

# 2020

## State of Commercial and Industrial Power Reliability

### SURVEY SNAPSHOT

S&C surveyed 255 key power decision-makers from commercial and industrial (C&I) companies across the United States to delve into their power-reliability perspectives. The average annual revenue for these companies is **\$4 billion**, representing a considerable portion of the economy.

#### OUTAGE AUDIT

##### 55% OF C&I COMPANIES

expect power reliability to improve, even though it is stagnant.



##### NEARLY A QUARTER OF COMPANIES

lost power at least monthly.



##### 35% OF COMPANIES

experienced power blinks weekly or more often.



#### OUTAGE IMPACTS

##### 51% OF COMPANIES

have become more dependent on reliable energy sources.



##### NEARLY 1 OUT OF 3 COMPANIES

that lost power monthly estimated each outage cost **\$2 MILLION** or more.



##### 79% OF COMPANIES

who experienced weekly outages estimated each outage cost **\$50,000** or more.



##### 61% OF COMPANIES

plan to install a back-up energy source.

##### 65% OF COMPANIES

were impacted by power blinks.



#### OUTAGE REACTIONS

**1 OUT OF 5 COMPANIES** have sought compensation from their utility for outage expenses.



**57% OF COMPANIES** are planning to track outage expenses or already actively track them.



#### MORE THAN 1 OUT OF 3 COMPANIES

would pay more to guarantee reliability and resiliency.



#### Reliability is stagnant, yet C&I companies expect it to improve.

This rift between reliability, stagnancy, and C&I expectations for improvement, as well as powerful outage impacts, are triggering C&I companies to pay more for guaranteed reliability and resiliency, invest in back-up or alternative energy sources, and seek compensation for outage expenses from utilities.

Want to talk about your reliability concerns?

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