



Assure the customer that you will do all that you can to have the ~~the~~ problem fixed as soon as possible.

- 1) To determine what is causing the loss of supply first find the main switch board. Check to see if the circuit breaker for that section's sub switch board has been tripped or turned off by mistake.
- 2) try to turn it on once you have warned persons to vacate the area. If it turns on and does not trip off after a length of time that may well have been the problem.
- 3) Check the sub switch board for any problems like the main switch being tripped. If you find a tripped switch for the board turn it on. If it trips again there may be a more serious problem.
- 4) isolate power to the board and place a danger tag or lock out the switch. Test earth continuity on the circuits in the area to see if there is a major earth leakage in one of the circuits.



- 5) Check circuit resistances to see if there are any open circuits or short circuits in any of the circuits supplying the area with power.
- 6) If all this still doesn't work, check the RCD's and circuit breakers for faults.
- 7) Replace or repair any damaged or faulty parts and test the circuit. If this still does not restore power there may be an alternate power supply that is supposed to power the section that is without power and this may not be on.