

Narrative Summary

1. Narrative Summary

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School	Holly Pond High School
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“Each educator will prepare a one-paged typed narrative suitable for publication in newspaper, newsletters, magazines, etc. This narrative should reflect on the experiences during the externship and how it will impact your individual curriculum during the school year.”

2. Narrative Summary

During this past week I have had the great pleasure of participating in the CAWS teacher exchange program at the Cullman Electric Coop. During this week I was able to see all of the ins and outs of this business and gathered a lot of useful information that will help me in the classroom not only this upcoming year but also for the remainder of my career. On day one I had the pleasure of spending a few hours in the call center and seeing how the coop takes outage calls and places them on a giant screen that pinpoints the exact location and pole that is having problems. I thought that this was a great use of technology and mapping systems. During our time in the call center there was also a call from a customer that was not very happy about not getting their power connected that day. I observed how the call center attendant talked to the customer and before the call had completed the customer was not thrilled but understood why she had not received her power yet. After the call center we spent the rest of the night in the repair shop where I was able to take the bucket truck up 56 feet off the ground. I had a great time on day one and observed a great deal. On day two I had the pleasure of going to the Addison office and spending the day with Terry Graham who was the manager out there. For the first part of that day we were shown around the office and then left to go into the field and watch a crew set a pole for new power out in the Arley community. While we were there we observed a crew working together to wind their way down a steep, small, driveway to the bottom where a small cabin overlooked the lake. The team had to work together because if they were to get the trailer in a bind there was no way to get out. Upon arriving back at the office we sat with Charlie Lovett and watched him explain to us how to set up a stake where the crews would know just where to place a pole. On day three we were back at the main office for just a little while and got the chance to observe the warehouse and all of the material in it. We were able to see how the linemen would place an order and then the warehouse workers would fill it. After that we had the opportunity to sit in during the monthly safety meeting before meeting up with Jim Glasscock and going into the field. During the rest of the day we were able to see a hot wire pole change out and got to a hose where a customer was needing some trees cut out of his lines behind his house. Jim was a great host and the day went by very quickly. On day four we were in the office all day. The day started out with Kyle Baggott who explained to us the engineering part of the coop and talked a little bit about his background and college. After sitting with Kyle we then went to Donna White who is responsible for adding any new pole and line to the computer system as soon as the work order is complete. After a short break we were with Jan Sutton who was an accountant and talked a little bit about the way billing was done. The final part of that day was spent with the information technology department where they explained to us how the inner workings of the computer system were monitored. On Friday we had the great pleasure of meeting my old DARE officer who is now the power diversion officer for the coop. Billy Rigsby explained to us how he would do reports on power theft and what some examples of theft looked like. After we left Billy we had the pleasure of spending the rest of the day with Denis Reid. Denis is the director of marketing for the coop and he talked to us a little bit about round up grant money before once again taking us out into the field. While we were in the field we were able to visit a home that had a high bill complaint. While there Denis showed the homeowner what he could do to lower his bill before ending the day. I had a wonderful time at the coop this week and would greatly recommend this experience to anyone. During this week I have had the pleasure of meeting some great people and now have a better understanding of the coop and its inner workings. I now hope to relay this message to the students in my classroom to help them have a better grasp of just how they are provided with power.