

YEARLY RELIABILITY REPORT

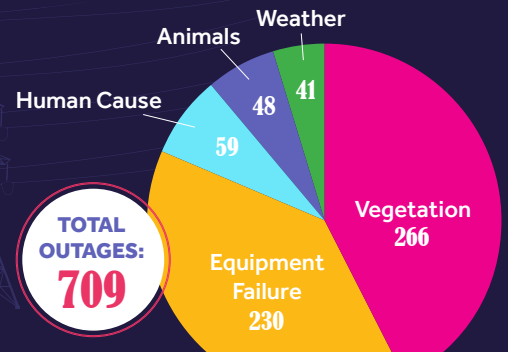
A snapshot of GRU's reliability for fiscal year 2020 (October 2019-September 2020)

METER READ ACCURACY
99.95%

Energy Delivery

» **1,449 miles**
OF ELECTRIC LINES

» **99.99%** ELECTRIC AVAILABILITY



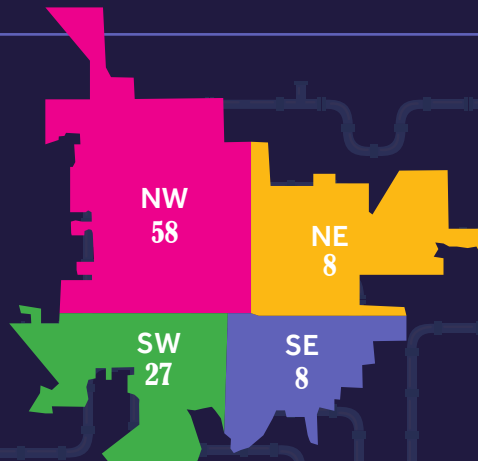
TOTAL OUTAGES:
709

LEADING CAUSES OF OUTAGES
major storms / events not included

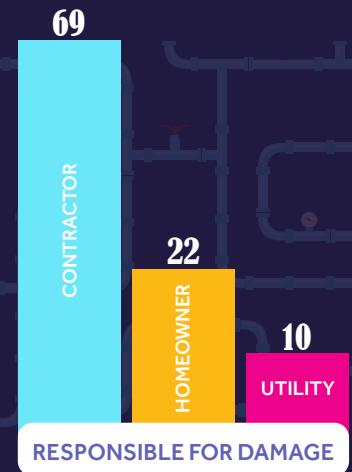
Natural Gas

» **810 miles**
OF GAS LINES

DAMAGED GAS LINES:
101



DAMAGED GAS LINES BY REGION



RESPONSIBLE FOR DAMAGE

No Line Locate Requested: 47%

Leading cause: Fence Installation - 25%

Water/Wastewater

» **1,183 miles** OF WATER LINES

» **854 miles** OF WASTEWATER LINES

6 BILLION
GALLONS OF WATER REUSED

8 BILLION
GALLONS OF WATER DELIVERED TO CUSTOMERS

SANITARY SEWER OVERFLOWS:
22



RESPONSIBLE FOR OVERFLOWS

Customer Service



» **32,513**
LOBBY TRANSACTIONS

» **403,053**
CALL CENTER

» **72,251**
DRIVE-THRU

