

FORMAT-60

**Periodicity-Monthly
Submission by 2nd week end**

RELIABILITY INDICES AT CUSTOMER LEVEL FOR THE MONTH-----, YEAR 20----

State Electricity Board/ Utility-----

Electricity Circle/ Division-----

Sl No	Total No. of Customer served	Total No. of Customer interruptions	Total No. of Customer affected	SAIFI*	CAIFI**	Total No. of Customer interrupted	Sum of Customer interruption duration	CAIDI***	SAIDI****

* System Average Interruption Frequency Index (SAIFI) = Average number of interruptions per customer served per year.

** Customer Average Interruption Frequency Index (CAIFI) = Average number of interruptions per customer interrupted per year

*** Customer Average Interruption Duration Index (CAIDI) = Average duration for customers interrupted during year.

**** System Average Interruption Duration Index (SAIDI) = Average interruption duration for customers served during a year.