

Utility Outage Event Examples

Call Center Volume: 5,273 Potential Lost Revenue: **\$260,790.46**

Pct of Calls Handled by Agents: 81.4% CMI: 4,679,376

Pct of Customers Restored w/in 2 Hrs.: 0% Pct Restored within ETR: 98%

[Call Center Dashboard](#)

District of Columbia

Event	Neighborhood	Substation	Start Time	Actual / Estimated Restoration Time	ETR Variance (Hrs)	Customers Affected
2062934	Tenth St	22	7:13 AM	10:16 AM / 11:00 AM	0.8	2,459
2061239	Northeast	22	7:25 AM	11:20 AM / 12:00 PM	0.7	1,235
2061264	Tenth St	22	7:13 AM	10:16 AM / 12:00 AM	1.8	3,492
2063354	Tenth St	22	9:39 AM	10:16 AM / 12:00 AM	1.8	1,458
2061293	Tenth St	22	9:43 AM	10:16 AM / 12:00 AM	1.8	1,865
2062357	New York	135	3:25 PM	8:34 PM / 6:00 PM	(2.6)	468

Integrated Information:
 Call Center
 Outage Management
 Billing
 Equipment Maintenance

Substation: 22

Open Work Orders: 56 Customers Restored Within 2 Hours: 83.6%

Customers Affected: 10,345 Percent of Customers Restored within ETR: 37.31%

Key Customer Count: 28 CMI: 162,237

Year-to-Date

CAIDI: 88.56 Customers Out: 12,954

SAIDI: 113.33 Outage Count: 58

SAIFI: 0.61

GROUPING: Work Order Status: APPR Work Type: Planned Maintenance

Substation: 22 Status: APPR [Perform Analysis](#)

Work Type: Planned Maintenance

Work Order #	Description	Priority	Target Compl Date	Supervisor
129123	Generator Test PM	3	7/1/2009	Vance Riggs
145789	Battery Routine for Z-52 (RFC/NERC)	2	9/4/2009	Karl Myers
167811	Battery Routine for Z-52 (RFC/NERC)	2	2/14/2010	Vance Riggs
193221	Generator Test PM	3	7/1/2010	Vance Riggs

Substation	Feeder	Transformer	Metrics	Payment Amt	Account Count	Avg Revenue
135 - Tucker	76543	345787425678		\$1,071	6	\$1,034
				\$414	112	\$567
				\$3,456	43	\$2,977
		Total		\$4,941	161	\$4,578
23111	344590545366	345787425678		\$4,544	231	\$4,456
				\$9,877	168	\$10,344
				\$14,421	399	\$14,800
		Total		\$1,745	333	\$1,853
Total				\$21,107	893	\$21,231

Region	Substation	Metrics	CAIDI	SAIDI	SAIFI	Outage Cnt	Mins Out	Cust Out	Premises Out
Hall	132 - Moores Mill		13	6	0.02	8	552,778	3,118	4,002
	007 - Powers Ferry		149	112	0.26	142	5,122,443	19,673	25,678
	135 - Tucker		89	43	0.61	34	4,636,456	22,345	29,763
	Total		83.6667	53.6667	0.29667	184	10,311,677	45,136	59,443
Walker	118 - Main South		35	455	0.22	12	1,969,456	123,455	167,895
	Total		35	455	0.22	12	1,969,456	123,455	167,895
Fulton	327 - Jonesboro		339	145	0.34	158	764,911	8,765	12,333
	052 - Water Street		165	122	2.43	167	2,534,555	148,432	158,766
	Total		252	133.5	1.385	325	3,299,466	157,197	171,099
Total			131.667	147.167	0.64667	521	15,580,599	325,788	398,437

