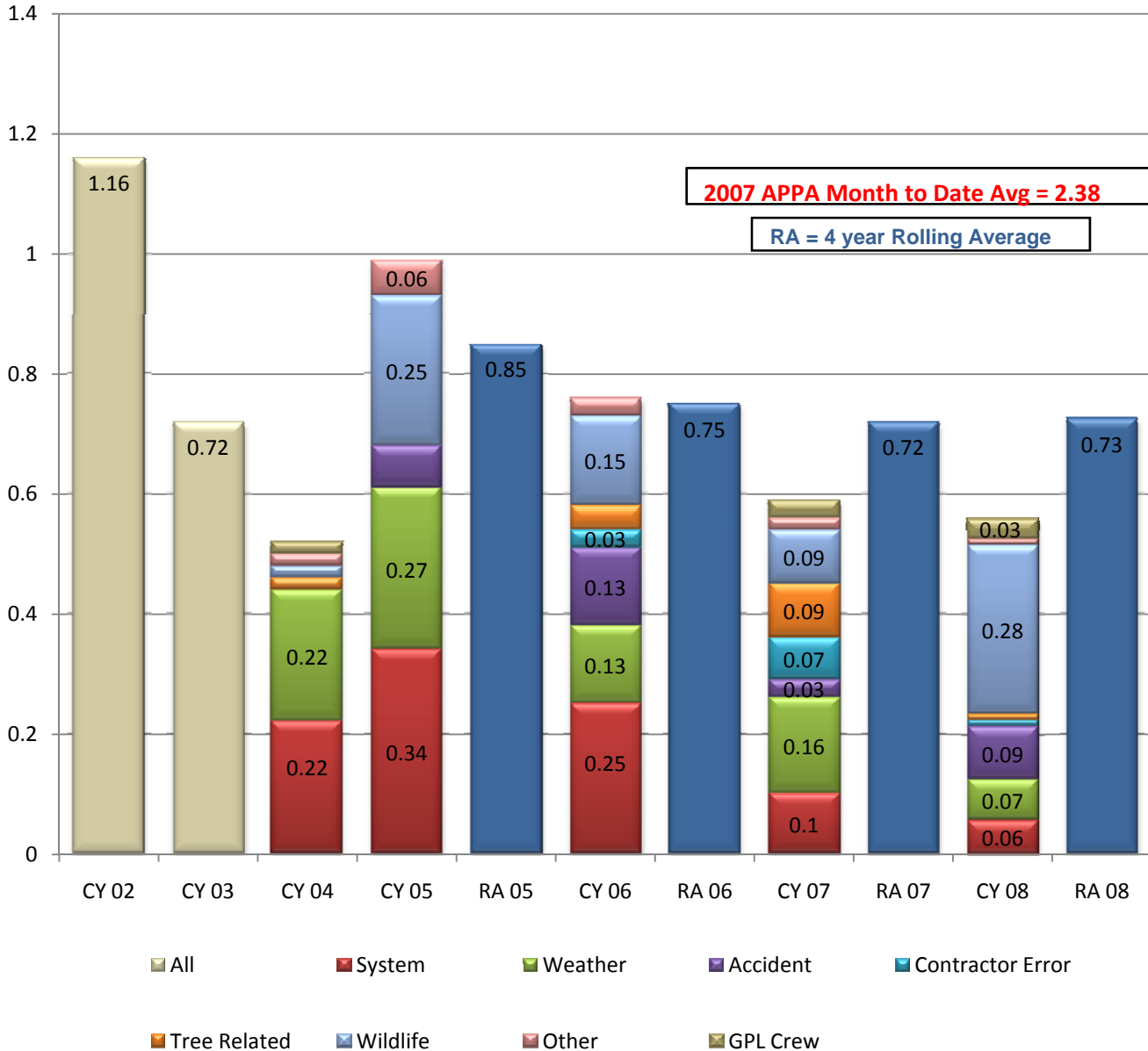


## Garland Power & Light System Average Interruption Frequency Index YTD Through December 2008



System Average Interruption Frequency Index (SAIFI) - This is defined as the average number of times that a customer is interrupted during a specified time period. It is determined by dividing the total number of customers interrupted in a time period by the average number of customers served. The resulting unit is "interruptions per customer".