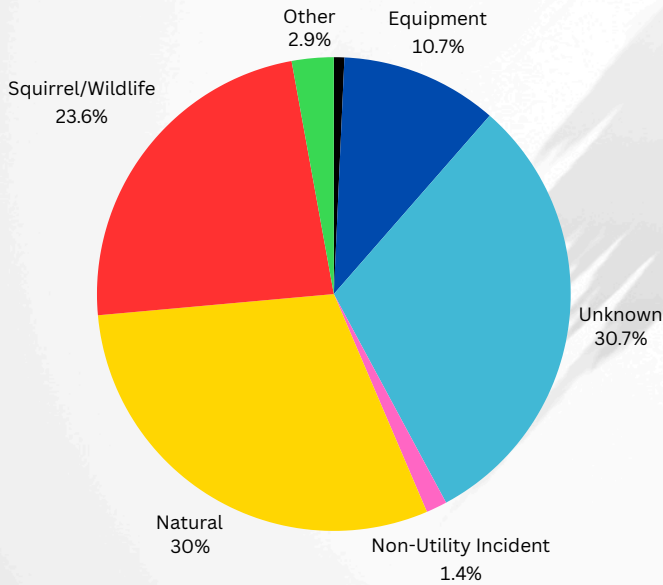


# RELIABILITY STATISTICS

## ELECTRIC

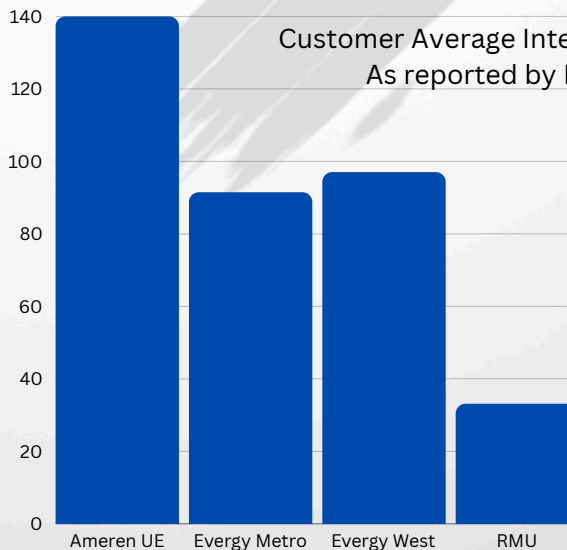
YEARLY RELIABILITY REPORT OUTAGE STATISTICS		2023
<b>Average Service Availability Index (ASAI %)</b>	Customer minutes available/total customer minutes, as a %	99.977
<b>Customer Average Interruption Duration Index (CAIDI)</b>	Average minutes interrupted per interrupted customer	33.14
<b>System Average Interruption Duration Index (SAIDI)</b>	Average duration (in minutes) of an interruption per customer served by RMU (Outages longer than 5 minutes)	30.49
<b>System Average Interruption Frequency Index (SAIFI)</b>	Average instances a customer will experience a sustained interruption during a specific time frame	.92



Outage Causes	'18	'19	'20	'21	'22	'23
Power Supply	3	0	0	0	2	1
Equipment	17	19	14	19	6	19
Natural	47	66	23	42	84	75
Utility Human Error	0	0	1	1	0	0
Non-Utility Incident	9	9	1	1	6	2
Unknown	20	15	28	19	11	43
<b>Totals</b>	<b>96</b>	<b>109</b>	<b>67</b>	<b>75</b>	<b>109</b>	<b>140</b>

### Average Outage Length for Customers

Customer Average Interruption Index (CAIDI):  
As reported by MoPSC and RMU



**Rolla Customers wait in the dark less than investor-owned systems.**





# RELIABILITY STATISTICS

## WATER

WATER OUTAGE CAUSES	2018	2019	2020	2021	2022	2023
Water Main Break	14	7	3	7	9	5
Hole in Water Main	20	16	34	16	19	19
Split in Water Main	4	2	2	2	1	7
Fitting Failure	5	3	2	3	1	0
Service Line Break	8	4	3	4	1	4*
Service Line Replacement	0	1	2	1	0	4*
Fire Line Break	1	0	0	0	0	0
Valve Repair/Replacement	2	0	0	0	3	2
Installation Fitting	1	0	0	0	6	0
Other						7

\*Each Service Line-related outage involved one service line break and one service line replacement - only 4 total documented outage events involving serve lines.

