

**CUSTOMER ENERGY SERVICE**  
**Certificate (C) or Associate in Applied Science (AAS) Degree**

**Minimum Credits: 51.0**  
**Contact Hours: 60.0**

**INTRODUCTION:** This three-semester certificate program prepares students for work in the utility industry as a single point of contact for the customer from the first phone call requesting service to the completion of the job. The program stresses public relations / communication skills, business skills, and computer-aided drafting skills, as well as an understanding of electricity necessary to design electric services. In addition, students who desire a broader educational experience can complete a fourth semester of study to meet requirements for an Associate in Applied Science degree.

**GENERAL EDUCATION COURSES**

COURSE	TITLE	CREDITS	CONTACT HOURS
SPE 121	Speech Communication	3.0	3.0
PHY 111	Applied Physics	<u>3.0</u>	<u>4.0</u>
<b>GENERAL EDUCATION CREDITS/CONTACT HOURS:</b>		6.0	7.0

**CORE PROGRAM COURSES**

COURSE	TITLE	CREDITS	CONTACT HOURS
APP 100E	Electrical Studies for Trades <sup>A</sup>	3.0	4.0
APP 104E	AC & DC Fundamentals <sup>A</sup>	3.0	4.0
BUS 121	Introduction to Business <sup>A</sup>	3.0	3.0
BUS 131	Applied Accounting <sup>A</sup>	3.0	4.0
BUS 221	Business Law <sup>A</sup>	3.0	3.0
BUS 241	Principles of Marketing <sup>A</sup>	3.0	3.0
CAD 132	AutoCAD Fundamentals <sup>A</sup>	1.5	2.0
CAD 135	Intermediate AutoCAD <sup>A</sup>	1.5	2.0
CAD 150	3D Modeling <sup>A</sup>	3.0	4.0
CIS 120	Introduction to Microcomputers <sup>A</sup>	3.0	4.0
ENG 120	Applied Communications	3.0	3.0
ENG 123	Technical Communications	3.0	3.0
MTH 115	Applied Algebra & Trigonometry I	5.0	6.0
UTT 204	System Design & Operation	4.0	4.0
APP	Electrical Elective <sup>B</sup>	<u>3.0-4.0</u>	<u>4.0</u>
<b>CORE PROGRAM CREDITS/CONTACT HOURS:</b>		45.0-46.0	53.0
<b>TOTAL MINIMUM PROGRAM CREDITS/CONTACT HOURS:</b>		51.0	60.0

**SUGGESTED SEQUENCING OF COURSES**

<b>YEAR 1 (FALL SEMESTER) 17.0 CREDITS</b>		<b>CREDITS</b>	<b>CONTACT HRS</b>	<b>YEAR 1 (SPRING SEMESTER) 16.0 CREDITS</b>		<b>CREDITS</b>	<b>CONTACT HRS</b>
ENG 120 Applied Communications	3.0	3.0	ENG 123 Technical Communications	3.0	3.0		
CIS 120 Introduction to Microcomputers	3.0	4.0	APP 104E AC & DC Fundamentals	3.0	4.0		
CAD 132 AutoCAD Fundamentals	1.5	2.0	CAD 150 3D Modeling	3.0	4.0		
CAD 135 Intermediate AutoCAD	1.5	2.0	UTT 204 System Design & Operation	4.0	4.0		
APP 100E Electrical Studies for Trades	3.0	4.0	PHY 111 Applied Physics	<u>3.0</u>	<u>4.0</u>		
MTH 115 Applied Algebra & Trig I	<u>5.0</u>	<u>6.0</u>	TOTAL	16.0	19.0		
TOTAL	17.0	21.0					
<b>YEAR 2 (FALL SEMESTER) 18.0 CREDITS</b>		<b>CREDITS</b>	<b>CONTACT HRS</b>				
BUS 121 Introduction to Business	3.0	3.0					
BUS 131 Applied Accounting	3.0	4.0					
BUS 221 Business Law	3.0	3.0					
BUS 241 Principles of Marketing	3.0	3.0					
SPE 121 Speech Communication	3.0	3.0					
Electrical Elective	<u>3.0</u>	<u>4.0</u>					
TOTAL	18.0	20.0					

**NOTES:**

<sup>A</sup> Included in occupational specialty – GPA of 2.0 or higher must be maintained in the area of occupational specialty.

<sup>B</sup> Select from: APP 102E, APP 103E, APP 107E, APP 111E, APP 115E, APP 122E, or APP 123E

\*An Associate in Applied Science (AAS) Degree can be earned by completing the above Certificate program, the American Government Requirement (PLS 221 or PLS 222 or HST 221 & HST 222), and six credits of general electives. Sixty total credit hours are needed for an AAS degree.