

# YEARLY RELIABILITY REPORT

A snapshot of GRU's reliability for fiscal year 2021 (October 2020 - September 2021)

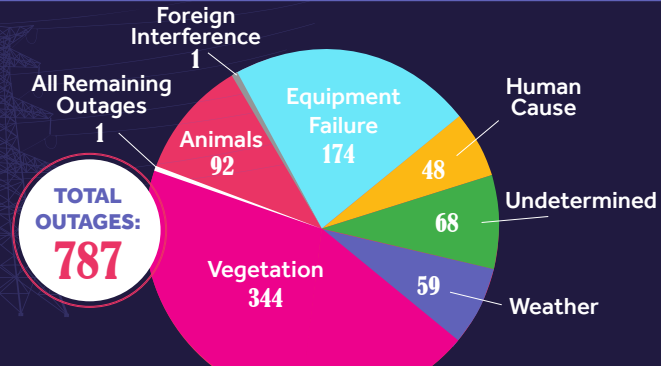
METER READ ACCURACY  
**99.96%**

## Electric

» **1,449 miles**  
OF ELECTRIC LINES

» **99.99%** ELECTRIC AVAILABILITY

*This data does not have Threshold Major Event Days (TMED) included in it. This is concurrent with IEEE-1366 2012 Standard.*

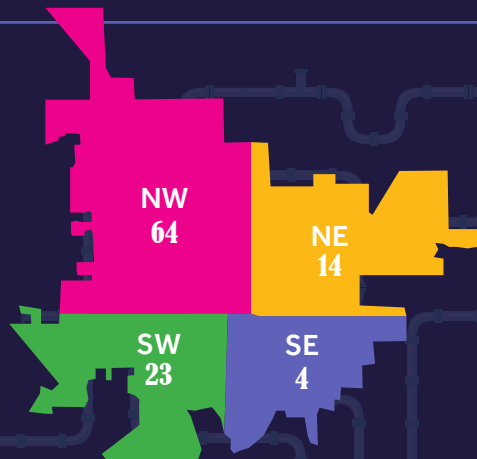


LEADING CAUSES OF OUTAGES  
*major storms / events not included*

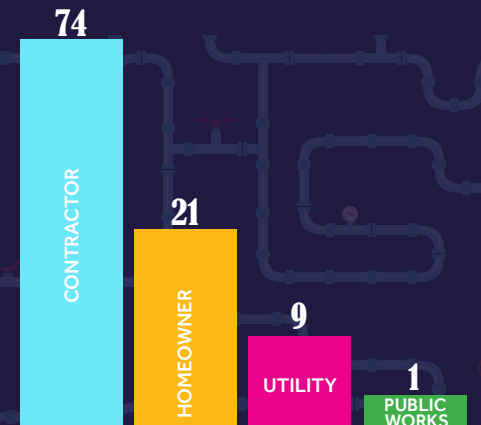
## Gas

DAMAGED GAS LINES:  
**105**

No Line Locate Requested: 50%



DAMAGED GAS LINES BY REGION



RESPONSIBLE FOR DAMAGE

Leading cause: Fence Installation - 27%

## Water/Wastewater

» **1,188 miles** OF WATER LINES

» **857 miles** OF WASTEWATER LINES

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

» **6.3 BILLION**  
GALLONS OF WATER REUSED



SANITARY SEWER OVERFLOWS:  
**34**

## Customer Ops



» **32,868**  
LOBBY TRANSACTIONS

» **263,076**  
CALL CENTER

» **72,486**  
DRIVE-THRU

