

## Armenia

Considering that on the date on which EMER COM Meeting is taking place I will be on vacation, please see below the information regarding SAIDI / SAIFI indicators.

*According to the PSRC Decision No. 522-N of 25 December 2019, Electricity Market Transmission Network Code was adopted. Transmission Network Code set provisions on Electricity system reliability and security assessment and reliability of electricity system operation.*

*In order to make accurate analyzes, first of all, we need reliable information. Now we most interested in improving of historical data collection process and opportunities of implementation of standards based on that.*

*The long-term (10 years) distribution system (electricity) investment program was adopted by PSRC in 2016. The main aim of the program is the replacement of soviet age equipment, and it was also determined, that starting from 2025, the DSO will have measurable results in regard to Quality of Service, mainly by significantly decreasing SAIDI, SAIFI, CAIDI and CAIFI indicators. And as a result, if the Quality of Service criteria are not met, the investment shall not be accepted by the PSRC. Distributor is planning to invest smart grid systems all over Armenia, thus minimizing human factor, as the data will be collected automatically. We planned to have 100% smart meters in 2027.*

*Within the scope of agreeing to the investment program of "Electrical Networks of Armenia" CJSC, PSRC has set intermediate and final target indicators for the service quality indicators of the services provided by the company, which the company is obliged to provide in 2025 and 2028, respectively. It was recorded that the actual indicators of 2023 in the terms of the actual average duration of electricity outages and average duration and frequency of electricity voltage deviation from the permissible limits have significantly improved compared to the actual indicators recorded in the result of 2022. In particular, according to the results of 2023, the actual indicator of the average duration of power outages of subscribers was 759.02 (minutes/subscriber), instead of the average target indicator of 775.55 (minutes/subscriber) defined by the program. The actual indicator of the average frequency of power outages of subscribers was 7.83 (power outages/subscriber), instead of the average target indicator of 7.73 (power outages/subscriber) defined by the program. The actual indicator of the average duration of electricity voltage deviation from the permissible limits was 865.4 (hours/subscriber) instead of the target average index of 880.62 (hours/subscriber) defined by the program and the actual indicator of the average frequency of electricity voltage deviation from the permissible limits was 4.72 (voltage deviation/ subscriber), instead of the target-target averaged indicator of 4.51 (voltage deviation/ subscriber) defined by the program.*

Kind regards,  
Lusine

**Լուսինե Հովհաննիսյան**  
Էլեկտրաէներգետիկական շուկայի բաժնի պետ  
ՀՀ հանրային ծառայությունները կարգավորող հանձնաժողով  
0002, ՀՀ, ք. Երևան, Սարյան 22, ☎ +374 15 580808 (326)

**Lusine Hovhannisyanyan**  
Head of Electricity Market Division  
Public Services Regulatory Commission of RA  
0002, Armenia, Yerevan, 22 Saryan str. ☎ +374 15 580808 (326)