



An ERS Customer Testimonial

# Powering Through: ERS Delivers Fast UPS Repair After Lightning Strike

*Facing urgent operational downtime after a lightning strike, ERS partnered with a natural gas company to rapidly repair a damaged UPS, quickly restore power, implement a spare parts strategy, and minimize future disruptions while maintaining critical energy services.*

## Background

A valued ERS customer, a natural gas company, operates critical energy infrastructure that supports regional power and fuel distribution. Reliable power systems are essential to maintaining uninterrupted service and meeting stringent safety and regulatory requirements. When one of their four identical UPS units was damaged by an unexpected lightning strike, the company faced a serious threat to operational continuity. Replacement parts for the UPS had lead times of six to twelve weeks, which posed a significant risk of prolonged downtime. With critical processes depending on continuous uptime, the company sought a trusted partner who could not only provide a rapid repair solution but also help develop a robust spare parts strategy to mitigate future risks. Minimizing operational disruption and maintaining power reliability were the highest priorities for the customer.

## Company Profile

A leading natural gas provider, this company manages critical energy infrastructure essential for regional power and fuel distribution. Committed to safety, regulatory compliance, and reliability, the organization relies on robust electrical systems to support continuous service. Their focus on proactive maintenance and rapid response ensures minimal downtime, protecting assets and the communities they serve.

## Industry

Energy & Utilities

## Location

USA

## Benefits

- Damaged UPS repaired quickly, minimizing operational downtime
- Resourceful use of spare parts avoided lengthy replacement delays
- Comprehensive spare parts strategy implemented to reduce future risks
- Customer confidence strengthened through fast, reliable ERS support

# Challenge

The customer was suddenly faced with urgent operational downtime after a lightning strike damaged a key UPS unit. Their internal teams recognized the need for immediate action to restore power and prevent further impact on critical energy delivery systems. However, replacement components required long lead times ranging from six to twelve weeks, which was unacceptable given the essential nature of their operations. The challenge was not only to quickly repair the damaged UPS but to do so with minimal disruption to ongoing processes. Beyond the technical repair itself, the customer needed a reliable partner with the expertise to manage the complexity of their electrical infrastructure, deliver fast and effective solutions, and implement preventive measures to reduce future downtime risks.

# Solution

ERS immediately responded with a tailored plan that leveraged their deep experience in UPS repair and maintenance. Recognizing the urgency, the ERS team conducted a rapid assessment of the damage and developed an innovative repair strategy by repurposing parts from an uninstalled UPS unit on-site. This approach enabled ERS to bypass the long wait times associated with ordering new components. Skilled and experienced technicians executed the repairs with precision and speed, restoring the UPS to full functionality and minimizing downtime. Throughout the repair process, ERS maintained clear and consistent communication with the customer to ensure full transparency and alignment on progress and next steps. In addition to the immediate fix, ERS collaborated with the customer to design a comprehensive spare parts strategy aimed at enhancing system resilience and preventing similar disruptions in the future.

# Results

- ✓ ERS quickly restored the customer's UPS system
- ✓ Used spare parts to beat standard lead times
- ✓ Improved future emergency readiness
- ✓ Customer praised ERS' speed and expertise
- ✓ Built a strong foundation for ongoing partnership



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