



# University Quickly Restores Service After Major Fire with Help from S&C

**S&C Featured Solution:** Metal-Enclosed Switchgear

**Location:** Arlington, Texas, United States

## Customer Challenge

Located between Fort Worth and Dallas, the City of Arlington, Texas is the site of a major campus of the University of Texas, with nearly 24,000 students. On a Friday afternoon in October 2003, a serious fire knocked out electrical service to the sprawling campus.

The college had its own electrical contractor do the restoration work. But they quickly needed replacement switchgear.

That's when S&C's recently opened Dallas Field Service Office swung into action, with help from Fred Oberlender & Associates, S&C's Dallas-based sales representative.

## S&C Solution

On the day of the fire, S&C's Texas team managed to obtain temporary replacement switchgear. They arranged with the local utility, to transfer four units of consigned S&C Pad-Mounted Gear to the university.

The temporary gear and most other equipment needed to arrive on campus by 10:00 a.m. Saturday. The contractor completed restoration of service by 7:00 p.m. Sunday, well in time for Monday morning classes.

*Fire damage to the University of Texas*



*Consigned S&C Pad-Mounted Gear*



*S&C temporary replacement switchgear*



*S&C's new Texas team took quick action to restore service to the college in time for Monday morning classes.*



## Results

The university was pleased by S&C's quick action. After the immediate crisis had been resolved, they sought permanent replacements for the destroyed switchgear. S&C was asked to expedite 36 bays of Custom Metal-Enclosed Switchgear, and built the gear in an unprecedented 5 to 7 weeks.

The customer focus S&C provided in the university's time of need was very much appreciated.

*Groundwork for custom metal-enclosed switchgear*



*Installed custom metal-enclosed switchgear*

