



# The Impact on **COMMERCIAL & INDUSTRIAL** Companies

Power outages have wide-ranging and serious impacts on commercial and industrial (C&I) companies. The following true stories, pulled from S&C's 2020 State of C&I Power Reliability Report, reveal just how much \$4 billion-revenue companies have to lose when the power goes out.

## HALTED OPERATIONS

"Our manufacturing process stops completely until we start a microturbine that runs on natural gas to prevent revenue loss."  
- MANUFACTURING, WEST

"The school cannot use its online educational tools, so classes screech to a halt."  
- EDUCATION, SOUTH

"It completely stops all potential shopping and sales."  
- RETAILER, NORTHEAST

## COMPROMISED HEALTH AND SAFETY

"Any interruption to our power system puts a strain on our generators and requires us to triage our energy consumption. At worst, [it] can impact the [delivery of] health services."  
- HEALTHCARE, MIDWEST

"In the winter of 2017, everything was down for hours. With kids this becomes a safety issue."  
- EDUCATION, SOUTH

"[The outage] was for 2.5 hours and the patients were shifted to another hospital."  
- HEALTHCARE, SOUTH

## LOSS OF MONEY, INVENTORY, AND CUSTOMERS

"[Our worst outage] was for 5-6 days, and refilling generators incurred the loss of \$50,000."  
- HEALTHCARE, SOUTH

"Our plant lost power for an hour, and we lost approximately \$125,000 of our build schedule."  
- MANUFACTURING, MIDWEST

"Power was out for 5 hours, [and there was a lot of] business and product loss due to shopping carts [left full] of perishables."  
- RETAILER, SOUTH

## LAG TIME IN RESUMING OPERATIONS

"All products in process on machines have to be [scrapped] and all machines have to be manually reset, which means [hundreds] of products are lost."  
- MANUFACTURING, NORTHEAST

"When we lose power, our registers go down and we are unable to process transactions; when it [comes] back up it still [can] take a while to come back online. If the outage is for too long, some of our cold products can become bad."  
- RETAILER, SOUTH

"We have complex machinery which takes a long time to bring back up after outages."  
- MANUFACTURING, MIDWEST

As C&I companies become increasingly dependent on reliable power, reducing outages is critical. Grid solutions that **improve reliability and advance resiliency** lessen outage impacts.

Let's talk about **your reliability concerns.**

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