

2025 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 upholds industry-leading reliability, driven by a strong commitment to operational excellence and data-informed decision-making. Central to this achievement is SRP's disciplined monitoring of key performance indicators — especially those related to reliability and power quality. By comparing actual performance against established goals, SRP can assess whether the system is meeting expectations. When goals are not met, SRP conducts thorough investigations to pinpoint root causes and implement targeted solutions.

The Grid Performance Scorecard in Figure 1 demonstrates that SRP has successfully met five of six FY25 reliability and power quality goals.

Key Indices

The FY25 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.

FIGURE 1



