

Momentary Average Interruption Frequency Index (MAIFI)

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Momentary Average Interruption Frequency Index (MAIFI)

Definition & Measurement Details



What is Momentary Average Interruption Frequency Index (MAIFI)?

The number of instances in which customers experience momentary service interruptions divided by the total number of customers served over the same period of time. Momentary service interruptions may be defined differently depending on the utility company (less than 1, 5, etc. minutes).

Why should this KPI be measured?

Momentary Average Interruption Frequency Index (MAIFI) measures the average number of times a customer experiences a momentary interruption during the measurement period. A relatively high value

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of instances in which the company's customers experience momentary interruptions, and (2) the total number of customers served by the company during

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OpsDog, Inc.

1502 Augusta Dr., Suite 200

Houston, TX 77057

Tel: 844-650-2888