

# IMPORTANCE OF BACKUP POWER FOR 9-1-1 CALL CENTERS

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# CORPORATE CULTURE DEFINITION

- **Corporate culture** is the behavior of humans within an organization and the meaning that people attach to those behaviors. **Culture** includes the organization's vision, values, norms, systems, symbols, language, assumptions, beliefs, and habits.



# COMPANY VISION

- **SNP/Employees**

- To have a group of people working toward the same goal even if they sometimes disagree with the process. It is important that everyone provide their input and have discussions with the end goal being everyone agrees to move forward in one direction together.

- **SNP/Customers**

- Our values are deeply rooted in providing focus on customer maintenance needs as well long-term planning and clear priorities when it comes to customer costs. We are committed to being well-managed, results-oriented, customizable solutions and maintenance providers through education of our customers, being forward-thinking and staying agnostic throughout the process.

# Our mission...



Stay'n Power is committed to 100% customer satisfaction, which means providing your company with peace of mind when it comes to your customer's critical power facility. Our team of professionals are available 24 hours a day to assist you with all of your critical power needs.

Oregon 9-1-1  
Call Centers  
UPS Policy

The following link will take you to the Oregon Emergency Management UPS Policy. There are several items I wish to discuss within this policy regarding UPS sizing requirements and calculations.

[ups\\_policy.pdf](#)





# UNDERSTANDING UPS SIZING

PRESENTED BY RICK FREEMAN

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What does kva/kW mean?

When deciding on a UPS, which rating should be used?

What should the battery run-time be?

What size is the generator?

Is the generator Natural Gas or Diesel?

# What size UPS do I really need?

- Kva is called Apparent Power and kW is Real Power. In other words, kW is what the critical load is actually drawing. It is based on Power Factor (pf).
- kW should always be used to determine the size of UPS needed.
- Battery Run-time should always be determined. If you have a very reliable generator, 5 minutes should be sufficient. If the generator is unstable or unreliable, then 15-30 minutes of run-time should be utilized.
- Which older UPS systems, generator sizing should be at least 2:1. With the newer UPS technology (depends on the manufacturer), generator sizing is usually 1.1:1.
- Natural Gas Generators do not have the same type of options available as the diesel generators and therefore are not near as stable.





# SINGLE UPS VS. REDUNDANT UPS SYSTEMS

PRESENTED BY RICK FREEMAN

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- What is the difference between single module vs. Redundant UPS Systems?
- How critical is one 9-1-1 site compared to others?

# Single vs. Redundant UPS Systems

- What's the difference between a single module UPS and a redundant UPS?
  - A single module UPS is the only backup between utility and generator. If the UPS system fails, it goes into bypass and therefore the critical load is no longer protected.
  - A redundant UPS system can be designed several ways. The idea of a redundant system is that if a part of the UPS system was to fail, the critical load would still be protected and the failed UPS system could be repaired without having the critical unprotected.
- How critical is one 9-1-1- Call Center compared to another?
  - I do not have the answer to that. Maybe the audience could enlighten me?





**SNP**

**STAY'N POWER**

**Complete Critical Power Products and Services**

*When Power Interruption is Not an Option*

# QUESTIONS AND ANSWERS

PRESENTED BY RICK FREEMAN

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