

Entry-level Lineworker



This brochure is designed to help entry-level lineworker candidates get the best information available to understand employment opportunities at Duke Energy.



About Duke Energy

Duke Energy Corporation is an energy company head-quartered in Charlotte, N.C. Its regulated utility operations serve 7.2 million electric retail customers located in six states in the Southeast and Midwest, representing a population of approximately 22 million people. Duke Energy is a Fortune 250 company traded on the New York Stock Exchange under the symbol DUK. More information about the company is available at duke-energy.com.



The Position

a. What position is available?

Entry-level lineworker. Responsibilities for the lineworker position include but are not limited to the following:

- Construct, maintain and repair electrical distribution systems, including overhead and underground lines.
- Install and repair electrical equipment such as street lighting and load control devices.
- Construct overhead and underground distribution lines based on engineering specifications, including setting poles, pulling cable, setting transformers, etc.
- Install equipment such as transformers, capacitors, regulators, load control devices, meters, streetlights, safelights, etc.
- Maintain and repair equipment such as checking and doing preventive maintenance. Also involves using test equipment such as volt and amp meters to measure the performance of equipment.
- Respond to trouble calls when equipment fails and/or electrical service is interrupted.

b. What are the basic requirements or skills needed for this position?

The following are basic requirements or skills needed for the job:

- High school diploma or GED.
- Valid driver's license.
- Ability to stand a minimum of five to six hours on the ground – may be in a bucket on a line truck or at the top of a distribution pole.
- Ability to sit for a minimum of two to three hours – may be driving a truck or sitting in a manhole or an underground vault.
- Ability to move frequently to unload equipment and to install/maintain/repair equipment.
- Ability to lift up to 75 pounds.
- Ability to push/pull weights up to 75 pounds.
- Ability to frequently climb or use authorized equipment to reach various heights and breadths.
- Ability to frequently and repetitively bend/stoop/squat.
- Ability to differentiate between colors (color vision).
- Manual dexterity to operate small hand tools, turn small knobs, etc.

Additional desired qualifications

- Completion of a Duke Energy-sponsored qualified program.
- Military experience.
- Certificate from a lineman's training school.

c. How important is my driving record?

This position requires the ability to obtain a CDL license within 30 days of hire. A CDL is issued by the Department of Highway Safety and Motor Vehicles in the state where you are employed.

d. What other background checks will be conducted?

The offer is contingent upon the following:

- Employment/education verification
- Criminal background check
- Full panel drug screen
- Positions requiring CDL license will require a Department of Transportation (DOT) drug screening
- Background check and drug screening must be complete before the start date

If there is something on your record, it is recommended that you are honest. Having something on your record does not necessarily prevent you from obtaining employment, but not being truthful about it can prevent you from being hired.

e. What is the range of pay that I can make?

The current starting pay for an entry-level lineworker is approximately \$16 to \$20 per hour, depending on the state you live in. The pay will progress in step increments from the starting pay. Progression to a seasoned lineworker is very rewarding financially, professionally and personally.

f. Does it help if I have a referral or recommendation from a Duke Energy employee who is a friend or family member?

Duke Energy's dedicated employees provide great referrals. Employees have a vested interest in the company's success and refer people who share the same dedication. All candidates will go through the same process and a referral does not guarantee any special consideration.



The Application Process

a. How many people are hired each year?

The number of lineworkers hired each year depends on the need. Skilled lineworkers are in high demand!

b. How do I apply for a position?

- Go to Duke Energy's Careers site at duke-energy.com/careers.
- Go to the **Job Search** box in right-hand column and select "Search Now." Look for openings with any of the following keywords: line tech, groundman, line helper or lineman. If you meet the basic qualifications of a job that interests you, be sure to apply! Job postings are usually open from three to seven days.
- During the application process, you will be asked to create a login username and password. Once completed, you will receive an email confirmation and can view your submission on the website. Please remember your username and password, as you will need them to check the status of your application.
- If you do not see a job currently posted that interests you, select **Join Our Talent Network** on the Careers site. You can select which jobs you are interested in, upload your most recent resume, and receive email notifications for positions that are of interest.

c. Do I need a resume?

An attached resume is not required for your online application, but it is highly recommended. If you do not attach a resume, please be sure that your application

describes the responsibilities and accomplishments of each job you have previously held. Make sure you complete the entire application and receive a confirmation that it was completed. If you are contacted for next steps, a resume may be helpful for sharing specific information you would like the company to know about you. (See Appendix A3 – Resume Tips)

d. How can I check the status of my application?

You can log in to your profile to check the status of your application. Avoid calling the company repeatedly or having others contact the office on your behalf. You will be contacted if you are selected to move forward in the process.

e. What should I expect once I apply?

Your application will be thoroughly reviewed. Candidates selected to move forward in the process will be invited to take Edison Electric Institute's Construction and Skilled Trades (CAST) test. Candidates selected to take the CAST test will be contacted three to six weeks after the posting closes. For more information, go to eei.org/testingbrochures and log in.

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- **Password:** tahoe

Getting the Call

You will likely be contacted to walk through the following steps as each is completed successfully. If you are selected after a review of your application, the next steps include:

- Construction and Skilled Trades (CAST) timed, standardized test. (See Appendix A1 – Construction and Skilled Trades Test)
- Physical Abilities Test (PAT) to assess whether you can physically perform the functions necessary for the position. (See Appendix A2 – Physical Abilities Test)
- Interview for the position. (See Appendix A4 – Interview Tips)

On average, how long after getting the call does a candidate start the lineworker job?

It could be 10 weeks or longer between the call and the start date.



Got the Job

This position requires you to attend a multiweek training program that will take place at one of Duke Energy's training facilities. The company will pay travel and accommodation expenses.

There is no formal mentoring process. However, you will be paired with an experienced lineworker to help guide you to success.

Didn't Get the Job

If I am not called or do not pass some part of the process, do I need to reapply?

You are encouraged to continue to reapply, unless you are not selected for a reason that cannot be remedied. You must apply to every position that you are interested in to be considered. You can apply as soon as another posting becomes available. However, you must wait 90 days to retake the CAST test if you did not pass it previously. You do not need to retake the CAST test if you passed it once. Physical Abilities Test (PAT) results are good for one year.

Construction and Skilled Trades (CAST)

Testing is required for the lineworker position. Individuals are tested on the Edison Electric Institute (EEI) Construction and Skilled Trades Selection System (CAST), which will take approximately two hours. The test consists of the following four sections:

- **Graphic arithmetic** – 30 minutes
- **Mechanical concepts** – 20 minutes
- **Reading for comprehension** – 30 minutes
- **Mathematical usage** – 7 minutes

The best way to prepare for testing is to use the free resources offered by the EEI.

Preparation booklets: EEI has developed online testing preparation guides for most of the selection assessments used at Duke Energy: MASS (power plant maintenance positions), POSS (plant operators) and CAST (construction and skilled trades positions).

To access the booklets, go to eei.org/testingbrochures and log in.

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Practice tests: Practice tests for lineworker positions are available online. To access the practice tests, go to eei.org/practicetests and log in.

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Physical Abilities Test

The physical abilities simulation consists of exercises designed to simulate actual tasks and functions associated with the entry-level lineworker job. The purpose of this assessment is to give you firsthand experience performing work-related duties and also to provide Duke Energy with the opportunity to evaluate potential entry-level lineworker employees while they perform these various work-related tasks. Your performance on this assessment will be evaluated by a trained assessor.

To view a demonstration of the physical abilities simulation, search in YouTube for “Duke Energy Physical Abilities Test” or enter the following URL address:
http://www.youtube.com/watch?v=qfF81FxaIBI&feature=em-upload_owner

Overview of the Simulation

You will complete the following 10 exercises:

1. Measurement reading

In this exercise, you will be asked to use a ruler to measure lines to the nearest one-sixteenth of an inch.

2. Assimilating information

In this exercise, you will be asked to transfer information (e.g., manufacturer, serial number) from a transformer nameplate to an order form.

3. Hole digging

In this exercise, you will be given a diagram and instructed to dig a hole in the ground according to the specifications on the diagram. You will be provided with digging equipment and tools.

4. Hammer

In this exercise, you will be asked to drive two lag screws into the center of a pole and then remove the lag screws. You will be given exact specifications for the placement of the lag screws.

5. Block and tackle

In this exercise, you will be asked to rig and raise a pole-mount type transformer to a height of 15 feet using a block-and-tackle device.

6. Hole boring

In this exercise, you will be asked to bore a hole through the center of a wood pole using a brace and bit.

7. Ladder use

In this exercise, you will be provided with a 24-foot ladder, which you will carry from the line truck to a specified location and erect it so that it is extended to the third rung from the top. You will then be asked to retract the ladder and replace it on the truck.

8. Working at heights

In this exercise, you will be provided with safety equipment (e.g., body harness, line belt and safety) and asked to climb a 50-foot pole with a permanently attached ladder. You will first climb to a 15-foot platform and then to a 37-foot platform. At each platform, you will be asked to safely attach yourself to the post, step back toward the end of the platform and lean back against the safety strap. Once these tasks are completed, you will be asked to climb down safely.

9. Pole climbing

Before performing this exercise, you will be asked to watch a video that explains the proper tools to use when climbing poles, how to put the climbing equipment on and safe climbing techniques. You will then be provided with pole climbing equipment (e.g., hooks/gaffs, belts) and instructed to put the equipment on and climb a pole to a height of 4 feet.

10. Equipment installation

In this exercise, you will be provided with assembly instructions, all pieces required to build the assembly and all necessary tools. You will then be asked to construct the assembly and install it in the hole drilled during the hole boring assessment.

Helpful Assessment Tips

1. Listen carefully to all instructions.

You will be given general instructions at the beginning of the assessment. In addition, the assessor will be giving you specific instructions for performing each exercise. Be sure to listen carefully to these instructions so that you understand exactly what you are being asked to do.

2. Ask questions to clarify.

If you do not understand the instructions or feel you need additional information or equipment to complete the exercise, ask your assessor. You can make needless mistakes if you don't understand what is expected of you.

3. Follow the instructions exactly.

In most cases, you will be given very specific instructions for how a task is to be completed. Be sure to follow these instructions exactly. For example, if you are told to measure a line to the nearest one-sixteenth of an inch, this is a requirement and not a general guideline. Failure to complete an assessment according to the exact instructions you are provided will likely result in points being subtracted from your evaluation. Again, if you have questions about the instructions provided, you should clarify these with your assessor before beginning the exercise to avoid losing points.

4. Know your tools.

You will be provided with all tools and equipment necessary to complete the assessment exercises. You will be rated on your ability to select the most appropriate tools and use them properly.

You should be familiar with the functions and proper use of the following tools:

| | |
|----------------------|------------------|
| 6-foot folding ruler | Spade |
| Shovel | Post hole digger |
| Digging bar | Hammer |
| Tamp | Channel locks |
| Crescent wrench | Screwdriver |
| Block and tackle | Brace and bit |

5. Put safety first.

At Duke Energy, we are always concerned with your safety and the safety of those around you. You will be provided with personal protection equipment (PPE). It is required that you wear your PPE at all times and that you follow all

safety-related procedures while performing the assessments. Failure to wear your PPE or follow safety-related procedures will likely result in points being subtracted from your evaluation.

6. Be positive and confident.

To do your best on this assessment, you should develop a positive and confident attitude about the assessment exercises. In addition to your ability to complete the exercises, the assessor will also consider the way you go about doing the work and the level of motivation you display. These exercises are not easy, but you are expected to give your best effort. Some specific suggestions:

- Try not to get discouraged if you have difficulty performing one of the assessments.
- Get plenty of rest the night before. You cannot do your best if you are feeling tired, tense or sick.
- Relax just before the assessment session starts and try to remain relaxed as you perform the exercises.
- Ask questions if you are unsure of what to do or how to do it correctly.
- Work quickly, but accurately.



Appendix A3 Resume Tips

Recruiters see many resumes. How will yours stand out?

- **Tailor your resume and cover letter to the specific job for which you are applying.**
For example, make sure to include hands-on experience or training in work such as mechanical, electrical, masonry, home construction, auto mechanics, home repairs, electrical helper, farming, etc.
- **Length – Based on qualifications**
 - Be concise – focus on the key tasks and results achieved for each work experience included
 - Be specific and include key words that were referenced in the job posting qualifications
- **Format – Consistency is key**
 - Font, placement (indentations and margins), bullets, capitalization, style, etc., should all be consistent
 - Check and double check spelling
 - Punctuation and grammar should be correct and consistent
 - Verb tense should be correct and consistent

DO NOT:

- Emphasize jobs/skills that you do not want to do
- Get personal (i.e., date of birth, Social Security number, marital status, hobbies, etc.)
- Use acronyms
- Attach a picture of yourself
- Lie on your resume
- List your salary history
- List references
- Use an unprofessional email address (i.e., pookiebear23@gmail.com)
- Send resume without proofreading

Preparing for the interview:

- Remember that every interaction with the company by phone, in writing or in person can make a lasting impression – good or bad.
- Anticipate questions that you may be asked during an interview.
- Prepare solid responses that are truthful and credible.
- Practice responding with a trusted co-worker or friend in a relaxed, confident manner.
- Use the STAR method to respond to behavior-based questions:

STAR**S**ituation – candidate describes situation**T**ask – the task(s) accomplished**A**ction – actions the candidate took**R**esult – results/effects of the actions

The interview panel will be looking for responses that demonstrate the following competencies:

- **Customer service orientation**
- **Team player**
- **Problem solving**
- **Achievement orientation**
- **Motivation**
- **Safety awareness**
- **Productivity**
- **Tolerance for stress**

During the interview:

- The interview will be a panel interview. Panel interviews can be intimidating – focus on the questions and not the number of people in the room! Try some relaxation techniques before the start of the interview.
- Be punctual. Arrive at least 10 minutes early. This is very important to a prospective employer.
- Introduce yourself to each panelist.
- Don't lock onto one person.

- Make sure you have eye contact with each one.
- Follow up with a thank-you letter to each panelist after the interview.
- Be 'ON' from the minute you arrive.
- Ensure cellphone is off and put away.
- Be cordial to everyone you meet on your way to the interview. A good impression passed on to the interviewer can only work in your favor.
- Tell the interviewer(s) you are interested in the job and ask about the next steps.

Samples of behavior-based questions you could be asked:

- Tell me about a time in the past when a project you were working on did not go as planned. How did this impact the business as a whole, and what steps did you take to correct any problems that occurred?
- Imagine you're working in a team with co-workers who have different work ethics and work styles. What are some measures you would take to ensure that all team members collaborate equally and effectively on a project?
- Give me an example(s) of assignments, projects or classes that demonstrate your technical expertise. What were the most complex of these assignments, projects or classes and what were your roles?
- Suppose you are new on the job and believe that you have some ideas of how to make your job duties more efficient and effective. What would you do to create buy-in for your ideas?
- Describe a time when you had to build a sense of teamwork among your employees or team members.
- Describe a time when you had to motivate others to work together as a team.
- Describe a time when a customer or supervisor asked you to do something that seemed unethical or violated company policies or procedures.
- Tell me about a time when you saw a co-worker do something unsafe.

Sample questions that you could ask the interviewer(s):

- What do you consider to be the ideal background for this position?
- What are some of the challenges for this position?
- What is the most important thing I can do in the first 90 days?
- Are there any concerns that I need to clear up in order to be the top candidate?

OUR VISION



SAFETYFirst

The "SAFETY First" logo features a green triangle with a blue triangle inside it, positioned above the word "SAFETY" in blue and "First" in green.

DUKE ENERGY HEALTH AND SAFETY VISION

Our health and safety vision is aimed at cultivating:
A healthy and injury-free workplace, sustained by behaviors that consistently demonstrate our commitment to the welfare of each other, our contractors and to the communities we serve.

