S&C surveyed more than 250 key power decision-makers from commercial and industrial (C&I) businesses 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.

**CONCLUSION:** With a growing dependency on reliable power, outages of any length negatively influence short- and long-term C&I business prosperity. Just a blink in power can affect customers, but this is the type of outage that utilities typically don’t track or address.

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