Example:

This is Nate Richmond of Farmers RECC (name and company). I am at the scene of a car accident on Main Street in Glasgow, Kentucky (location). One car crashed into an electric pole (problem). The pole needs to be replaced (assessment). Fortunately, no one was seriously injured, and the transformers are working properly (assessment). However, the transformers will have to be removed from the damaged pole and transferred to a new pole (solution). Please send a crew to complete this as soon as possible (further action). No additional equipment is necessary.

**Logical Order Activity**

Scenario #1

This is Carla Powell of Big Sandy RECC.

I am at 3254 N. Mayo Trail in Paintsville, Kentucky.

This is the location of Domino’s Pizza.

The walk-in freezer has malfunctioned and caused a power outage.

I have reset the restaurant’s breaker, so the power is working again.

No further action needs to be taken.

No additional equipment is necessary.

Scenario #2

This is Tom Smith, troubleshooter for Fleming-Mason Energy.

I’m in Flemingsburg, Kentucky, at the #5 transformer on Blake Lane.

There have been 6 power outages reported on this circuit.

I have discovered a blown fuse.

I have replaced the blown fuse with a new one and closed the loop.

Unless there are reports for continued outages, no further action or equipment is necessary.

Scenario #3

This is Roy Fannin of Salt River Electric.

I’m at 1327 Bridge Street in Bardstown, Kentucky.

High winds have knocked a transformer off its pole, but the transformer is not damaged.

Please send a crew to reattach the transformer to the tree as soon as possible.

No additional equipment is necessary.

Scenario #4

This is Bill Jones of Licking Valley RECC.

I am at 141 South Lake Dr. in West Liberty, Kentucky.

This is the home of an elderly woman who hasn’t had power since this morning.

As she prepared for her holiday visitors, she was baking a turkey, vacuuming, washing sheets, and drying clothes—all at the same time.

She tripped the breaker with this high energy use.

I have reset the breaker and recommended that she use a surge protector in the future.

No further action is necessary.

No additional equipment is necessary.

Scenario #5

This is Samantha Rowland of Inter-County Energy.

I am at Centre College in Danville, Kentucky.

I am surveying the damage after a severe ice storm.

We have trees on power lines at the University Commons (south side); Maddox Hall, which is a dormitory; and the Moore Building, which is the Science/Technology building.

Please send three crews as soon as possible to begin trimming away the trees.

Crews must bring all equipment for extensive tree trimming.

**Instructor Answer Key:**

Scenario #1

This is Carla Powell of Big Sandy RECC. I am at 3254 N. Mayo Trail in Paintsville, Kentucky. This is the location of Domino’s Pizza. The walk-in freezer has malfunctioned and caused a power outage. I have reset the restaurant’s breaker, so the power is working again. No further action needs to be taken. No additional equipment is necessary.

Scenario #2

This is Tom Smith, troubleshooter for Fleming-Mason Energy. I’m in Flemingsburg, Kentucky, at the #5 transformer on Blake Lane. There have been 6 power outages reported on this circuit. I have discovered a blown fuse. I have replaced the blown fuse with a new one and closed the loop. Unless there are reports for continued outages, no further action or equipment is necessary.

Scenario #3

This is Roy Fannin of Salt River Electric. I’m at 1327 Bridge Street in Bardstown, Kentucky. High winds have knocked a transformer off its pole, but the transformer is not damaged. Please send a crew to reattach the transformer to the tree as soon as possible. No additional equipment is necessary.

Scenario #4

This is Bill Jones of Licking Valley RECC. I am at 141 South Lake Dr. in West Liberty, Kentucky. This is the home of an elderly woman who hasn’t had power since this morning. As she prepared for her holiday visitors, she was baking a turkey, vacuuming, washing sheets, and drying clothes—all at the same time. She tripped the breaker with this high energy use. I have reset the breaker and recommended that she use a surge protector in the future. No further action is necessary. No additional equipment is necessary.

Scenario #5

This is Samantha Rowland of Inter-County Energy. I am at Centre College in Danville, Kentucky. I am surveying the damage after a severe ice storm. We have trees on power line at the University Commons (south side); Maddox Hall, which is a dormitory; and the Moore Building, which is the Science/Technology building. Please send three crews as soon as possible to begin trimming away the trees. Crews must bring all equipment for extensive tree trimming.

Independent Practice Answer Key:

This is Terry Eubanks, **troubleshooter** for Oncor Electric Company. I’m at **Transformer** 456123 on Highland Avenue in Plano, Texas. When I arrived, I used my **volt meter** to determine that the homes on this **circuit** did not have any power. Then I used my **hot stick** to remove a rod from the transformer. The transformer did not have any oil, so this transformer needs to be replaced. Please send a work crew to install a new transformer as soon as possible. Don’t forget to send a new transformer with the crew. I am proceeding to job #2 on my **trouble ticket**.