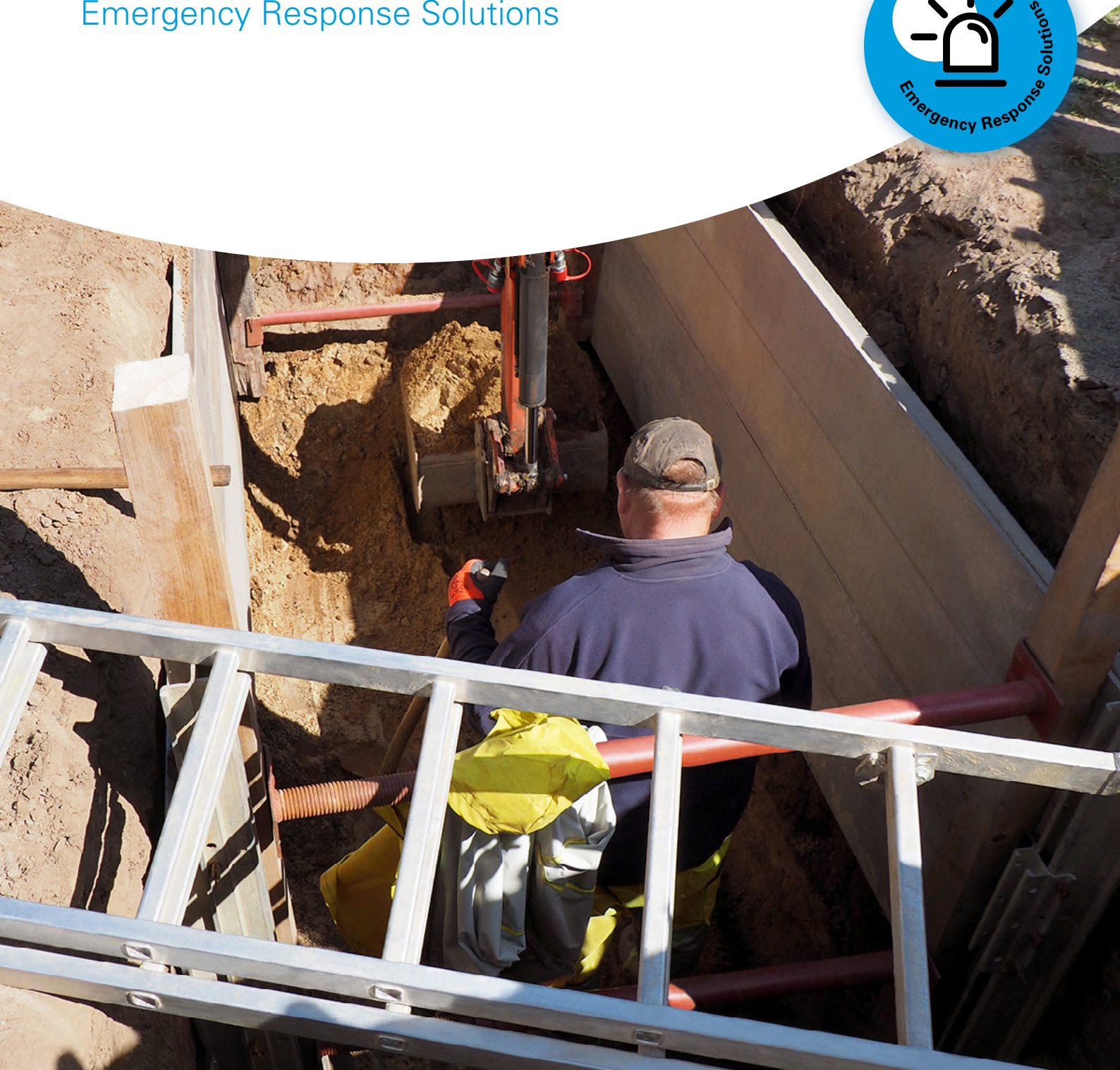


# Ensure fast incident response times

**Asset Management & Services**  
Emergency Response Solutions



# An incident involving the high-voltage power cables – and now?

The availability of skilled personnel to rectify incidents in high-voltage power cables is becoming increasingly critical. The general shortage of skilled workers, as well as the high-capacity utilisation of companies with new construction projects, makes it increasingly difficult for transmission and distribution system operators, as well as industrial customers to obtain fast and competent help in the event of grid incidents.

## The solution to the problem – contractual safeguarding of incident removal with Brugg Cables

Emergency response contracts ensure defined response times for the customer and provide a fast, professional and sustainable solution for the incident.

Emergency response contracts include defined accessibilities and response times for all important steps in the process of the incident response:

- Hotline for recording the incident
- Recall and damage diagnosis by our experts
- Repair proposal and quotation
- Mobilisation of installation team, repair of the incident and recommissioning of the system



### Customer benefits

- Ensuring defined response times in the event of an incident
- Fastest possible restoration of the disrupted cable system, reducing downtimes and costs
- Brugg Cables as a reliable and experienced partner in the operation of your systems with its own experienced service team, which is regularly trained and equipped with specialised equipment.

In addition to ensuring qualified personnel, the availability of spare parts is a decisive success factor. Here too, Brugg Cables offers solutions via the "Spare Parts Services" module.

### Brugg Cables

Brugg Cables is an innovative cable manufacturer from Switzerland that offers an extensive range of power transmission and distribution services. Established by Gottlieb Suhner more than 120 years ago, Brugg Cables is now one of the world's leading cable manufacturers. Throughout our history, our defining characteristics have been our strong customer focus and a highly skilled and professional workforce. Our emphasis has been on innovation and outstanding Swiss quality – since 1896.