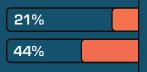
# **2021** State of Commercial and Industrial Power Reliability

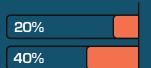
S&C surveyed more than **250 commercial and industrial (C&I) companies** representing key industries in the United States. These are some of utilities' most ambitious customers, and their reliability needs—and expectations—are growing.

## Reportage of monthly and momentary outages doubled since last year.



#### MONTHLY OUTAGES

44% of companies lost power **at least monthly**, up from 21% last year.



#### **MOMENTARY OUTAGES**

40% of companies reported outages lasting less than 5 minutes as their most typical, up from 20% last year.

More outages = more lost money for C&I companies.



The cost of a **typical outage** for 22% of companies.



Annual losses for those **high-outage-cost companies** that experience monthly outages.

### **C&I** companies are **tracking outages** and their associated costs.



58% of companies
have a system or
equipment in place to
measure outages.



77% of outage-measuring companies have, or soon will have, outage-expense tracking capabilities.

### Impact of short outage = impact of long outage

Momentary outages and long-duration outages have roughly the same impact on:



Production



IT downtime & restoration



Safety



Customer satisfaction

### These customers crave and expect more reliability and resilience.



52% of companies said it's "very important" for power to be **restored** within one minute.



About 1 in 5 companies said they would pay a 5% premium for a 20% reduction of outages.

### READY TO BOLSTER YOUR RELIABILITY?

Visit sandc.com/reliability to read the full report and learn more.

