

METRICS ON THE MOVE

Shifting to Customer-Centric Reliability Reporting

The most common reliability metrics utilities report—SAIDI, SAIFI, and MAIFI—have changed little since they were created in the 1970s. Yet, the problem with these metrics is they don't tell the full story of present reliability experiences. To paint a more realistic picture of system reliability, utilities must also use metrics that better reveal the individual customer experience.

Customer-Centric Metric Advantages

Capturing the reliability experiences of individual customers is important to improve overall system reliability and offers multiple advantages for utilities:



Realistic Reliability

Utilities paint a more accurate picture of the reliability experience of their worst-affected customers.



Performance Improvement

Targeting their worst-affected customers improves reliability in normal conditions and major storms.



Targeted Investments

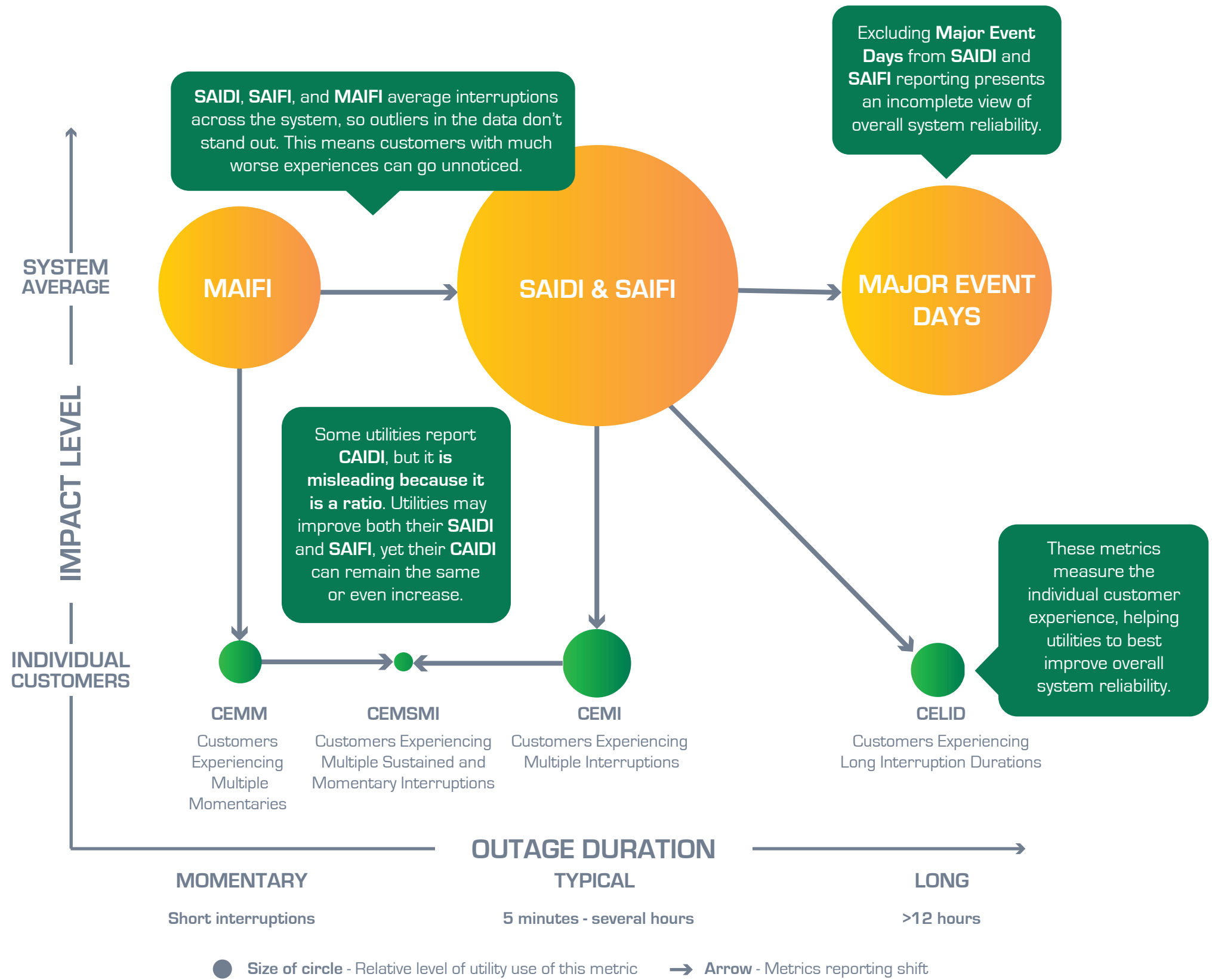
Utilities can make investments where they matter most, such as locations with the worst-affected customers.



Regulation Alignment

Metric reporting aligns with customer-centric measurements that more states are regulating.

HOW COMMON METRICS FALL SHORT



Want to discuss solutions to mitigate individual customer reliability challenges?

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