

POWER QUALITY PARTNERS: ComEd & YOU

Providing your facility safe and reliable power is our highest priority. If your organization relies on sensitive electrical equipment, power quality is important to you as well. ComEd is committed to helping you identify and resolve power quality issues safely and as quickly as possible.

DETERMINING THE SOURCE OF POWER DISTURBANCES

A variety of factors can lead to power quality issues and impact sensitive electronic equipment. According to independent research conducted by the Electric Power Research Institute¹ (EPRI), 80% of power quality disturbances originate inside customer facilities. For example, voltage irregularities caused by heavy motor loads and electronic noise, or harmonics, can originate from inside a facility and impact sensitive equipment.

Power quality issues can also originate outside a facility. For example, issues can originate from a nearby facility when both locations are being supplied from the same power line, or when lightning, trees or wildlife affect the energy grid.

WHAT TO DO IF I HAVE A POWER QUALITY ISSUE

1 Report It

If you believe you have a power quality issue in your facility, report the issue to ComEd. It would be helpful to have as much information available when you contact us:

- via the ComEd app²
- online at **ComEd.com**
- at 800-334-7661

2 Initial Energy Grid Investigation

Once your issue is reported, ComEd will use the smart meter(s) at your facility to determine if we can quickly identify if the issue is originating from outside the facility. If ComEd can identify the issue is originating from the energy grid, we will notify you about the steps we will take to resolve the issue.

3 Comprehensive Energy Grid Investigation

If ComEd cannot quickly confirm the origin of the issue, ComEd will perform a more detailed investigation in the area around your facility. This may include inspecting ComEd equipment and monitoring the energy grid for several weeks. After the investigation is completed, ComEd will share the results with you and determine next steps.

4 Facility Inspection

If ComEd has completed its investigation of the energy grid and addressed any issues originating from the energy grid, or if the power quality issue was determined to not originate from the energy grid or a nearby facility, it is likely that the issue is originating from inside your facility. You should contact a qualified contractor to identify potential causes and remedies for the power quality issue. ComEd currently does not inspect customer facilities or customer-owned equipment. If the contractor confirms the power quality issue still exists, but cannot determine the origination, please contact ComEd again to report the issue.

¹ www.epri.com

² ComEd app is available for Android & Apple devices.