



I would calm the customer down then ~~he~~ get him to show me the ~~area~~ area which lost power. I would then get him to show me where the meter box is and see if the switch for that section was off.

If the switch was off, I would turn it back on and see if it turned the power on. If it did the job is done. If ~~it~~ when I turned the switch back on ~~it~~ and the power was still out I would check to see if a fuse had broken and test the cables to see if that is the problem.

Wear personal protection equipment and isolate the supply to test the cables because they may be damaged.