



ENERGY DELIVERY ELECTRIC DIVISION ATTACHMENT A

November 2016

Excludes Extreme Weather and Generation/Transmission Disturbances

CUSTOMER DATA	RELIABILITY INDICIES			MONTHLY AVG GOAL
Monthly Average Customers Served(C)	88998	Average Service Availability Index (ASAI)	99.9901 %	
Total Hours of Customer Demand	61,942,608	System Average Interruption Duration Index (SAIDI)	4.14 Mins	4.5 Mins
Total Number of Outages	38	Customer Average Interruption Duration Index (CAIDI)	67.72 Mins	55 Mins
Total Number of Customers Affected (CI)	5435	System average Interruption Frequency Index (SAIFI)	0.06	.08
Total Customer Minutes Interrupted (CMI)	368041			
Total Customer "Out Minutes"	4447	Average Length of a Service Interruption (L-Bar)	117.03 Mins	
Tot Cust Momentary Interruption Events (CME)	11,194			

Guide for Power Distribution Reliability Indicies ([reliabilityguide.aspx](#))

Outage Duration Times

Average Hours 1
Maximum Hours 7
Minimum Hours 0

Cause of Outages

Cause	Overhead	Underground	Undetermined	Total
1. Weather	0	0	0	0
1. Vegetation	3	1	1	5
1. Animals	7	2	0	9
1. Foreign Interference	0	0	0	0
1. Human Cause	3	0	0	3
1. Undetermined	3	2	1	6
1. Equipment Failure	2	6	2	10
1. All Remaining Outages	0	0	0	0
Total	18	11	4	33