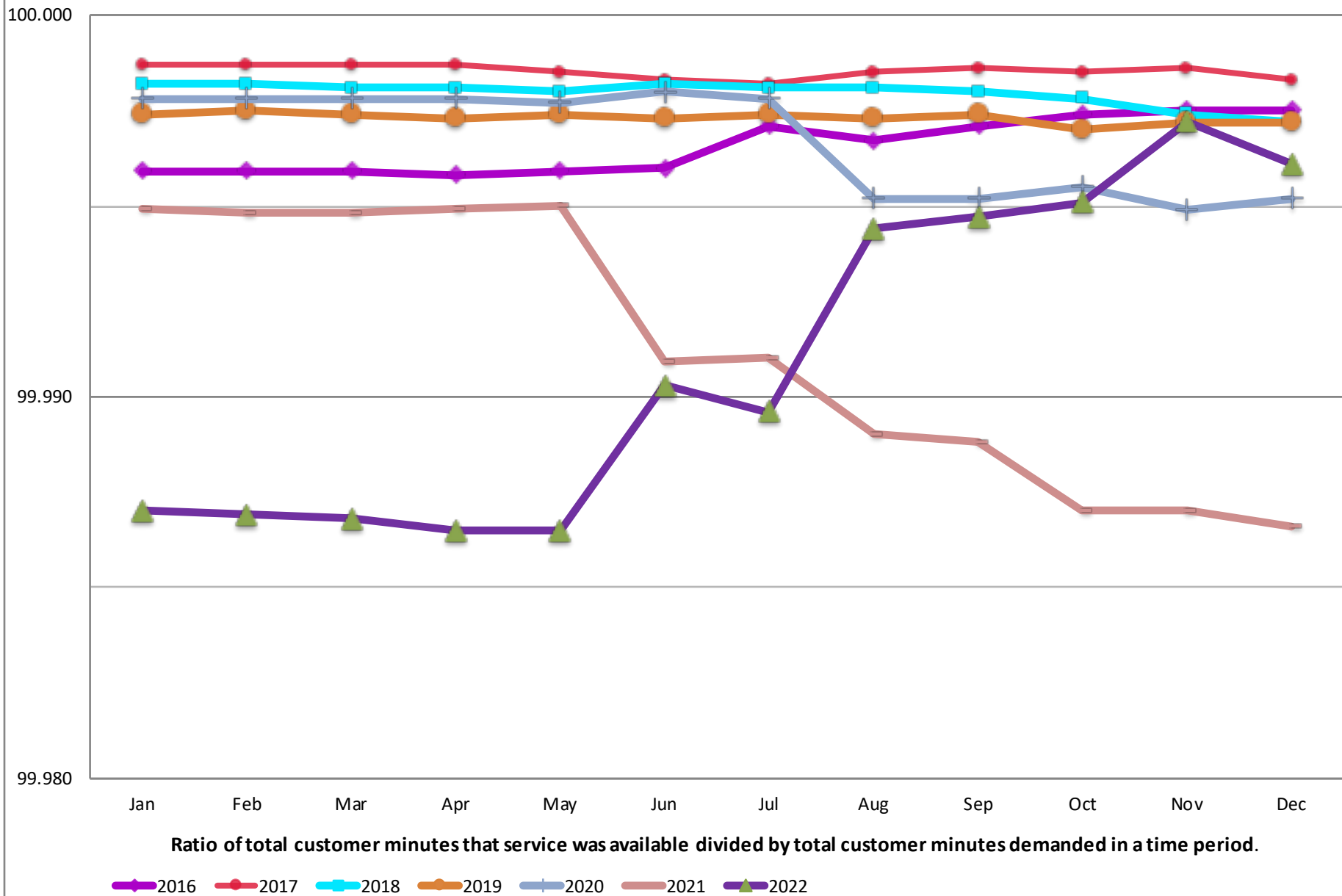


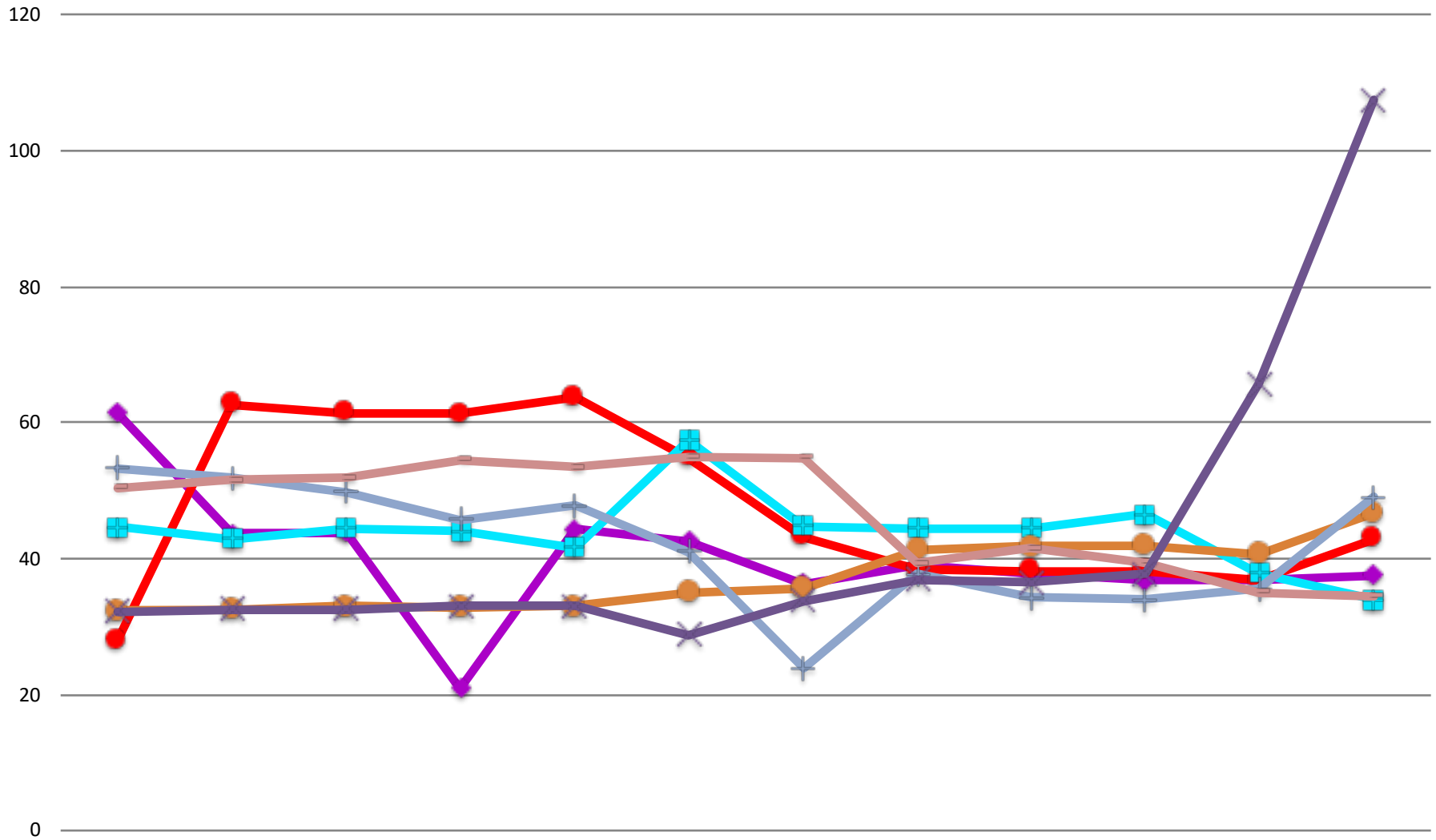
ASAI (Average Service Availability Index - %)



Ratio of total customer minutes that service was available divided by total customer minutes demanded in a time period.

2016 2017 2018 2019 2020 2021 2022

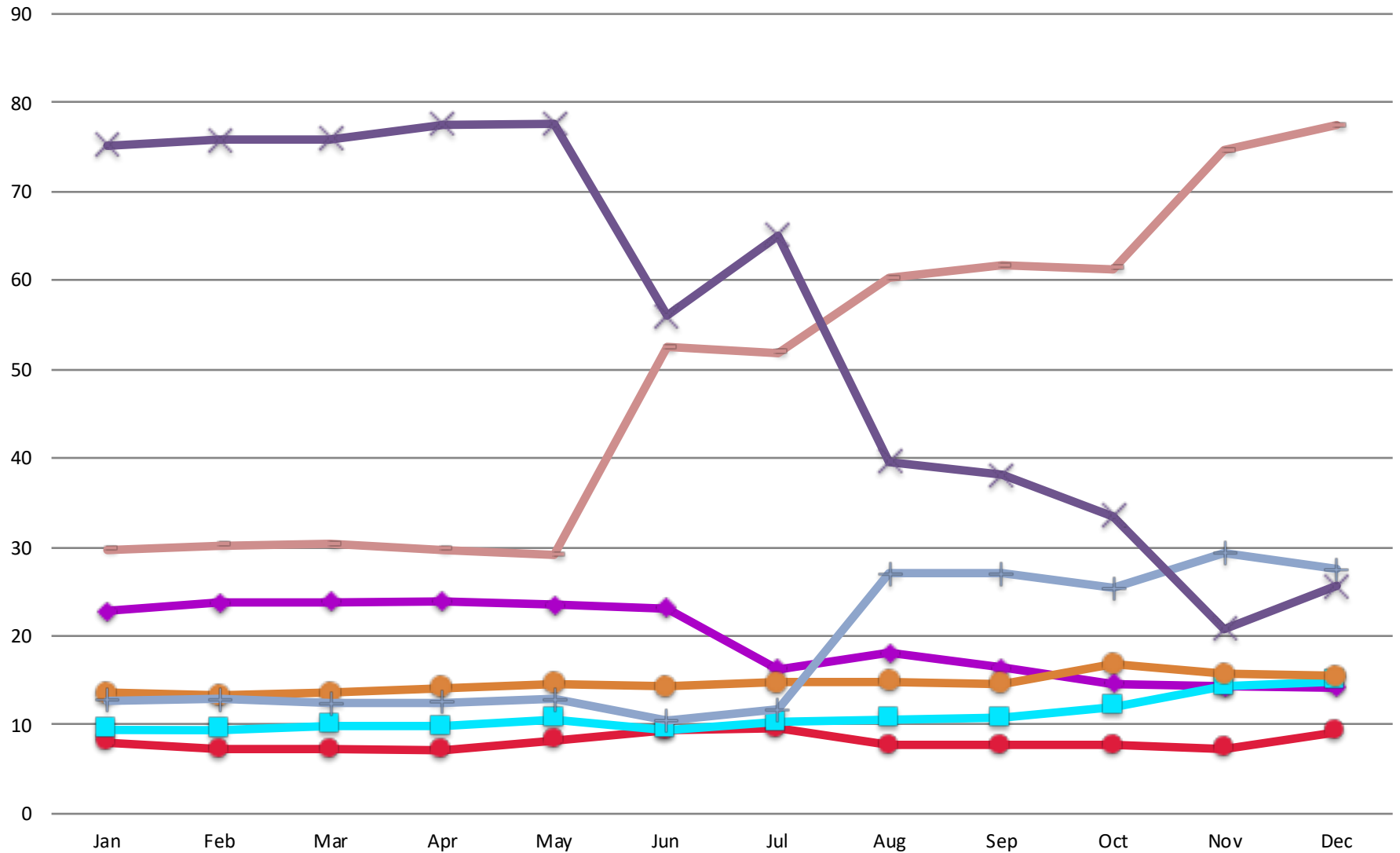
CAIDI (Customer Average Interruption Duration Index - Minutes)



The average duration of a customer outage, is calculated by dividing the sum of the customer minutes off by the number of customers who experienced long interruptions.

◆ 2016
 ◆ 2017
 ■ 2018
 ● 2019
 + 2020
 — 2021
 × 2022

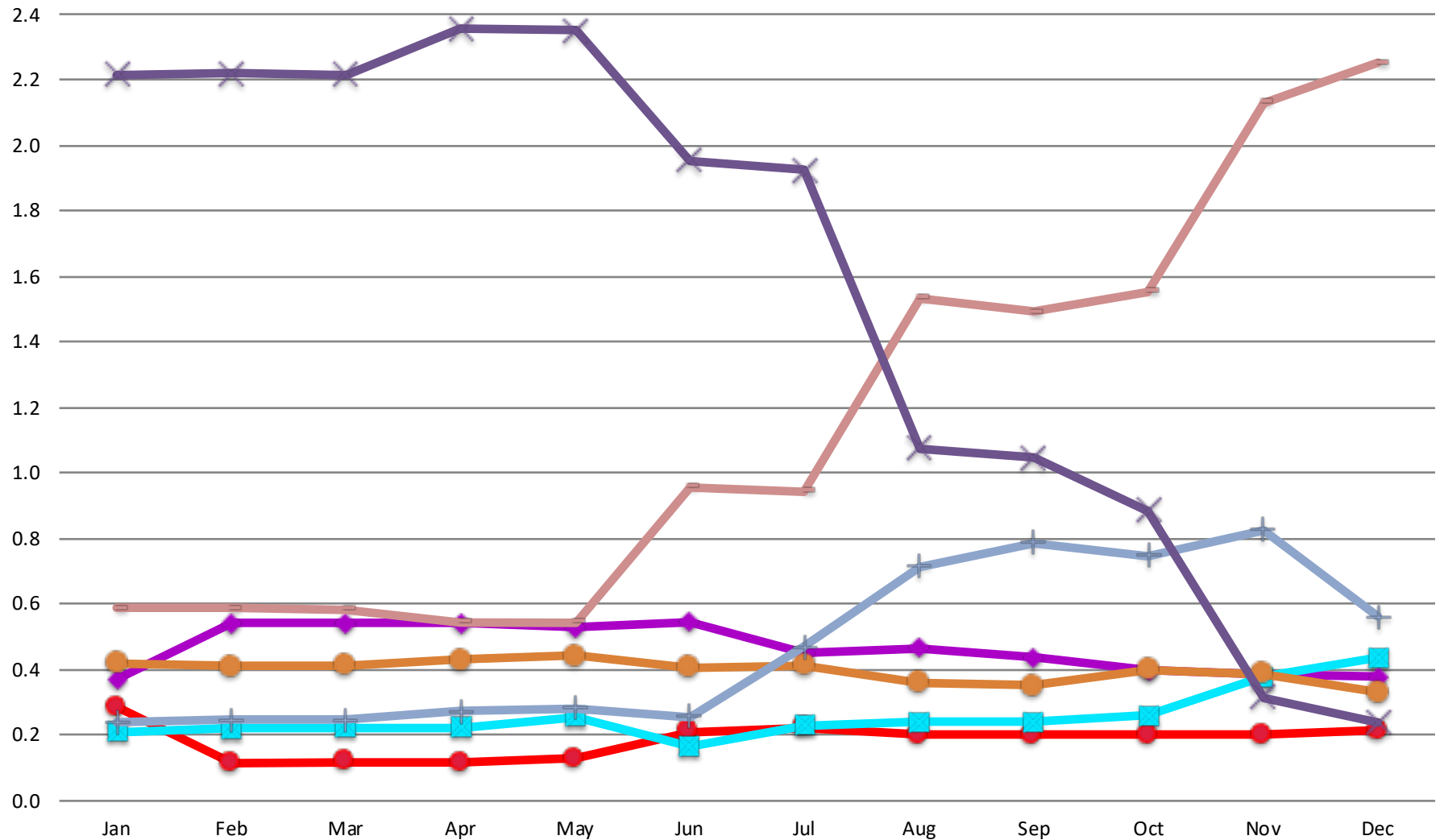
SAIDI (System Average Interruption Duration Index - Minutes)



The average interruption duration for all customers served, and is calculated by dividing the sum of the customer minutes off by the average no. of customers served.

◆ 2016
 ● 2017
 ■ 2018
 ● 2019
 + 2020
 ■ 2021
 x 2022

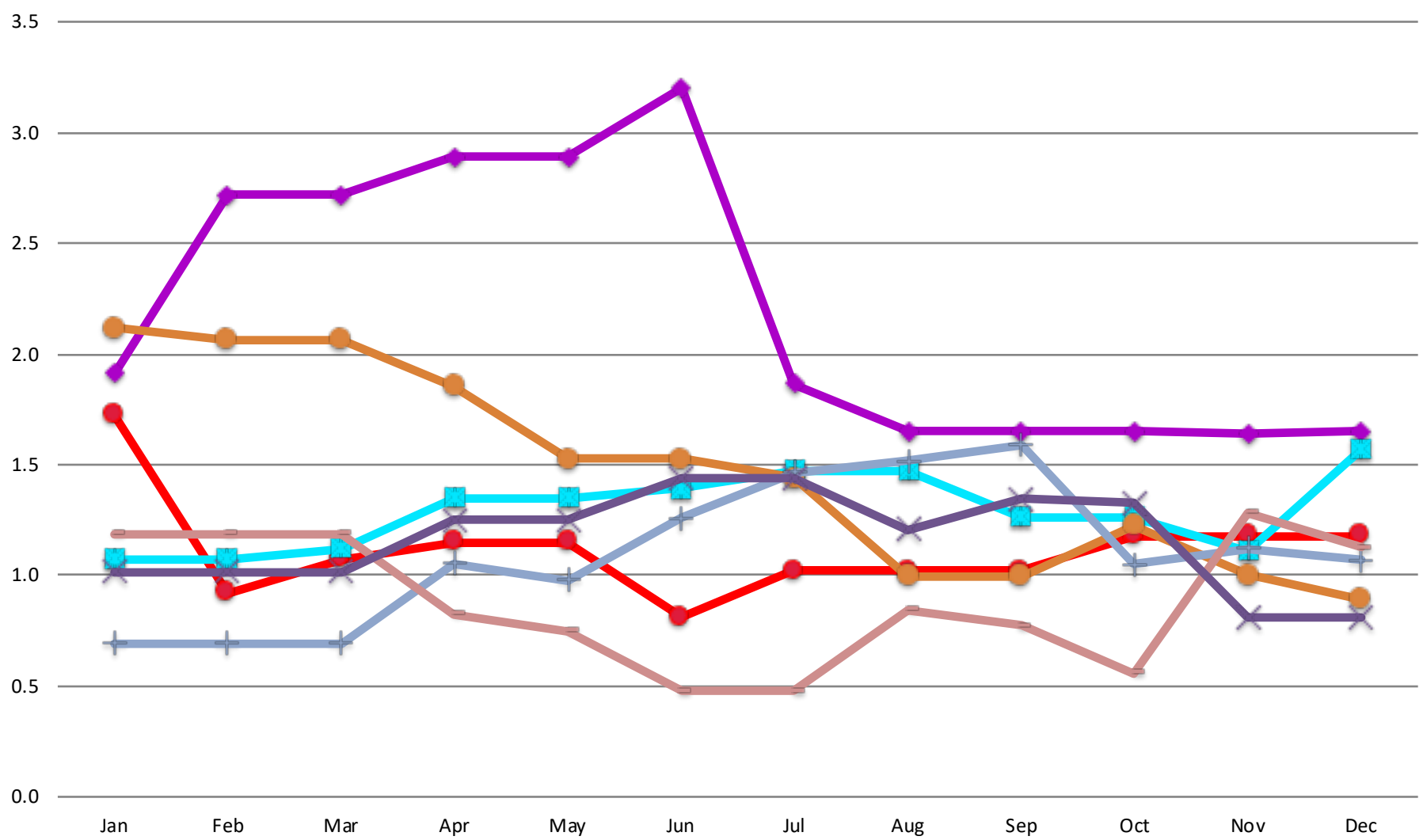
SAIFI Long (System Average Interruption Frequency Index - Long Interruptions per Customer)



The number of times a customer is interrupted (>1 minute), averaged over all customers. Divide total customer interruptions by an average of total customers served.

◆ 2016
 ● 2017
 ■ 2018
 ● 2019
 + 2020
 ■ 2021
 x 2022

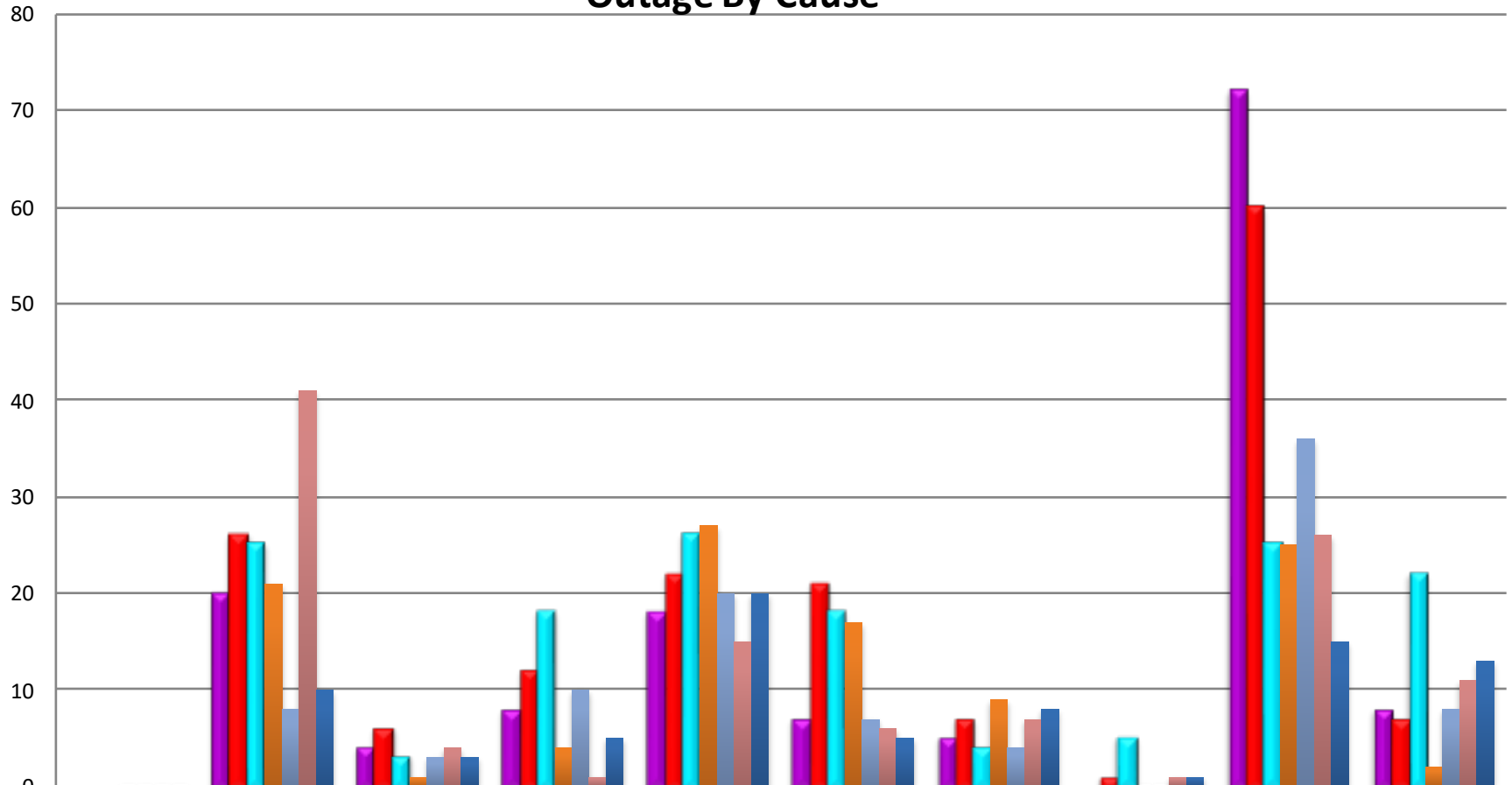
SAIFI Short (System Average Interruption Frequency Index - Short Interruptions per Customer)



The number of times a customer is interrupted (<1 minute), averaged over all customers. Divide total short customer interruptions by the average number of all customers served.

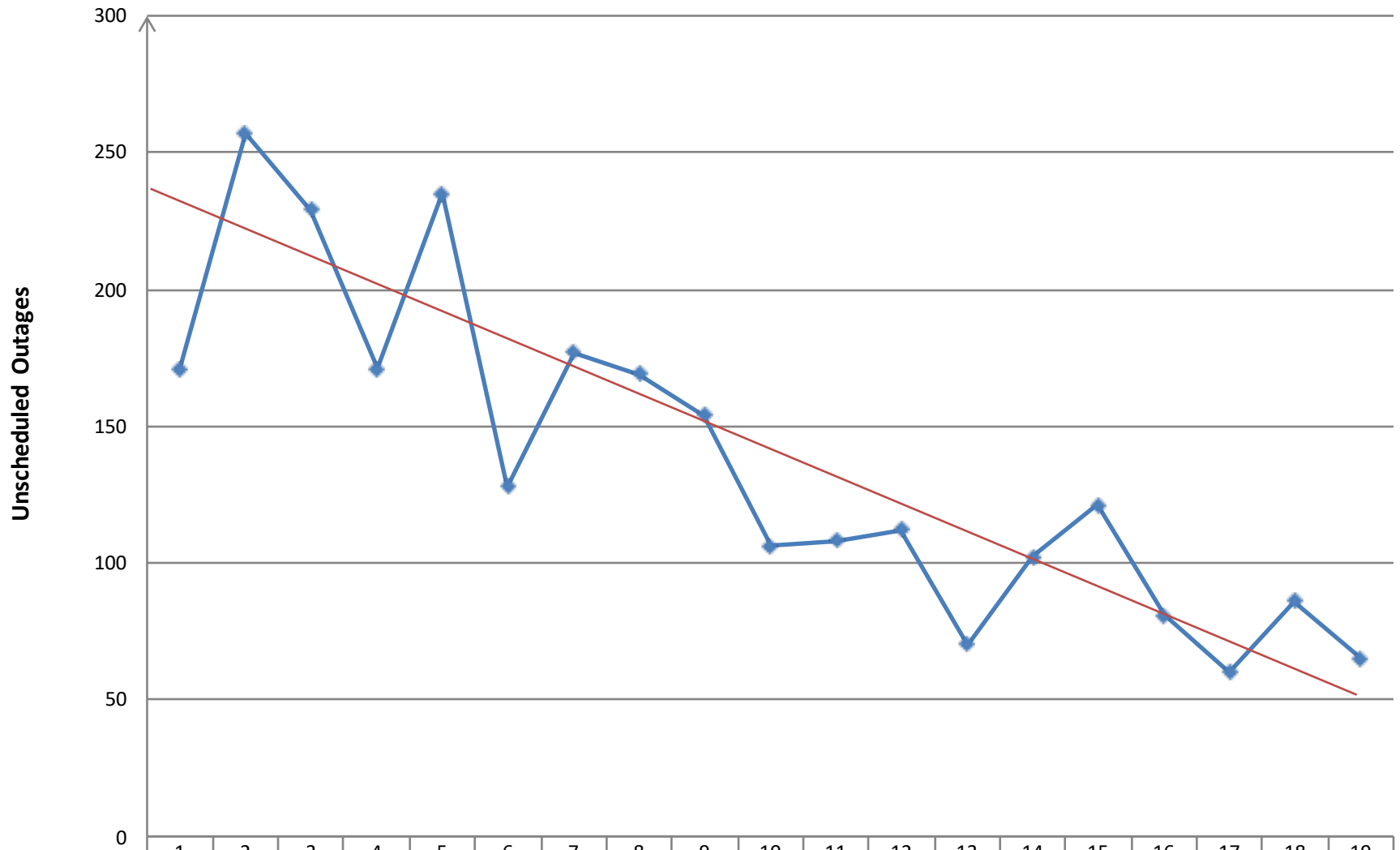
◆ 2016
 ● 2017
 ■ 2018
 ● 2019
 + 2020
 — 2021
 ✕ 2022

Outage By Cause



	Supply to City	OH Equip Failure	URD Equip Failure	Weather	Animals	Trees	Foreign Interf.	Human	Scheduled	Unknown
2016	0	20	4	8	18	7	5	0	72	8
2017	0	26	6	12	22	21	7	1	60	7
2018	0	25	3	18	26	18	4	5	25	22
2019	0	21	1	4	27	17	9	0	25	2
2020	0	8	3	10	20	7	4	0	36	8
2021	0	41	4	1	15	6	7	1	26	11
2022	0	10	3	5	20	5	8	1	15	13

City of Piqua Total Number of Unscheduled Outages by Year



Year	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
# of Outages	171	257	229	171	235	128	177	169	154	106	108	112	70	102	121	81	60	86	65