

## Series Three: When Comfort Disappears Overnight

# Power Failure Fridays

### Event Summary

Guests at a hotel endured more than a day without electricity or air conditioning after a sudden outage disrupted the building's power supply during a summer heatwave. Elevators stopped functioning, HVAC systems shut down, and staff relied on temporary measures while waiting for backup power to be brought on-site. Service was eventually restored after a temporary generator was delivered, but not before the outage significantly disrupted operations.

## Somewhere, Something Broke

The property did not appear to have immediate standby power available on-site. Power was only restored after a temporary generator was delivered more than a day later, leaving the building without essential systems during a prolonged outage.

### Operational Consequences

- 🔍 Guest safety and comfort compromised
- 🔍 Negative guest experiences
- 🔍 Building systems offline
- 🔍 Revenue loss and reputational damage

### Readiness Checklist

- 🔍 HVAC connected to standby power
- 🔍 Emergency lighting systems verified
- 🔍 Generator capacity aligned with building load
- 🔍 Transfer switches tested under load

### Outage Insight

For hospitality businesses, outages affect more than operations, they affect trust. Guests remember when a property keeps them safe and comfortable, even during unexpected disruptions.

## Collicutt Energy Services | Critical Power Specialists

We deliver dependable power solutions that keep facilities running when the unexpected happens. Reliability protects more than operations, it protects your reputation.

Based on publicly reported events, this analysis highlights general industry considerations and may not reflect the full scope of any specific situation.

