

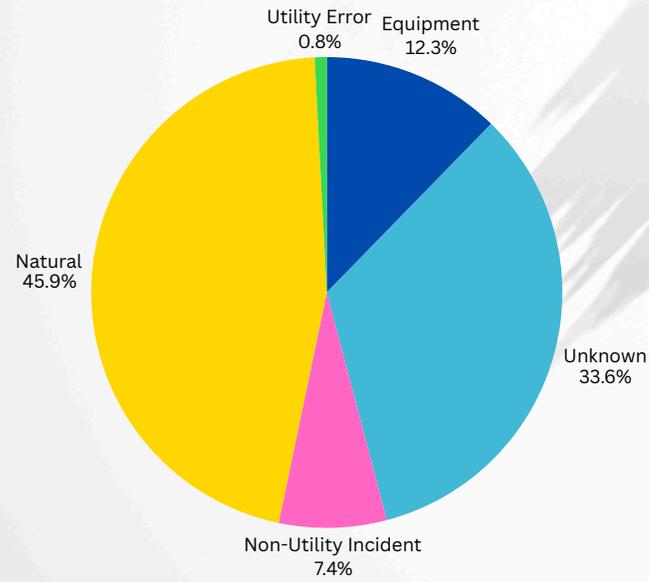
RELIABILITY STATISTICS

ELECTRIC

YEARLY RELIABILITY REPORT OUTAGE STATISTICS

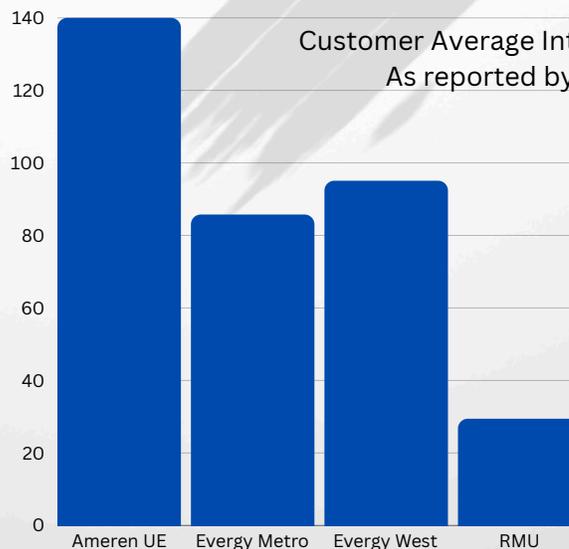
2024

Average Service Availability Index (ASAI)	Percentage of time sub-transmission & distribution systems are available to serve RMU customers during a specific time frame	99.995%
Customer Average Interruption Duration Index (CAIDI)	Average duration of an interruption experienced by customers during a specific time frame	29.44 minutes
System Average Interruption Duration Index (SAIDI)	Average duration (in minutes) of an interruption per customer served by RMU (during a specific timeframe)	25.87 minutes
System Average Interruption Frequency Index (SAIFI)	Average instances a customer will experience a sustained interruption during a specific time frame	.88



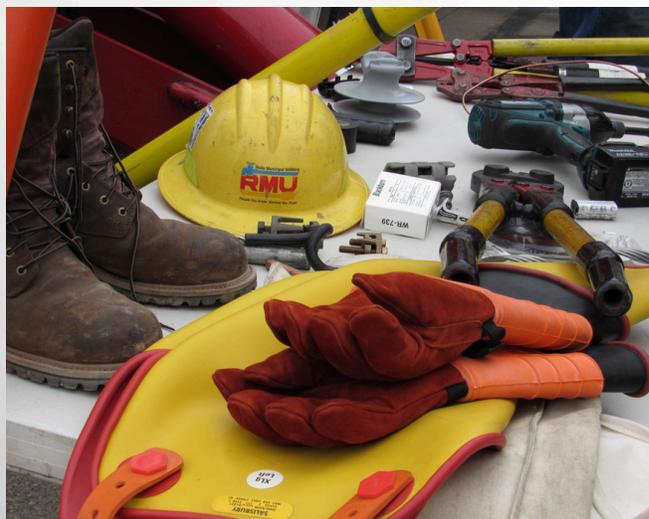
Outage Causes	'19	'20	'21	'22	'23	'24
Power Supply	0	0	0	2	1	0
Equipment	19	14	19	6	19	15
Natural	66	23	42	84	75	56
Utility Human Error	0	1	1	0	0	1
Non-Utility Incident	9	1	1	6	2	9
Unknown	15	28	19	11	43	41
Totals	109	67	75	109	140	122

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	2024
Water Main Break	14	7	3	7	9	5	4
Hole in Water Main	20	16	34	16	19	19	12
Split in Water Main	4	2	2	2	1	7	1
Fitting Failure	5	3	2	3	1	0	0
Service Line Break	8	4	3	4	1	4*	5
Service Line Replacement	0	1	2	1	0	4*	0
Fire Line Break	1	0	0	0	0	0	0
Valve Repair/Replacement	2	0	0	0	3	2	0
Installation Fitting	1	0	0	0	6	0	0
Temperature Change	-	-	-	-	-	-	**
Contractor Dig-In	-	-	-	-	-	-	2**
Cause Unknown / Other	-	-	-	-	-	7	2

*Each Service Line-related outage involved one service line break and one service line replacement - only 6 total documented outage events involving service lines.

**Outage Causes not included in this report for the years 2018 through 2023

