

System Average Interruption Duration Index (SAIDI)

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



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

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