

Electrical Reliability Services

Directory of Locations and Services

Emerson. The Experts in Electrical Reliability.

Whether you're faced with the challenges of reliably starting up a new facility, maximizing the performance of existing operations or extending the life of an aging plant, asset optimization is critical to achieving your goals.

As part of Emerson Network Power, we deliver world-class services and innovative technologies to increase the availability and performance of critical assets. The result — improvements to your bottom line.

We partner with clients to provide long-term support relationships that deliver the results you need. Emerson's unique approach to asset optimization includes benchmarking, jointly formulating your plan and working with you to implement it for maximum return.

Our service professionals are experts in their fields and ready to serve your needs. With Emerson as your partner for asset optimization, you'll be on the path to realize the true potential of your critical assets.



Electrical Power Failure Is Not an Option

Electrical power is the pulse of your plant. It's vital to your operations, but also dangerous and costly. When your electrical assets fail, profits and people can suffer.

We partner with clients to provide long-term support relationships that deliver the results you need. Emerson's unique approach to asset optimization includes benchmarking and formulating your plan and working with you to implement it for maximum return.

We provide complete life cycle support for your entire electrical distribution system including:

- Generating stations, substations
- Transformers, PDUs
- Switchgear, circuit breakers, panelboards
- Relays, meters, protective devices
- Drives, motors, starters
- Transmission, distribution and DC systems
- UPS, batteries, generators, automatic transfer switches
- Cables
- Grounding



DIRECTORY OF LOCATIONS

In North America, rely on Emerson's Electrical Reliability Services team to deliver the most complete solutions for electrical system reliability and safety. From testing for problems that could disable your system, to complete turnaround execution, you'll quickly understand how we are your single source solution for all your electrical reliability needs. With a network of more than 30 service locations in the United States, Emerson's electrical service team puts experienced professionals where you need them, when you need them. We'll help you build reliability programs from the beginning to get your process or plant moving toward maximum capacity and minimal risk of unexpected delays.

Arizona

Phoenix Area Service Center
1775 W. University Drive
Suite 128
Tempe, Arizona 85281
PH: (480) 966-4568
FAX: (480) 966-4569

Tucson Area Service Center
PH: (520) 572-6235

California

Los Angeles Area Service Center
10606 Bloomfield Avenue
Santa Fe Springs, California 90670
PH: (562) 236-9555
FAX: (562) 777-8914

San Diego Area Service Center
5810 Van Allen Way
Carlsbad, California 92008
PH: (760) 804-2972
FAX: (760) 804-2938

San Francisco Area Service Center
6900 Koll Center Pkwy., Suite 415
Pleasanton, California 94566
PH: (925) 485-3400
FAX: (925) 485-3436

Colorado

Denver Area Service Center
7100 Broadway, Suite 7E
Denver, Colorado 80221
PH: (303) 427-8809
FAX: (303) 427-4080

Florida

Ft. Myers Area Service Center
11000 Metro Pkwy., Suite 30
Ft. Myers, Florida 33966
PH: (239) 693-7100
FAX: (239) 693-7772

Jacksonville Area Service Center
13350 International Parkway
Suite 102
Jacksonville, Florida 32218
PH: (904) 437-6103
FAX: (614) 410-0657

Orlando Area Service Center
7600 Southland Boulevard
Suite 100-469
Orlando, Florida 32809
PH: (407) 246-0058

Tampa Area Service Center
PH: (813) 225-3426

Georgia

Atlanta Area Service Center
2275 Northwest Parkway SE
Suite 180
Marietta, Georgia 30067
PH: (770) 541-6600
FAX: (770) 541-6501

Louisiana

Baton Rouge Area Service Center
14141 Airline Hwy, Bldg. 1, Suite X
Baton Rouge, Louisiana 70817
PH: (225) 755-0530
FAX: (225) 751-5055

Lake Charles Area Service Center
121 Louisiana Highway 108 East
Sulphur, Louisiana 70665
PH: (337) 583-2411
FAX: (337) 583-2410

Shreveport Area Service Center
9636 St. Vincent's Ave, Unit A
Shreveport, LA 71106
PH: (318) 869-4244

Missouri

Kansas City Area Service Center
348 N.W. Capital Drive
Lee's Summit, Missouri 64086
PH: (816) 525-7156
FAX: (816) 524-3274

Nebraska

Omaha Area Service Center
PH: (402) 216-6755
FAX: (614) 410-0959

Nevada

Las Vegas Area Service Center
6351 Hinson Street, Suite B
Las Vegas, Nevada 89118
PH: (702) 597-0020
FAX: (702) 597-0095

Reno Area Service Center
1380 Greg Street, Suite 217
Sparks, Nevada 89431
PH: (775) 746-4466
FAX: (775) 746-4469



Whether it's an emergency or an ongoing project, you need service partners who can respond where and when you need them. With strategically located service centers across the U.S., you'll receive local response with nationwide capability.

Reno Training Division
1380 Greg Street, Suite 217
Sparks, Nevada 89431
PH: (775) 746-8484
FAX: (775) 746-4469

New Mexico

Albuquerque Area Service Center
8500 Washington Street NE,
Suite A-6
Albuquerque, New Mexico 87113
PH: (505) 822-0237
FAX: (505) 822-0217

North Carolina

Charlotte Area Service Center
6135 Lakeview Road, Suite 500
Charlotte, North Carolina 28269
PH: (704) 441-1497
FAX: (614) 410-8427

Ohio

Corporate Headquarters
610 Executive Campus Drive
Westerville, Ohio 43082
PH: (877) 468-6384
FAX: (614) 410-8420

Oregon

Portland Area Service Center
4099 SE International Way
Suite 201
Milwaukie, Oregon 97222
PH: (503) 653-6781
FAX: (503) 659-9733

Eugene Area Service Center
1574 Coburg Road
PMB #202
Eugene, Oregon 97401
PH: (541) 747-9782
FAX: (541) 744-7627

Tennessee

Memphis Area Service Center
5487 Sycamore Grove Lane
Memphis, Tennessee 38120
PH: (901) 683-8334
FAX: (901) 683-8745

Nashville Area Service Center
5133 Harding Pike, B-10 #285
Nashville, Tennessee 37205
PH: (615) 476-1710
FAX: (614) 410-0981

Texas

Dallas Area Service Center
717 Taylor Drive
Plano, TX 75074
PH: (469) 243-4143
FAX: (614) 410-0706

El Paso Area Service Center
1057 Doniphan Park Circle
Suite A
El Paso, Texas 79922
PH: (915) 587-9440
FAX: (915) 587-9010

Houston Area Service Center
1426 Sens Road, #5
La Porte, Texas 77571
PH: (281) 241-2800
FAX: (281) 241-2801

Utah

Salt Lake City Area Service Center
3412 South 1400 West
Unit A
West Valley City, Utah 84119
PH: (801) 975-6461
FAX: (801) 975-6583

Washington

Seattle Area Service Center
2222 West Valley Hwy. N
Suite 160
Auburn, Washington 98001
PH: (253) 736-6010
FAX: (253) 736-6015

**East Washington Area
Service Center**
Rathdrum, Idaho 83858
PH: (208) 687-4347
FAX: (208) 687-4477

Commissioning & Startup

- Equipment installation
- Acceptance testing & calibration
- Full life cycle commissioning
- LEED commissioning
- Commissioning plan development
- Project management
- Performance baselining
- Integrated systems testing
- Code compliance evaluation
- Personnel training

Electrical Maintenance Services

- Maintenance planning and program development
- Turnaround & outage support
- Preventive maintenance
- Periodic inspection, cleaning and lubrication
- Equipment calibration
- Emergency response and recovery services
- Electrical system troubleshooting and repair
- Transformer vacuum filling
- Insulation oil filtration

Electrical Testing Services

- Standby and emergency system testing
- High potential testing
- Cable fault location
- Ground fault testing
- Ground resistance testing
- Breaker time travel analysis
- Power quality / Line disturbance analysis
- Battery testing
- Voltage/load recording

- Load bank testing
- Magnetic field (EMF) testing and mitigation
- Contact resistance testing
- Insulation resistance testing
- Insulation power factor testing
- Motor surge comparison testing
- Transformer turns ratio testing
- Winding resistance testing
- Frequency response analysis
- VLF testing

Online Predictive Diagnostics

- Equipment inspection
- Infrared/thermography
- Partial discharge testing and monitoring solutions
- Ultrasonics
- Oil analysis

Engineering Services

- Short circuit/coordination studies
- Arc flash solutions
- Single-line diagram development
- Power quality studies
- Harmonic analysis
- Transient stability studies
- Load flow analysis
- Power factor studies
- Grounding studies
- Voltage imbalance/regulation studies
- Power system reliability studies
- Reliability centered maintenance studies (RCM)

Power System Protection Services

- Power system studies
- System logic & control settings

- Protective system functional testing
- End-to-end testing
- Relay maintenance, cleaning and calibration
- Relay design/integration
- Fault analysis / troubleshooting
- NERC compliance audit
- Turnkey relay retrofits, upgrades, and replacements

Life-Extension Services

- Modernization of outdated and under-rated equipment
 - 480v circuit breaker retrofits
 - 2400v to 15000v circuit breaker upgrades (vacuum, SF6)
 - Fused switches
 - Static exciter retrofit
 - High pressure switches, starters/ contactors, motor control center
 - Automatic transfer switches
- Direct replacement breakers
- Circuit breaker repair
- Transformer repair/replacement (tap changers, gaskets, bushings, leaks)
- Replacement parts
- Emergency services

Educational Services

- Performance solutions
 - Skill and training needs assessment
 - Personnel safety
 - Policy and procedures
 - Regulatory compliance
 - New equipment training
 - Maintenance practices
- On-site and classroom courses
- Computer-based and self-paced learning
- Certification to recognized industry standards

Ordering Information

To learn more about this service and other Emerson Network Power solutions, please contact your local Electrical Reliability Services sales representative office or visit us at: www.electricalreliability.com. In the U.S., call (877) 468-6384.

Emerson Network Power
The global leader in enabling
Business-Critical Continuity™

- AC Power
- Connectivity
- DC Power
- Embedded Computing

- Embedded Power
- Infrastructure Management & Monitoring
- Outside Plant
- Power Switching & Controls

- Precision Cooling
- Racks & Integrated Cabinets
- **Services**
- Surge Protection