



## Customer Redefines Utility Company's 99.9% Reliability



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A semiconductor plant in the northeastern United States, is one of its company's most utilized facilities, offering an extensive portfolio of semiconductor components that address the design needs of today's sophisticated electronic products, appliances and automobiles. But when it came to the company's own electronic needs, delivery fell short.

For several years, this facility had experienced what they suspected were electrical power issues that were significantly impacting the company's manufacturing production and quality. When questioned, the local utility company staff explained that they do not acknowledge disturbances under one minute in duration and assured the plant that the utility company delivers 99.9% reliable power.

Making a proactive decision, the semiconductor facility purchased a PowerLogic® Power Monitoring System. Once installed, it enabled them to gather data proving that the short duration electrical power disruptions they were experiencing – voltage sags and under voltage – indicated, at best, 99.7% power reliability.

This discrepancy in service was costing the semiconductor plant significant dollars. Some of the company's sensitive tooling was requiring 16 hours or more to recover from a power disturbance.

In a two-month period of time, the plant documented 10 voltage sags, three under-voltage conditions and one voltage swell. These 14 incidents cost the company more than \$100,000 in scrap product. Additionally, due to the cleaning, resetting and start-up time required, nearly \$2,000,000 was lost in revenue due to reduced capacity.

With the data and waveforms captured from the company's PowerLogic® Power Monitoring System, the semiconductor plant approached the local utility company, seeking solutions to these interruptions.

As a precautionary step during the interim, the semiconductor plant switches the facility into a safe-mode as needed, holding production during inclement weather. During 12 safe-modes, five incidents occurred which would have otherwise reduced productivity and increased costs in scrap product.

With the PowerLogic Power Monitoring System in place, this northeastern semiconductor plant now has power to monitor and document any disturbances, correlating the data with production to ensure top quality.

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