



January 2025

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## UI Reliability & Resilience Scorecard



January 2025

## UI Reliability & Resilience Scorecard

# State Level Scorecard

# 2024 State Level Reliability Scorecard

## Total Customers Served :

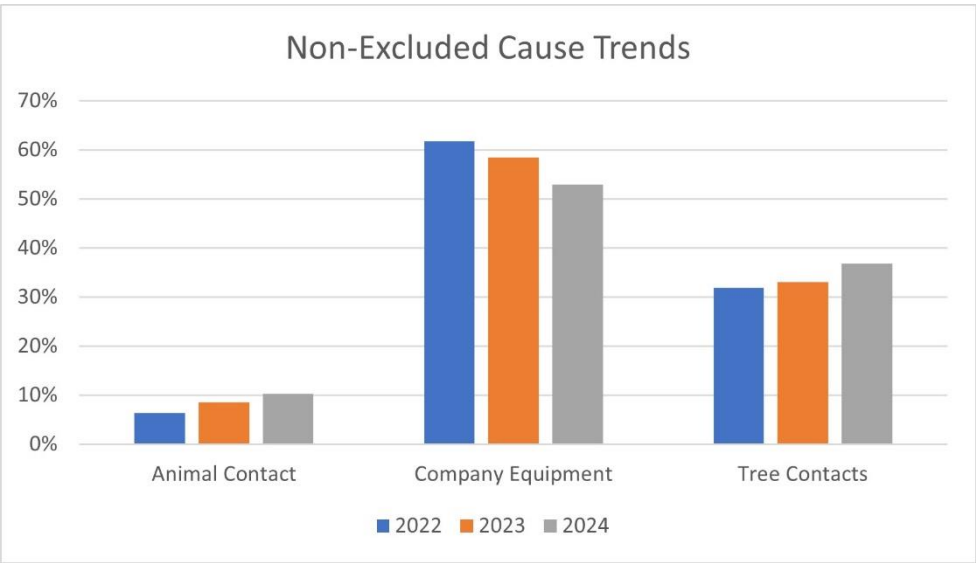
346k Customers  
4,000 miles of  
distribution lines



[http://www.uinet.com/ourcompany/reliable-service/reliability\\_projects](http://www.uinet.com/ourcompany/reliable-service/reliability_projects)

## Outage causes and historical trends

The top 3 causes of customer outages are Animal-related, Equipment-related, and Tree-related. Equipment-related outages trended marginally lower in 2024, while Animal and Tree-related increased.



## What did the customer outage experience look like in 2024?

### During storms:

The average customer experiences 1 outage every 68 months	The average outage duration was 412 mins (6.87 hours)
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### During blue sky days:

The average customer experiences 1 outage every 20 months	The average outage duration was 79 mins (1.32 hours)
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### Compared to other New England States:

The average customer experiences 1 outage every 19 months	The average outage duration was 70 mins (1.17 hours)
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### Budget for Reliability and Resilience:

UI spent \$7.2 million (10% of total budget) on reliability and resilience, including ...	UI spent \$13 million (17% of total budget) restoring power after outages
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Reliability and resilience average bill impact: \$2.13

To see more details on UI’s reliability projects, go to [http://www.uinet.com/ourcompany/reliable-service/reliability\\_projects](http://www.uinet.com/ourcompany/reliable-service/reliability_projects)

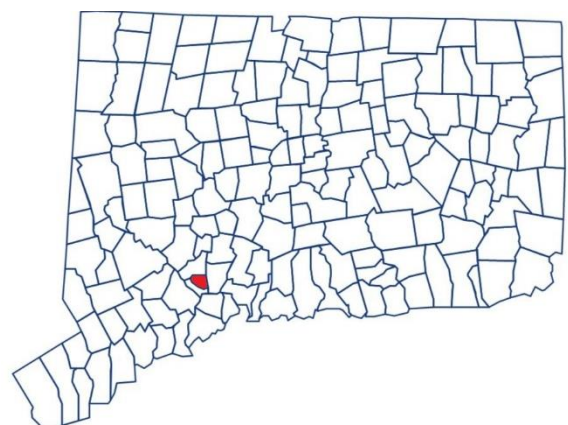


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## **Reliability & Resilience Scorecard**

# **Town Level Scorecards**

# UI 2024 Town-Specific Performance Scorecard: Ansonia



## Customers Served In Town:

8,800  
Customers

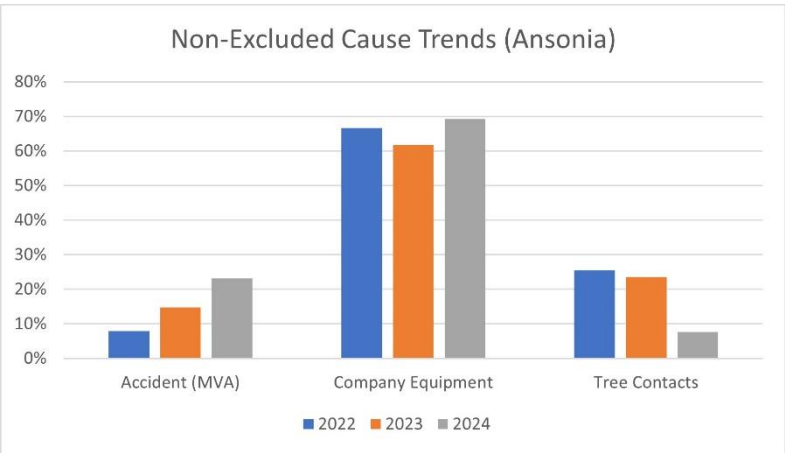
The average Ansonia customer experienced 17 minutes of outages in 2024

The average outage duration in Ansonia was 67 minutes (1.12 hours)

The average Ansonia customer experiences 1 outage every 48 months.

122 Ansonia customers experienced 3 or more outages in 2024

87 Ansonia customers experienced outages lasting 7 hours or more



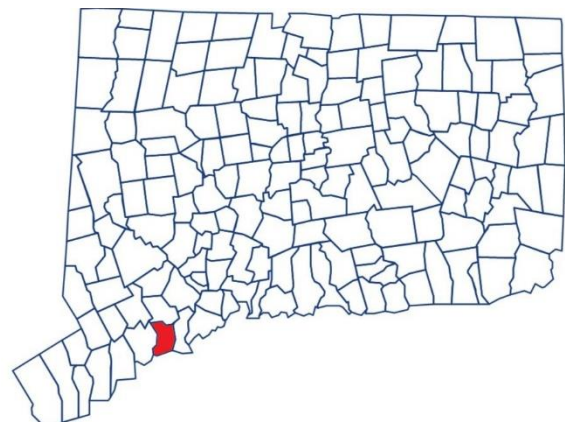
## How does Ansonia compare to the rest of Connecticut?

Ansonia outages are less frequent than the state average of 1 outage every 20 months

Ansonia outages are shorter than the state average of 79 minutes (1.32 hours)

For statewide performance go to [http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)

# UI 2024 Town-Specific Performance Scorecard: Bridgeport



## Customers Served In Town:

62,070  
Customers

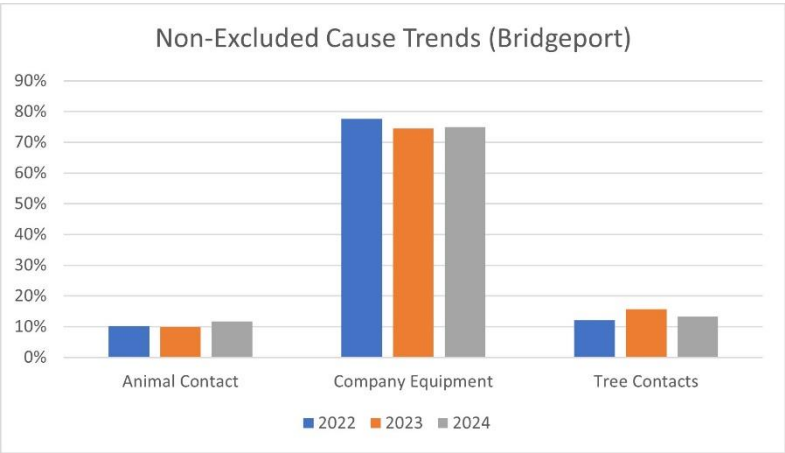
The average Bridgeport customer experienced 56 minutes of outages in 2024

The average outage duration in Bridgeport was 79 minutes (1.32 hours)

The average Bridgeport customer experiences 1 outage every 17 months.

5,983 Bridgeport customers experienced 3 or more outages in 2024

784 Bridgeport customers experienced outages lasting 7 hours or more



## How does Bridgeport compare to the rest of Connecticut?

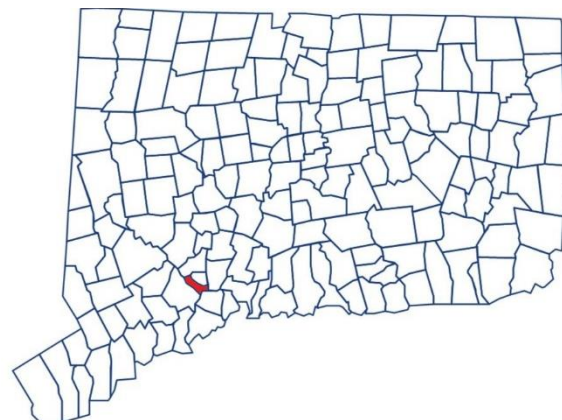
Bridgeport outages are more frequent than the state average of 1 outage every 20 months

Bridgeport outages are as long as the state average of 79 minutes (1.32 hours)

For statewide performance go to

[http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)

# UI 2024 Town-Specific Performance Scorecard: Derby



## Customers Served In Town:

6,607  
Customers

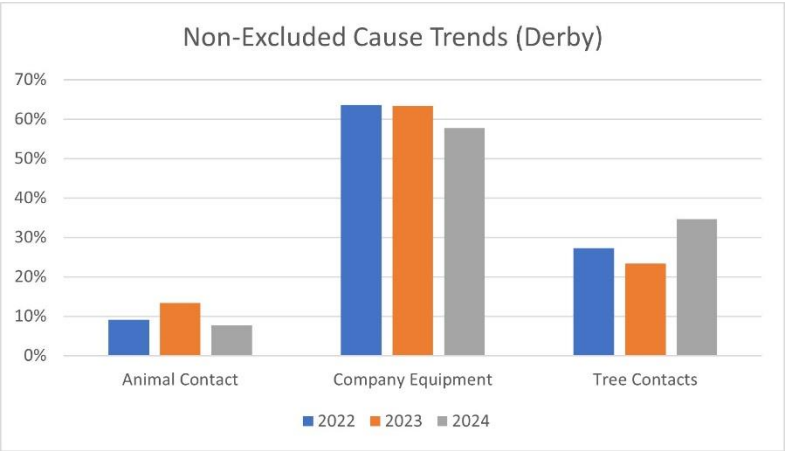
The average Derby customer experienced 9 minutes of outages in 2024

The average outage duration in Derby was 49 minutes (0.82 hours)

The average Derby customer experiences 1 outage every 64 months.

1,383 Derby customers experienced 3 or more outages in 2024

1,623 Derby customers experienced outages lasting 7 hours or more



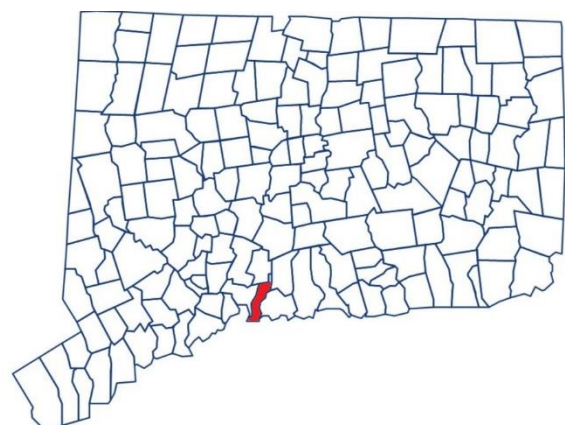
## How does Derby compare to the rest of Connecticut?

Derby outages are less frequent than the state average of 1 outage every 20 months

Derby outages are shorter than the state average of 79 minutes (1.32 hours)

For statewide performance go to [http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)

# UI 2024 Town-Specific Performance Scorecard: East Haven



## Customers Served In Town:

13,598  
Customers

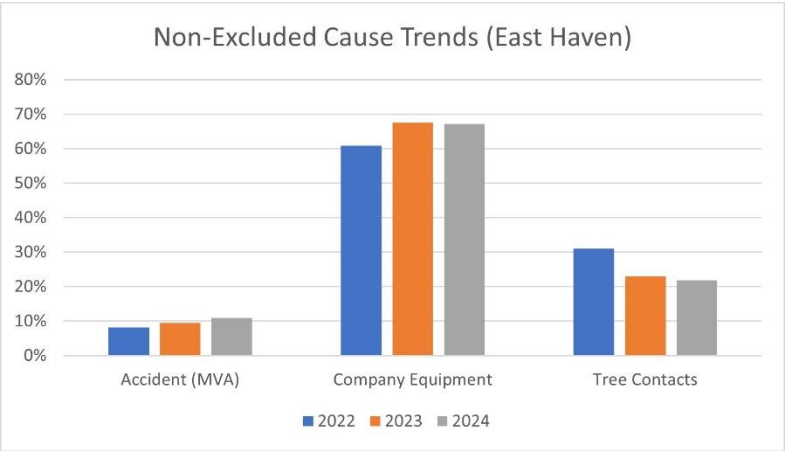
The average East Haven customer experiences 1 outage every 51 months.

The average East Haven customer experienced 28 minutes of outages in 2024

The average outage duration in East Haven was 120 minutes (2.00 hours)

0 East Haven customers experienced 3 or more outages in 2024

87 East Haven customers experienced outages lasting 7 hours or more



## How does East Haven compare to the rest of Connecticut?

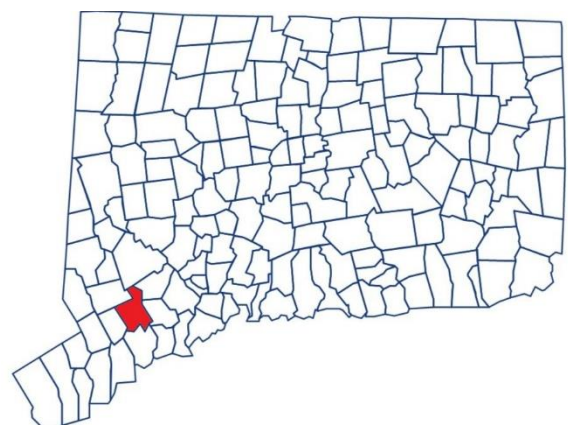
East Haven outages are less frequent than the state average of 1 outage every 20 months

East Haven outages are longer than the state average of 79 minutes (1.32 hours)

For statewide performance go to [http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)



# UI 2024 Town-Specific Performance Scorecard: Easton



## Customers Served In Town:

3,006  
Customers

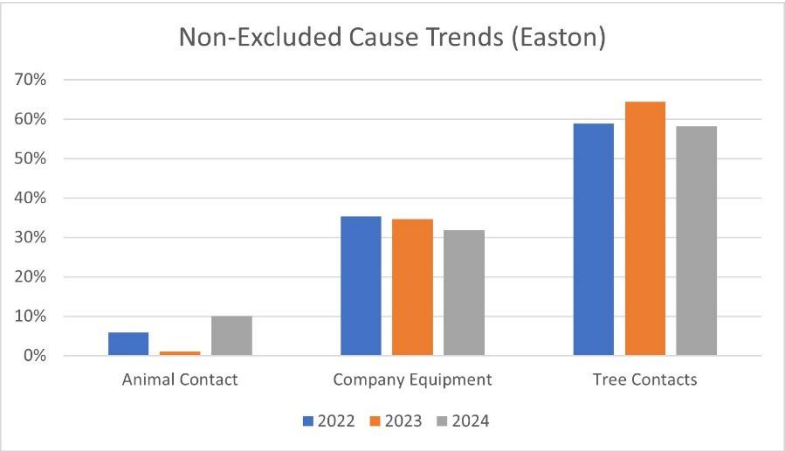
The average Easton customer experiences 1 outage every 6 months.

The average Easton customer experienced 222 minutes of outages in 2024

The average outage duration in Easton was 102 minutes (1.70 hours)

1,362 Easton customers experienced 3 or more outages in 2024

492 Easton customers experienced outages lasting 7 hours or more



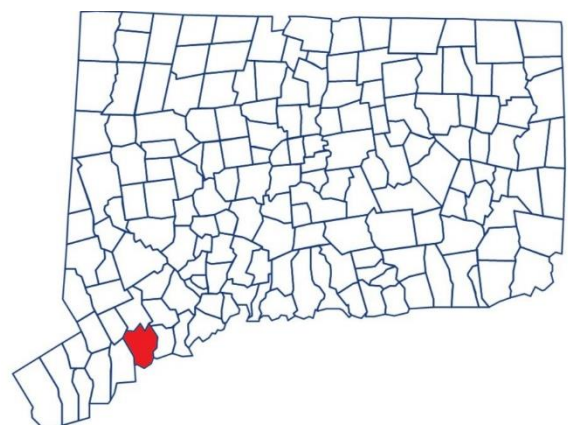
## How does Easton compare to the rest of Connecticut?

Easton outages are more frequent than the state average of 1 outage every 20 months

Easton outages are longer than the state average of 79 minutes (1.32 hours)

For statewide performance go to [http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)

# UI 2024 Town-Specific Performance Scorecard: Fairfield



## Customers Served In Town:

24,816  
Customers

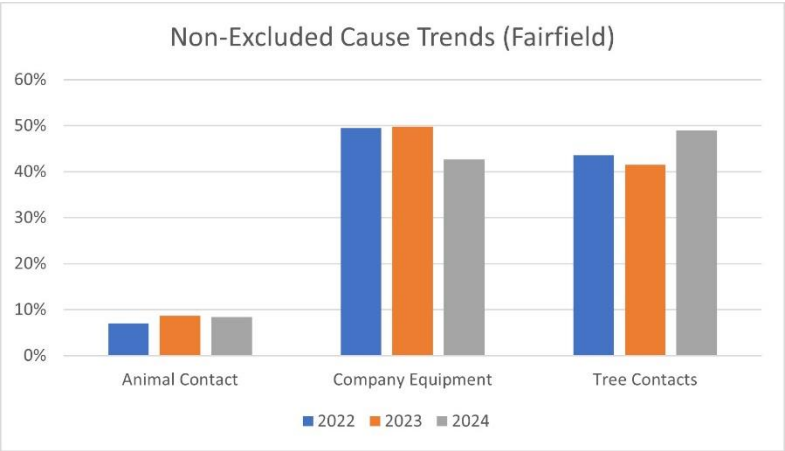
The average Fairfield customer experienced 91 minutes of outages in 2024

The average outage duration in Fairfield was 100 minutes (1.67 hours)

The average Fairfield customer experiences 1 outage every 13 months.

3,275 Fairfield customers experienced 3 or more outages in 2024

520 Fairfield customers experienced outages lasting 7 hours or more



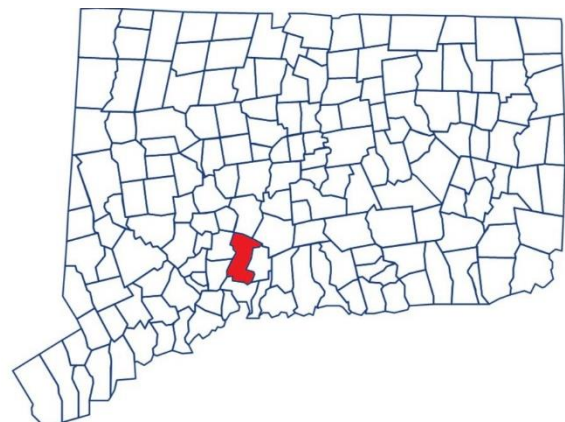
## How does Fairfield compare to the rest of Connecticut?

Fairfield outages are more frequent than the state average of 1 outage every 20 months

Fairfield outages are longer than the state average of 79 minutes (1.32 hours)

For statewide performance go to [http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)

# UI 2024 Town-Specific Performance Scorecard: Hamden



## Customers Served In Town:

27,144  
Customers

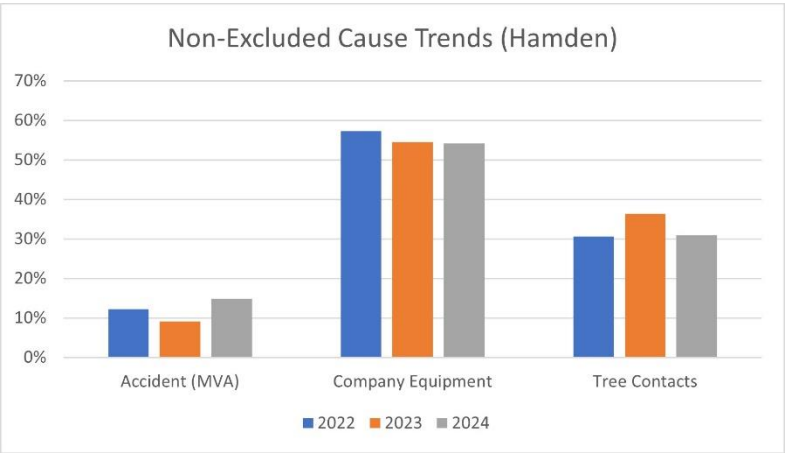
The average Hamden customer experienced 38 minutes of outages in 2024

The average outage duration in Hamden was 66 minutes (1.10 hours)

The average Hamden customer experiences 1 outage every 21 months.

120 Hamden customers experienced 3 or more outages in 2024

141 Hamden customers experienced outages lasting 7 hours or more



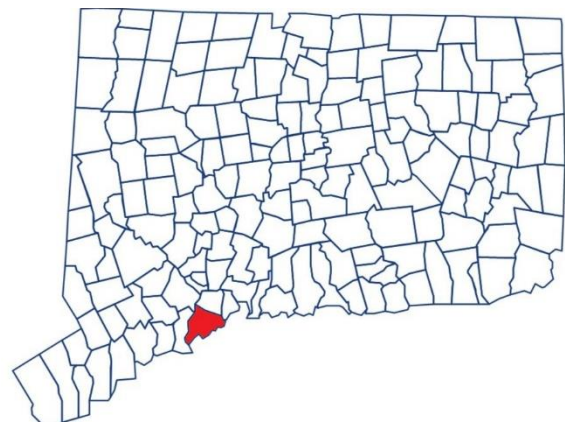
## How does Hamden compare to the rest of Connecticut?

Hamden outages are less frequent than the state average of 1 outage every 20 months

Hamden outages are shorter than the state average of 79 minutes (1.32 hours)

For statewide performance go to [http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)

# UI 2024 Town-Specific Performance Scorecard: Milford



## Customers Served In Town:

28,272  
Customers

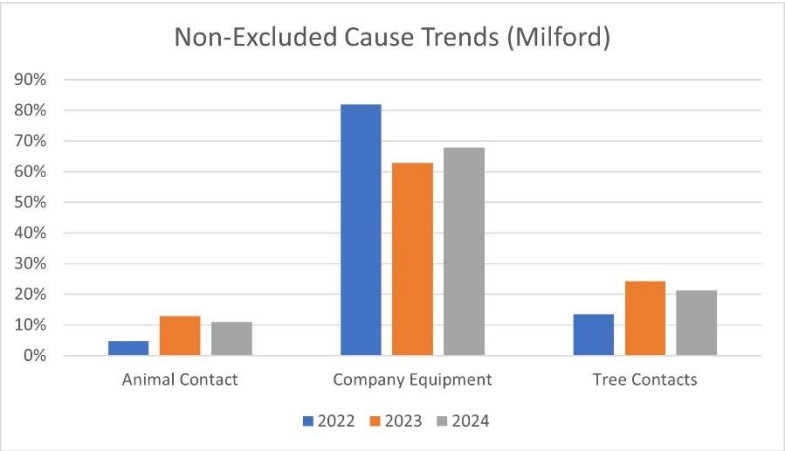
The average Milford customer experienced 26 minutes of outages in 2024

The average outage duration in Milford was 72 minutes (1.19 hours)

The average Milford customer experiences 1 outage every 34 months.

860 Milford customers experienced 3 or more outages in 2024

520 Milford customers experienced outages lasting 7 hours or more



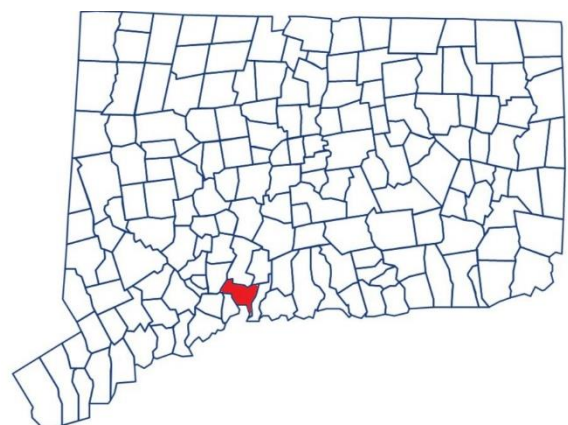
## How does Milford compare to the rest of Connecticut?

Milford outages are less frequent than the state average of 1 outage every 20 months

Milford outages are shorter than the state average of 79 minutes (1.32 hours)

For statewide performance go to [http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)

# UI 2024 Town-Specific Performance Scorecard: New Haven



## Customers Served In Town:

62,672  
Customers

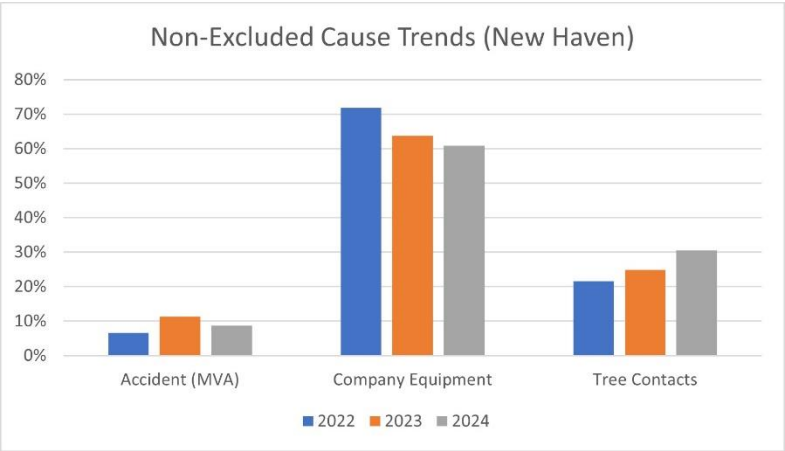
The average New Haven customer experiences 1 outage every 25 months.

The average New Haven customer experienced 36 minutes of outages in 2024

The average outage duration in New Haven was 74 minutes (1.24 hours)

1,056 New Haven customers experienced 3 or more outages in 2024

186 New Haven customers experienced outages lasting 7 hours or more



## How does New Haven compare to the rest of Connecticut?

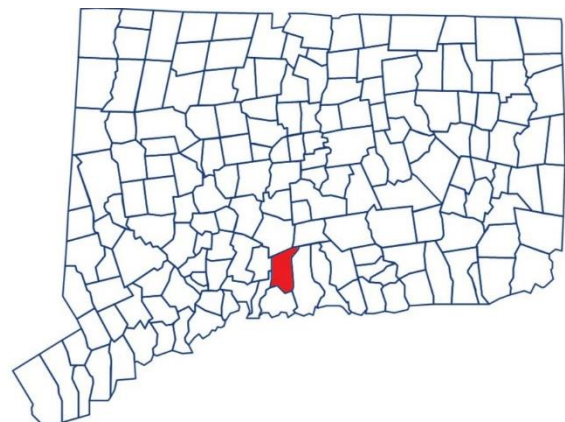
New Haven outages are less frequent than the state average of 1 outage every 20 months

New Haven outages are shorter than the state average of 79 minutes (1.32 hours)

For statewide performance go to [http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)



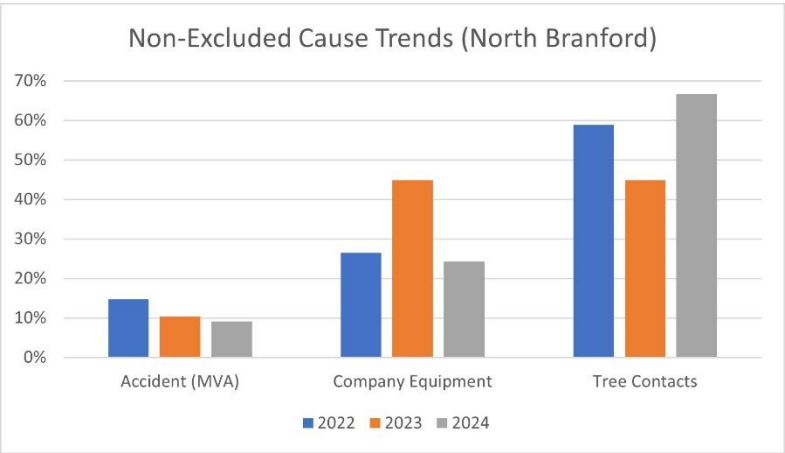
# UI 2024 Town-Specific Performance Scorecard: North Branford



## Customers Served In Town:

3,486  
Customers

The average North Branford customer experiences 1 outage every 16 months.



The average North Branford customer experienced 71 minutes of outages in 2024

The average outage duration in North Branford was 97 minutes (1.61 hours)

61 North Branford customers experienced 3 or more outages in 2024

75 North Branford customers experienced outages lasting 7 hours or more

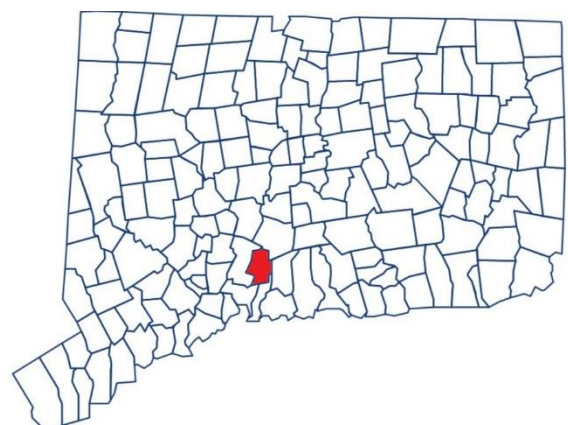
## How does North Branford compare to the rest of Connecticut?

North Branford outages are more frequent than the state average of 1 outage every 20 months

North Branford outages are longer than the state average of 79 minutes (1.32 hours)

For statewide performance go to [http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)

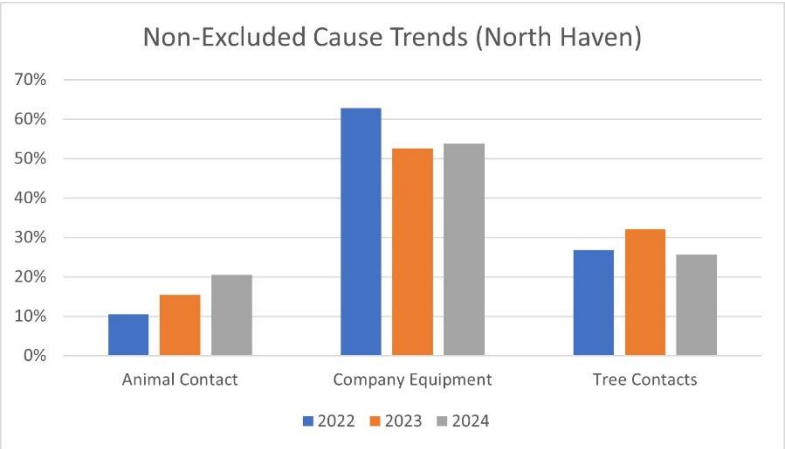
# UI 2024 Town-Specific Performance Scorecard: North Haven



## Customers Served In Town:

12,130  
Customers

The average North Haven customer experiences 1 outage every 25 months.



The average North Haven customer experienced 26 minutes of outages in 2024

The average outage duration in North Haven was 55 minutes (0.92 hours)

53 North Haven customers experienced 3 or more outages in 2024

21 North Haven customers experienced outages lasting 7 hours or more

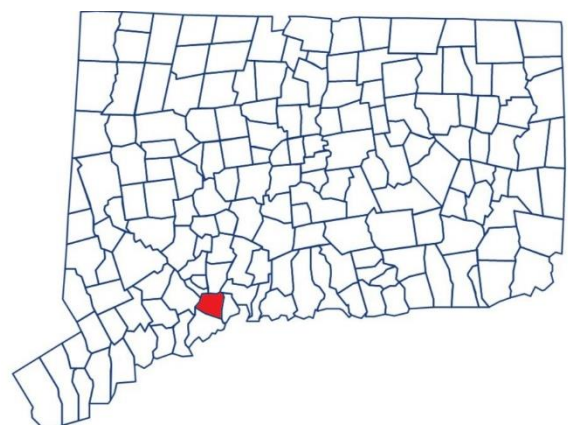
## How does North Haven compare to the rest of Connecticut?

North Haven outages are less frequent than the state average of 1 outage every 20 months

North Haven outages are shorter than the state average of 79 minutes (1.32 hours)

For statewide performance go to [http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)

# UI 2024 Town-Specific Performance Scorecard: Orange



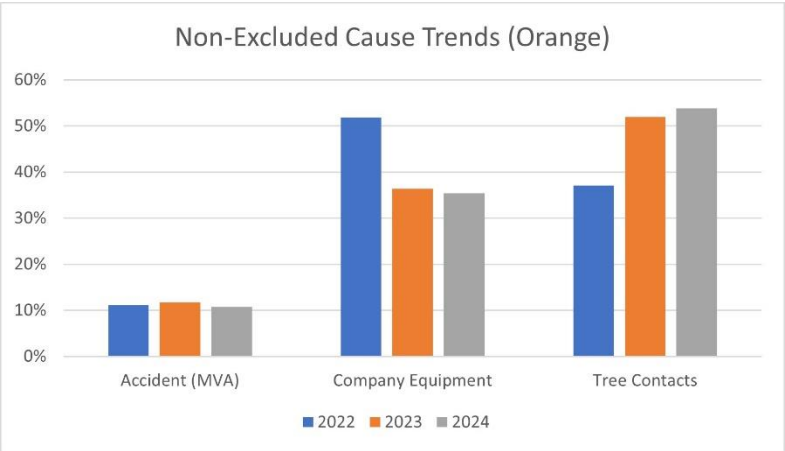
## Customers Served In Town:

6,629  
Customers

The average Orange customer experienced 47 minutes of outages in 2024	The average outage duration in Orange was 79 minutes (1.31 hours)
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The average Orange customer experiences 1 outage every 20 months.

886 Orange customers experienced 3 or more outages in 2024	698 Orange customers experienced outages lasting 7 hours or more
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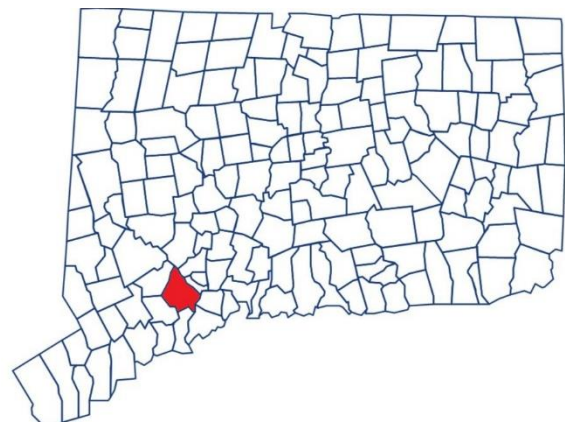
## How does Orange compare to the rest of Connecticut?

Orange outages are as frequent as the state average of 1 outage every 20 months	Orange outages are as long as the state average of 79 minutes (1.32 hours)
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For statewide performance go to [http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)



# UI 2024 Town-Specific Performance Scorecard: Shelton



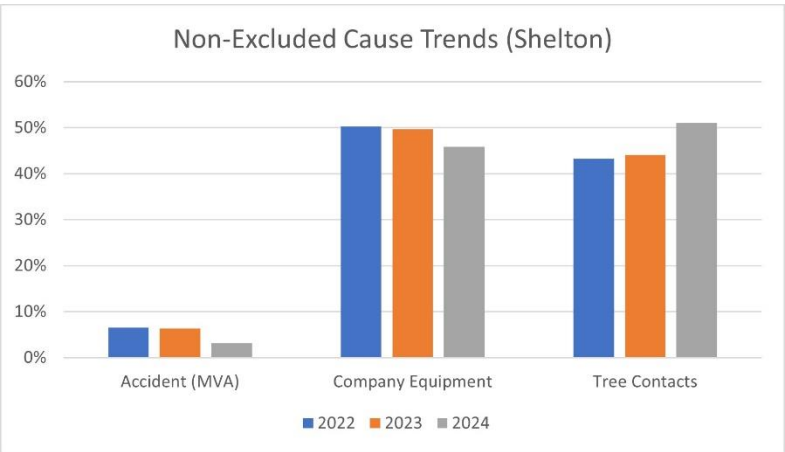
## Customers Served In Town:

19,301  
Customers

The average Shelton customer experienced 115 minutes of outages in 2024	The average outage duration in Shelton was 80 minutes (1.34 hours)
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The average Shelton customer experiences 1 outage every 8 months.

8,870 Shelton customers experienced 3 or more outages in 2024	5,997 Shelton customers experienced outages lasting 7 hours or more
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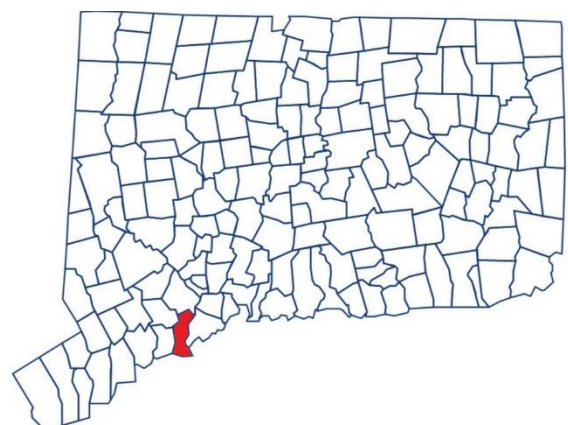


## How does Shelton compare to the rest of Connecticut?

Shelton outages are more frequent than the state average of 1 outage every 20 months	Shelton outages are longer than the state average of 79 minutes (1.32 hours)
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For statewide performance go to [http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)

# UI 2024 Town-Specific Performance Scorecard: Stratford



## Customers Served In Town:

24,021  
Customers

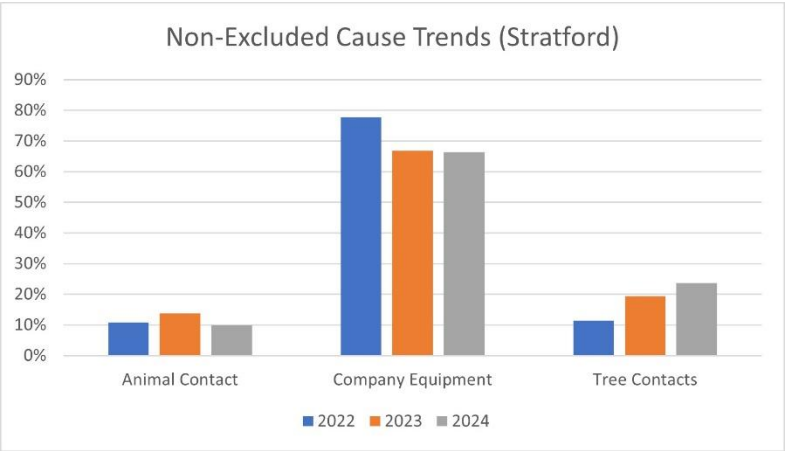
The average Stratford customer experienced 23 minutes of outages in 2024

The average outage duration in Stratford was 78 minutes (1.31 hours)

The average Stratford customer experiences 1 outage every 40 months.

585 Stratford customers experienced 3 or more outages in 2024

443 Stratford customers experienced outages lasting 7 hours or more



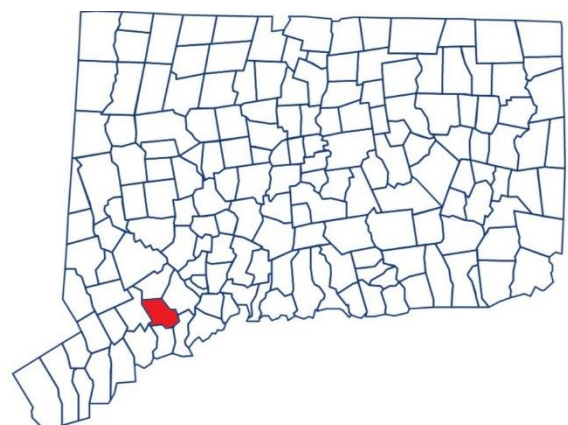
## How does Stratford compare to the rest of Connecticut?

Stratford outages are less frequent than the state average of 1 outage every 20 months

Stratford outages are shorter than the state average of 79 minutes (1.32 hours)

For statewide performance go to [http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)

# UI 2024 Town-Specific Performance Scorecard: Trumbull



## Customers Served In Town:

14,763  
Customers

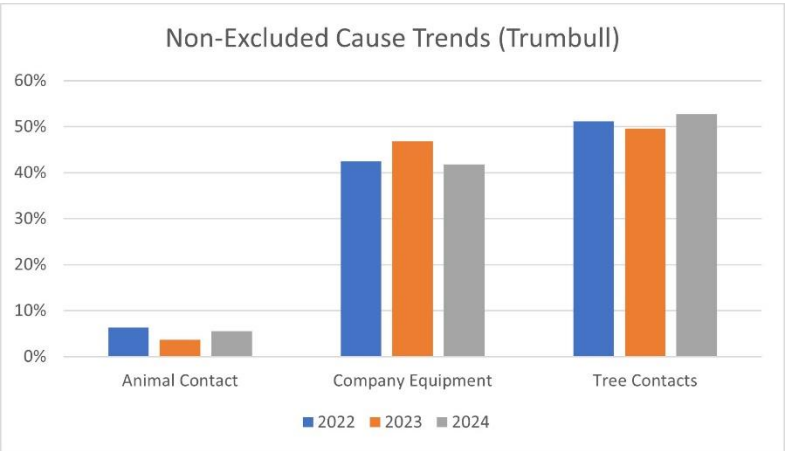
The average Trumbull customer experienced 88 minutes of outages in 2024

The average outage duration in Trumbull was 73 minutes (1.22 hours)

The average Trumbull customer experiences 1 outage every 10 months.

1,965 Trumbull customers experienced 3 or more outages in 2024

3,524 Trumbull customers experienced outages lasting 7 hours or more



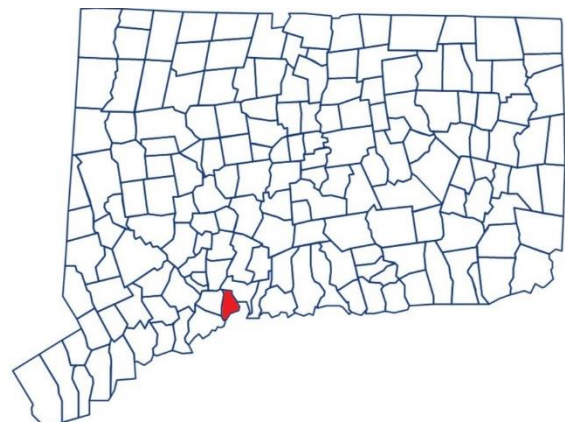
## How does Trumbull compare to the rest of Connecticut?

Trumbull outages are more frequent than the state average of 1 outage every 20 months

Trumbull outages are shorter than the state average of 79 minutes (1.32 hours)

For statewide performance go to [http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)

# UI 2024 Town-Specific Performance Scorecard: West Haven



## Customers Served In Town:

25,171  
Customers

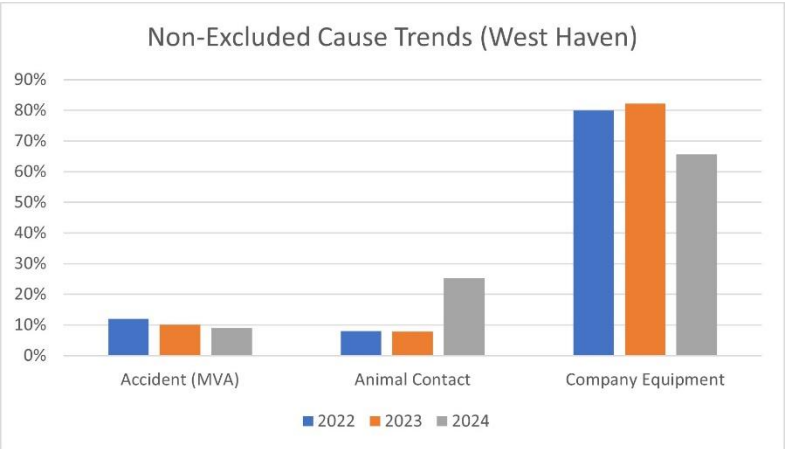
The average West Haven customer experiences 1 outage every 46 months.

The average West Haven customer experienced 13 minutes of outages in 2024

The average outage duration in West Haven was 50 minutes (0.84 hours)

44 West Haven customers experienced 3 or more outages in 2024

92 West Haven customers experienced outages lasting 7 hours or more



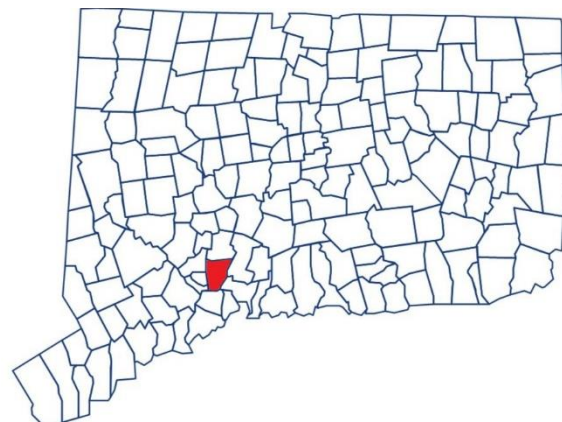
## How does West Haven compare to the rest of Connecticut?

West Haven outages are less frequent than the state average of 1 outage every 20 months

West Haven outages are shorter than the state average of 79 minutes (1.32 hours)

For statewide performance go to [http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)

# UI 2024 Town-Specific Performance Scorecard: Woodbridge



## Customers Served In Town:

3,802  
Customers

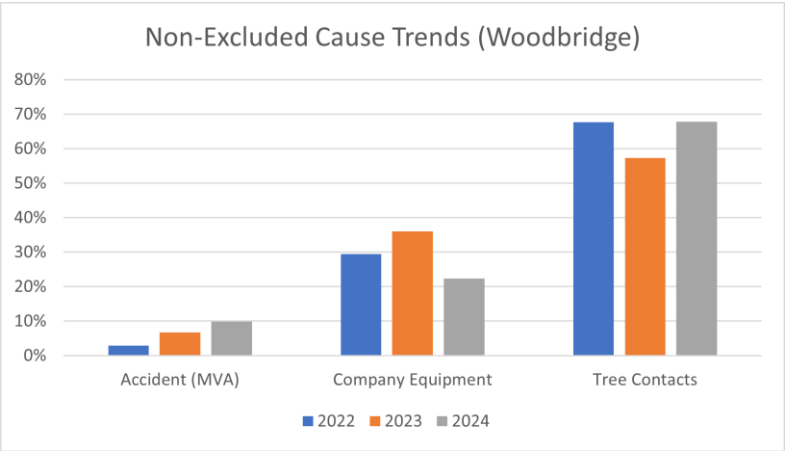
The average Woodbridge customer experiences 1 outage every 10 months.

The average Woodbridge customer experienced 136 minutes of outages in 2024

The average outage duration in Woodbridge was 111 minutes (1.84 hours)

846 Woodbridge customers experienced 3 or more outages in 2024

529 Woodbridge customers experienced outages lasting 7 hours or more



## How does Woodbridge compare to the rest of Connecticut?

Woodbridge outages are more frequent than the state average of 1 outage every 20 months

Woodbridge outages are longer than the state average of 79 minutes (1.32 hours)

For statewide performance go to [http://www.uinet.com/ourcompany/reliableservice/reliability\\_projects](http://www.uinet.com/ourcompany/reliableservice/reliability_projects)



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## Reliability & Resilience Scorecard

# Town Reliability Data

# UI Reliability Data – Town Level Information

TOWN	SAIDI	SAIFI	CAIDI	CELID-7	CEMI-3
Ansonia	0.28	0.25	1.12	0.0099	0.0139
Bridgeport	0.93	0.70	1.32	0.0126	0.0964
Derby	0.15	0.19	0.82	0.2456	0.2093
East Haven	0.47	0.24	2.00	0.0064	0.0000
Easton	3.70	2.17	1.70	0.1637	0.4531
Fairfield	1.52	0.91	1.67	0.0210	0.1320
Hamden	0.64	0.58	1.10	0.0052	0.0044
Milford	0.43	0.36	1.19	0.0184	0.0304
New Haven	0.60	0.49	1.24	0.0030	0.0168
North Branford	1.18	0.73	1.61	0.0215	0.0175
North Haven	0.44	0.48	0.92	0.0017	0.0044
Orange	0.78	0.60	1.31	0.1053	0.1337
Shelton	1.91	1.43	1.34	0.3107	0.4596
Stratford	0.39	0.30	1.31	0.0184	0.0244
Trumbull	1.47	1.21	1.22	0.2387	0.1331
West Haven	0.22	0.26	0.84	0.0037	0.0017
Woodbridge	2.26	1.23	1.84	0.1391	0.2225



# Reliability Data – Glossary of Terms

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- SAIDI: System Average Interruption Duration Index. SAIDI is the average outage duration for each customer served.
- SAIFI: System Average Interruption Frequency Index. SAIFI is the average number of interruptions that a customer would experience.
- CAIDI: Customer Average Interruption Duration Index. CAIDI gives the average outage duration that any given customer would experience. CAIDI can also be viewed as the average restoration time.
- CELID-7: Percentage of customers experiencing one or more interruptions of seven hours.
- CEMI-3: Percentage of customers experiencing More than 3 Outages.





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## **Reliability & Resilience Scorecard**

# **Reliability & Resilience Projects Details**

# UI Reliability Projects Details (Table 19, 17-12-03RE08 Final Decision)

Reliability	Category	2024 Spend (\$k) - Actuals
Infrastructure replacement	Bulk substation	4,722
	Overhead system	15,870
	Underground system	4,407
	Distribution transformer	12,090
	Pole replacement	574
	Other	50
Capacity	Peak load	4
New customer additions	New customer load	14,494
	DER interconnections	13,932
Enhancement programs	Various	7,218
Maintenance programs	Inspections	480
	Surveys	64
	Vegetation management	1,021

# UI Resilience Projects Details

Cost estimates for planned resilience work per resilience area

*Please refer to PURA's Final Decision on Docket 17-12-03RE08 for a definition of the areas of resilience projects.*

Resiliency Area	2024 Spend (\$k) - Actuals
Mitigation	\$1,630
Preparedness	\$1,214
Response	\$643
Recovery	\$4,081

Status of federal funding applications (Grid Resilience and Innovation Partnerships)

**CONCEPT PAPER SUBMITTED**

Next step: DOE encouragement notification