

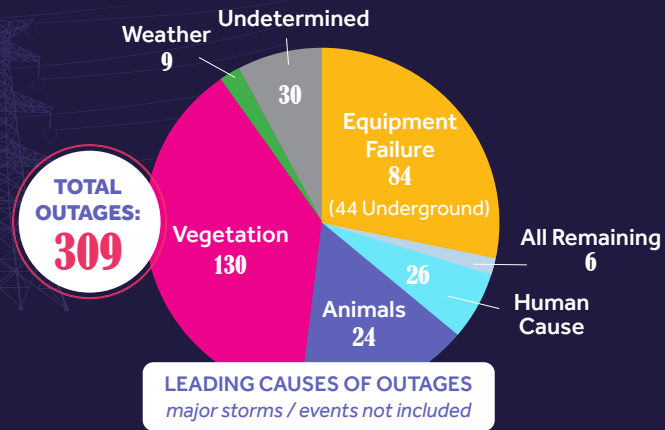
SEMI-ANNUAL RELIABILITY REPORT

A snapshot of GRU's reliability for the first and second quarter (October 2021-March 2022) of fiscal year 2022.

Electric

» **1,449 miles** OF ELECTRIC LINES

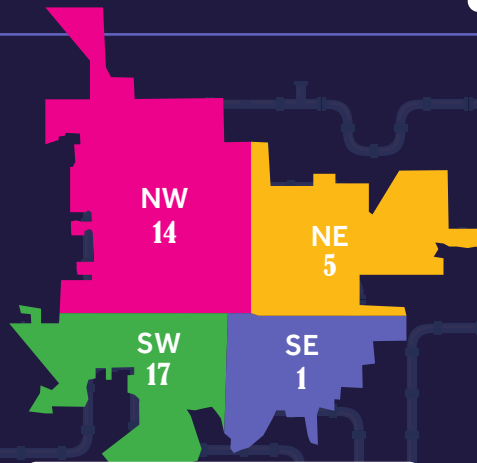
» **99.99%** ELECTRIC AVAILABILITY



Gas

DAMAGED GAS LINES: 37

No Line Locate Requested: 54%



Leading cause: Fence and Sewer Installations - 38%

Water/Wastewater

» **1,190 miles** OF WATER LINES

» **861 miles** OF WASTEWATER LINES

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

» **3.2 BILLION** GALLONS OF WATER REUSED



Customer Ops



» **17,375** LOBBY TRANSACTIONS

» **108,834** CALL CENTER

» **32,745** DRIVE-THRU

