1. All Year Average Annual Per Customer Trends

Fiscal Year	Avg Ann. Customer Downtime (Min)
2010-2011	312.1
2011-2012	55.1
2012-2013	49.1
2013-2014	145.9
2014-2015	197.0
5 FY Avg (minutes)	151.8 min total downtime per customer year
5 FY Avg (seconds)	9,110 secs total downtime per customer year

2. Mylar-Induced Ballon Incidents: 2020 - 2025

Year	Incidents	Total Mylar-Induced Downtime	Total Mylar Downtime (In Seconds)
2020	2 incidents / 2,200 customers	01 hrs 00 min 05 sec	3,605 seconds
2021	3 incidents / 2,240 customers	02 hrs 45 min 05 sec	9,905 seconds
2022	1 incident / 4,500 customers	00 hrs 00 min 05 sec	5 seconds
2025	1 incident / 8,150 customers	00 hrs 00 min 05 sec	5 seconds

3. Mylar-Induced Downtime Per Customer As Fraction of Total Downtime Per Customer

Year	Total Mylar-Induced Downtime (seconds)	Avg. Mylar-Induced Downtime (secs) Per Tot Customers	Total Downtime All Causes Per Customer	Mylar-Induced Downtime As Fraction of Tot. Downtime
2020	3,605 seconds	.00185 seconds	9,110 seconds	0.000020%
2021	9,905 seconds	.27775 seconds	9,110 seconds	0.003049%
2022	5 seconds	.00137 seconds	9,110 seconds	0.000015%
2025	5 seconds	.00013 seconds	9,110 seconds	0.000001%