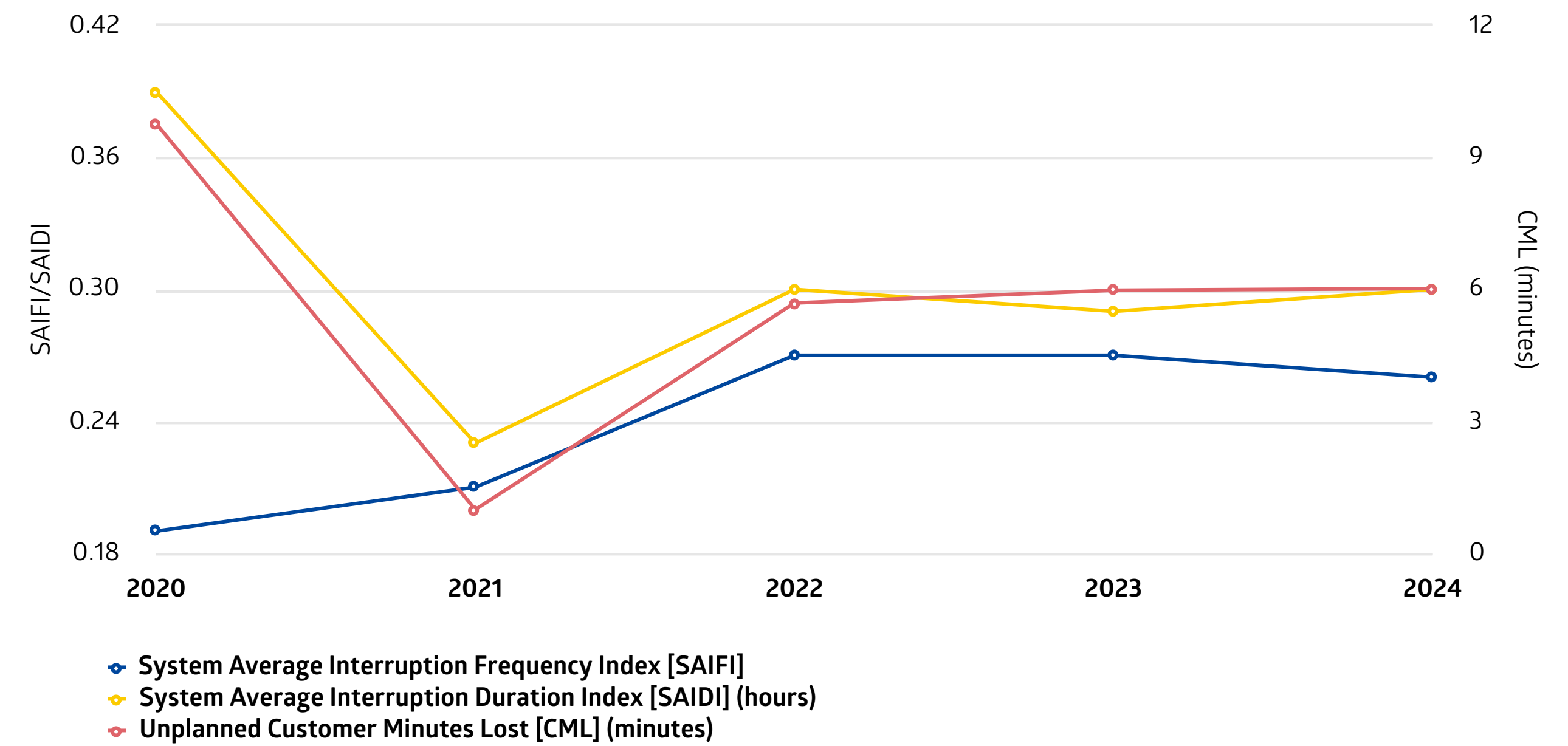


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Availability and reliability



1. The numbers are derived by calculating the average of data from the most recent three years. For example, the figures under year 2024 are the 3-year averages of data from 2022 to 2024.

2. The 2018-2020 average Unplanned Customer Minutes Lost would have been about 0.9 minutes without the severe impact of Mangkhut in September 2018.