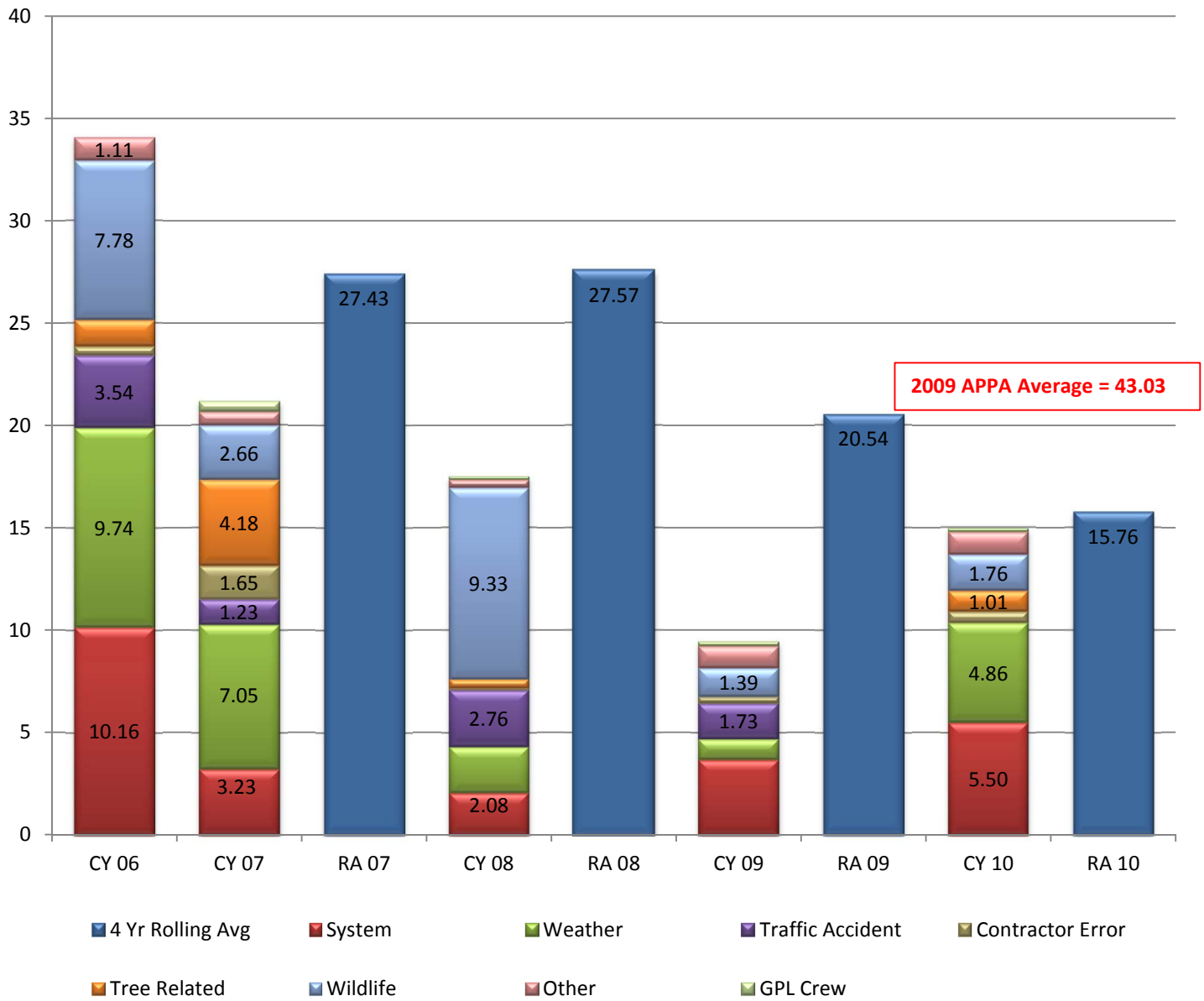


## Garland Power & Light System Average Interruption Duration Index YTD Through December 2010



System Average Interruption Duration Index (SAIDI) - Designed to give information about the average time that the customers are interrupted. This index is commonly referred to as Customer Minutes of Interruption or Customer Hours. It is a measure of the response time or restoration time when outages occur and is computed by dividing the sum of all customer interruption durations by the total number of customers served.