

Norwich Public Utilities

Comparison	Indices	2006	2007	2008
The average number of outages a given customer can expect in a given year.	SAIFI	.60/yr	.44/yr	.49/yr
The average outage duration for each customer served.	SAIDI	40 minutes	32 minutes	32 minutes
Average duration for a given outage.	CAIDI	85 minutes	73 minutes	65 minutes

Wallingford Electric Division

Comparison	Indices	2006	2007	2008
The average number of outages a given customer can expect in a given year.	SAIFI	.07/yr	.25/yr	.21/yr
The average outage duration for each customer served.	SAIDI	5 minutes	17 minutes	15 minutes
Average duration for a given outage.	CAIDI	75 minutes	69 minutes	74 minutes

Groton Public Utility

Comparison	Indices	2006	2007	2008
The average number of outages a given customer can expect in a given year.	SAIFI	3/yr	.84/yr	3/yr
The average outage duration for each customer served.	SAIDI	141 minutes	59 minutes	273 minutes
Average duration for a given outage.	CAIDI	47 minutes	70 minutes	92 minutes

SAIDI and SAIFI outage durations rounded to nearest whole minute.  
 These figures include all major storms.

Bozrah Power and Light

Comparison	Indices	2006	2007	2008
The average number of outages a given customer can expect in a given year.	SAIFI	3.14/yr	1.63/yr	4.92/yr
The average outage duration for each customer served.	SAIDI	645 minutes	264 minutes	312 minutes
Average duration for a given outage.	CAIDI	205 minutes	161.4 minutes	63 minutes

SAIDI and SAIFI outage durations rounded to nearest whole minute.  
 These figures include all major storms.