

Keeping power quality top-of-mind

The Power Quality Team is ready to serve

- Response to inquiries within 24-48 hours
- Site visit scheduled within one to two weeks of initial inquiry
- Monitoring period normally conducted for one to two weeks
- Report typically issued within two weeks following monitoring

Electrical service that adequately powers equipment to function properly is essential for all businesses. Voltage surges, sags, interruptions, and harmonic distortion can interfere with equipment operation and data integrity, so we're committed to ensuring that the electricity powering your facility meets our high quality and reliability standards.

Working to ensure that the power quality of your electrical supply is within local and state requirements also plays a vital role in keeping us connected to our business customers.

A dedicated power quality service

In 1992, the SDG&E® Power Quality Team was established to deliver on our commitment of ensuring electric reliability and power quality. To date, the team has provided technical analysis and assistance to more than 1,200 customers delivering practical solutions to their power quality and reliability issues. These added value services are provided at no additional fee or charge to our customers.

The Power Quality Team is comprised of SDG&E engineers and technicians who skillfully evaluate your specific situation. Through the careful application of sophisticated testing and monitoring



equipment the team is able to determine where the problem originates. Whether there are issues such as lights flickering, equipment tripping offline, total power loss without any apparent cause, or we are simply performing an electrical service check-up, the Power Quality Team's goal is to provide real-world recommendations as efficiently and effectively as possible.

Taking a proactive approach to power quality

If you suspect a problem with your electrical service or have sensitive electronic equipment, adjustable speed drives, or any other electrically operated equipment that isn't functioning properly, the Power Quality Team can perform an electric reliability and power quality audit.

Even if you don't suspect a power quality problem, a benchmark power quality audit can be performed to determine the overall

- » health of your facility's electrical distribution. Conducting an audit before any electrical problems arise is a sound strategy to prevent costly production downtime.

The Power Quality team takes comprehensive steps to determine the source of a problem or help identify vulnerabilities or areas that could cause a problem in the future. The audit consists of a customer consultation, power quality site inspection, electricity service monitoring and a reliability history review with detailed reporting.

Power quality site inspection

To better understand your business and types of loads, the Power Quality team meets in person and tours your facility. Meeting in person helps the Team fully understand the issue at hand and visualize the setup. Often issues are discovered during the physical inspection that are key to providing effective recommendations.

Electricity service monitoring

To gather high-resolution data on your electrical service, specialized, high-speed monitors are used. In addition to the typical voltage, load current, and power measurements, using these sophisticated devices provides the team with information showing the presence of transient voltage

events that may last only a few milliseconds as well as power system harmonics including flow direction. Many other parameters are evaluated to provide an overall picture of the health of the electrical service.

Reliability review and reporting

A thorough report graphically showing voltage, current, harmonics, power factor and transients along with detailed explanations of current findings are provided. In addition, recommendations on mitigation techniques and measures that can help reduce electricity service down time are developed. In cases where it is determined a utility-side solution is appropriate the recommendation will be described, next steps outlined and a resolution time-frame provided.

Committed to providing superior service

Through education, training, site monitoring and technical analysis, SDG&E's Power Quality Team is committed to providing the best support to address our customers' service needs.

Allow our team of experts to proactively conduct a power quality audit of your system or address a specific need or concern by contacting us at PowerQuality@sdge.com. Or, you can simply complete the Power Quality Issue Reporting form at sdge.com/powerquality.