

# ENERGY SAVINGS TIPS FOR BUSINESS



## POWER QUALITY (PQ)

Power quality refers to characteristics of electricity at a given point on the delivery path, as it relates to the compatibility between the electricity supplied on a network and the loads connected to that network. In short, everything in between “power is off” and “power is on” relates to PQ.

## IMPROVING OUR POWER QUALITY SERVICE TO YOU

With large industrial companies adding new technologies and sensitive electronic equipment to their operations, PQ issues have become more important than ever.

Since the transmission system is interconnected, in some cases one customer’s equipment can adversely affect the quality of electrical supply to another customer. For example, large motors, arc furnaces, a large number of non-linear loads such as variable speed drives, or power factor correction capacitors can all contribute to power quality disturbances. It is also possible that normal switching on our network equipment may adversely affect our customers. These are only two examples of the types of power quality disturbances that our customers may experience.

If you are a customer with a facility connected to our electrical system, we understand that PQ and reliability are very important to you. As a company, we want to better understand your electricity needs and improve your overall customer experience. In response to the feedback from a number of our customers, we have created PQ materials (see links below), which contain detailed information about our PQ Customer Satisfaction Improvement Project (PQ-CSI) – an initiative to help meet and hopefully exceed your PQ and reliability needs.



### **Power Quality Reference Materials**

[CEATI’s PQ Reference Guide for Customers and Utility Representatives](#)

[Hydro One’s Summary of CEATI’s PQ Reference Guide](#)

[Hydro One’s PQ Customer Satisfaction Improvement Initiative \(PQCSI\)](#)

### **Additional Program to help you Save Energy**

[SaveonEnergy.com/ForBusinessandIndustry](https://SaveonEnergy.com/ForBusinessandIndustry)