

KPI ENCYCLOPEDIA

A Comprehensive Collection of KPI Definitions for

UTILITIES

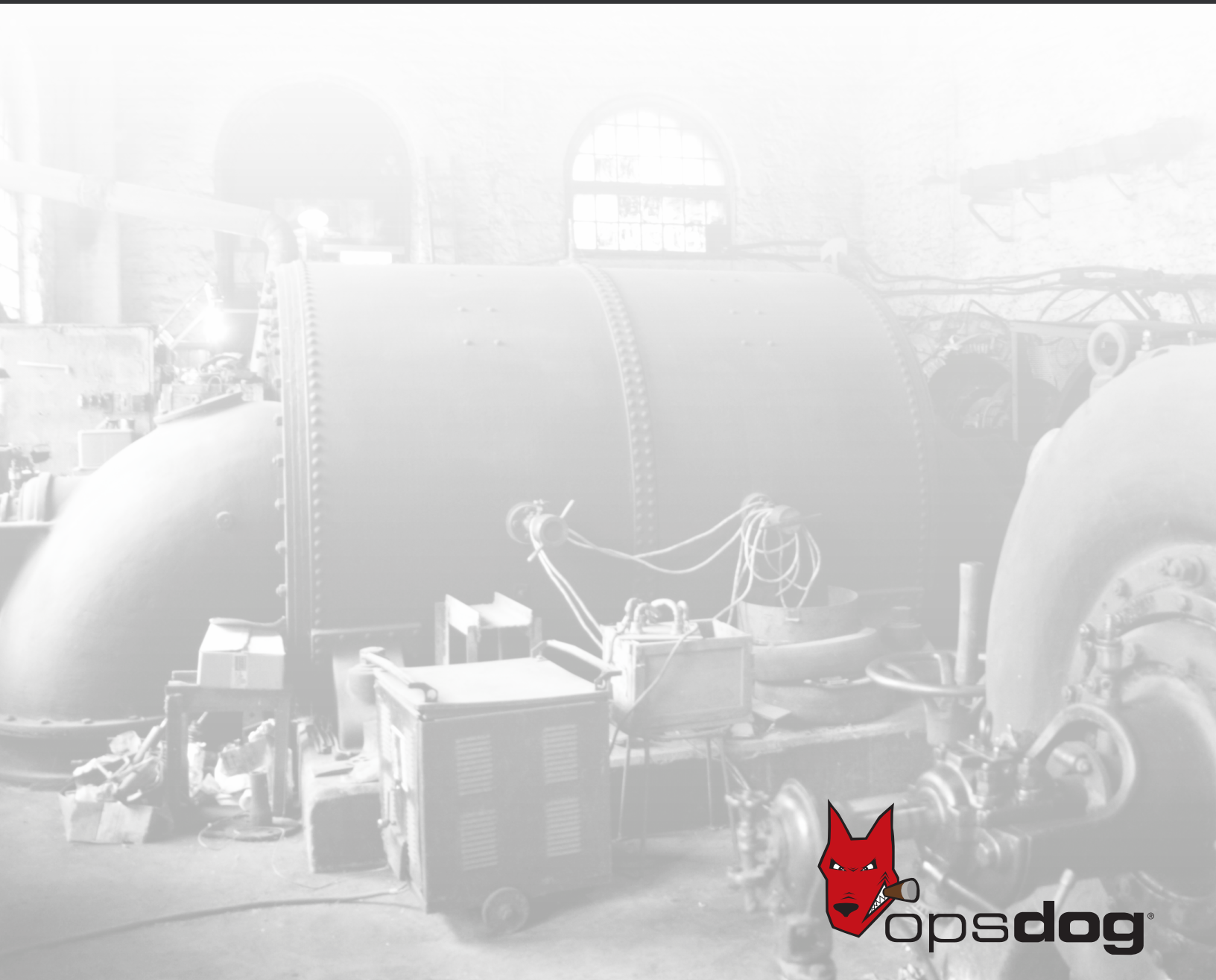


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Energy Transmission & Delivery

Utilities*

Energy Retailing

Energy Transmission & Delivery

Lines of Business*

Production & Generation

Renewable Energy

Utilities Customer Service

The Energy Transmission and Delivery function transmits energy in bulk from power plants or refineries to electrical substations and local distribution companies. Electric power companies produce energy at power plants, and then transmit that energy to substations located in high demand areas for distribution to surrounding homes and businesses. Natural gas providers use a massive system of pipelines and compression stations to move gas from refineries to third-party distributors.

** Some sections within these groups are not included in this document.*



Energy Transmission & Delivery

KPI Encyclopedia

Cost

- **Maintenance Cost per Mile of Pipe or Energy Line** – The total amount of maintenance-related expense incurred (labor, materials, overhead) divided by each mile of pipe or energy line managed by the company at the same point in time.
- **Transmission Line Operating & Maintenance Expense per MWh Transmitted** – The total transmission line operating & maintenance-related expense incurred divided by the total number of megawatt hours (MWh) of energy transmitted over the same period of time.
- **Unit Cost: Overhead Powerline Inspection** – The total cost of inspecting overhead powerlines divided by the total number of overhead powerlines inspected over the same period of time.
- **Unit Cost: Underground Powerline Inspection** – The total cost of inspecting underground powerlines divided by the total number of underground powerline inspections conducted for the same location over the same period of time.
- **Transmission Line Operating & Maintenance Expense per Circuit Mile** – The total operating and maintenance-related expense incurred divided by the total number of transmission pole line miles available over the same period of time.

Organizational

- **Maintenance Personnel per 100 Miles of Distribution Line** – The number of maintenance personnel working for the company divided by each 100 miles of distribution line managed by the company at the same point in time.
- **Maintenance Personnel per 100 Customers** – The number of utilities maintenance personnel working for the company divided by each one hundred customers managed by the company at the same point in time.
- **Meter Reading Employees per Customer** – The number of utilities meter reading employees divided by the total number of customers managed by the company at the same point in time.

Quality

- **Frequency of Electric Substation Audits** – The number of business days elapsed between formal electric substation safety and quality audits at a certain point in time.
- **Frequency of Natural Gas Compressor Audits** – The number of business days elapsed between formal natural gas compressor safety and quality audits at a certain point in time.
- **Percentage of Smart Meters in Use** – The number of smart meters currently in use by customers (business or individuals) divided by the total number of meters in use at the same point in time, as a percentage.
- **Technical and Commercial Energy Loss in Distribution** – The difference between the total amount of energy (kWhs) generated by the company at generation facilities and the amount of energy actually received by customers, whether diminished by technical reasons (e.g., resistive losses) and/or commercial reasons (e.g., theft and unaccounted or unmetered sales), at a certain point in time, as a percentage.
- **Percentage of Substation Metering Coverage (Energy Audit Prevalance)** – The number of substations that are functionally metered and are consistently audited divided by the total number of substations managed by the company at the same point in time, as a percentage.
- **Percentage of Unplanned Outages** – The number of unplanned electrical outages divided by the total number of electrical outages that occurred (planned and unplanned) over the same period of time, as a percentage.
- **Meter Coverage Rate** – The number of customer accounts for which electricity consumption is metered divided by the total number of customer accounts managed at the same point in time, as a percentage.
- **Average Age of Meter** – The total number of years in which all of a company's installed meters (electric, gas, etc.) have been in operation divided by the total number of meters in operation at the same point in time.
- **Meter Replacement Rate** – The number of meters replaced divided by the total number of meters in service over the same period of time, as a percentage.
- **Meter Inspection Rate** – The number of meters inspected for damage, accuracy and efficiency (i.e., calibrated) divided by the total number of meters in service over the same period of time, as a percentage.



Energy Transmission & Delivery (Cont.)

KPI Encyclopedia

Quality (Cont.)

- **Provisional Utilities Billing Rate** – The number of bills issued that are based on estimated use of a utilities service (electric or natural gas service) divided by the total number of bills issued over the same period of time, as a percentage.
- **Percentage of Customers With In-Home Energy Display Meters** – The number of customers with in-home energy display meters divided by the number of customers enrolled in the energy efficiency programs at the same point in time, as a percentage.
- **Bill Savings per Energy Efficiency Program Customer** – The total dollar amount of customer energy savings achieved through participation in energy efficiency programs divided by the total number of customers enrolled in the energy efficiency program(s) over the same period of time.
- **Power Transmission & Distribution Loss as a Percentage of Total Output** – The total amount of power transmission and distribution loss (in quads) incurred by the company divided by the total output of power from the company over the same period of time, as a percentage.

Revenue

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