

System Average Interruption Frequency Index (SAIFI)

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



System Average Interruption Frequency Index (SAIFI)

Definition & Measurement Details



What is System Average Interruption Frequency Index (SAIFI)?

The number of instances in which customers experience service interruptions 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 Frequency Index (SAIFI) measures the number of instances in which customers experience service interruptions divided by the total number of customers served by the utilities company over the same period of time.

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of instances in which customers experience service interruptions, and (2) the total number of customers served by the utilities company over the same period of time.

ABRIDGED CONTENT
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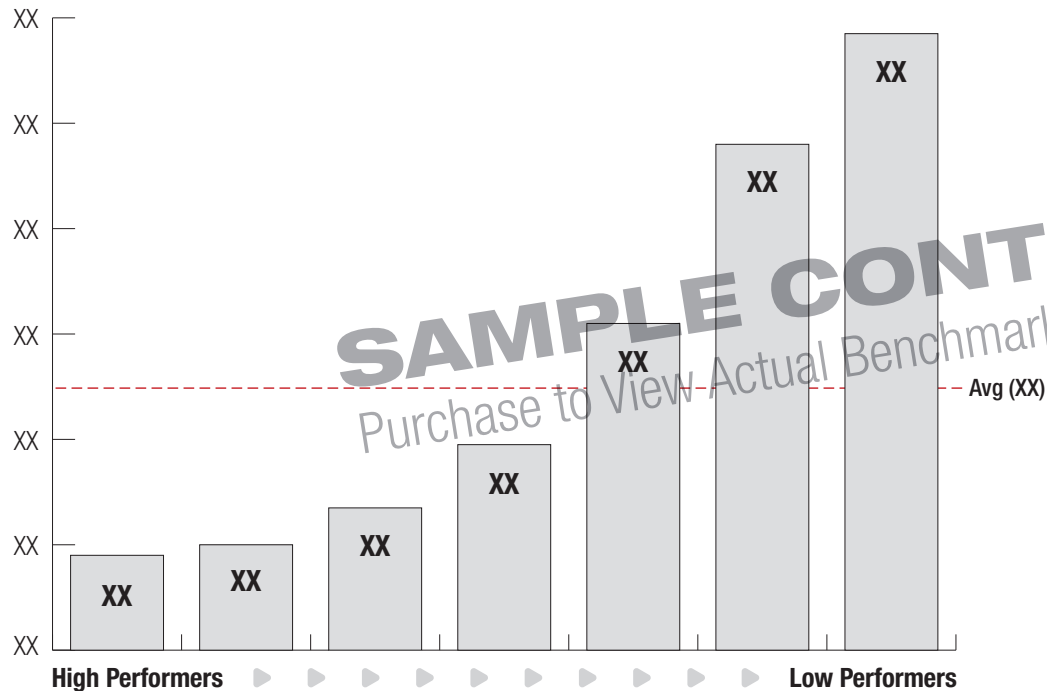
System Average Interruption Frequency Index (SAIFI)

Benchmarks & Characteristics of High Performers



System Average Interruption Frequency Index (SAIFI)

(Number of Customer Service Interruptions / 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.

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OpsDog, Inc.

1502 Augusta Dr., Suite 200

Houston, TX 77057

Tel: 844-650-2888