**OpsDog KPI Reports** 

# **System Average Interruption Duration Index (SAIDI)**

Benchmarks, Definition & Measurement Details





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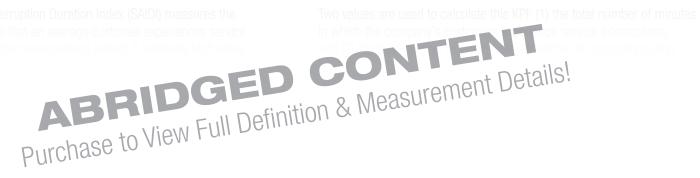
## System Average Interruption Duration Index (SAIDI)





### 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.



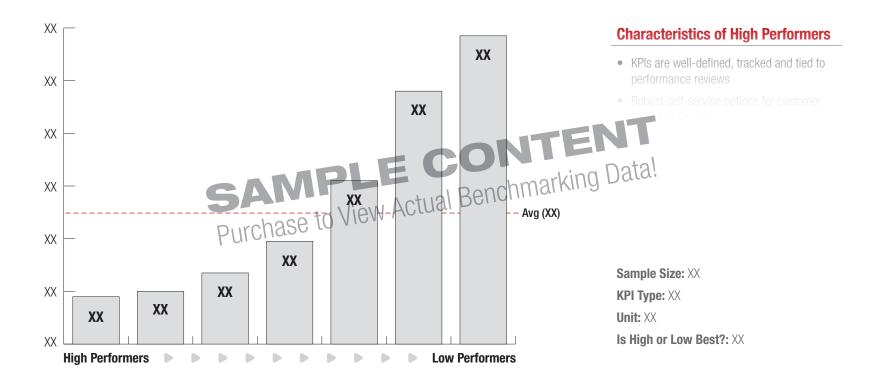
## **System Average Interruption Duration Index (SAIDI)**

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



**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.

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