Utilities

Benchmarks, KPI Definitions & Measurement Details

ABRIDGED CONTENT
Purchase to View Full Benchmarking Report!

opsdog®

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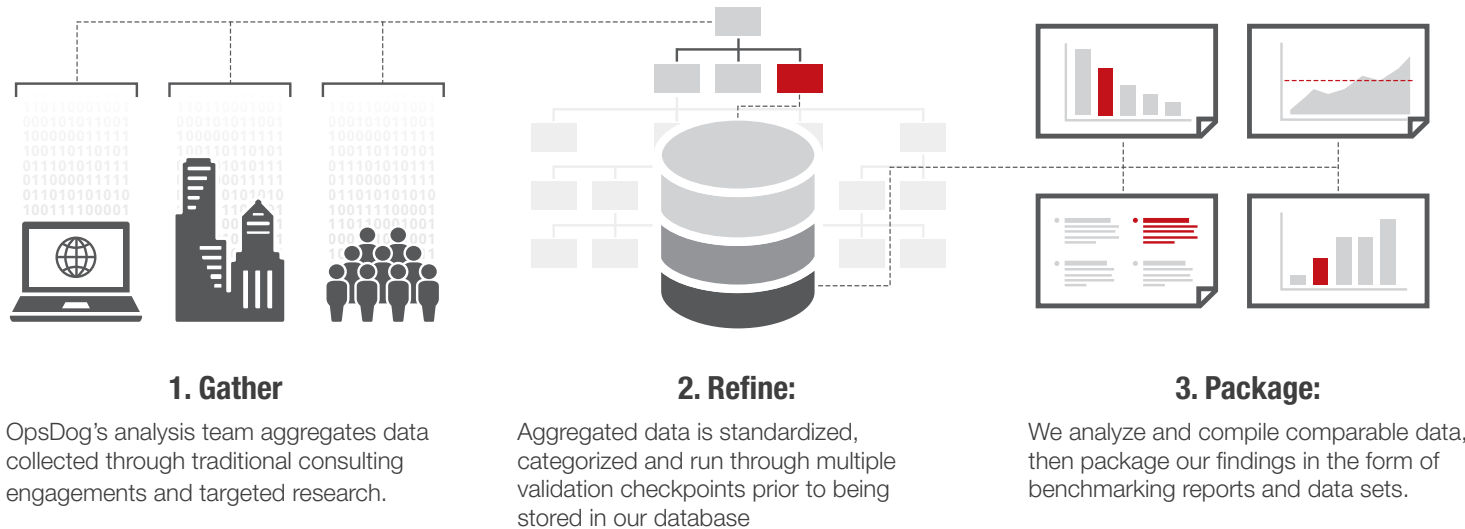
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More than **400 KPI values** (i.e., data points) were analyzed to produce benchmarks for the **13 KPIs** included in this report.[1]

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

1. Gather

OpsDog's analysis team aggregates data collected through traditional consulting engagements and targeted research.

2. Refine:

Aggregated data is standardized, categorized and run through multiple validation checkpoints prior to being stored in our database

3. Package:

We analyze and compile comparable data, then package our findings in the form of benchmarking reports and data sets.

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.

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The OpsDog Utilities Benchmarking Report

Utilities Customer Service

Utilities

— Electricity

— Transmission & Delivery

Utilities Customer Service —— *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.*

— Water & Sewage

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

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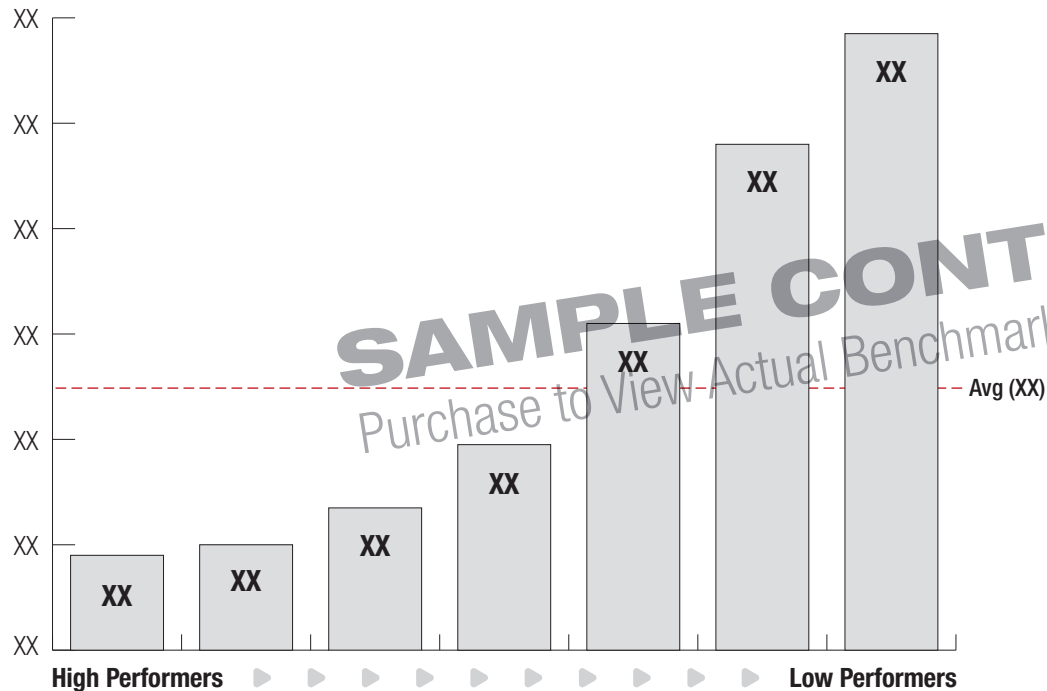Purchase to View Full Definition & Measurement Details!

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

High Performers ▷ ▷ ▷ ▷ ▷ ▷ ▷ ▷ ▷ ▷ Low Performers

Avg (XX)

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.