

# HVM Minimizes Downtime for Electrical Utility with Emergency Repairs and Routine Maintenance

*Referred by a trusted contact, HVM quickly fixed an unexpected outage and completed planned maintenance on time to minimize downtime and keep operations running smoothly.*

## Background

As the spring maintenance season neared, a Sales Engineer (SE) from HVM reconnected with a former technician at this electrical utility's regional power plant. The SE was invited to submit a proposal for the upcoming outage and took time to meet with the customer to discuss their goals, expectations, and operational needs in detail. This conversation allowed HVM to showcase both its technical expertise and commitment to customer service. The utility ultimately awarded HVM the job, citing not only competitive pricing but also a high level of trust in the SE based on their previous experience together. The customer preferred working with someone familiar and dependable, rather than taking a chance on a new vendor. That trusted relationship became even more important when an unexpected issue arose shortly before the project was set to begin.

### Company Profile

This electrical utility based in the Northeast USA operates a regional power plant serving residential and commercial customers. Committed to delivering reliable energy, the utility prioritizes proactive maintenance and quick response to outages to ensure continuous, safe operations.

### Industry

Utilities

### Location

Connecticut, USA

## Benefits

- Rapid response minimized unplanned downtime and restored power quickly
- Adjusted scheduling enabled on-time completion of emergency and scheduled work
- Trusted relationship gave the utility confidence in seamless project execution under pressure
- Efficient coordination boosted reliability and lowered failure risk

# Challenge

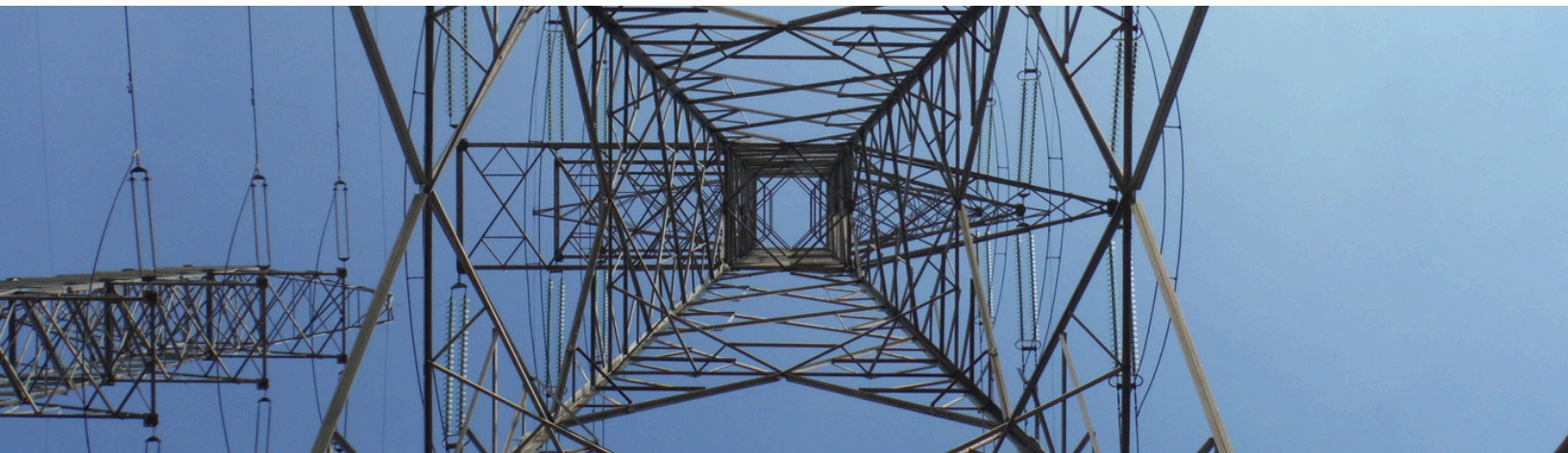
Just three weeks before the scheduled maintenance outage, the customer experienced a forced outage due to an unexpected failure in one of their power-generating units. The event placed immediate pressure on the plant to restore operations while still preparing for the previously scheduled maintenance. This created a dual challenge: address the emergency repair without compromising the routine work, all within a highly condensed timeframe. Delaying the maintenance wasn't an option due to regulatory, safety, and performance considerations. The customer needed a partner who could adapt quickly, manage resources efficiently, and still deliver on all original commitments. Their ability to remain operational and minimize downtime hinged on how fast and effectively this situation could be handled.

# Solution

HVM responded swiftly by mobilizing its team to assess and resolve the outage while simultaneously reorganizing the planned maintenance schedule. The team adjusted staffing, secured necessary resources, and coordinated weekend work to ensure both the emergency and scheduled services could be completed without delay. This level of responsiveness reinforced the customer's confidence in HVM's capabilities and flexibility. Despite the compressed timeline, the project stayed on track and resulted in minimal disruption to plant operations. The customer expressed strong appreciation for HVM's ability to pivot quickly and deliver results under pressure. In the end, HVM not only met all service goals but also generated additional revenue and deepened its relationship with the utility by proving to be a reliable and trusted partner.

# Results

- ✓ Both emergency and scheduled work finished on time
- ✓ Downtime was minimized due to HVM's rapid response
- ✓ Operations continued smoothly despite a compressed schedule
- ✓ Trust was reinforced through consistent, dependable support
- ✓ Delivered value and efficiency while maintaining quality



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