

# GUIDE & STATISTICS 2025 Electric Reliability

**To measure system performance, the electric utility industry has developed several measures of reliability. These indices known as SAIFI, SAIDI, CAIDI, and ASAI, include measures of outage duration, frequency of outages, response time, and system availability.**

# ELECTRIC RELIABILITY

## Standard Metrics

### SAIFI

#### System Average Interruption Frequency Index

The average number of outages a customer experienced in a given year (the lower the better).

*Explanation: The number of non-momentary electric interruptions, per year, the average customer experienced. If the SAIFI is 1.3189, then the average customer experienced 1.3189 outages during the year.*

### SAIDI

#### System Average Interruption Duration Index

On average, the amount of time the electric system was out of service during the year, in hours (the lower the better).

*Explanation: SAIDI represents how long the average customer experiences an outage. If the SAIDI is 1.515, then the average customer experienced 1.515 hours (90.9 minutes) of outage time in the year.*

### CAIDI

#### Customer Average Interruption Duration Index

If a customer experienced an outage that year, the average length of time the customer was out of power, in hours (the lower the better).

*Explanation: CAIDI represents the average time required to restore service. If the CAIDI is 1.149, then when an outage occurs, the average time for it to be restored was 1.149 hours (68.92 minutes).*

### ASAI

#### Average System Availability Index

The percentage of time the electric system was available for service in the year (the higher the better).

*Explanation: ASAI represents the amount of time a customer's power is on. If the ASAI is 99.98, then the average customer had power 99.98% of the time.*

# ELECTRIC RELIABILITY

## 2025 Performance

**SAIFI**

**1.3189**

Outages

The average number of outages an ECU customer experienced in 2025.

**SAIDI**

**1.515**

Hours

The average number of hours of outage an ECU customer experienced in 2025.

**CAIDI**

**1.149**

Hours

The average amount of time to restore an outage for ECU customers in 2025.

**ASAI**

**99.98%**

of Time

The average amount of time an ECU customer had power in 2025.

NOTE Metrics referenced here do not include data from automobile accidents, contractor interference, customer issues, other utility providers, or scheduled outages.