

From the Regulatory Authority:

The performance indicators relating to the reliability of electricity service are:

- The System Average Interruption Frequency Index ("SAIFI")
  - SAIFI is the average number of sustained interruptions per consumer during the year. It is the ratio of the annual number of interruptions to the number of consumers.
  - SAIFI essentially measures how often a customer can expect to experience an outage in a year.
  - $SAIFI = (\text{Total number of sustained interruptions in a year}) / (\text{Total number of consumers})$
- System Average Interruption Duration Index (SAIDI)
  - SAIDI is the average duration of interruptions per consumers during the year. It is the ratio of the annual duration of interruptions (sustained) to the number of consumers.
  - SAIDI essentially measures the annual average outage duration per customer.
  - $SAIDI = (\text{Sum of the duration of supply interruptions for all customers} / \text{Total number of customers served})$

The recent blackout will likely have an impact on these reliability indicators as both the number of sustained interruptions and the sum of the duration of outages would have increased.