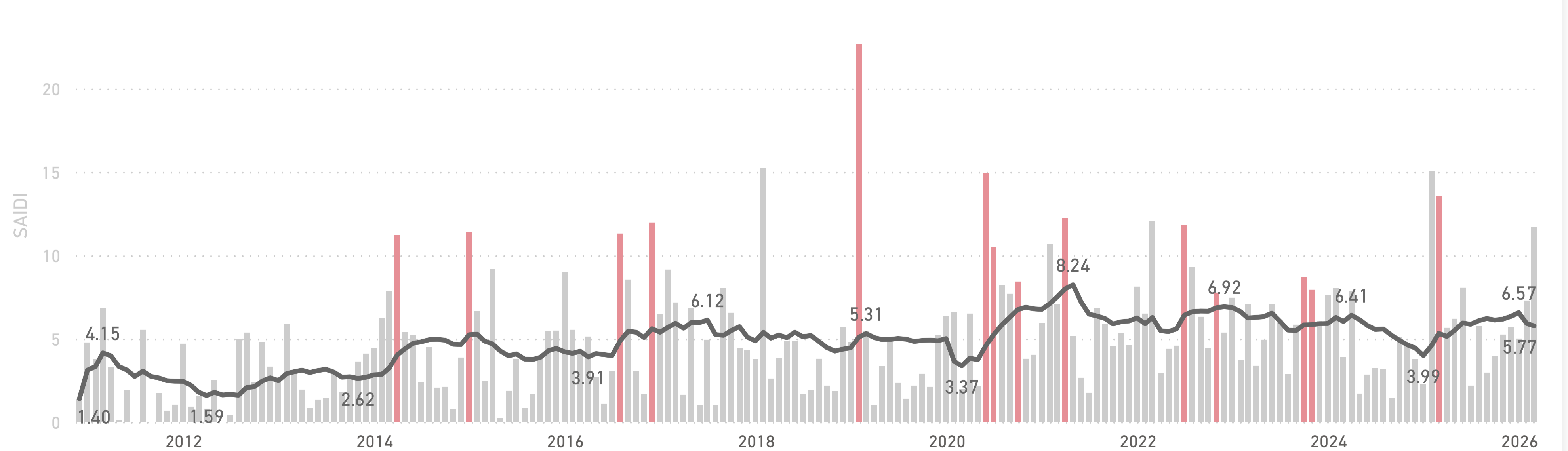
The 12-month average SAIDI was 5.77 minutes per customer as of February 2026. This is a change of 8% from 5.32 minutes per customer in February 2025.

SAIDI for 12 Month Period Ending February 28



Historical SAIDI

● Monthly SAIDI — 12 Month Average SAIDI



SAIDI (for period)

9.36 ✓

Same Period LY: 14.31 (-34.58%)

Interruptions

31 ✓

Same Period LY: 48 (-35.42%)

Average Duration (min)

222.1 !

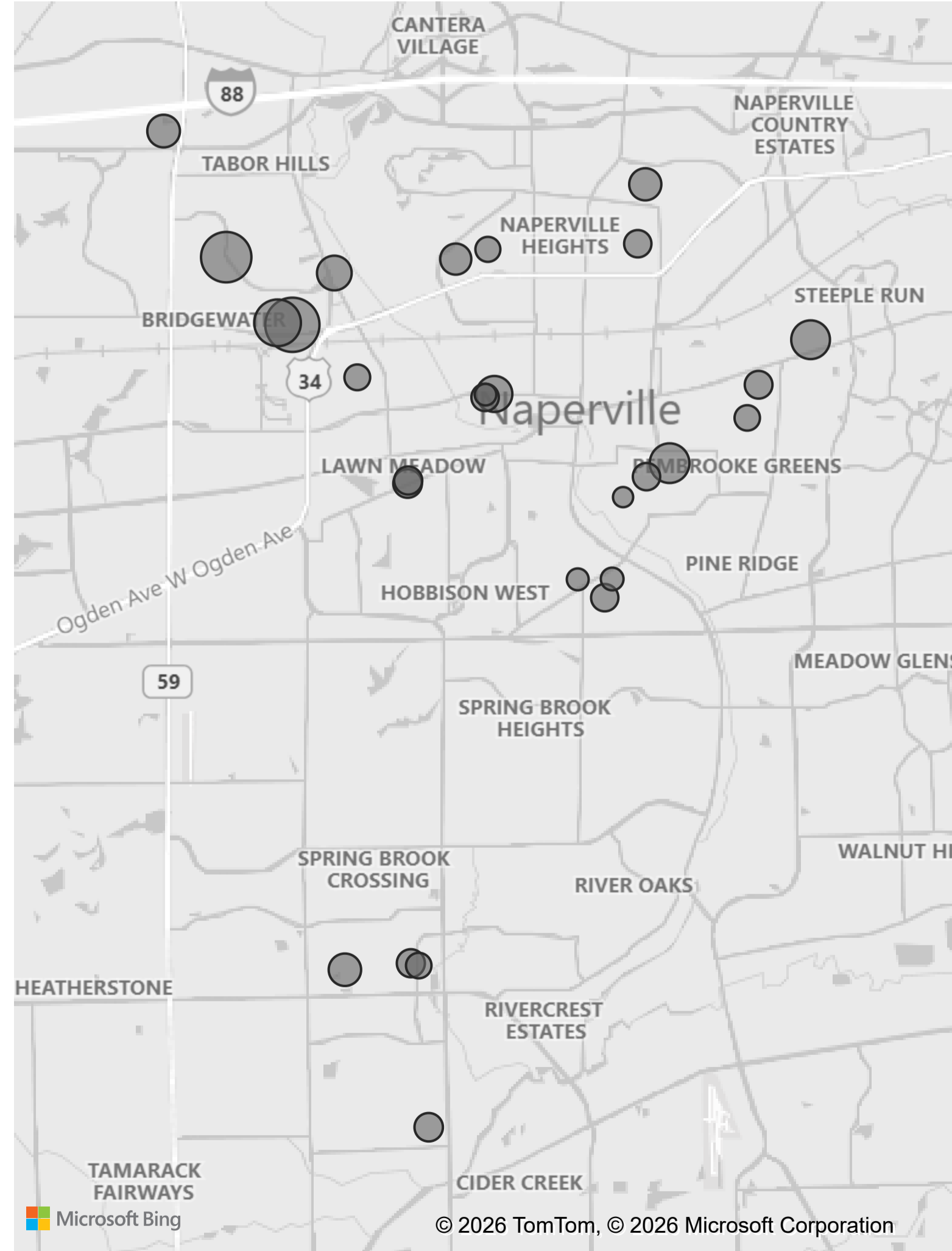
Same Period LY: 192.5 (+15.4%)

Average Customers Affected

14.3 !

Same Period LY: 11.0 (+30.41%)

Interruptions by Customer Impact



Last 12 Months

True

Period

- 2025
 - March
 - April
 - May
 - June
 - July
 - August
 - September
 - October
 - November
 - December
- 2026

Workorder	Date	Address	Duration	Customers	Customer Minutes	Include in SAID
319625	2/24/2026	1326 WINCHESTER CT, 60...	365	2	730	Yes
319433	2/25/2026	1510 FRONTENAC RD	330	0	0	No
319402	2/18/2026	1771 W DIEHL RD, 60563	460	5	2,298	Yes
319331	2/17/2026	812 W JEFFERSON AV, 60...	60	4	240	Yes
319313	2/15/2026	1259 WINDEMERE AV	79	15	1,190	Yes
319244	2/18/2026	1599 HINTERLONG LN	120	66	7,920	Yes
319214	2/12/2026	1024 MAGNOLIA LN	90	3	269	Yes
319168	2/11/2026	728 SMALL CT	190	65	12,361	Yes
319137	2/9/2026	717 BURNING TREE LN	50	13	648	Yes
319044	2/8/2026	1011 CREEKSIDE CR, 605...	210	9	1,886	No
319042	2/7/2026	1255 OSWEGO RD, 60540	120	10	1,200	Yes
319038	2/7/2026	1255 OSWEGO RD	130	10	1,302	Yes
318915	2/4/2026	712 W JEFFERSON	369	9	3,323	Yes
318738	2/3/2026	25W235 GUNSTON AV	360	12	4,320	Yes
318552	2/2/2026	812 W JEFFERSON AV, 60...	265	4	1,062	Yes
318551	2/1/2026	21 N Birchwood	85	9	769	Yes
318550	2/1/2026	1133 LAUREL	80	13	1,044	Yes
318547	1/31/2026	1105 CATALPA	30	12	354	Yes
318545	1/31/2026	1779 BROOKDALE	357	28	9,995	Yes
318337	1/29/2026	725 E HILLSIDE RD	585	8	4,678	Yes
318133	1/27/2026	417 BLUEGRASS CT	80	13	1,044	Yes
318018	1/24/2026	1205 ELIZABETH AV	40	18	714	Yes
317755	1/19/2026	639 WEHRLI	75	14	1,054	Yes
317737	1/19/2026	1013 FOREST VIEW CT, 6...	291	10	2,908	Yes
316898	1/13/2026	731 S LOOMIS ST, 60540	65	2	130	Yes
316857	1/10/2026	2676 SALIX CR, 60564	90	25	2,238	Yes
316813	1/9/2026	1035 SARATOGA RD, 605...	70	18	1,263	Yes
316799	1/9/2026	404 MENOMINEE LN, 605...	120	18	2,160	Yes
Total			6,885	443	68,574	