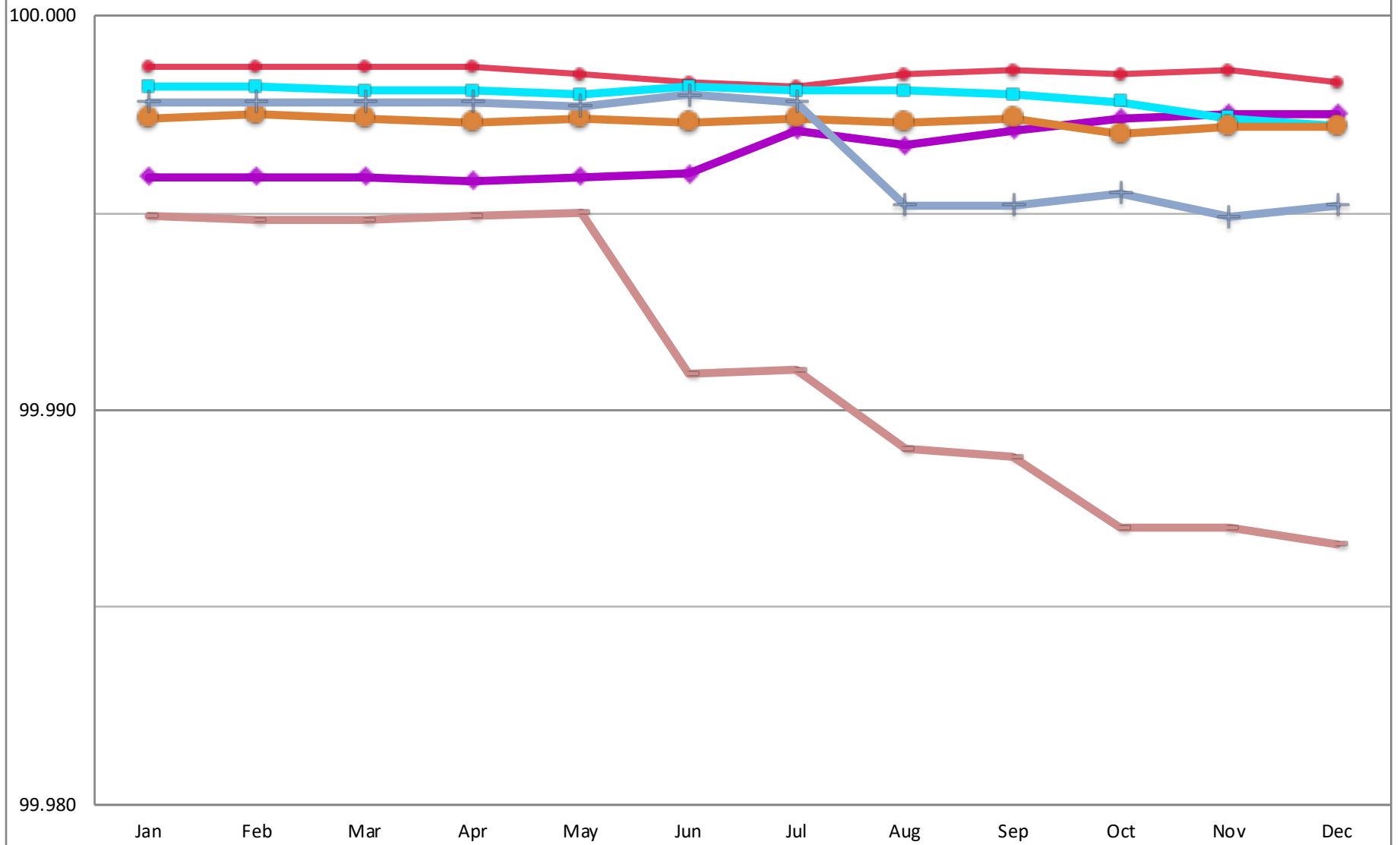


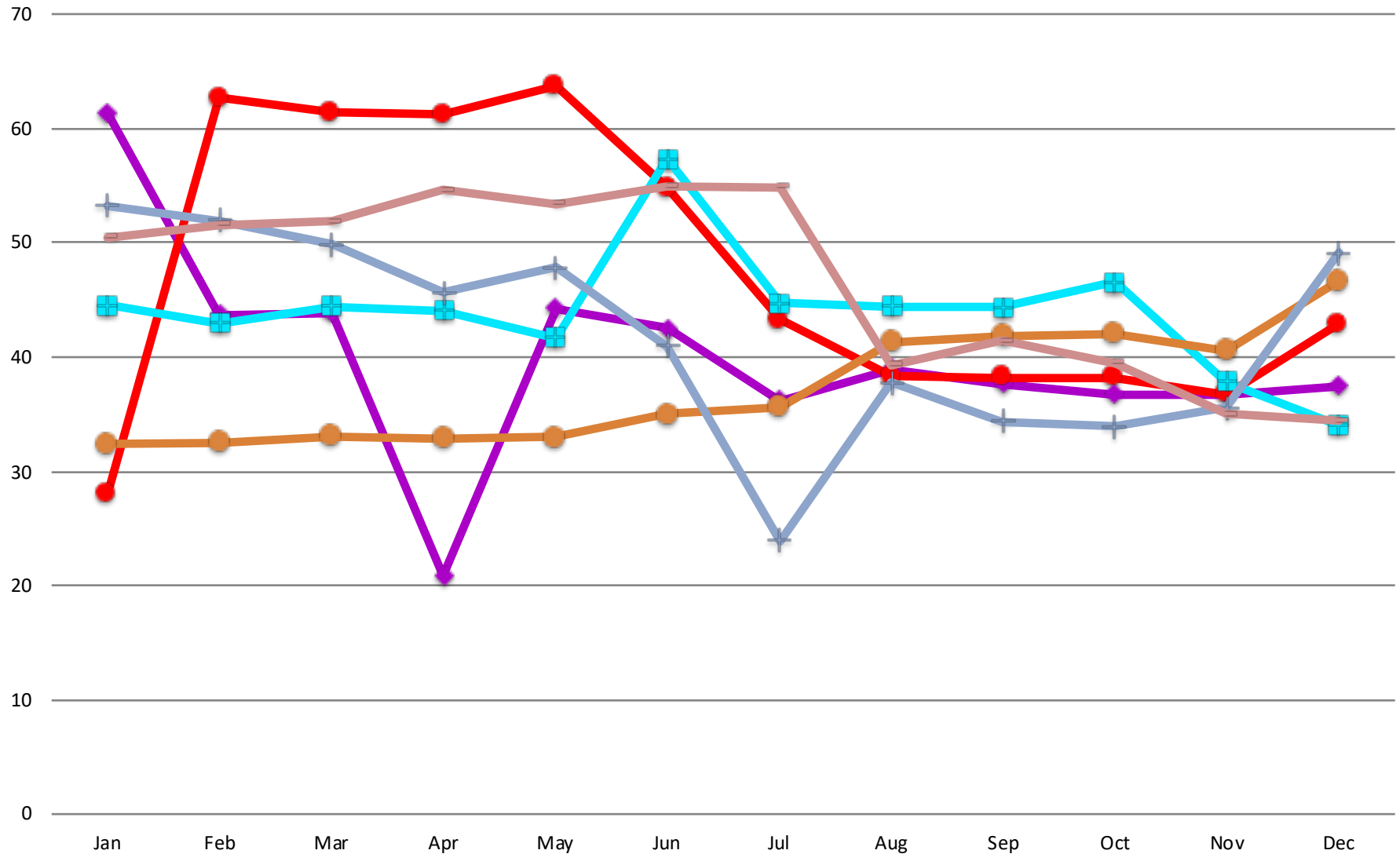
ASAI (Average Service Availability Index - %)



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

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

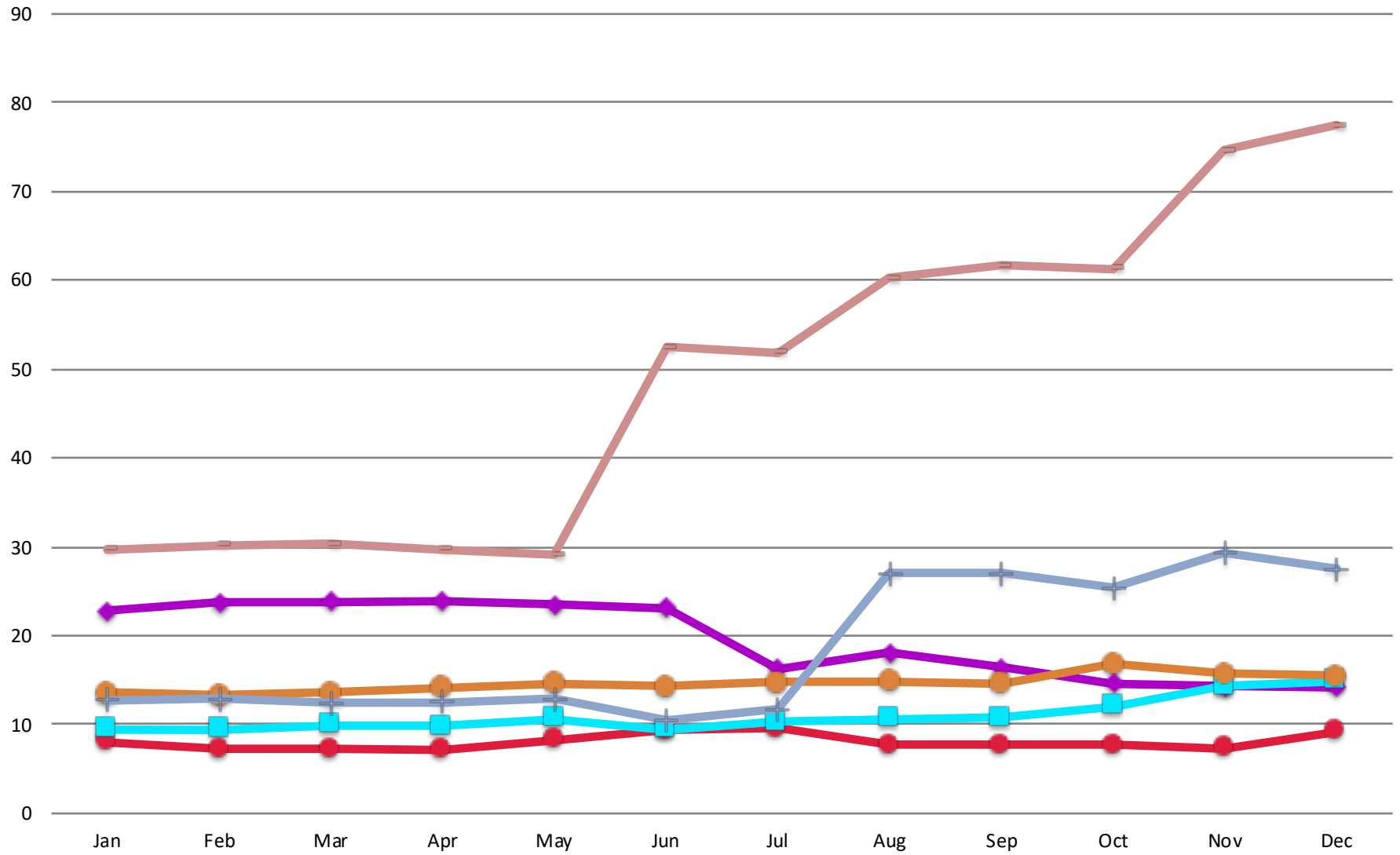
2018

2019

2020

2021

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

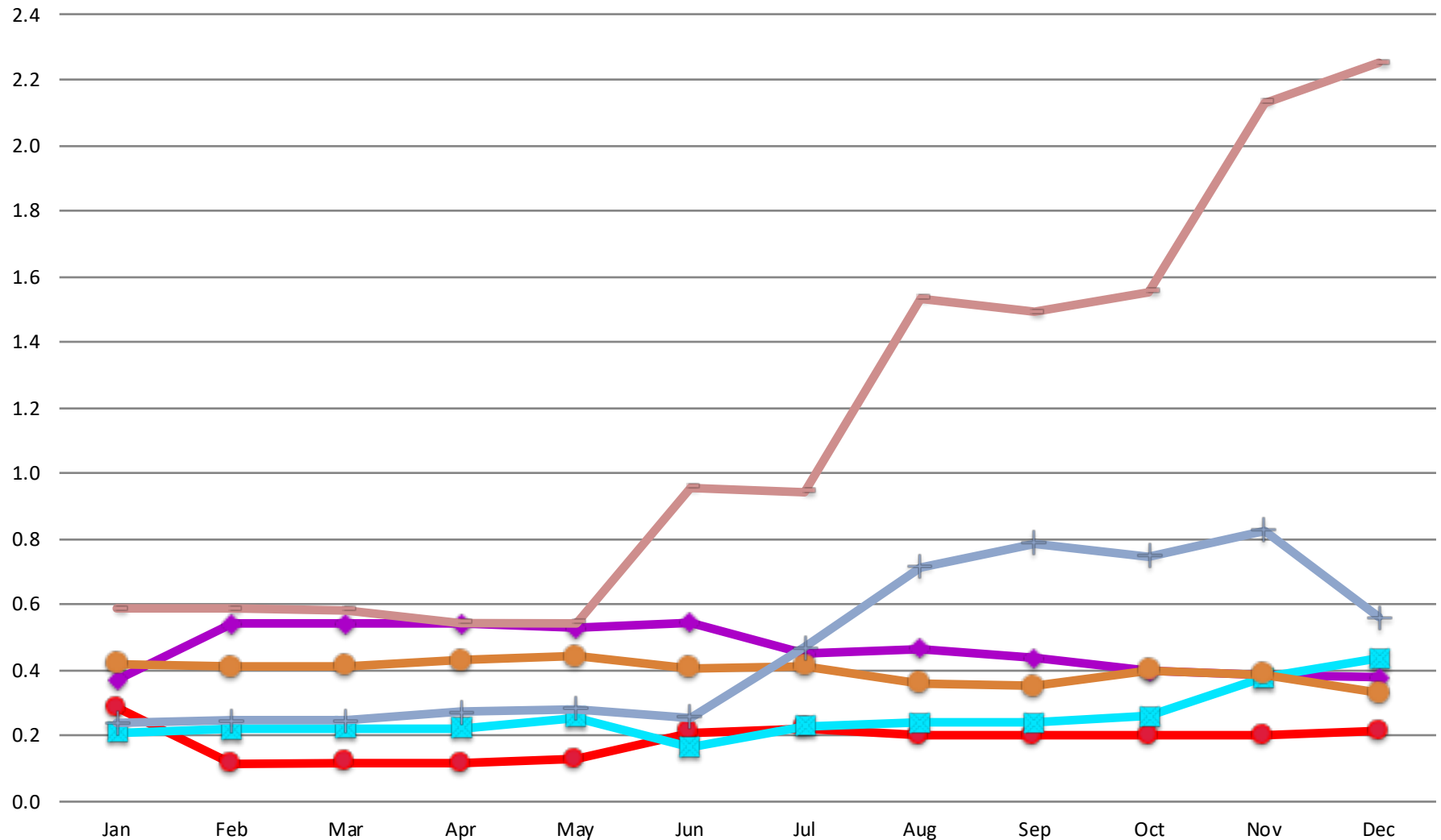
2018

2019

2020

2021

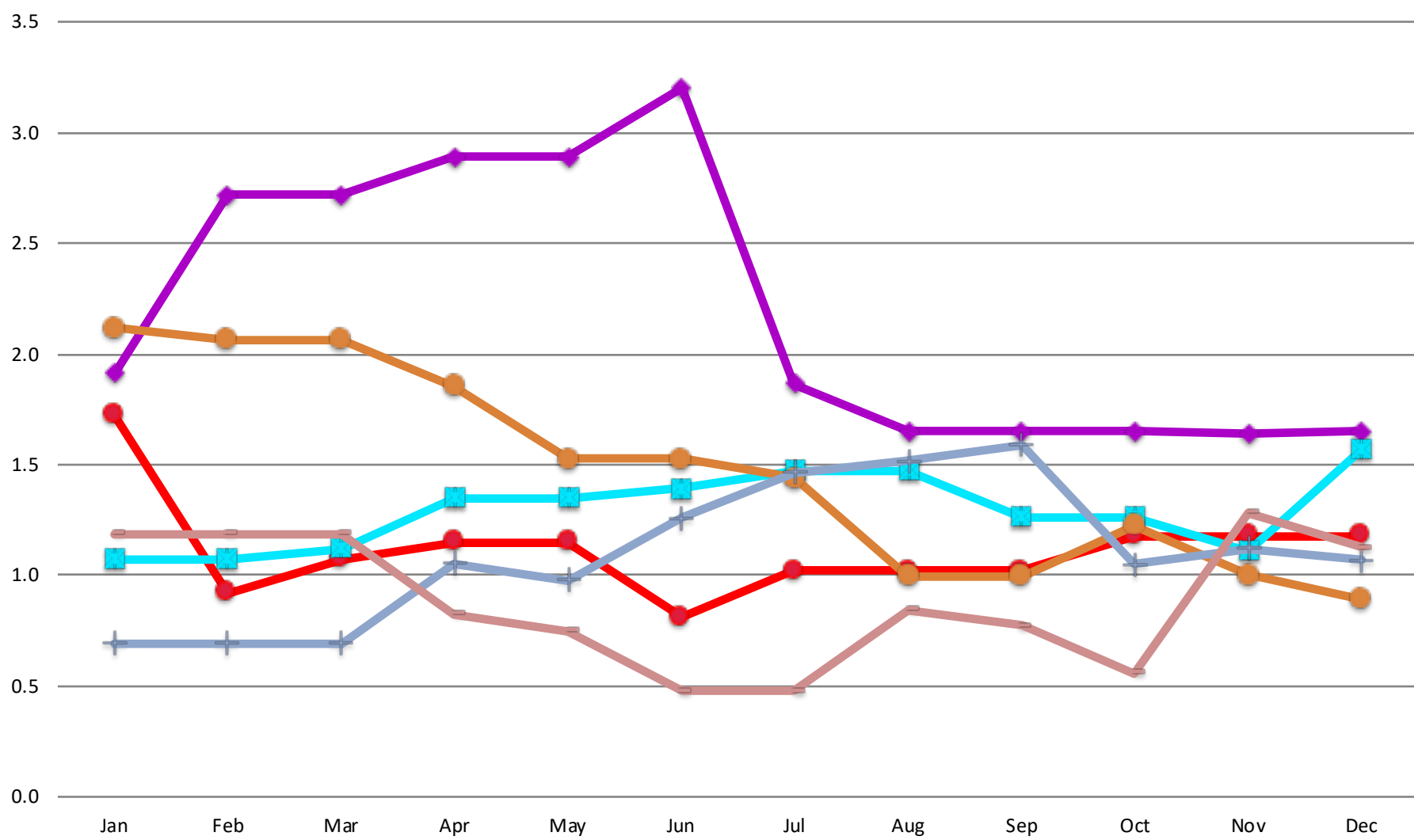
SAIFI Long (System Average Interruption Frequency Index - Long Interruptions per Customer)



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

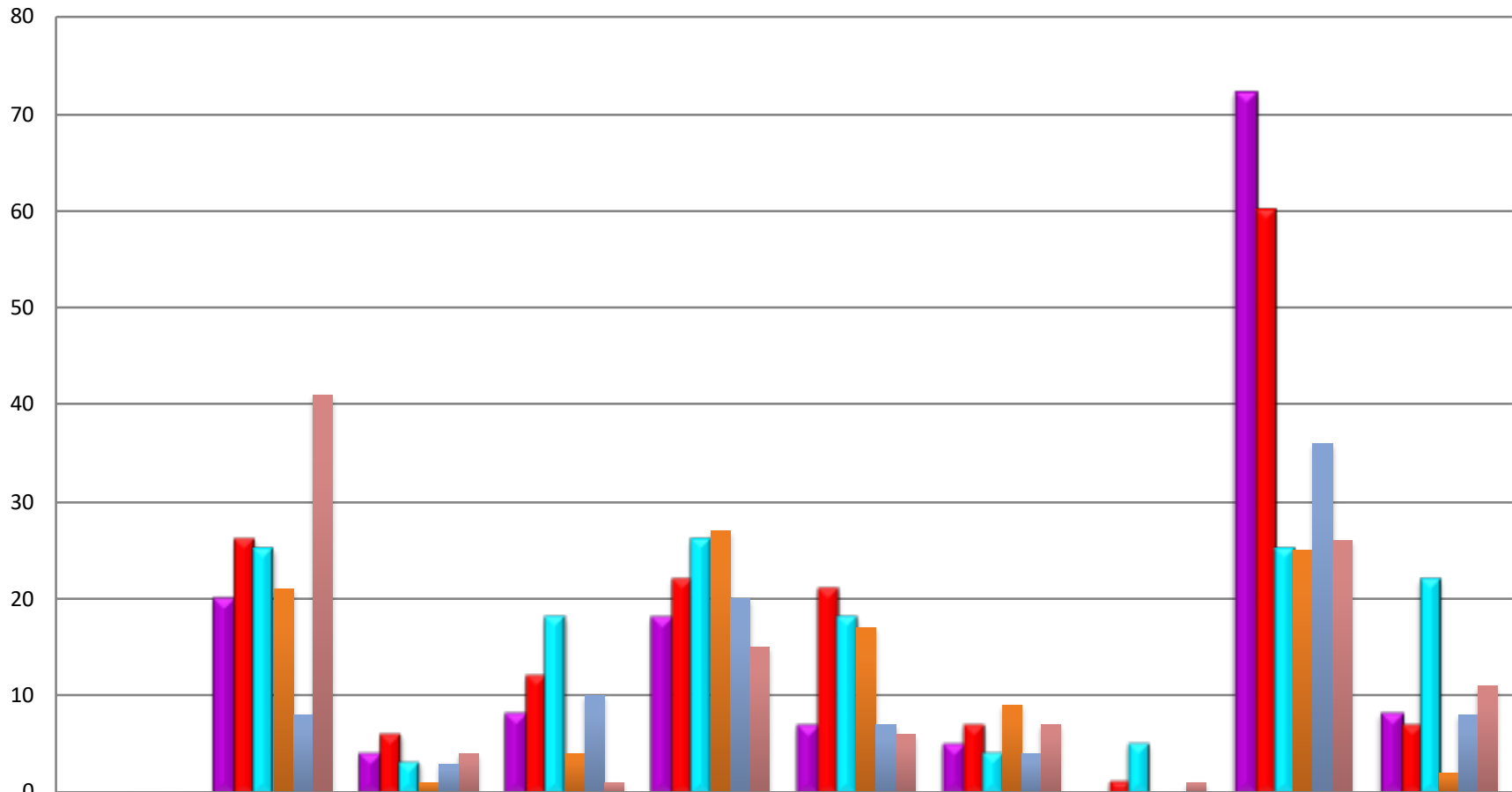
SAIFI Short (System Average Interruption Frequency Index - Short Interruptions per Customer)



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.

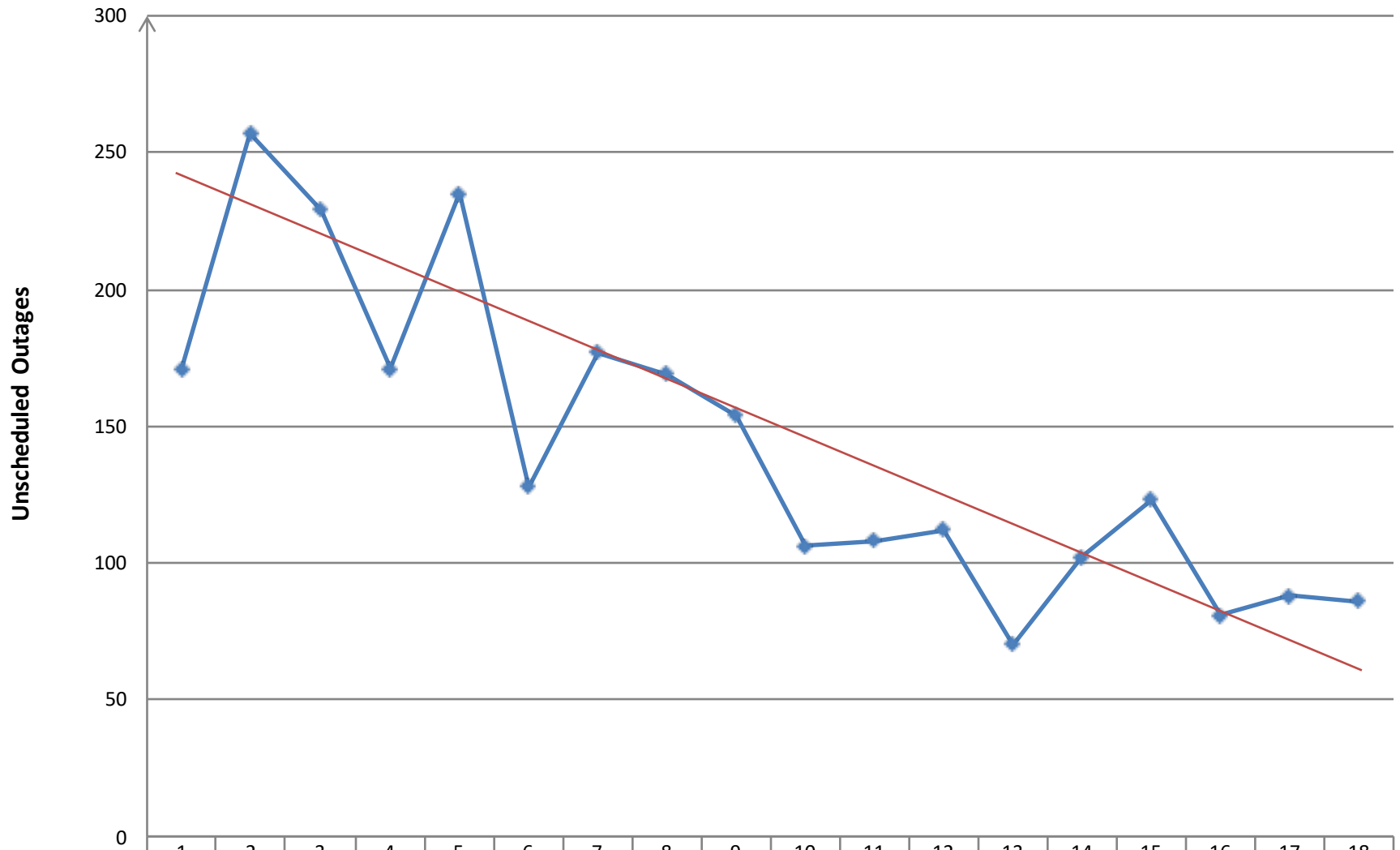
◆ 2016
 ● 2017
 ■ 2018
 ● 2019
 + 2020
 — 2021

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

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
# of Outages	171	257	229	171	235	128	177	169	154	106	108	112	70	102	123	81	88	86