



Applied Professional Training, Inc.
Steve Blume
P.O. Box 131717
Carlsbad, CA 92013

Subject: Recognition of Quality Service

Dear Mr. Blume:

I wanted to thank you for the fine job you did for Transmission Services in May, 2004. You provided three classes on equipotential grounding and electrical safety. I was a little skeptical in the beginning that you weren't going to be able to connect and transfer the knowledge to our substation and line workers attending the training. You proved me wrong. Although some struggled with the electrical theory at first, I was able to provide you some feedback during the first break. You took that feedback and within the first fifteen minutes of the next section you had gone back and clarified, quite effectively I will say, the critical aspects of electrical theory so that everyone in the room could understand, regardless of their education level.

The manner in which you teach/communicate is special, and when a company is making a notable investment in changing procedures, buying equipment, labor time, and your fees, it is critical that the information be heard and absorbed and most importantly, recreated. The very next day after the first class had graduated, the crew put their training into practice. Thankfully they did, because that day the crew had a conductor sag into a single phase distribution line during line construction. The grounding techniques worked. As a result of the incident, I wanted to let you know that our conversation with our crews regarding step and touch potential may have saved someone that day. There was a worker standing on the tensioner at the time of the incident. Shortly before the incident a ground support worker was reminded not to touch or stand near the equipment during operation.

I also wanted to thank you for your willingness to answer telephone and e-mail questions. It has been very helpful - great customer service. In closing, I would highly recommend your services to any electric utility, and support businesses.

Sincerely,

A handwritten signature in blue ink, appearing to read "Andy Cooper", is written over the typed name.

Andy Cooper
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