

2018 State of Commercial & Industrial Power Reliability

Survey Snapshot

S&C surveyed over 250 facilities and energy managers of commercial and industrial (C&I) businesses across the United States for their perspective of power reliability. Their companies' monthly energy consumption ranges from 10 MWh to more than 50 MWh.

52% of respondents expressed dissatisfaction with existing power-reliability levels.



RELIABILITY VALUATION



Improving overall satisfaction is tied to a perceived ability of power providers to support future business needs like controlling costs, minimizing outages, and upgrading infrastructure.

RELIABILITY DEMANDS

CONCLUSION

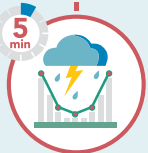
S&C discovered that, although the majority of C&I customers claim to be content with their power reliability, their behaviors indicate otherwise, and they readily admit that power reliability is a concern.

OUTAGE SUMMARY

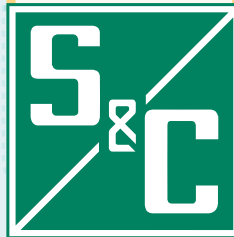
71% of companies own or plan to develop alternative energy sources, supplementing their existing provider's generation and power reliability.



67% of companies believe major events (weather or generation loss) and outages under 5 minutes should be included in reliability measurements.



70% of companies see power reliability as a current cause for concern, and **40%** would pay a premium to improve it.



50% of companies experienced a power outage that lasted more than one hour in the past year.



18% of companies experienced a loss of more than \$100,000 as a result of their worst outage.



25% of companies experienced a power outage at least once a month, and 86% of respondents have experienced at least one power outage in the last 12 months.



Want to talk about solving your reliability concerns?
Learn more at sandc.com/reliability.