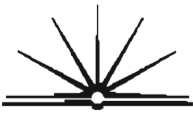




Customer Issue: Assuming I have the correct authority, I would assure the customer that their issues are valid and listen to all he/she had to say. After the issue has been identified, tell the customer that it will be handled as soon as possible. Hopefully this will calm the customer down and if not, see if they can qualify or are entitled to compensation. Once the issue has been properly dealt with and the customer's business is operating at full power, make sure that all relevant persons are notified that it is fixed including the customer. Once done all necessary paperwork should be filled out, detailing all aspects of the problem and signed by all parties; then file. Make sure to check up on customer, making sure that all power is functioning and that they are having no further problems.



Loss of Supply issue: the loss of supply to the certain part of the customers premises could be several different things. You can rule out ~~and~~ any problems from the point of supply and the consumer mains as only a certain part of the whole system has experienced a loss of supply and it either the P.O.S or consumer mains experienced difficulties the whole system would fail not just part. More than likely the circuit breaker for that section of the customers workplace has tripped due to one of many reasons. There may be a short circuit somewhere in the final subcircuit of the system that continuously trips the ~~the~~ circuit breaker cutting off power to that section or there may simply be a wire in the wrong place i.e. incorrect polarity or not connected at all that is causing the power loss.



once the issue has been found it is important to always maintain correct procedures i.e ensure isolation and hazards are removed before commencing work on the problem and that whilst fixing that there is use of all tools and correct P.P.E at all times.