

## Dorothy Eke

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**From:** Rachel Fletcher  
**Sent:** 14 January 2010 08:53  
**To:** Ayesha Uvais  
**Subject:** FW: Annual stakeholder report on electricity distribution

One response - I have already sent through to James for info

-----Original Message-----

From: leith.elder@countryenergy.com.au [mailto:leith.elder@countryenergy.com.au]  
Sent: 12 January 2010 02:25  
To: Rachel Fletcher  
Subject: Annual stakeholder report on electricity distribution

Dear Rachel,

I have been tracking the performance of the UK distribution networks since 1998 in order to compare the performance of my own company to them and to others round the world. I have also used this data as a basis to produce a number of seminal papers delivered here and overseas exploring the reliability of reliability measures.

I can understand what drove Ofgem to to use Supply Interruptions per 100 Connected Customers and Minutes Lost per Connected Customer in place of the much more usual SAIFI and SAIDI, which are used everywhere else in the world, in an effort to make them more comprehensible to customers. In any case the Ofgem measures are easily translatable into SAIFI and SAIDI making them directly comparable. However even SAIFI and SAIDI do not give a measure of the effectiveness or efficiency of the distributors themselves.

CAIDI, which is derived from dividing SAIDI by SAIFI, gives a measure of the average speed of response of networks in restoring supply and as such is a much more useful tool to measure the improvement in network performance over time. The other measure that used to be reported by Ofgem is Lambda, the number of faults per 100km at the various voltages, which is an excellent measure of the underlying health of the network itself. SAIFI and SAIDI are very prone to random variations due to extreme weather. CAIDI and Lambda are much more stable and are measures of good management rather than good luck like SAIFI and SAIDI.

May I encourage Ofgem to continue the practice's of the past and publish all four measures, SAIFI and SAIDI from the customer's viewpoint and CAIDI and Lambda from the owners', managers' and regulators' viewpoint. The Excel spreadsheets that Ofgem produced until 2007 were a goldmine of information for network management.

Regards,  
Leith

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