



# POWER QUALITY SERVICE OVERVIEW

**Your business can reduce or eliminate the downtime, lost data, equipment damage and other problems caused by power variations by taking advantage of our Power Quality Service.** The sophisticated motors, drives and other electrical devices often found in today's workplaces require a high level of power stability. Sensitive, high-tech equipment can be adversely affected by even the slightest disturbance in electrical service, resulting in costly production delays.

## OVERVIEW

Our Power Quality Service is designed for operations that are concerned about unpredictable power disturbances. Power quality resolution services and monitoring are available for facilities experiencing voltage sags or spikes, momentary power interruption, nuisance tripping, frequent motor failures, harmonic distortion or other disturbances.

Our Power Quality Service will help you to identify electrical problems at your facility, determine the causes and provide you with recommended, cost-effective solutions.

## SERVICES PROVIDED

### Identifying the problem.

When motors stall, circuit breakers trip, lights flicker or computers lock up, it could indicate a power quality issue that originates within your facility. Common sources of power quality disturbances include: variable frequency drives, arc welders, compressors, battery chargers, circuit breaker switching, electronic power supplies, elevators, electronic ballasts, silicon-controlled rectifiers (SCRs), motor starting and computer equipment.

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Most minor facility issues can be solved quickly and simply. Others that are more subtle in nature may require in-depth analysis. This service will help you pinpoint the source.

If you may be experiencing problems as a result of disturbances on the power distribution system, you will be kept informed as the situation is remedied.

### **Improving your facility's electrical performance.**

Using sophisticated monitoring equipment, a power quality specialist will collect and analyze the data needed to improve electrical performance and discuss various approaches to solve your power quality issue. A brief written report, including recommendations, will be provided.

We will assist your staff or electrical contractor in devising a plan to correct the issue. A list of qualified experts in the area can also be provided.

If no solution is found and additional engineering services are required, we will provide 50 percent matching funds to eligible customers, up to a maximum of \$3,000.

## **ELIGIBILITY**

- All commercial, industrial and school facilities, regardless of size, are eligible for power quality resolution services and monitoring. Customers with an average monthly peak demand of 500 kilowatts (kW) or greater are eligible for technical support grant funding.
- Sensitive power quality meters are available for temporary connection at no cost, enabling eligible customers to monitor facility or equipment loads for power supply quality programs. WPPI Energy (our utility's power supplier) will furnish the metering equipment on a first-come, first-served basis. The customer must have qualified personnel with the proper personal protective equipment (PPE) for the level of arc flash hazard to connect the meter under the supervision of a WPPI Energy meter technician.

## **HOW TO GET STARTED**

For more information, contact your Energy Services Manager today.

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At Independence Light & Power, Telecommunications, we join forces with other local not-for-profit utilities through WPPI Energy to share resources and lower costs.

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