

Research case study &gt; policy and regulation

# Customer interruption costs

Version 1 (updated June 1, 2017)

**Context:** Information on consumer interruption costs (CIC) can be used to assess the economic efficiency of investments in power systems, to target investments to specific areas that receive the most benefit from system improvements, and to quantify the risk associated with different operating and planning strategies.

**Problem:** There is no international standard governing the formats and contents for reporting costs of electricity interruptions and classification of electricity consumers varies greatly creating inconsistencies. The information available was not found to be applicable to Toronto.

**Solution:** In light of limited success in getting CIC for Toronto through public data a possible solution is to conduct customer surveys in the city. This would produce robust and defensible data when presented to critical audiences.

**Impact:** Surveys conducted in Toronto would be greatly relevant to the city as they would produce present-day information based on current electricity consumption and customer expectations allowing for better interruption reductions.

**CUE's role:** CUE researchers conducted a thorough review of general CIC literature. They also did a targeted search of USA and Canadian CIC literature performing cross-comparisons of CIC data from some consumer surveys..

 Completed**Sponsors:**

Toronto Hydro

**Timeline:**

January 2013–November 2013

**Research team:**

Bala Venkatesh, Daniel Cheng

**Key stats**

- 1995** Last Canada-wide CIC survey
- 2003** Most recent provincial survey (BC)
- X** No international standard