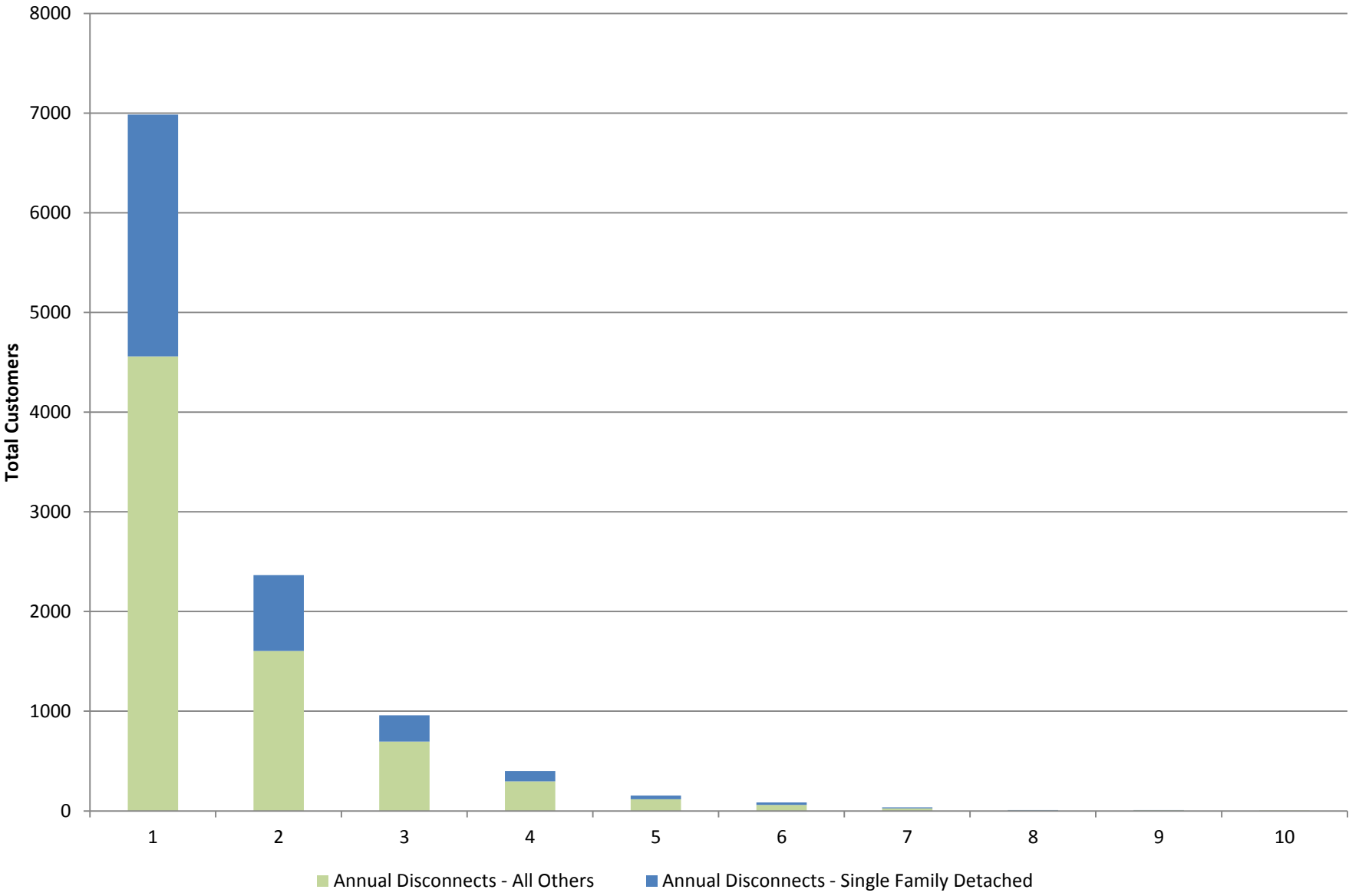


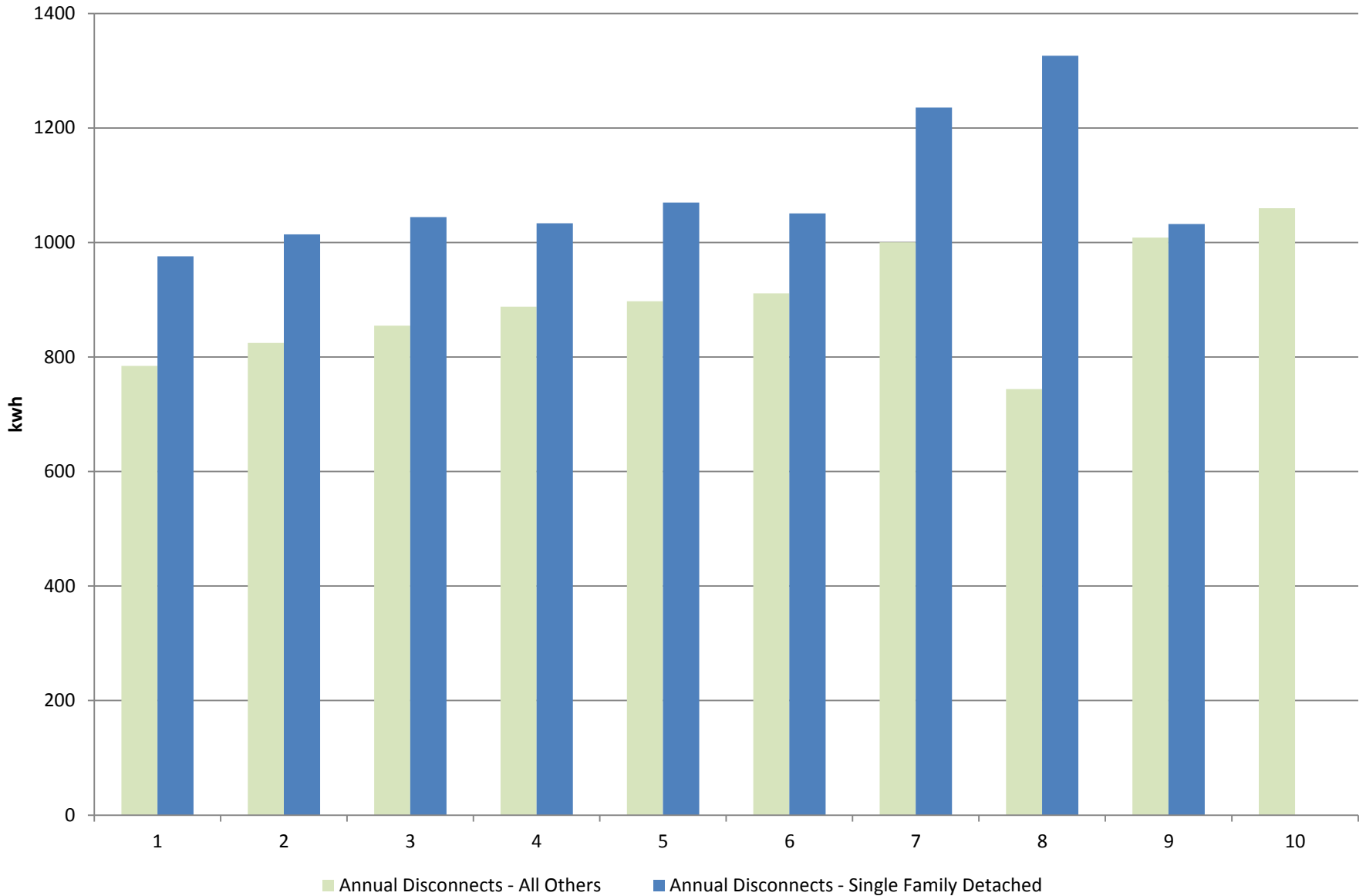
Customers with 1 or more Disconnects

GRU Fiscal Year 2014



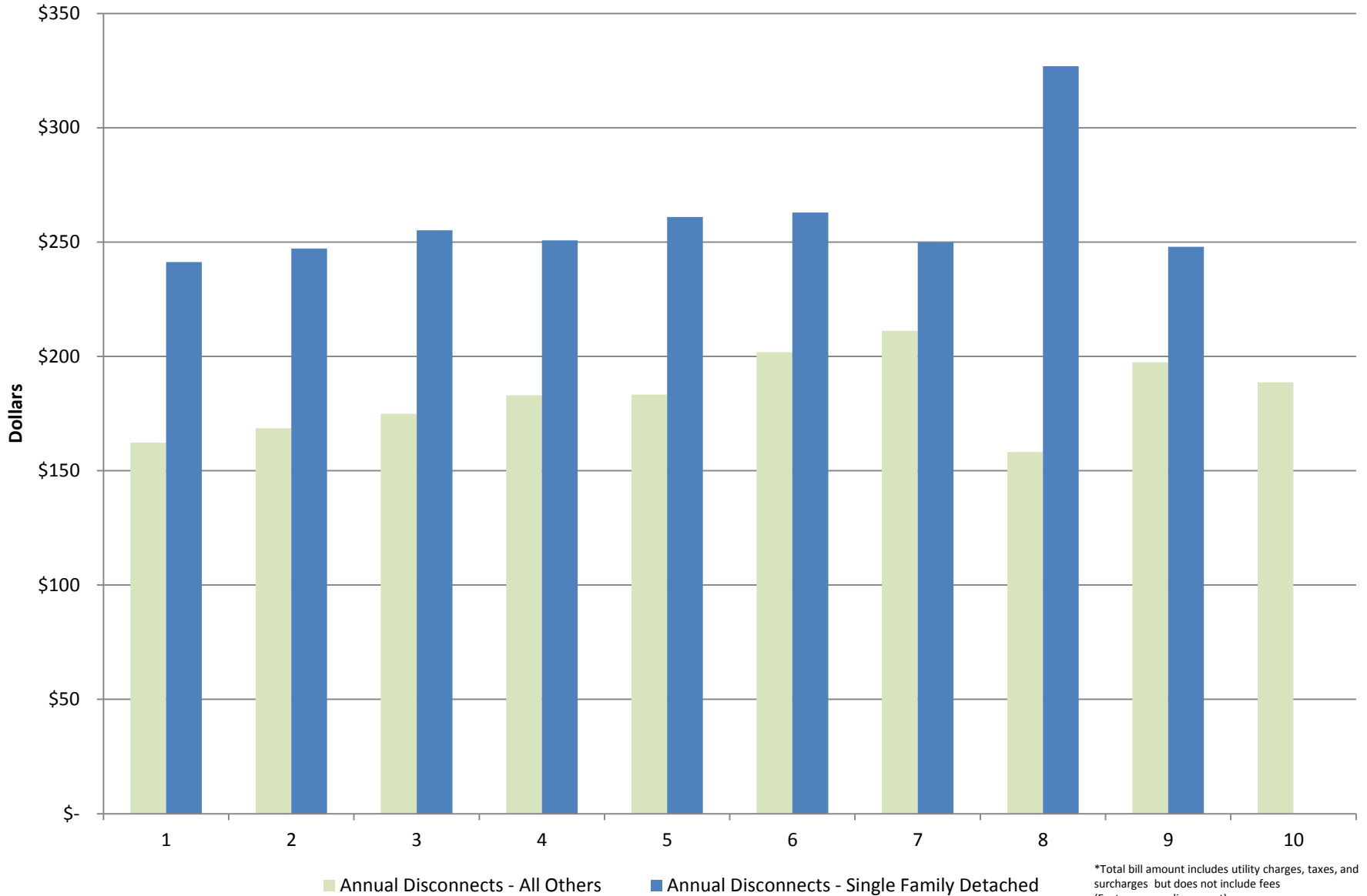
Average Monthly Usage per Customer (kwh)

GRU Fiscal Year 2014



Average Total Bill Amount per Customer

GRU Fiscal Year 2014



*Total bill amount includes utility charges, taxes, and surcharges but does not include fees (Ex: turn-on or disconnect)