

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.

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