



Peterson to the Rescue in San Quentin

San Quentin State Prison, in Marin County, is the oldest prison in California and currently houses over five thousand inmates [it even has its own ZIP code: 94974!]. This notorious institution has been home to some of the United States's most famous criminals, including country singer Merle Haggard, assassin Sirhan Sirhan, and serial killer Richard Ramirez, the infamous "Night Stalker". To Peterson Power employees, however, San Quentin is also the site of a recent high-profile switchgear and generator replacement project made possible by the effort and **Teamwork** of PPSI salesman **John Mills**, Cat Rep Minto Halimuddin, Project Manager **Sean Conway**, and Field Service Technician **Mike Pullens**!

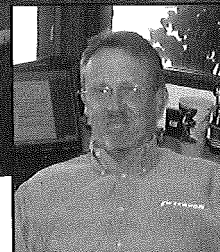
John explained to *INSIGHT* how the job went down: "We received a call at Power last summer from Berg Electric, an electrical and engineering contracting firm that won a bid to repair a portion of the prison's electrical systems," John said. "They solicited a bid from us to replace the facility's switchgear (which had caught fire years before) and repair two gensets that we sold the prison back in the eighties—both were locked-out and tagged-out, and the facility had been running off a temporary unit. We negotiated the bid from July to October and got the order on November first."

"We were on a tight schedule," John explained. "Along with Berg, we were responsible for replacing the prison's entire 12kV distribution and paralleling switchgear, which included repairing two existing 1,500kW 3516 gensets that had been sitting idle for more than four years. The contract stipulated that the equipment would be up-and-running by March 31. People who aren't familiar with this kind of project need only know that it is very time- and labor-intensive—there were a number of skeptics who didn't believe that we'd be able to complete the project on schedule."

Kevin Kent, Rental and New Equipment Sales Rep who negotiated the deal that sent Peterson rental gear to the prison after the original failure, recalled the difficulties associated with working in San Quentin: "We responded to the equipment failure that eventually prompted this job by providing rental gear that the prison ended up keeping for several years," Kevin said. "San Quentin can be a difficult place to work. We needed to bring the rental gear in with cranes and respond very quickly when they needed us."

Knowing the difficulties inherent to the job, John sought help from Minto, Cat's switchgear representative serving Peterson. According to John, Minto was instrumental to the project's success: "We went to a meeting with the contractor and looked at their single line diagram," John said. "He saw a way to improve their design by combining the switchgear and distribution gear in a single, more cost-effective switchgear lineup than the consulting engineer's original design. This was the first hurdle we overcame, and it put us on the right track to win the confidence of our clients."

Aerial view of San Quentin State Prison, in Marin County, California.



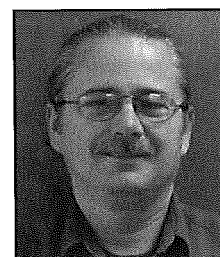
John Mills



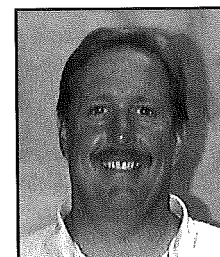
Sean Conway

According to John, Sean's project management expertise also played an integral role in the job's development:

"As Project Manager, Sean was dedicated to this project on a daily basis, from beginning to end," John said. "He put in long hours to ensure that Cat Switchgear built the switchgear on time and our Service department received what they needed to repair the generators. The contractor required almost daily reports, so when Sean wasn't submitting documentation or getting material approved, he was reporting to Berg about our progress. He really owned the job."



Mike Pullens



Kevin Kent

While Sean managed the project's particulars on the back-end, Mike spent long hours at the prison, working to interface the new switchgear with the old "A-type" engines and controls. According to John, he handled this intricate task with significant grace: "Despite our customer's aggressive schedule, Mike was able to stay cool under intense pressure," John said. "His expertise came in particularly handy when he needed to help Cat correct a few inadequacies with the switchgear programming and documentation during start-up."

John elaborated on the onsite installation and repair: "Mike had to modify some of the interconnects and technical details on the fly," John said. "He took the primary role of coordinating with Cat Switchgear and Berg's technicians, so he was the lead person on site. Even though everyone was under a lot of stress, he finished the job on time. Finally, after both engines were running, we had to do the site testing, which Mike also supervised. We passed with flying colors, and the customer was ecstatic!"

Customer First, our number one Core Value, was the name of the game on this big job, according to John. "Without Minto, Sean, and Mike's hard work and dedication, our customer's satisfaction could have been compromised," John explained. "Knowing how important this job was to Peterson, they went out of their way to make sure that the replacement and repairs went smoothly and worked as promised. As it now stands, our customer, Berg Electric, and the California Prison Health Care Services are highly impressed with our performance."