

2024 GRID PERFORMANCE REPORT

1.1 MILLION + CUSTOMERS



2,900-SQUARE-MILE SERVICE AREA

EXECUTIVE SUMMARY

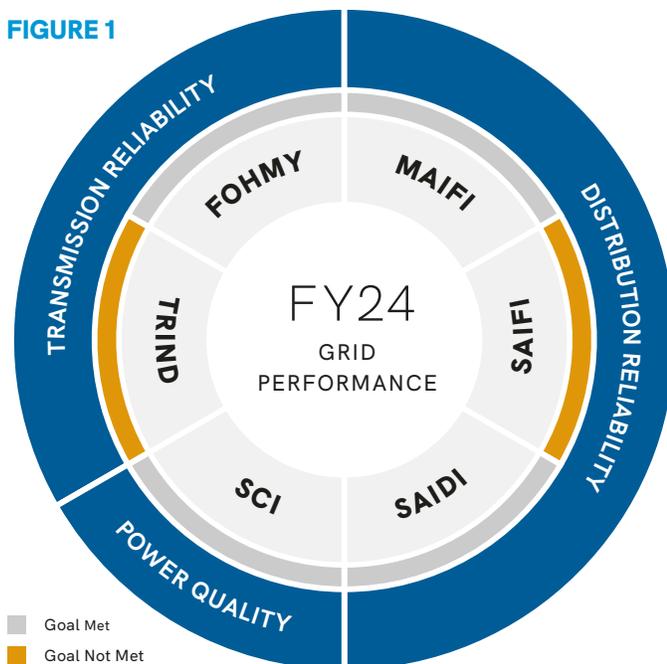
SRP is dedicated to delivering reliable, affordable and sustainable power to our customers to help our community grow and thrive. Thanks to our dedicated and talented team members, we continue to fulfill that mission and are building a strong energy future for the Valley.

Grid Performance Scorecard

SRP consistently maintains industry-leading reliability levels. A key factor contributing to this success is SRP's meticulous focus on metrics, particularly reliability and power quality performance. By comparing actual performance against established goals, SRP can assess whether the system is meeting expectations. When goals are not achieved, SRP investigates performance challenges to identify root causes and develop solutions for improvement.

The Grid Performance Scorecard in Figure 1 demonstrates that SRP has successfully met four of six FY24 reliability and power quality goals.

FIGURE 1



Key Indices

The FY24 Grid Performance Scorecard shows SRP's performance against the following reliability and power quality key indices:

- System Average Interruption Duration Index (SAIDI):** This metric tracks the number of minutes customers are without power for a duration of more than five minutes, averaged over all SRP retail customers. This includes any loss of customer load, planned or unplanned.
- System Average Interruption Frequency Index (SAIFI):** This metric tracks the number of times customers are without power for a duration of more than five minutes, averaged over all SRP retail customers. This includes any loss of customer load, planned or unplanned.
- Momentary Average Interruption Frequency Index (MAIFI):** This metric tracks the number of times customers are without power for a duration of five minutes or less, averaged over all SRP retail customers. This includes any loss of customer load, planned or unplanned.
- Sag Count Index (SCI):** This metric tracks how often a voltage sag event is recorded.
- Forced Outage Rate per Hundred Miles of Transmission per Year (FOHMY):** This metric tracks the number of unplanned outages per 100 miles of transmission line.
- Transmission Index (TRIND):** This metric measures each outage based on the voltage level, the type of element lost, the duration of the outage and the cause of the outage.

Distribution Reliability Performance Relative to Peers

The U.S. Energy Information Administration (EIA), a governmental entity under the U.S. Department of Energy, gathers data from utilities across the country, which are required to file EIA 861 or 861S forms. SRP is using the available EIA distribution reliability data to measure its performance against that of its peers.

For the SRP corporate metric SAIDI, SRP ranked fifth in 2023 among all electric utilities with over 500,000 customers. Figure 2 depicts SRP's ranking for SAIDI performance against all other utilities. Each utility's region is coded by color, with 11, including SRP, located in the Southwest Region. SRP had the lowest SAIDI score for the Southwest Region.

The SAIDI scores in the Southwest Region ranged from a low of 70 minutes to a high of 712 minutes. The SAIDI scores for all electric utilities with over 500,000 customers ranged from a low of 19 minutes to a high of 3,265 minutes. SRP's SAIDI score for the 2023 calendar year was 70 minutes, significantly below the median of 203 minutes.

2023 EIA SAIDI Benchmarking Results (released in 2024)

FIGURE 2 | Participating Electric Utility | Calendar Year 2023 Data



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Read the report in its entirety on [srp.net](https://www.srp.net).