System Average Interruption Frequency Index (SAIFI)

Benchmarks, Definition & Measurement Details
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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**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

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**Characteristics of High Performers**

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer (online FAQs, etc.)
- Agents cross-trained to handle and resolve multiple call types
- KPIs are well-defined, tracked and tied to agent performance reviews

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**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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**Sample Size:** XX

**KPI Type:** XX

**Unit:** XX

**Is High or Low Best?:** XX

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