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Witness: Lavelle A. Freeman and Elli Ntakou
Request from: Office of Education, Outreach, and Enforcement

Question:

(Reliability) Refer to Exhibit CLP-ELP-1, p. 47. Please explain how the Company calculates Customers Experiencing Multiple Interruption (CEMI).

Response:

The basic formula for Customers Experiencing Multiple Interruptions ("CEMI") is:

$CEMI_n$ = Unique customers experiencing n or more sustained interruptions /
Total Customers Served

To perform the calculation, the Company first identifies each service account affected by every outage event in the population. Then, the Company generates a unique list of service accounts affected by outages and a count of the number of outages experienced by each service account. Any account that has more than *n* outages is counted in the numerator.

The Company calculates 36 iterations of this metric in the annual TDRP report, with combinations of the following:

- Governing Criteria:
  - IEEE Non-Storm
  - IEEE All In
  - RE08 Non-Storm
  - RE08 All In
- System Type:
  - Primary Only
  - Secondary Only
  - Primary + Secondary
- $CEMI_n$ Value:
  - 3 or More
  - 5 or More
  - 7 or More