



Southwire's Re³™ Consultation Services, provided by the CableTechSupport™ team, designs reinforced products, offers complex modeling to achieve resilient and reliable operations, provides emergency response, rectifies field problems, and restores electrical systems to deliver the most sustainable technical solutions in North America and beyond.



SUSTAINABLE SOLUTIONS*



REQUEST

1700 unique requesters including EPC engineers, contractors, distributors, project owners, and end users from 24 different countries



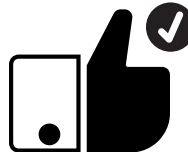
REPLY

2.6 hours average first-reply time for engineering ticket submissions



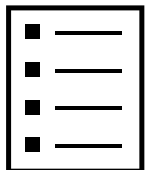
RESOLVE

95% of engineering tickets resolved within 10 hours



RECOMMEND

10,415 products and/or field services were recommended in 12 months that contributed to sustainable solutions



REPLACE

3,136 custom engineering specifications created and approved for replacing or upgrading existing wire and cable assets



REDUCE

5,600 hours of labor or project time reduced as a result of technical support in the field to facilitate installation or testing

*All information is based on 2020 data from the CableTechSupport™ Service records collected using a Customer Relationship Management (CRM) software.



REVIEW

185 advanced electrical calculations, including voltage drop, ampacity validation, modeling, and short-circuit current data, reviewed and delivered to maximize cable service life



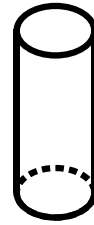
REWORK

\$9M total project cost savings contributed to minimizing rework or material scrap



REPAIR

690,000 feet of low- and medium-voltage cables repaired, inspected, and energized



RETROFIT

177 compact cable assemblies retrofitted into existing conduit systems saving installation and material costs



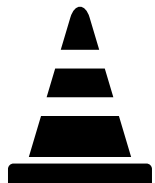
REROUTE

8,600 challenging pulls rerouted via new rigs to avoid cable damage and help prevent project delays



REPORT

540 cable pulling calculations reported and submitted to data centers, power generation facilities, and grid modernization efforts



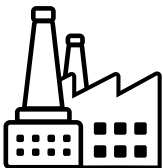
RECORD

135 recordable incidents, unplanned outages, and premature failures prevented due to improved installation, proper material handling, and diagnostic testing support



REQUIRE

159 technical specifications verified to meet unique customer requirements for EV, wind & solar power generation, battery storage, mass transit, factory automation, and healthcare facility projects



REBUILD

67 emergency support consultations to investigate unforeseen errors and help to rebuild critical infrastructure safely and efficiently



RETARD

240 ruggedized cable products designed and supplied to retard flame propagation, moisture intrusion, toxic gas generation, UV degradation, thermal aging, or abrasion



RESEARCH

57 inquiries on chemical compatibility or environmental exposure researched and concluded to prevent premature cable failures for residential, commercial, industrial, and utility applications



RESULT

118 signed engineering letters resulting in compliance approvals from Authority Having Jurisdiction (AHJ), inspectors, or owners to meet the latest codes and standards

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For more information, please contact cabletechsupport@southwire.com or visit [southwire.com](https://www.southwire.com).