

Utilities

Benchmarks, KPI Definitions & Measurement Details

ABRIDGED CONTENT
Purchase to View Full Benchmarking Report!



Benchmarking Report Terms & Conditions

The OpsDog Utilities Benchmarking Report



© 2017 OpsDog, Inc.

The OpsDog Benchmarking Reports and their contents are protected by copyright laws, contain the trademark OpsDog, Inc., and are OpsDog's proprietary information. No part of this book shall be reproduced, stored in a retrieval system, or transmitted by any means, electronic, mechanical, photocopying, recording or otherwise, without written permission from OpsDog, Inc.

OpsDog, Inc. assumes no liability with respect to the use of the information contained herein which is provided "as is" and there are no warranties of any kind provided by OpsDog with respect to this report. OpsDog assumes no responsibility for errors or omissions and will not be liable for any damages resulting from the use of the information contained herein.

OpsDog, Inc.

1502 Augusta Dr., Suite 200

Houston, TX 77057

Tel: 844-650-2888

Report Details & Methodology

The OpsDog Utilities Benchmarking Report



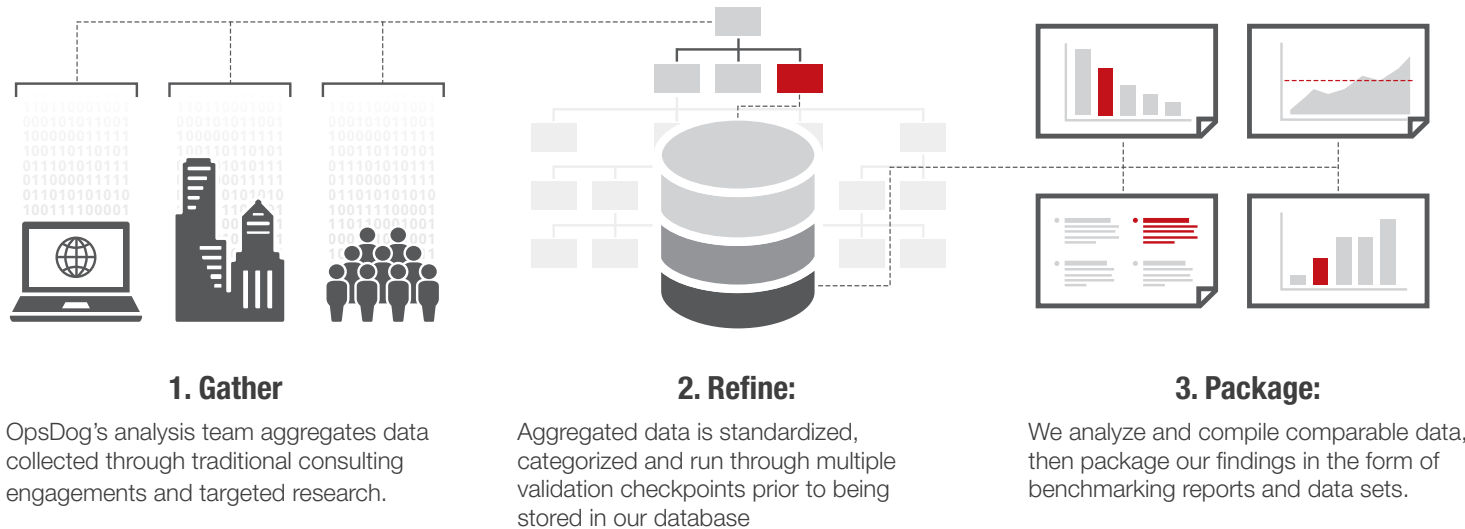
More than **400 KPI values** (i.e., data points) were analyzed to produce benchmarks for the **13 KPIs** included in this report.¹

Data Range: 2012-2017

Region(s) Included: United States

The benchmarks included in this report were found to be comparable across companies of varying sizes (i.e., number of employees, total revenue).

Methodology: Data Collection & Validation



Looking for customized research and analysis? Contact our research team. P: 844.650.2888 E: info@opsdog.com

Note:

¹ The sample size of the observed data varies for each KPI.

Table of Contents

The OpsDog Utilities Benchmarking Report



Electricity KPIs	4
Cost per Overhead Powerline Inspection	5
Cost per Underground Powerline Inspection	7
Equivalent Availability Factor	9
Transmission Line Operating & Maintenance Expense per Circuit Mile	11
Transmission Line Operating & Maintenance Expense per MWh Transmitted	13
Transmission & Delivery KPIs	15
Power Transmission & Distribution Loss as a Percent of Output	16
Renewable Electricity Sales as a Percentage of Total Retail Electricity Sales	18
Utilities Customer Service KPIs	20
Customer Average Interruption Duration Index (CAIDI)	21
Momentary Average Interruption Frequency Index (MAIFI)	23
Percentage of Utilities Customer Complaints Resolved Within 50 Days	25
System Average Interruption Duration Index (SAIDI)	27
System Average Interruption Frequency Index (SAIFI)	29
Water & Sewage KPIs	31
Water Loss as a Percentage of Total Production	32

Utilities Customer Service

Utilities

Electricity

Transmission & Delivery

Utilities Customer Service

Water & Sewage

The utilities customer service function is tasked with responding to work orders, outage reports and other customer requests. Typically, a call center will field customer complaints and requests, then (if necessary) dispatch field operations personnel to resolve the issue. Field operations staff members are also responsible for installing and monitoring energy meters. In order to retain customers, the customer service function develops incentive programs and works with the marketing group to provide a high quality customer experience.

System Average Interruption Duration Index (SAIDI)

Definition & Measurement Details



What is System Average Interruption Duration Index (SAIDI)?

The total number of minutes in which a customer's service is interrupted divided by the total number of customers served by the utilities company over the same period of time.

Why should this KPI be measured?

System Average Interruption Duration Index (SAIDI) measures the total amount of time that an average customer experiences service interruption during the measurement period. A relatively high value

How is this KPI calculated?

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

ABRIDGED CONTENT
Purchase to View Full Definition & Measurement Details!

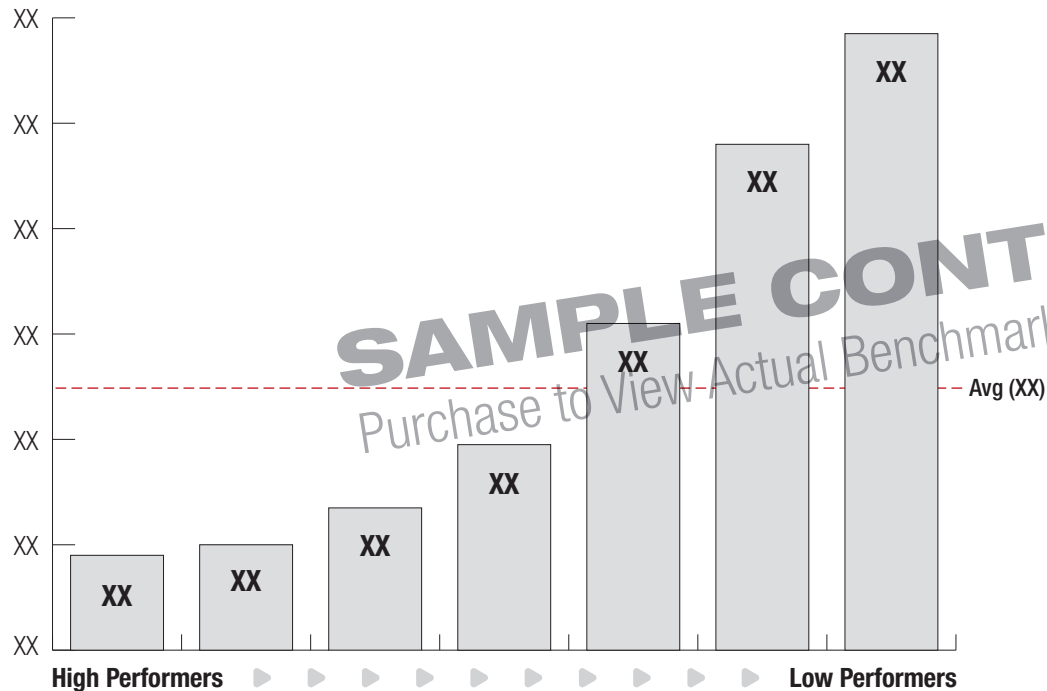
System Average Interruption Duration Index (SAIDI)

Benchmarks & Characteristics of High Performers



System Average Interruption Duration Index (SAIDI)

(Total Number of Minutes Customer's Service is Interrupted / Total Number of Customers Served) *100



Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.