



Georgia Power customer ‘Thanks a Lineman’

Wednesday, April 13, 2016 - Two Metro East linemen recently received high praise from a customer for their assistance and attitude while supporting repair work on his property.

For Shane Copeland and Dylan Bartlett, a recent Monday started out like any other day. They were nearing the end of their normal shift when they received a request to go ‘hold a pole’ for the Atlanta Water Department.

The request refers to the use of a line truck boom to stabilize and secure a utility pole in place while repair work is performed around it. By doing this, repairs can be safely done without the need to cut electricity to surrounding customers.

Copeland and Bartlett arrived at the site ahead of the water department and followed standard procedure to secure the pole, cone off the work area, identify potential hazards and complete a safety briefing. They then contacted nearby customers to explain what they were doing and even assisted in digging up shrubbery from the base of the pole.

“You could not ask for two better ambassadors for your company than Dylan Bartlett and Shane Copeland,” said customer Richard Courts. “These two gentlemen remained on site late into the evening (well past their shifts) and were a tremendous help. They assisted well beyond their duties and were truly a pleasure to deal with during an extremely unpleasant situation.”

The two remained at the site, supporting water department crews while they made repairs, tested to verify the line operated correctly and backfilled the ground. It was shortly after midnight when they were able to disconnect their line truck from the pole.

“We were happy to assist Mr. Courts and everyone involved,” said Copeland. “It’s just part of always being a citizen wherever we serve.”

“We appreciate Mr. Courts taking the time to voice his appreciation,” added Leslie Sibert, vice president of distribution. “This is just one more example of the dedication of our linemen and their commitment to our customers.”