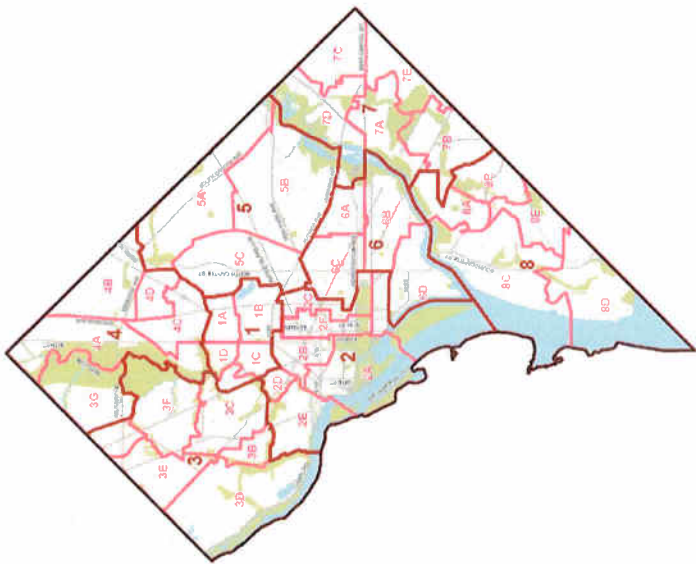




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District of Columbia Blue Ribbon Panel Discussion

May 11, 2011

Agenda

- Service Reliability – General
- Restoration / Priorities
- Tree Trimming
- Estimated Times of Restoration (ETRs)
- Customer Communications
- Pepco’s Reliability Enhancement Plan



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Service Reliability

How do we measure reliability



SAIFI – System Average Interruption Frequency Interruption Index

- The average frequency of sustained interruptions per customer over a predefined area. It is the total number of customer interruptions divided by the total number of customers served

Key Driver:

- **CEMI - Customers Experiencing Multiple Interruptions – CEMI (3 through 8)**

- This index establishes a metric to track the number of customers experiencing multiple sustained interruptions. CEMI (x) is calculated by dividing the sum of all customers experiencing more than (x) sustained interruptions by the total number of customers served.

SAIDI – System Average Interruption Duration Interruption Index

- Is commonly referred to as customer minutes of interruption or customer hours, and is designed to provide information as to the average time the customers are interrupted. It is the sum of the restoration time for each interruption event times the number of interrupted customers for each interruption event divided by the total number of customers

Key Driver:

- **CAIDI – Customer Average Interruption Duration Interruption Index**

- Is the average time needed to restore service to the average customer per sustained interruption. It is the sum of customer interruption durations divided by the total number of customer interruptions

