

BIANNUAL RELIABILITY REPORT

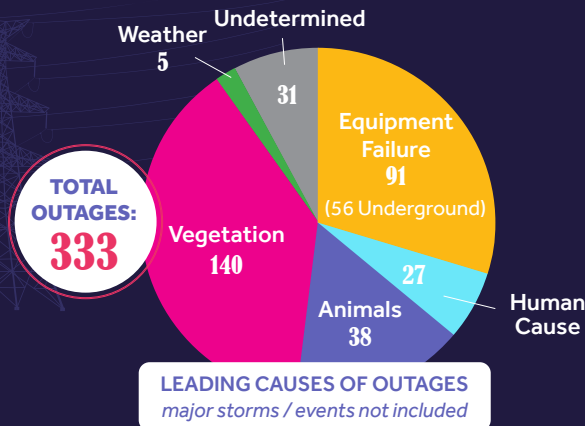
A snapshot of GRU's reliability for the first and second quarter (October 2020-March 2021) of fiscal year 2021.

METER READ ACCURACY
99.96%

Electric

» **1,449 miles** OF ELECTRIC LINES

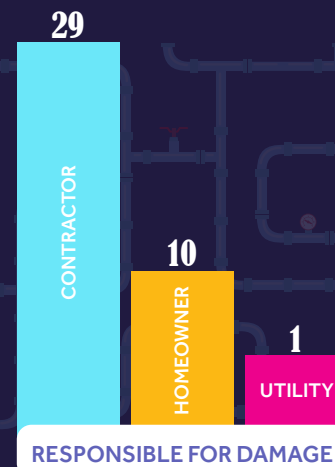
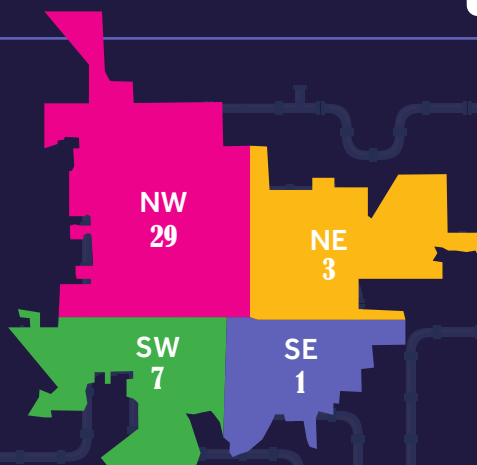
» **99.99%** ELECTRIC AVAILABILITY



Gas

DAMAGED GAS LINES:
40

No Line Locate Requested: 60%



Leading cause: Fence Installation - 43%

Water/Wastewater

» **1,188 miles** OF WATER LINES

» **857 miles** OF WASTEWATER LINES

» **3.65 BILLION** GALLONS OF WATER DELIVERED TO CUSTOMERS

» **2.87 MILLION** GALLONS OF WATER REUSED



Customer Ops



» **17,280** LOBBY TRANSACTIONS

» **128,345** CALL CENTER

» **37,982** DRIVE-THRU

GRU
More than Energy