



THE Breaker Buzz

Providing Electrical Solutions Worldwide VOL X

SEPTEMBER 2015

CBS' GE PowerVac Encapsulated Pole Replacement Passes ANSI Testing

NEW ENCAPSULATED POLES MAKE BREAKERS MORE RESISTANT TO ENVIRONMENTAL HAZARDS.

By Staff



GROUP CBS' POWERVAC replacement encapsulated pole (EP) retrofit has passed the entire battery of ANSI C37 standard testing for power circuit breakers. The first products are expected to be available for sale in Q4 of 2015.

The Group CBS PowerVac replacement encapsulated poles include reliable PD-free insulation with proven vacuum interrupter embedded in epoxy technology. With a simple four bolts and two cap screws, the new PowerVac EPs will fit any GE PowerVac, including 250/1200, 500/1200, and 2000 amps, up to 750 MVA.

Initial models will include 31-kA, 2000-amp vacuum interrupter and pole hardware. Group CBS' product roadmap includes plans to offer higher-rated mod-

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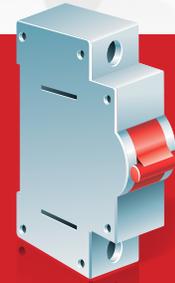
CBS Northeast's Power Control Division Goes to Church

NYC'S INTERFAITH CENTER OPENED ITS DOORS TO 40-PLUS REMANUFACTURED MCC BUCKETS.

By Michael Smolen, Inside Sales & Marketing, Circuit Breaker Sales NE, Inc.

WHEN CIRCUIT BREAKER SALES Northeast's (CBSNE) Power Control Division (PCD) opened its doors last November, one of its very first bookings was a large job for the Interfaith Center in New York City. Founded in 1997, the Interfaith Center of New York is a large non-governmental organization affiliated with the United Nations, and deep in its lower corridors were motor control centers (MCCs) loaded with Cutler-Hammer Unitrol gear

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THE VIEW FROM FLIGHT LEVEL 410

By *Finley Ledbetter*, CEO, Group CBS

You Can't Hope Yourself to Success!



OVER THE LAST 38 years that I have been in his business I have seen many types of people. Now that I think about it, I have been many types myself. Some people sit back and wait for the phone to ring, or the computer to go, “Bing, you have mail!”

And some are Type A's that roll up their sleeves and make things happen.

I really think it takes a bit of both types to make the world go round. The Type B people let the world's troubles fly by and hope for success. They most likely have lower blood pressure and sleep better than the Type A's, who stay on top of every detail and micromanage every project and all their people.

So why can't we come up a new human – a Type A-minus or a B-plus? This half-human/half-machine could really push the envelope. Do whatever's necessary to be successful, and then turn it off at 5 PM. Go home and lead a normal life. I think we would all be happier if we could be a Type A-minus or a B-plus.

While I haven't made it to a full-time Type A-minus, I have tried to get there for the last 10 years by shutting down my build-a-better-mouse-trap mind on Friday afternoon and turning it back on Sunday evening around 8 PM. I sprinkle in an occasional fun evening away from work (Go Cowboys and Mavs!). Add in some healthy lifestyle choices, like exercise, eating right and moderation, and it's worked pretty good for me and my blood pressure.

But when it comes to Group CBS's success, it's not just about the people at the top. Every person who draws a paycheck or supports a person that draws a paycheck from GCBS helps to make us stronger. All of us need to try to extend our lives like we try to extend the lives of the equipment we work on. Our Group preaches life extension to our customers. We need to look inside and preach it just as hard to our employees, these highly-skilled, well-trained, impossible-to-find-again employees – the lifeblood of our Group. Let's find ways to extend their working lives, and their personal lives as well as old AK breakers.

So, how do we retain and help GCBS employees grow? How do we help them shoot for Type A-minus status? A healthy lifestyle is one way. Working hard is important, but we need to have some fun at work, too. If work is not fun, GCBS won't be as successful as we could be. Let's all try to foster ways that employees can live better at work and at home.

It's not always easy, of course, to find ways to live and work better. Everyone has a different yard stick to measure success. Some think cars, houses, and money equal success. Some by how much personal time they have, or how easy their jobs are. But when it comes down to quality of life, all these things roll into one big burrito, plus one more key ingredient.

You have to have good friends too. It's my friends that keep me centered on the road that elusive Type A-minus lifestyle.

This all sounds good to most people, but it brings me back to: You can't hope yourself to success! You have to work at both in your professional and personal life plus keep up your health and fitness.

I guess the message I'm trying to relay to all GCBS folks from top to bottom is: At GCBS we want motivated, hard-working, fun-loving employees. If you see a way to help us all develop this pie-in-the-sky notion – some way that work, home life, and fun can all exist together so we can all become Type A-minus/B-plus, or somewhere in between – then speak up!

It doesn't have to be a big idea. Life's usually at its best when it's simple. So don't be shy, tell your supervisor you've got an A-minus/B-plus idea.

GROUP ROUNDUP

In the past few months, U.S. Patent and Trademark Office awarded several new patents to Vacuum Interrupters Inc. (VI, Farmers Branch, TX) related to circuit breaker test systems and methods. In May, VI received official notice that the USPTO awarded patent numbers 9,031,795 and 9,026,375

covering the magnetron atmospheric condition (MAC) vacuum interrupter test system and method. In July, the USPTO issued VI and inventors Finley Ledbetter III and Jerod Day patent 9,086,447, covering the CBT-1201 portable circuit breaker test and control (CB Timer). VI also moved recently into a new building that will also house Circuit Breaker Analyzer and Group CBS' research and development operations, including a new high-power laboratory.

This means Group CBS' intellectual property portfolio includes nearly 40 patents. Everyone that has contributed and continues to contribute to the development of these products should be proud to have brought this new technology to the market. We as a group have had an impact on the market. And, in time, these products will be an even bigger part of the overall maintenance and predictive arsenal used to keep our county's aging infrastructure operating.

The MAC-TS4 continues to gain momentum from electrical markets around the globe, most recently in Canada (see story about BC Hydro, page 6). Finley III is taking the roll of MAC program manager and will continue to drive sales and development out of the new Farmers Branch facility.

Also, Group CBS sold Sentinel Power Services (SPS) to a group of employees led by Greg Ellis. We'll continue to support SPS any way we can.

Group CBS is proud to announce the opening of a new service shop, CBS Southeast, Inc., located in Gonzales, Louisiana. The shop is just becoming operational as sales and technical staff are now being recruited. We should be able to better support GCBS' interest in the Louisiana areas from Lake Charles to New Orleans with this new service center.

Group CBS affiliates, Astro Controls and Advanced Motor Controls (AMC), will be blended together and rebranded. We expect those changes to be completed by the first of 2016.

Group CBS also plans to build, equip and staff a new high-power test lab that will be associated with Vacuum Interrupters' existing research lab in Farmers Branch. This will include a new building, a 500-kV impulse set, a high-power

source, a 300-kV Phoenix hipot and a Faraday cage with new Phoenix detector. This will be used for ongoing GCBS projects plus as a stand-alone for-hire high-voltage and high-power testing lab.

New websites have been developed for Astro Controls, Circuit Breakers Sales and Repair, and Circuit Breakers Sales Co., Inc. which will be posted next week and group development will keep working to improve them all.

Bill Schofield has already started a transition to GCBS to help fill the need created by the eventual retirement of Ray Kinney. Tim Brewer will be stepping in along with a team of Teresa Sprouse, Jessica Reiter, Sam Endres, and Paul Grein. Bill Stephens will return to CBS to strengthen middle management and bolster Tim's new team.

Our new GE PowerVac replacement pole assemblies have passed ANSI testing and are planned for commercial release at NETA PowerTest, March 14-16, 2016. Everyone needs to get onboard this train; don't be late to the station or you'll miss out on a strong new product line. 

CBS' GE PowerVac Encapsulated Pole Replacement Passes ANSI Testing

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els, including 5 kV/350 MVA, 7.2kV/500 MVA, and 13.8kV/1000 MVA PowerVac replacement poles, as well as new PVTD "Tough Duty" replacement breakers with redesigned and hardened for tough-duty use reliable ML17, ML18, and ML18H operating mechanisms.

The new PowerVac replacement EPs will enable Group CBS' companies to retrofit and upgrade older GE PowerVac breakers to modern

"If the Northeast had these encapsulated poles installed when Hurricane Sandy hit, most of the breakers would have been easily saved."

EP technology, making the breakers much more resistant to environmental dangers. Soon Group CBS will also offer the replacement poles with an embedded field coil for testing the vacuum interrupter in place with the MAC-TS4 predictive test system.

"If the Northeast had these encapsulated poles installed when Hurricane Sandy hit, most of the breakers would have been easily saved," says Julia Neves, president of Vacuum Interrupters, Inc. "Group CBS will offer these encapsulated poles at a price that is very close to just the cost of an interrupter replacement with exchange core. It's going to be a 'no brainer' for the marketplace to adopt this new retrofit technology."

Marketing for the new product line will begin very soon, with the official launch in place by NETA PowerTest, March 14-18, 2016. 

The Constitution Is Coming! The Constitution Is Coming!

GROUP CBS HAS ESTABLISHED NEW GUIDELINES TO ENSURE THAT STAFF OFFER THE HIGHEST LEVELS OF CONSISTENCY AND SERVICE.

By Bill Schofield, Vice President, Group CBS, Inc.

WE THE PEOPLE OF GROUP CBS, *in order to form a more perfect union, establish justice, ensure domestic tranquility, provide for the common defense, promote the general welfare, and secure the blessings of liberty to ourselves and our posterity, do ordain and establish this constitution for Group CBS as of July 1, 2015.*

The preamble of the U.S. Constitution is just as valid today as when it was written nearly 228 years ago. America's founders built the greatest nation based upon the concepts of justice and fairness for all. In like tradition, Group CBS hopes to build the greatest company. While some of the original constitutional issues are still in play today, it is these initial documents that allowed our country to prosper and grow by providing the foundation for law and order — just as the preamble. The preamble articulates our goal is to secure blessings for our posterity and us.

So what is the Group constitution, you ask? In general, a constitution is “a body of fundamental principles or established precedents according to which a state or other organization is acknowledged to be governed.” In short, a constitution is a set of rules or guidelines. All Group CBS staff affected by our Constitution (mostly sales people and managers) have been given a copy and should be following the guidelines established therein as of July 1, 2015. It is important and mandatory that everyone adhere to these new rules and guidelines.

Over the last several years, as Group CBS has grown and added several regional affiliates, it has become necessary to develop better consistency in dealing with our various territo-



ries and products. These guidelines are necessary to prevent customer confusion, create consistency, and ensure that all members of our Group are providing the highest levels of service and value to all of our customers. This becomes especially important in territories where affiliates might overlap or even be in competition with ourselves. This is also critical as we share customer data and information in our CRM systems.

Over the next several months, amendments and codicils will be made to the Constitution as we work out the real-world application of our rules and guidelines. (It should be noted that the U.S. Constitution has been amended 27 times.) Additionally, we will develop some new marketing pieces that showcase all of our respective talents across the USA. We realize the first draft of the Constitution might not be perfect, but it is a great start and will lead to a stronger Group over time. Like all organizations, we will continue to evolve to meet the changing conditions in our marketplace. In the meantime, I would ask all Group CBS citizens to be patient and send any Constitution concerns, grievances, or ideas for improvement to Natalie Berg or me. 

Group CBS Sells Sentinel Power Services to Employee Group

GROUP CBS WILL CONTINUE TO SUPPORT SENTINEL POWER SERVICES' EQUIPMENT NEEDS.

By Bill Schofield, Vice President, Group CBS, Inc.

GROUP CBS, INC. announced in early June the sale of Sentinel Power Services, Inc., an electrical equipment repair, testing, and engineering company, to a group of Sentinel employees led by Sentinel president Greg Ellis.

Group CBS will continue to provide electrical sales, service, and engineering to its customers across the U.S. through its 19 affiliate companies, in addition to Korea, Europe, and the Middle East through its overseas affiliates.

“Sentinel Power Services, based in Tulsa, OK, has evolved from a switchgear repair shop in 2002 to a reputable electrical and instrumentation engineering and design firm that will continue as a NETA-certified field testing and repair company,” says Finley Ledbetter, GCBS CEO and chief scientist. “Sentinel Power Services will continue to rely on the Group CBS affiliates for their equipment needs. We wish them continued success.” 

Vacuum Interrupters, Circuit Breaker Analyzer Move to New Home

By Julia Neves, President, Vacuum Interrupters, Inc.

AN EXCITING MOVE took place earlier this year for Vacuum Interrupters, Inc.



and Circuit Breaker Analyzer, Inc. The companies are enjoying extra room to grow in their new location in Farmers Branch, Texas, which allows both companies to have access to more equipment and have more room for expansion.

The new facility's shop is 12,500 square feet, which is double the size of Vacuum Interrupters' former shop space. This will allow for increased machine shop capabilities and an increased research and development area as well. Other additional space advantages include a larger area for inventory to house a larger quantity of stock items and a warehouse to store all manner of equipment and breakers. The new facility will also provide space for the companies to grow their staff with the addition of new personnel. The biggest advantage of the new larger facility will be increased capabilities with the space for new equipment and the ability to do a lot more machining, engineering, and prototype work in-house. This will allow the companies to improve turnaround time and lead time for projects. 

CBSNE's PCD Goes to Church

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dating anywhere from 1956 to 1974 and in varying states of decay. With supplying new MCC gear totally out of the question, CBSNE needed a proposal built around the remanufacturing of existing gear — and little to no downtime at all.

CBSNE vice president of sales Tim Kelly and PCD product manager Brian Constantino put together an offer encompassing 40-plus reconditioned and tested OEM Unitrol Series 9800 MCC buckets with new Eaton components, shelves, mounting supports, brackets, filler plates, and custom-made doors. "It really was a preconceived plan to neatly combine a hefty bit of maintenance work, as much new material as possible, and a useful life-extension program into one nice order," Kelly says. And to ensure minimum downtime, he turned to PCD and its new 60,000-square-foot facility.

"We wanted to facilitate the cycling of the existing units for the contractors involved, so the first thing we did was supply remanufactured main breakers to match Interfaith Center's existing ones," Constantino adds. "This is notable in that it allowed us to operate within strict New York City codes with no break in the action. Best of all, everything we supplied over the three months this job took to complete came directly out of our inventory."

Congratulations to CBSNE'S PCD for both spinning a terrific opportunity into a solid piece of business and for putting itself permanently on the map right out of the gate. 

Victoria Brookes Joins CBS ArcSafe UK

CBS ARCSAFE ADDS TO SALES STAFF IN RESPONSE TO STRONG PRODUCT DEMAND IN EUROPE.

By Staff

THIS SUMMER, CBS ARCSAFE has an international athlete training to learn all things related to the safe operation of circuit breakers. Victoria Brookes is visiting from the CBS UK office located in Milton Keynes. Her goal this summer is to learn as much as she can about who needs CBS ArcSafe solutions, booking demonstrations, producing quotes, and more so that she can return home with the tools to increase UK sales.

"As we continue to expand our business worldwide, training our international partners is vitally important," says Ashley McWhorter, president of CBS ArcSafe. "Due to growth across Europe and in the United Kingdom, our sales and technical staff are providing the training Vickie will need in order



to help customers in the UK understand the value of our solutions and help them choose the appropriate products for their specific needs."

When not working at CBS UK, Vickie trains with and is a featured player in the Under 23 Mixed England Indoor Netball (NETS) squad for England. Netball most closely resembles basketball but played inside a net without bouncing, running, or out-of-bounds rules. Vickie will be traveling to Brisbane, Australia, in September/October to participate in the international competition for the 2015 Aged World Cup.

Join us in wishing Vickie the best success in her training at CBS ArcSafe and with the World Cup this fall. 

OSHA Issues New Rules to Improve Arc-Flash Protection

COMPLIANCE WITH NEW REGULATIONS WILL PREVENT INJURIES, REDUCE EQUIPMENT REPAIR, AND MINIMIZE DOWNTIME.

By David Walterscheid, Vice President, CBS ArcSafe, Inc.

THE ELECTRICAL INDUSTRY can breathe a sigh of relief as a new OSHA rule requiring utilities and many manufacturers to do arc-flash calculations and provide arc-flash mitigation equipment has fully gone into effect.

OSHA's final rule for Electric Power Generation, Transmission, and Distribution Maintenance and Construction (29 CFR 1910.269 and Part 1926, Subpart V) replaces out-of-date provisions that are inconsistent with current industry standards. All employers who operate or maintain electric power generation, transmission, or distribution lines or equipment are required to comply with the new rules, which provide updated, clear, and consistent safety standards.

Employees performing work involving electric power generation, transmission, and distribution are exposed to a variety of hazards, including fall, electric shock, and burns that can and do cause serious injury and death. OSHA estimates that, on average, 74 fatalities and 444 serious injuries occur annually among these workers, and the previous standards were inadequate to protect lives and property.

As the electrical industry's pacesetter for remote racking and remote switching solutions, CBS ArcSafe strongly supports the new OSHA rule. Increasing working distance and operating equipment remotely are two proven and effective methods to protect workers from arc-flash danger.

"We believe that our extensive line of arc-flash mitigation equipment, in conjunction with training and awareness, has rendered arc-flash injuries not only avoidable but unacceptable in today's workplace," says Ashley McWhorter, president of CBS ArcSafe, Inc.

The updated OSHA standards reduce worker risk from hazards through requirements addressing training, host employers and contractors, fall protection, minimum approach distances and insulation, protection from flames and electric-arc hazards, deenergizing transmission and distribution lines and equipment, protective grounding, underground electrical installations, electrical protective equipment, and foot protection.

Protection from arc flash is one of the most significant aspects of the updated OSHA rule, including the following new requirements:

- The employer must assess the workplace to identify workers exposed to flame or electric-arc hazards.
- No later than Jan. 1, 2015, employers must estimate the incident heat energy of any electric-arc hazard to which a worker would be exposed.
- No later than April 1, 2015, employers generally must provide workers exposed to hazards from electric arcs with protective clothing and other protective equipment with an arc rating greater than or equal to the estimated heat energy.

Dr. David Michaels, assistant secretary of labor for occupational safety and health, promotes the updated regulations. "The long-overdue final rule updating a 40-year-old standard will save nearly 20 lives and prevent 118 serious injuries annually," he says. "Electric utilities, electrical contractors, and labor organizations have long championed these much-needed measures to better protect the men and women who work on or near electrical power lines."

For more information and to download the final rule, visit the OSHA website at https://www.osha.gov/dsg/power_generation/. 

MAC-TS4 Proves Worth at BC Hydro

Vacuum Interrupters electrical engineer Finley Ledbetter III recently returned from BC Hydro, where he followed up on a recent demo by testing the utility's stock of backup Cooper NOVA vacuum reclosers. The MAC-TS4 confirmed a bad interrupter that had failed a hipot test previously and provided quantifiable data to pass several interrupters returning from the field.



Western Electrical Services Powers Up Staffing

NEW HIRES TAKE ON ROLES IN SALES, FIELD SERVICE, AND ADMINISTRATION.

By Craig Archer, President, Western Electrical Services, Inc.



Dave Maron

WESTERN ELECTRICAL SERVICES, Inc. once again is expanding its team in a variety of roles. We've added new field service technicians in the Phoenix office. Dave Maron started in March for the Phoenix field service crew but was immediately assigned to projects in the Northwest and Intermountain regions. Meanwhile, Dan Haley joined the team July 1. He has many years of electrical contractor experience from the owner perspective in construction, ranging from general commercial to communications facilities and service. Although Dan will have a bit of a learning curve, we are confident he is the kind of guy we want on our team.



Dan Haley



Carmen Heers

On the administrative side of the Phoenix office, we've welcomed three new team members: Carmen Heers, the primary accountant for all of Western; Angelia Ferry, who is filling the role of bookkeeping assistant; and most recently Katelyn Perkins, who brings energy and enthusiasm to the Phoenix front desk.



Angelia Ferry

In Los Alamos, New Mexico, we have added Toby King as field service. Toby, who brings his experience from the U.S. Navy in nuclear electrician and flight operations, will begin immediately working within the Intermountain region. In his spare time, Toby will help develop the northern New Mexico and Arizona areas with the support of our Colorado sales team.

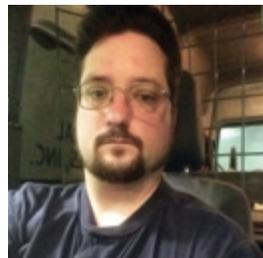


Toby King



Souther Board

To compensate for the project work that continues to flow into the Northwest, the field service crew has added Souther Board and James Green. Souther's infantry and squad leader experience will come in handy when executing instructions and learning the processes of our industry. James brings with him airframe and powerplant certification skills; we also plan to put his fabrication, assembly, and wiring experience to good use.



James Green

New personnel in the Vancouver office include Jim Botsford and Dustin Peek. Both come from training in the Northwest Renewable Energy Institute, where they learned about assembly, testing, and maintenance of wind turbines. Matt Thomas is serving as a summer intern in the Vancouver office to see if he really wants to be involved in this industry. We are running him through the gauntlet! These additions will help fortify the Vancouver field service capabilities and also assist in the project work that seems to keep the Northwest office on its toes.

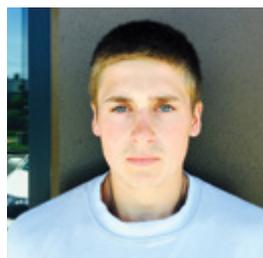


Jim Botsford



Dustin Peek

We continue to look for opportunities in the California market that will allow us to fuel our growth in the West.



Matt Thomas

As always, we appreciate all who make Western what it is, and with their diligence, hard work, expertise, and fresh ideas, we will keep reaching for our goal of being the best in the West! 

CBS ArcSafe, VI Win ISHN 2015 Readers' Choice Awards

THE AFFILIATES TOOK HOME HONORS IN THE ARC FLASH PROTECTION AND EHS MANAGEMENT SOFTWARE CATEGORIES, RESPECTIVELY.

By Natalie Berg, Vice President of Business Development, Group CBS, Inc.

CBS ARCSAFE, INC. and Vacuum Interrupters, Inc. recently won *ISHN* magazine's 2015 Readers' Choice Awards. CBS ArcSafe's RSA-174F remote switch actuator, designed to safely and remotely operate circuit breakers outside the arc-flash zone, won in the Arc Flash Protection category. Vacuum Interrupters, Inc.'s CBT-1201 portable circuit breaker timer (CBT), power supply, and circuit breaker control system — designed to operate and interact with all types of circuit breakers, capturing and storing trip, close, and bounce times in milliseconds — won in the EHS Management Software category.

"We are delighted to have received these awards as they were voted on by the *ISHN* subscribers who are professionals responsible for the safety within high-hazard industries such as construction, manufacturing, service, health, and facilities industries," says Ashley McWhorter, president of CBS ArcSafe, Inc. "These professionals understand and value solutions that keep their employees safe, so we are extremely pleased to be recognized by these safety experts."

The CBS ArcSafe RSA-174F remote switch actuators are designed to remotely operate ABB/Sace Tmax T7 low-voltage molded case circuit breakers with current ratings of 1000 A through 1600 A. The RSA-174F actuators, which are designed for Tmax T7 breakers equipped with over-toggle mechanisms, allow technicians to safely close and open breakers while stationed outside of the arc-flash hazard boundary without any modification to the breaker.

The RSA-174F most recently won *Plant Engineering* magazine's 2014 Product of the Year award and *Occupational Health & Safety* (OH&S) magazine's 2014 New Product of the Year Award, both in the Electrical Safety category. Other CBS ArcSafe product honors include Product of the Year awards from OH&S (2013)

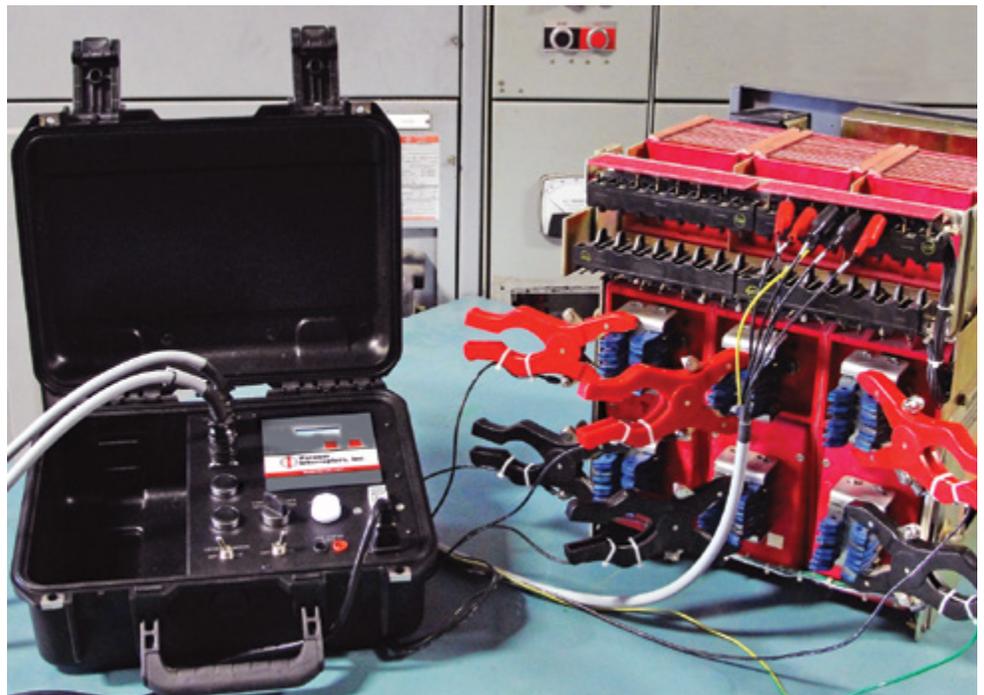
and *Electrical Construction & Maintenance* (EC&M) magazine (2012).

Vacuum Interrupters, Inc.'s CBT-1201 is an inexpensive, accurate timer that comes pre-configured with all circuit breaker control diagrams, allowing for faster, easier hook-up and results. The unit includes a heavy-duty circuit breaker timing test set, power supply, and switching control in one easy-to-use tool. This rugged field-portable unit operates and interacts with all types of circuit breakers, capturing and storing trip, close, and bounce times, all in milliseconds. It is a versatile tool that can be used on the go to confirm proper breaker speed and clearing times as part of a maintenance program or arc-flash validation study.

Vacuum Interrupters, Inc. previously won OH&S magazine's 2014 New Product of the Year Award in the Safety Monitoring Device category. 



CBS ArcSafe's RSA-174F won Industrial Safety & Hygiene News' (ISHN) Readers' Choice Award in the Arc Flash Protection category.



Vacuum Interrupters' field-portable CBT-1201 operates and interacts with all types of circuit breakers.

7 Tipoffs of Credit Card Fraud

IF YOUR COMPANY DOESN'T HAVE A WRITTEN POLICY FOR IDENTIFYING AND PREVENTING CREDIT CARD SCAMS, YOU COULD EASILY BECOME A FRAUDSTER'S NEXT VICTIM.

By Michael Smolen, Inside Sales & Marketing, Circuit Breaker Sales NE Inc.

IN 2014, CREDIT card fraud in the United States reached a staggering \$7.1 billion, with email/Internet and telephone sales accounting for the lion's share of the problem. It happens all day, every day, and it can happen to you.

Recently, the sales team at Circuit Breaker Sales Northeast (CBSNE) experienced just such an attempt by someone who had done almost enough homework to pose as an existing client. The tipoff? The email address he provided was an AOL account. In short, we should not be doing transactions with anybody who does not have a business email address. In cases where customers do not have a professional email address, request that they either pay cash or wire payment in advance of delivering any products or services. A good procedure to implement: If an order from a past customer

deviates from the established pattern, contact the customer and validate the transaction.

Here's a brief checklist of the most typical fraud indicators for credit card transactions. Remember, the presence of any single situation on the list does not necessarily indicate a fraudulent transaction; it simply heightens the probability.

- **New customers.** Needless to say, you need to be careful here and not turn off a legitimate new client.
- **Unusually large orders.** Criminals typically try to max out a card quickly before it's shut down.
- **Ordering multiple, identical, or similar items.** A way to maximize profit in a stolen account's limited lifespan.

- **Expensive items.** Expensive merchandise has a correspondingly high resale value.
- **Overnight or other expensive shipping option.** Fraudsters want to get the merchandise as quickly as possible.
- **International orders.** A large percentage of credit card fraud comes from orders placed from outside the U.S.
- **Multiple orders with the same shipping address.** A very strong indicator of stolen account information.

Look to your managers for affiliate policy on credit card transactions. If there is no written policy, consider yourself lucky to not have been burned and develop a policy for preventing fraud right away. As a famous desk sergeant once uttered, "Be careful out there!"

Advanced Motor Controls Marks Growth with New Hire

TEXAS NATIVE KEITH KAUTZ JOINS THE INSIDE SALES TEAM.

By David Muir, President, Advanced Motor Controls



Keith Kautz

ADVANCED MOTOR CONTROLS (AMC) introduces its newest inside sales team member, Keith Kautz.

After nine years with Eaton/Cutler-Hammer in Texas and seven years at a NETA testing firm in the Seattle area, Keith looks forward to his new career with AMC and settling back into his native Texas. He brings with him a knowledge of the industry, its customers, and a desire to have fun while doing good work.

Keith's beloved wife of five years, Jennifer; his daughter Kaycee, 3; and his son Christian, 1; are his pride and joy and his source of motivation. Keith also enjoys golfing, traveling, watching the Texas Rangers and Dallas Cowboys, and most of all, supporting his Texas A&M Aggies.

Please help us welcome Keith to the AMC sales team.

Back Buzz

Looking Back, Moving Forward

January 2003

Circuit Breaker Sales Warehouse Expansion

CBS is in the process of expanding its existing warehouse in excess of 100,000 square feet. This project is expected to be completed by the end of January. The extra space will allow for the consolidation of all the transformers, switchgear, and circuit breaker inventory into one warehouse. Having the equipment centrally located will enable CBS to provide faster turnaround response to all inquiries and ultimately better service to all customers and affiliates.



SSER Update and New Capabilities

By Derreck Barnhill

SSER has expanded its repair capabilities to include a few items that some of the affiliate shops may get inquiries about. Derreck Barnhill and his crew will now take for repair a few types of molded case circuit breaker electronic trip units. These include the Westinghouse Seltronic units and the GE Spectra and MVT trip units. On the Seltronic units, SSER will need the trip unit circuit board, the rating plug, and if possible, the trip actuator to fully test the units.

On the MVT units, SSER will need only the trip unit. They will need the entire breaker and rating plug to repair the Spectra trip units. Another additional capability, SSER has also started repairing some of the transformer temperature/fan controllers such as the Square D 85-A and will continue to work on most of the Multilin and IQ series of relays. If you or your customers have a recurring need for a repair of a unit that is not already covered, let Derreck know and he will find out if it is something he can possibly add to SSER's repertoire.

Sentinel Power Services' New Move

By Janie Cartmell

The folks at Sentinel Power Services, Inc. have been busy with the move to their new building. When the lease was up at the old facility, the building sold and we were forced to find another location. Since we had outgrown the original location, it was time for a move anyway. Our original shop was approximately 3,200 square feet and only had four real parking spaces. We had taken up



Since we had outgrown the original location, it was time for a move anyway. Our original shop was approximately 3,200 square feet and only had four real parking spaces. We had taken up

some overflow warehouse space in the building next door but were still bulging at the seams. The new location is approximately 6,000 square feet and was in (almost) move-in condition. We spent most of the month of December getting the building ready and then made the move in one long weekend. We still have some settling in to do but can already tell that it is going to be well worth the effort.



While our address is no longer Tulsa, we are located just to the east of Tulsa city limits in the suburb of Catoosa – still only about 10 minutes from the airport, and we have great access to all of the major highways, are conveniently located to some of our local customers and most of the employees are even closer to home!

Mike has to drive a bit further but since he thinks he is Dale Jarrett, he doesn't really mind (ha, ha). Any time you find yourself in Northeastern Oklahoma, come see us!

April/May 2003

From the Top

By Finley Ledbetter

Greetings from Houston! Here is the way I see it...BIG NEWS from all fronts...

It seems one of our larger competitors, Rosens Electric, has decided to hang it up and close down or liquidate their assets in California. We're hot onto trying to acquire the good parts for the Group.

CBS has had the best first quarter sales in several years. CBS is off to a fast start in 2003 after a slow first quarter in 2002. We hope this is a sign that we can stay ahead all year and will afford CBS a gain for 2003 after a flat year in 2002. I guess since our last Breaker Buzz the U.S. has gone to war and kicked some ass! Let's hope this continues to go well and all the troops come home safely and they take care of business so we don't have to go back again.

CBS has completed the warehouse expansion and we are moving gear in and filling it up as we speak. This will allow us to organize and expand our cast-coil and dry-type transformer business. It will also allow us to better inventory and handle our equipment. The NETA and PEARL meetings both have come and gone and, as I see it, the overall response and effect is down due to the war and travel concerns.

NEW VENTURE seems to be the real possibility that we may have a GCBS service shop in Saudi Arabia in the next few months. This will be a

full-service breaker retrofit and repair facility with GCBS partnering with a Saudi sheik. I think I'm going to let Ray handle this one, guys.

P.S. How do you know if you're a redneck???? If you find your lost truck when you mow your lawn!

CBS&R and BSS Merge

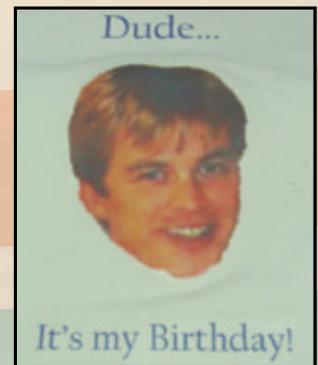
Group CBS is pleased to announce the acquisition of Breaker Shop Services (BSS) of Houston. This well-staffed service shop will merge with CBSR and will strengthen GCBS in the Texas Gulf coast region. This is the culmination of several years' business relationship and friendship between Lee Heine and Roger Vogel of BSS. The result will be a better-streamlined operation with an integrated sales and production team capable of greater things together than what either could do alone. Bill Stephens will lead the GCBS integration effort. It is our best hope that we can complete this merger and integration in less than four months.

Please welcome Roger Vogel as new general manager of CBSR. Lee Heine will continue his role as sales manager. All accounting will be moved and handled from GCBS. Bill Schofield will assign a contact point for this in the next issue of Breaker Buzz.

August/September 2003

Lordy, Lordy... Look Who's 40!

Bill Schofield, our fearless leader of GCBS, turned 40 years old on August 23, 2003! The CBS girls — Latrisha, April, Sandy, and Teresa, masterminded by Jessica Reiter (Mayor of all Evilness) — surprised him with shirts of himself and his favorite beverages. Happy birthday, Bill!



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AdvancedMotorControls.com

Advanced Motor Controls is a certified UL508A industrial control panel builder, designing and manufacturing custom control panels. Also provides new and professionally remanufactured MCC buckets, motor control centers, and component parts.

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Astro Controls, Inc.
AstroControls.com

Sales and service for all types of industrial molded case circuit breakers, insulated case circuit breakers, and motor controls.

Irving, Texas — Ph: 800-289-2757

CBS ArcSafe, Inc.
CBSArcSafe.com

Remote racking systems, remote switch actuators, and handheld motorized racking tools for low- and medium-voltage switchgear.

Denton, Texas — Ph: 877-4-SAFETY

CBS Nuclear Services, Inc.
CBSNuclear.com

Specializes in shop and on-site field servicing of Class 1E safety-related low- and medium-voltage switchgear and circuit breakers. Also services industrial and non-nuclear-related circuit breakers and related switchgear and substations.

Matthews, N.C. — Ph: 704-882-1875

CBS Power Products, Inc.
CBSPowerProducts.com

New alternative utility and industrial power products: transformers, switchgear, and other power apparatus.

Gainesville, Texas — Ph: 940-665-4444

Circuit Breaker Analyzer, Inc.
CBAAnalyzer.com

Providing new circuit breaker testing methods that utilize vibration analysis combined with internet data transfer and sophisticated condition-based analysis to determine the condition of all types of circuit breakers.

Farmers Branch, Texas — Ph: 972-290-0074

Circuit Breaker Sales Co., Inc.
CircuitBreaker.com

World's largest inventory of low- and medium-voltage circuit breakers. Millions of parts in stock. Complete service, remanufacture, upgrade, and life-extension services. Match existing switchgear lineup. Also offers CBS MagVac, a line of magnetic latching medium-voltage breakers that eliminates moving parts with a magnetic latching linear actuator.

Gainesville, Texas — Ph: 800-232-5809

Circuit Breaker Sales & Repair, Inc.
CBSalesAndRepair.com

Servicing the Gulf Coast with shop or field service, repair, upgrade, or replacement of power system apparatus.

La Porte, Texas — Ph: 281-479-4555

Circuit Breaker Sales & Service, Inc.
CBS-Florida.com

One-stop service for circuit breakers, switchgear, transformers, protective relays, loadbreak switches, motor controls, unit substations, renewal parts, and repair, upgrade, life extension, and maintenance services.

Lakeland, Fla. — Ph: 863-646-5099

Circuit Breaker Sales NE Inc.
CircuitBreakerSalesNE.com

A leader in providing power distribution products and services, specializing in life-extension services and offering an expansive inventory of new, surplus, and reconditioned circuit breakers, switchgear, motor controls, transformers, and other power apparatus.

Seymour, Conn. — Ph: 203-888-7500

Circuit Breaker Store, Inc.
CBStore.com

Your online source for all Group CBS products, a powerful solutions provider with a specialty vendor network that can supply factory new, surplus new, and reconditioned circuit breakers, electrical distribution, control equipment, parts, and remote racking equipment.

Gainesville, Texas — Ph: 855-227-8673

Group CBS, Inc.
GroupCBS.com

Addison, Texas — 972-250-2500

Solid State Exchange & Repair Co.
SolidStateRepair.com

Quality, reliable, on-time service and support for all brands and types of solid-state power electronics, including circuit breaker trip devices, protective relays, motor overload relays, and rating plugs.

Denton, Texas — Ph: 877-TRIP-FIX

Transformer Sales Co.
CBSales.com/transformers/index.htm

Offers a complete line of new, surplus, and reconditioned dry-type, cast-coil, and liquid-filled power transformers from 1000 to 5000 kVA with primary voltages from 2400 V to 34.5 kV.

Gainesville, Texas — Ph: 940-665-4484

Vacuum Interrupters, Inc.
VacuumInterruptersInc.com

Provides replacement vacuum interrupters (vacuum bottle interrupters) for virtually any manufacturer's medium-voltage circuit breaker or contactor. Offers the MAC-TS4 test set to determine the condition of vacuum interrupters in the shop or field.

Farmers Branch, Texas — Ph: 214-442-5877

Western Electrical Services, Inc.
WesternElectricalServices.com

Serving the Southwest with superior quality on-site electrical testing, maintenance, and repair services as well as rebuild, upgrade, and life extension services for switchgear, circuit breakers, and motor controls.

Phoenix, Ariz. — Ph: 888-395-2021

Western Electrical Services, Inc.
WesternElectricalServices.com

The only full-service electrical testing and maintenance company in the Intermountain region.

Salt Lake City, Utah — Ph: 888-395-2021

Western Electrical Services, Inc.
WesternElectricalServices.com

The Northwest leader in electrical testing, maintenance, and power switchgear services providing on-site electrical testing and maintenance, electrical engineering studies, and sales, repair, upgrade, and life extension services of circuit breakers, switchgear, motor controls, and transformers. Also custom manufacturing of engineered and reverse-engineered parts.

Sumner, Wash. — Ph: 888-395-2021

Western Electrical Services, Inc.
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One-stop shop for all electrical equipment sales, testing, and engineering needs and a utility-class service provider to the Northwest T&D market.

Vancouver, Wash. — Ph: 888-395-2021

TRADE SHOW CALENDAR

Visit with Group CBS companies at the following trade shows and exhibits:

TX MESE — Municipal Electric Safety Exchange

BOERNE, TX
September 16-18, 2015

NECA Tradeshow

SAN FRANCISCO, CA
October 3-6, 2015

Critical Facilities

CHARLOTTE, NC
October 5-7, 2015

Doble Circuit Breaker Test & Maintenance Training Conference

PITTSBURGH, PA
October 5-9, 2015

Weidmann Technical Conference

LAS VEGAS, NV
October 19-22, 2015

PowerGen

LAS VEGAS, NV
December 8-10, 2015

PowerTest

FORT WORTH, TX
March 14-18, 2016

2016 IEEE T&D

DALLAS, TX
May 2-5, 2016