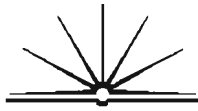


First you act politely and tell them you will re-direct ~~them~~ them to your employer or public relations officer to sort out the problem, (employer) listen to what they have to say, bargain with them to give you some time to send two electricians to rectify the problem then tell them they are on their way.

(electricians) inform the receptionist that you have been called out here to rectify a problem with the power, get a site induction, ask about what time, what machinery was being used, where is the switch board, first check if the CB is tripped if it hasn't it's a out side mains ~~fault~~ ~~fault~~ fault if not isolate, tag and lockout the CB/s ~~and try and find the fault~~



and inform the site foreman or Boss
of the ~~the~~ problem and rectify it by testing
each circuit and machine for earth
leakage and over loading, if everything is
OK just charge the customer a
smaller fee than normal