

Service Quality

Power Quality & Reliability

When it comes to power quality and reliability, Duke Power understands the important role energy plays in your business's success. Power interruptions or poor quality can wreak havoc on production lines and high-tech process.

The southeastern portion of the U.S. is a great place to live and work, but the region does face challenges that can affect power quality and reliability — magnificent trees, the second highest incident of lightning in the nation and occasional severe weather events like hurricanes and ice storms. These acts of nature can have an impact on power quality and reliability. But with a century of service behind us, Duke Power has the experience and know-how to deal with each.

With the financial strength and stability of Duke Energy behind us, we can ensure our transmission and distribution systems deliver high quality, reliable electric service. In fact, our service availability is 99.97%. According to the Southeastern Electric Exchange's (SEEE) Distribution Reliability Report, Duke Power's System Average Interruption Frequency Index (SAIF) ranks high among other utility companies in low frequency of outages – 1.04.

As an industry leader we employ reliability engineers whose sole purpose is to prevent outages before they can occur. More significantly, Duke Power doesn't represent any manufacturer or technology. Our unbiased access to vendors, technologies and equipment enables us to offer cost-effective recommendations and solutions that are both vendor- and solution-neutral. That means we can provide you with **“best fit solutions”** *unique to your situations* — with one purpose in mind: *to ensure you achieve the highest levels of power reliability availability.*

In today's highly competitive business environment peak performance is a demand – not just nice to have.

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unique to your situations — with one purpose in mind: to ensure you achieve the highest levels of power reliability.

By doing what we do best: *providing reliable, high-quality power — whenever, wherever and however you need it*, we can help you take charge of your business. That's the level of commitment and continuous service you won't find elsewhere, but can expect from Duke Power. And, it's the expertise and dependability you'll get with Duke Power.

In addition to our ongoing commitment to power quality and reliability, we provide a wide range of power quality products and services to help your business — ***enhance product quality, maximize productivity, improve profitability and optimize process performance.***

Our *free* reliability risk management measure offers forecasted reliability with additional options like safeguards and backups. These “extra facilities” can be acquired at minimal monthly charges and can even be included on your monthly power bill. These solutions include:

- **Surge Protective Devices (SPD)**
- **Uninterruptible Power Supply (UPS)**
- **Harmonic Filters**
- **Isolation Transformers**
- **Dynamic Voltage Restorers (DVRs)**
- **Dynamic Sag Correctors**
- **Flywheel Energy Storage Systems**
- **Motor-generator Sets**
- **Static Voltage Regulators**
- **Automatic Transfer Switches**
- **Static VAR Compensators**
- **Standby Generators**

Duke Power's professionals, highly-trained specialists have years of experience in diagnosing and solving power quality problems. Using state-of-the-art diagnostic equipment, our engineers can determine the “weak links” in your process, then offer solutions. Our services include:

- **Power Quality Assessments**
- **Facility Lightning Protection**
- **Outage Protection**
- **Power Quality Monitoring**
- **Bonding and Grounding Assessments**
- **Standby Generation**
- **Coordinated Surge Protection**
- **Voltage Regulation**
- **Power Factor Correction**
- **Harmonic Analysis**
- **Electrical Facility Planning**
- **Turnkey Implementation**

Reliable, high-quality power — whenever, wherever and however you need it.

*Forecasted reliability.
Free reliability risk management measures.*

Duke Power's highly-trained specialist have years of experience. Experience you can benefit from.