

Performance Index	2011	2012	2013	2014	UNIT OF MEASUREMENT
SAIFI ¹ (planned and unplanned)	4.80	3.90	3.36	2.66	No. of Times
CAIDI ² (planned and unplanned)	116.67	103.30	97.65	94.09	Minutes
SAIDI ³ (planned)	80.05	76.15	64.49	59.65	Minutes

1. SAIFI - System Average Interruption Frequency Index

A measure of the average number of sustained service interruptions experienced per customer over the measurement period.

2. CAIDI - Customer Average Duration Interruption Index

A measure of the average duration of sustained service interruptions over the measurement period.

3. Planned SAIDI - Planned System Average Interruption Duration Index

A measure of the average duration of planned sustained service interruptions for all customers over the measurement period.