

# How Do Outages Affect Commercial and Industrial Companies? Let Them Tell You.

When S&C Electric Company surveyed 253 commercial and industrial companies to determine the impacts of power outages, we got some revealing and illuminating answers.

## All Outages (Even Short Duration) = \$ Lost

“Power outages affect a healthcare organization equally, whether it is for a minute or for an hour.” - HEALTHCARE



“Our production stops due to short-duration outages. It doesn't matter whether the outage is short, it has an impact on the production and increases the downtime.” - MANUFACTURING



“If [an outage] is unscheduled even for a short duration, the systems crash, resulting in loss of data, and the infrastructure is not supported for research.” - EDUCATION



## That's Why Companies Are Tracking Their Outages—and Their Costs

“We have a system to keep track of frequency and duration. We then analyze the records and assess the loss because of the outages.” - MANUFACTURING



“We track and measure outage frequency by using an in-house software.” - HEALTHCARE



“We have monitors on our servers and network gear that respond back with the outage information.” - RETAIL



## Moving Forward, Customers Expect Better Reliability and Resilience

“That's [utilities'] obligation to give me full service and bring back power as quickly as they can... so I can get back to business faster.” - RETAIL, SMALL FRANCHISE



“In healthcare we need power 24/7 for the life safety of patients, residents, employees, and visitors.” - HEALTHCARE



“If we are able to get power back quickly, it would help us to lower our downtime, which would further help us to end our work in time.” - MANUFACTURING



By implementing grid solutions that improve reliability and advance resilience, utilities can both decrease their risk for compensation demands and satisfy the needs of their key customers.

Want to improve reliability?  
Let's talk.

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