

80
YEARS

2020
**TRAINING
AND EVENT**
C A T A L O G

GREETINGS FROM NWPPA'S DIRECTOR OF EDUCATION & WORKFORCE DEVELOPMENT!

Welcome to NWPPA's 2020 Training and Event Catalog. As you will see throughout, we are focused on helping you build your skill sets, connect to others, and explore new learning opportunities that support individual, team, and utility development. With retirements increasing and new challenges facing us on the technology, customer, and operations fronts, this is a great time to really focus on what you as an individual can do to meet these challenges (and opportunities!) head on.

We are happy to provide a wide variety of options for training, workshops, conferences, webinars, and interest and working groups to support you in your learning journey. Please look for the personal development and event planner at the end of this catalog. This will help you track your development goals and actions/training/events for the year.

In 2017, we introduced Learning on Demand. This is an online program that provides eLearning modules and short micro-learning videos to support just-in-time learning needs, which are updated regularly. Please visit the [Learning on Demand home page](#) for more information. Check with your utility manager or HR professional about how your organization can access Learning on Demand.

More and more, our members are looking to bring classes in house. Training at the utility level provides a shared learning experience throughout the organization, department, or workgroup. Nearly all of our classes are available for in-house learning. We even have a way to help you invite your neighboring utilities and reduce your costs at the same time. Simply contact me or the training manager responsible for the particular area of focus, and we'll gladly help you sort out the right options.

Your training team (Dale Mayuiers, Jenny Keesey, Taryn Johnson, Nicole Farabee) and the entire staff at NWPPA work together to bring high-quality, affordable educational opportunities to our membership. We appreciate the opportunity to serve you and look forward to a positive and productive year.

With warm regards,



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NORTHWEST PUBLIC POWER ASSOCIATION

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NOTE:

The NWPPA event catalog is updated regularly. For the most current event information, for more information, or to register for an event, please visit www.nwppa.org.

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2020 CALENDAR

CONFERENCES, MEETINGS, AND EVENTS

JANUARY	7 Environmental Task Force Meeting <i>Seattle, Wash.</i>	22-23 Wildfires: What Utilities Need to Know <i>Seattle, Wash.</i>	
FEBRUARY	26-27 LERG Member Meeting <i>Tillamook, Ore.</i>		
APRIL	6 Environmental Task Force Meeting <i>Reno, Nev.</i>	7-9 Engineering & Operations Conference and Trade Show <i>Reno, Nev.</i>	21-23 IT Conference <i>Hood River, Ore.</i>
MAY	17-20 NWPPA Annual Conference and Membership Meeting <i>Kennewick, Wash.</i>		
JUNE	8-10 LERG Annual Meeting <i>Powell Butte, Ore.</i>	17-18 Accounting and Finance Conference <i>Stevenson, Wash.</i>	
SEPTEMBER	1 Environmental Task Force Meeting <i>Whitefish, Mont.</i>	21-23 Northwest Communications & Energy Innovations Conference <i>Bend, Ore.</i>	
OCTOBER	13-15 3 Cs Conference <i>Seattle, Wash.</i>		

CONFERENCES AND WORKSHOPS

3 Cs CONFERENCE: CUSTOMER SERVICE, CREDIT, AND COLLECTIONS

Who Should Attend:

Customer service, credit, and collections managers, supervisors, and employees.

Dates and Locations:

October 13-15, 2020 - Seattle, Wash.

Conference Overview:

Throughout the conference you will hear subject matter experts and utility members share their knowledge and experience on current key issues in the customer service and credit/collections arenas. In 2020 we will gather in the Seattle area, where you will build relations with others in your field and have fun at the evening networking reception and optional dinner outing. There will also be a half-day post-conference workshop held on October 15 in the afternoon. Separate registration will be required (lunch included). Please check back for further details as the agenda and program are developed.

Please visit www.nwppa.org for the agenda, pre-session classes, and additional information, or contact Taryn Johnson at taryn@nwppa.org or (360) 816-1446.

ACCOUNTING & FINANCE CONFERENCE

Who Should Attend:

CFOs, general managers, all levels of accounting staff; and utility employees who work closely with the accounting department.

Dates and Locations:

June 17-18, 2020 - Stevenson, Wash.

Conference Overview:

Join your peers at the Skamania Lodge in Stevenson, WA, for the 2020 Accounting & Finance Conference. This conference will consist of four general sessions and two concurrent tracks (topics to be announced). Roundtable sessions will be included.

Scheduled speakers include Dr. Jermaine Davis; John Francisco, NRU; Kim Mikkelsen, KW Consulting; Dawn Lund, Utility Financial Solutions, LLC; John Goroski, Flathead Electric Cooperative; and more. Please watch this site for agenda details.

Please visit www.nwppa.org for agenda and additional information as it develops, or contact Jenny Keesey at jenny@nwppa.org or (360) 816-1448.

ADMINISTRATIVE PROFESSIONALS WORKSHOP

Who Should Attend:

Administrative assistants, executive assistants, and clerks to the board.

Dates and Locations:

2020 - Location TBA

Workshop Overview:

Throughout the workshop, which is made up of hands-on sessions, attendees will hear from a wide range of presenters on creating opportunities; mentors and coaches; safety and ergonomics; a computer lab featuring Neal Otto's "greatest hits;" stress management at work and at home; and more.

Please visit www.nwppa.org for agenda and additional information as it develops, or contact Jenny Keesey at jenny@nwppa.org or (360) 816-1448.

AVIAN PROTECTION PLAN WORKSHOP

Who Should Attend:

Managers and staff responsible for or assisting in the development and maintenance of avian protection plans.

Dates and Locations:

2021 - Location TBA
This event is held every alternate year

Workshop Overview:

This one-and-a-half-day workshop will provide instruction and lead you in the development or updating of the avian protection plan for your electric utility. The main focus of the workshop will be to cover each topic below with time after each topic for attendees to work on a draft of their own utility's plan. In addition to having time to work on individual plans, the class will discuss each section of the plan for any best practices.

Please visit www.nwppa.org for additional details, or contact Jenny Keesey at jenny@nwppa.org or (360) 816-1448.

CONFERENCES AND WORKSHOPS

ENGINEERING & OPERATIONS CONFERENCE AND TRADE SHOW

Who Should Attend:

Electric utility engineering and operations personnel, as well as those in information technology, safety, purchasing, environmental, accounting, communications, or any area where a more in-depth knowledge of engineering and operations would be beneficial.

Dates and Locations:

April 7-9, 2020 - Reno, Nev.

Conference Overview:

The NWPPA Engineering and Operations Conference & Trade Show is our largest annual event, and the largest regional event in the West, with over 1,000 attendees, over 30 speakers, and multiple roundtables. In addition, the E&O has a trade show with over 200 exhibit booths staffed by top electric utility industry suppliers and service providers. As the electric utility industry continues to change, attending this event is even more important in developing and maintaining your utility and vendor contacts and staying on top of the latest best practices, products, and services in order to meet your utility customers' needs.

Please visit www.nwppa.org for the agenda and additional information, or contact Dale Mayuier at dale@nwppa.org or (360) 816-1448.

IT CONFERENCE

Who Should Attend:

IT professionals and others who are responsible for information technology programs, as well as operations and engineering employees who would like to build a stronger relationship with IT.

Dates and Locations:

April 21-23, 2020 - Hood River, Ore.

Conference Overview:

Join us for the 2020 IT Conference: Technology Disaster Preparedness in Hood River, OR. This year's conference will feature topics on vector attacks, cyber mutual assistance, CIRST lessons learned, virtual reality, PCI DDS Common Challenges, NERC CIP Overview, 5G small cell update, data center design, Microsoft update, and more.

Dave Mitchell will lead the closing keynote presentation on Understanding the Power of People. You won't want to miss this.

Please visit www.nwppa.org for the agenda, pre-session classes, and additional information, or contact Jenny Keesey at jenny@nwppa.org or (360) 816-1448.

Pre-conference Class:

[Technology, Leadership, Planning, & Decision Making in a Changing Business Environment, April 20, 2020](#)

LABOR AND EMPLOYEE RELATIONS GROUP ANNUAL MEETING

Who Should Attend:

Members of the NWPPA Labor and Employee Relations Group which includes general managers, operations managers, and labor relations and human resources professionals. Non-members may attend if they are part of a utility and are members of NWPPA.

Dates and Locations:

June 8-10, 2020 - Powell Butte, Ore.

Meeting Overview:

The annual meeting will bring together labor relations leaders to share their experiences, recommendations, and lessons learned about key labor relations and human resource issues. This year's meeting will be held at Brasada Ranch in Powell, Butte, OR where you will build your relationships with others in your field, and have fun at the evening networking reception and optional dinner outing. Please check back for further details as the agenda and program are developed.

Please visit www.nwppa.org for the agenda and additional information, or contact Taryn Johnson at taryn@nwppa.org or (360) 816-1446.



This program is valid for 16 PDCs for the SHRM-CPSM or SHRM-SCPSM.

CONFERENCES AND WORKSHOPS

NORTHWEST COMMUNICATIONS & ENERGY INNOVATIONS CONFERENCE

Who Should Attend:

Marketing, public relations, communications, energy services, and renewable energy employees, as well as any employee and board member with an interest in these areas.

Dates and Locations:

September 21-23, 2020 -Bend, Ore.

Conference Overview:

The Northwest Communication and Energy Innovations Conference (NIC) is designed with communicators and energy efficiency professionals in mind. We have keynote speakers who will inspire you and challenge your thinking about how we should communicate and innovate in this transforming electric utility industry. Breakout sessions will allow us to dig deeper into key topic areas; roundtable sessions, by subjects and utility size, will provide a perfect opportunity to share ideas and innovative solutions. Vote for your favorite photo at the People's Choice reception and celebrate Excellence in Communications winners at the award ceremony and banquet.

Please visit www.nwppa.org for the agenda and additional information, or contact Elaine Dixon at elaine@nwppa.org or (360) 816-1445.

Post-Conference Classes:

TBD

NWPPA ANNUAL CONFERENCE & MEMBERSHIP MEETING

Who Should Attend:

Utility general managers, CEOs, assistant managers, and other senior utility leaders; utility board directors, commissioners, and council members; associate members; and trade association heads.

Dates and Locations:

[May 17-20, 2020 - Kennewick, Wash.](#)

Conference Overview:

For 80 years, NWPPA has been serving and supporting members' education, communication, and legislative advocacy needs. This year, we celebrate those member partnerships and look at the future of energy resources, technology, and service for public power. Don't miss this learning and networking opportunity where outstanding speakers, panelists, experts, and your peers will share their rich knowledge and experience.

Annual meeting pre-conference classes will be held in conjunction with this event and will be open soon for registration.

Please visit www.nwppa.org for the agenda and additional information, or contact Elaine Dixon at elaine@nwppa.org or (360) 816-1445.

NWPPA/APA ALASKA ELECTRIC UTILITY CONFERENCE

Who Should Attend:

Utility engineering and operations personnel in distribution, transmission, power supply, and substations, as well as those in safety, environmental, information/operations technology, materials, fleet, or any area where a more in-depth knowledge of these areas would be beneficial.

Dates and Locations:

November 2021 - Anchorage, Alaska

Conference Overview:

This event, which is only held every other year, focuses on helping Alaskan utilities and employees deal with their current opportunities and challenges. The conference brings a mix of education and networking, along with more than 60 trade show exhibit booths, to help you get on top of the challenges, solutions, and opportunities that face Alaska electric utilities today. Developed by a dedicated planning committee of utility employees from across the state of Alaska, along with NWPPA and Alaska Power Association staff, this conference promises to be a must-see event for all who work to provide public power in Alaska.

Please visit www.nwppa.org for the agenda and additional information, or contact Dale Mayuiers at dale@nwppa.org or (360) 816-1448.

CONFERENCES AND WORKSHOPS

SUPPLY CHAIN WORKSHOP

Who Should Attend:

Those who work in or support the utility's supply chain functions, such as purchasing, inventory, materials management, warehousing, and operations personnel.

Dates and Locations:

2021 - TBD

Workshop Overview:

Speakers and case studies will cover various supply chain topics of interest. This annual two-day workshop is where subject matter experts and utility members share their knowledge and experience with the key issues in the supply chain functional areas. This year's meeting will be held in Vancouver, Wash., where you will build relations with others in your field, and have fun during the workshop and evening networking reception. Please check back for further details as the agenda and program are developed.

Please visit www.nwppa.org for the agenda and additional information, or contact Taryn Johnson at taryn@nwppa.org or (360) 816-1446.

WOMEN IN PUBLIC POWER CONFERENCE

Who Should Attend:

Women in the power industry.

Dates and Locations:

Fall 2020 - TBD

Conference Overview:

Women in Public Power is a learning conference that provides developmental opportunities for women in five critical areas of success: knowing yourself, creating connections, managing communications, building confidence, and strengthening resilience. Please visit www.nwppa.org for the agenda and additional information, or contact Elaine Dixon at elaine@nwppa.org or (360) 816-1445.

WILDFIRES: WHAT UTILITIES NEED TO KNOW

Who Should Attend:

Legislators, technology experts, first responders, and other utility representatives who have encountered wildfires.

Dates and Locations:

[January 22-23, 2020 - Seattle, Wash.](#)

Conference Overview:

The profound threat and costs of fire within our region continues to grow. We are witnessing escalating wildland fire behavior; increasing risks to utility crews and responders; significant loss of homes and property; dramatic growth in suppression costs; rising post-fire impacts; and continued injuries and loss of lives. With public power being thrust into the spotlight, those within the utility sector must act now to avert future disasters and stem the fiery tide. This conference will provide a forum unlike others for collaborative interaction and a focus on the following topics:

- Vegetation management
- Prevention and mitigation
- Fire risk assessment
- Drones: mapping, modeling, cameras
- Insurance and legal responsibilities
- Collaboration with local authorities

Also included will be a panel discussion with utility representatives from throughout the NWPPA region.

INTEREST GROUPS

ENVIRONMENTAL TASK FORCE MEETING

Who Should Attend:

Utility environmental professionals (new and experienced), government agency staff, vendors, and anyone who is tasked with or interested in environmental issues, regulatory compliance, or mitigation in the environmental arena of electric utilities.

Dates and Locations:

[January 7, 2020 - Seattle, Wash.](#)

[April 6, 2020 - Reno, Nev.](#)

[September 1, 2020 - Whitefish, Mont.](#)

Meeting Overview:

This is a regular meeting of the long-standing Environmental Task Force that examines environmental issues and the impact of current and proposed environmental regulations on electric utilities. This meeting occurs three times each year to review and discuss new and proposed regulations as well as issues facing each utility; and to hear from subject matter experts on key issues of the day, as well as from vendors with new technology or services. This is a solution-focused learning and networking venue that brings utility, industry, and government environmental professionals together on a regular basis.

The meeting is open to all. Please note that fees may apply depending upon your membership status with NWPPA.

Please contact Jenny Keesey at jenny@nwppa.org for additional information about this interest group.

LABOR AND EMPLOYEE RELATIONS GROUP MEMBER MEETING

Who Should Attend:

Members of the NWPPA Labor and Employee Relations Group: general managers, labor relations managers, operations managers, and human resource professionals.

Dates and Locations:

[February 26-27, 2020 - Tillamook, Ore.](#)

November 5-6, 2020 - Leavenworth, Wash.

Meeting Overview:

Join your peers at this member meeting where labor relations leaders share their experiences, recommendations, and lessons learned about key labor relations and human resource issues. Please visit www.nwppa.org for the agenda and additional information, or contact Taryn Johnson at taryn@nwppa.org for additional information about this interest group.



This program is valid for 8 PDCs for the SHRM-CPSM or SHRM-SCPSM.

MONTANA ENGINEERING ROUNDTABLE

Who Should Attend:

Engineering managers and staff from public electric utilities within Montana. (Only utility employees may attend this event.)

Dates and Locations:

September 2020 - TBD

Meeting Overview:

The long-standing NWPPA Montana Engineering Roundtable is designed to offer learning and networking opportunities for engineering personnel from electric utilities throughout NWPPA's membership within Montana. This is your chance to join with your Montana colleagues in a casual atmosphere to network and discuss key issues and hot topics that are important to you and your Montana customers. In advance of the meeting, please email any questions and discussion topics that you wish to add to the agenda to Dale Mayuiers at dale@nwppa.org. Questions and topics will be compiled and provided at the meeting.

INTEREST GROUPS

NORTHWEST ENGINEERING ROUNDTABLE

Who Should Attend:

Engineering managers and staff from public power utilities within Oregon, Washington, California, and Idaho.

Dates and Locations:

September 2020 - TBD

Meeting Overview:

The event is designed to offer learning and networking opportunities for engineering personnel from electric utilities throughout NWPPA's membership. Don't miss this chance to join with your colleagues and industry peers to discuss key issues and hot topics that are important to you and your customers, hear presentations of the latest best practices, and connect with colleagues to share your expertise and experience.

In advance of the meeting, please email any questions and discussion topics that you wish to add to the agenda to Dale Mayuier at dale@nwppa.org. Questions and topics will be compiled and provided at the meeting.

OREGON UTILITIES RECORDS MANAGEMENT GROUP

Who Should Attend:

Records managers, records coordinators, administrative assistants, executive assistants, and anyone managing records for their department.

Dates and Locations:

[April 30, 2020 - Eugene, Ore.](#)

Meeting Overview:

Join us for another meeting of the Oregon Utilities Records Group. We will discuss various records management issues pertaining to Oregon records law.

Please contact Jenny Keesey at jenny@nwppa.org for additional information about this interest group.

WASHINGTON UTILITIES RECORDS MANAGEMENT MEETING

Who Should Attend:

Records managers, records coordinators, administrative assistants, executive assistants, and anyone managing records for their department.

Dates and Locations:

2020 - TBD

Meeting Overview:

Join us for the first Washington Utilities Records Management meeting. During this meeting attendees will hear from a range of speakers presenting on topics specific to Washington state records laws, retention schedules, and more. A roundtable session will be held in the afternoon where you can find out which of your peers has an official records policy, discuss program implementations, and get answers to any questions you may have. A detailed agenda will be posted when available.

Please contact Jenny Keesey at jenny@nwppa.org for additional information about this interest group.

COMMITTEES, LISTSERVS, AND OTHER GROUPS

COMMITTEES

Joining an NWPPA committee ensures utilities are on top of the issues that are important to them. Section committees also assist in the planning of NWPPA conferences, workshops, and classes. Participants get the opportunity to share best practices with industry peers.

All NWPPA members are encouraged to participate in these important committees. For more information about committees, contact NWPPA member relations at info@nwppa.org or (360) 254-0109.

- Accounting & Finance Committee
- Administrative Professionals Committee
- Alaska Electric Utility Conference and Trade Show Committee
- Customer Service, Credit/Collections (3Cs) Committee
- Engineering & Operations Conference and Trade Show Committee
- Engineering Roundtable Advisors
- Environmental Task Force Advisory Committee
- Information Technology (IT) Committee
- Labor and Employee Relations Group (LERG) Committee
- Northwest Communications and Energy Innovations Conference (NIC) Committee
- Power Supply Committee
- Supply Chain Committee
- Training and Workforce Development Committee

LISTSERVS AND GROUPS

NWPPA hosts discussion groups where members communicate with each other on current topics of interest. If you would like to be added to any of these groups, please contact the group manager listed.

JENNY KEESEY

Training Manager
(360) 816-1448
jenny@nwppa.org

- Administrative Professionals Basecamp Group
- Environmental Task Force Basecamp Group
- Information Technology Listserv
- Oregon Utilities Records Management Group
- Washington Utilities Records Management Group

DALE MAYUIERS

Training Manager
(360) 816-1448
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- Engineering Professionals
- Operation Managers & Superintendents
- Safety Professionals
- Lineworkers
- Substation
- Metering

TARYN JOHNSON

Training Manager
(360) 816-1446
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- Customer Service, Credit/Collections Listserv
- Labor and Employee Relations Group Listserv
- Supply Chain Basecamp Group

ALL EMPLOYEES

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact:

Taryn Johnson at
taryn@nwppa.org or (360) 816-1446

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

THIS SECTION IS BROKEN DOWN INTO THREE SUB-GROUPS:



Utility Education



Individual Development



Office and Technology

ADVANCED PROJECT PLANNING, ORGANIZATION, AND EXECUTION

Who Should Attend:

Any utility employee looking for advanced instruction for organizing and/or managing projects.

Dates and Locations:

[April 21-22, 2020 - Spokane, Wash.](#)



Course Overview:

This course provides a fully interactive deep dive into several typically problematic project management topics and introduces change-driven project management.

Course Objectives:

Crucial Conversation teaches participants how to:

- How to uncover and effectively mitigate risks
- How to handle the difficult stakeholder

ELECTRIC UTILITY BUSINESS FUNDAMENTALS

Who Should Attend:

New employees, (we recommend at least six months at the utility before attending) experienced employees, utility commissioners, and board members who want to expand their understanding of how a utility business works.

Dates and Locations:

[February 25-26, 2020 - Boise, Idaho](#)

[July 28-29, 2020 - Hood River, Ore.](#)



Course Overview:

There are many interesting roles and opportunities in today's electric utility. With the changes in energy sources, community needs, legislative impact, and consumer requirements, being new in this business can be exciting and challenging. The acronyms alone are daunting! Even those with years of experience are finding that a refresher is helpful in order to see the big picture. This course is two days of content, examples, resources, and discussion to help get a handle on the various components of the business of the electric utility and how they fit together.

You'll leave this class with just enough knowledge to be dangerous!

ALL EMPLOYEES

CRUCIAL CONVERSATIONS

Who Should Attend:

Anyone who needs to communicate effectively with coworkers, as well as with customers and members, in his or her utility.

Dates and Locations:

[June 23-24, 2020 - Richland, Wash.](#)
[December 8-9, 2020 - Anchorage, Alaska](#)



Course Overview:

Whenever you're not getting the results you're looking for, it's likely a crucial conversation is keeping you stuck. Whether it's a problem with poor quality, slow time-to-market, declining customer satisfaction or a strained relationship – whatever the issue if you can't talk honestly with nearly anybody about anything, you can expect poor results.

Crucial Conversations is a two-day course that teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics – at all levels of the organization. By learning how to speak and be heard (encouraging others to do the same), you'll surface the best ideas, make the highest-quality decisions, and then act on your decision with unity and commitment.

CUSTOMER RELATIONS: BUILDING RAPPORT

Who Should Attend:

All employees who want to improve their internal and external customer relationships.

Dates and Locations:

[August 11-12, 2020 - Hood River, Ore.](#)



Course Overview:

This two-day course focuses on building the knowledge, attitudes, and skills necessary to deliver outstanding customer service with both internal and external customers. Topics covered include public relations, effective listening, rapport-building strategies, conflict resolution, effective communication tools, and stress management. Participants will learn how to handle potentially unproductive interactions and how to create positive experiences for both internal and external customers.

DYNAMIC DUO: OUTLOOK AND ONENOTE

Who Should Attend:

Anyone who uses Microsoft Outlook and would like to increase efficiency organizing electronic communication; and anyone who could benefit from OneNote's function as a simple, quick storage and reference system.

Dates and Locations:

[August 25, 2020 - Vancouver, Wash.](#)



Course Overview:

Take back the time you currently waste on managing electronic communication by learning how to use simple templates, tools for data retrieval, and automated Outlook functions. Using OneNote, develop ways to quickly store and retrieve data that usually resides on sticky notes and countless pieces of paper stacked on your desk. Learn how pairing Outlook with OneNote can give you a new set of tools to increase your efficiency.

This class is loaded with simple tactics that will save you countless hours spent on daily tasks. It also combines instructor demonstration and hands-on practice with Outlook and OneNote 2010 and 2013. Laptops pre-loaded with exercises will be provided by the instructor.

ALL EMPLOYEES

ELECTRIC UTILITY SYSTEM OPERATIONS

Who Should Attend:

Any electric utility industry employee (utility or vendor) whose job performance will benefit from a basic understanding of the operations side of the utility business, including engineering, operations, safety, purchasing, information technology, regulatory and rates, customer service, public relations, legal, accounting, utility commissioners, and board members.

Dates and Locations:

[June 2-3, 2020 - Vancouver, Wash.](#)

[May 6-7, 2020 - Boise, Idaho](#)

[September 15-16, 2020 - Billings, Mont.](#)



Course Overview:

This popular two-day course presents a clear understanding of the technical heartbeat of the utility by providing employees with a comprehensive understanding of electric utility system operations, including generation (fossil fuel, hydro, and nuclear generation), transmission, and distribution (down to 120V/240V residential connections). You will learn how all key pieces of equipment in the system are built, how the equipment operates and how the equipment functions in the overall operations of a utility system. The course assumes no electrical background and builds on the basics to provide a comprehensive understanding of the equipment and operation of the electric utility system.

Note: Course may be eligible for credit towards NRECA Board Leadership Certificate program.

ELECTRIC DISTRIBUTION SYSTEMS

Who Should Attend:

Engineers, line workers, substation workers, apprentices, and support staff that have direct responsibility for the construction, operation, and maintenance of the utility's distribution system.

Dates and Locations:

[March 18-19, 2020 - Portland, Ore.](#)



Course Overview:

This popular course provides in-depth coverage of an electric utility's distribution system from the substation to a customer's outlet. Topics covered include substation transformers and testing; step and touch potential; various systems which customers may request, such as single-phase and three-phase power; details of overhead and underground electrical systems; reliability; transformer and capacitor details; and substation communications.

Note: Course may be eligible for credit towards NRECA Board Leadership Certificate program.

Prerequisite: It is highly recommended that students complete Electric Utility System Operations before attending this class. Those who do not must have substantial experience in the basics of electric systems and utility operations.

ALL EMPLOYEES

THE ESSENTIALS TO OUTLOOK AND WORD

Who Should Attend:

Individuals new to Word or Outlook, or self-taught users. Students should have basic computer, Windows, and Microsoft Office knowledge.

Dates and Locations:

This course can be offered onsite at your Utility.

Please contact Taryn Johnson at taryn@nwppa.org or (360) 816-1446 to schedule this training.



Course Overview:

In this course, students will learn the essentials of Microsoft Outlook and Word. Participants gain the knowledge and confidence to maximize Outlook tools such as email best practices, searching, and calendaring. Participants also gain confidence using Word tools such as views, formatting (character, paragraph, sections), tables, and basic styles.

Course Objectives:

- Apply best practices to emails and calendar items
- Choose and use the most appropriate calendar item: appointment, event, or meeting
- Quickly find emails from managers and co-workers
- View Word documents in the most advantageous way
- Select formatting options for text, paragraphs, and sections
- Utilize Word and Outlook tables to organize information

EXCEL FROM THE BOTTOM UP

Who Should Attend:

Individuals new to Excel or self-taught users. Students should have basic computer, Windows, and Microsoft Office knowledge.

Dates and Locations:

This course can be offered onsite at your Utility.

Please contact Taryn Johnson at taryn@nwppa.org or (360) 816-1446 to schedule this training.



Course Overview:

In this course, students will learn the essentials of Microsoft Excel from data entry through absolute referencing and charts. Participants gain the knowledge and confidence to utilize essential Excel capabilities such as data entry, formatting, calculations, and charts.

Course Objectives:

Upon successful completion of this course, students will be able to:

- Quickly enter data using a variety of techniques
- Format cells, columns, rows, and worksheets
- Enter a simple calculation and function
- Fill a calculation or function to adjacent cells
- Apply an absolute or relative reference
- Insert and format a chart

ALL EMPLOYEES

PRESENTING WITH CONFIDENCE

Who Should Attend:

Anyone who wants to increase his or her presentation skills with both internal and external customers.

Dates and Locations:

2020 - TBD

This course can be offered onsite at your Utility.

Please contact Taryn Johnson at taryn@nwppa.org or (360) 816-1446 to schedule this training.



Course Overview:

"According to most studies, people's number-one fear is public speaking. Number two is death. Death is number two. Does that sound right? This means to the average person, if you go to a funeral, you're better off in the casket than doing the eulogy." — Jerry Seinfeld.

If you have ever felt that giving a presentation would be the worst moment of your career, or perhaps just want a confidence boost, this class will help. You'll learn a variety of techniques to improve your presentation skills and walk away with practice exercises to get you ready for your next presentation.

Webinar Topics:

Techniques that improve presentation skills:

- Mastering your content
- Using non-verbal communication to demonstrate confidence
- Preparing a strong opening and closing
- When and how to use visuals to increase your effectiveness
- How to elicit involvement/interaction from participants
- How to manage challenging participants

PROJECT PLANNING, ORGANIZATION, AND EXECUTION

Who Should Attend:

Any utility employee responsible for organizing and/or managing projects.

Dates and Locations:

[October 13-14, 2020 - Seattle, Wash.](#)



Course Overview:

The ability to create and lead successful projects is no longer left solely to professional project managers. These skills are now required by the vast majority of positions as projects have become more complex and increasingly important.

Well-run projects depend on the foundation laid in the initial planning stages; care and precision in project organization; and excellent teamwork. The program will start by reviewing what a project is; the fundamental elements of managing a project; and an understanding of how to initiate and plan a project. The program will then focus on managing projects, which involves establishing and motivating a team, working closely with stakeholders, and paying attention to all the things that make a project successful. The program will wrap up with a review of what needs to take place to close the project.

ALL EMPLOYEES

USING STYLES AND BUILDING BLOCKS IN WORD

Who Should Attend:

Anyone who currently uses Microsoft Word and would like to increase his or her knowledge and efficiency utilizing simple automation and styles.

Dates and Locations:

[August 26, 2020 - Vancouver](#)



Course Overview:

In this course, attendees will develop mastery of their documents by learning advanced find/replace techniques; the manipulation of styles; and how to use the Navigation Pane and outline view. They will also learn the creation of an automatic table of contents; building blocks; mastery of headers and footers; and how to use comments.

Course Objectives:

Upon successful completion of this course, attendees will be able to:

- Use advanced selection techniques
- Find and replace special characters
- Create and use character, paragraph, and heading styles
- Use the navigation pane for navigation and organization
- Use outline view
- Automatically create a table of contents
- Work efficiently in headers and footers
- Collect and use up to 24 items with the Office Clipboard
- Utilize built-in building blocks in Word
- Create and save building blocks in Word
- Confidently apply Word even/odd page header and footers
- Create stationary using Word's "Different First Page" section

UNLEASH YOUR INNER SUPERHERO

Who Should Attend:

Anyone who needs to communicate effectively with coworkers, customers, and members, in his or her utility.

Dates and Locations:

This course is offered onsite at your Utility. Please contact Taryn Johnson at taryn@nwppa.org or (360) 816-1446 to schedule this training.



Course Overview:

If you were a superhero, what kind of superhero would you be and why? Consider the traits of a superhero:

- (1) they earn the respect of others
- (2) they are helpful in solving problems (3) they help everyone in need without regard to protected class status
- (4) they exhibit courage in the face of fear
- (5) they put the needs of the many (e.g., the organization) above their own self-interests.

Don't look now, but your inner superhero just showed up! Each of us has untapped courage, power and potential; if only we could give that potential a voice and a mission. If you were a superhero, what would you be doing differently in your personal and professional life? Do you know how to overcome your personal kryptonite? Are you Engaged at work or Disengaged? Who do you want to be? Swoop in and join us for this fun and empowering program as we explore powerful tips and strategies for unleashing your inner superhero to achieve more personal and professional growth. All Superheroes welcome!

Note: This course can be offered in sessions ranging from 90 minutes to three hours.

ACCOUNTING AND FINANCE

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact:

Jenny Keesey at
jenny@nwppa.org or (360) 816-1448

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

ACCOUNTING & FINANCE FUNDAMENTALS FOR UTILITY PERSONNEL

Who Should Attend:

Administrative professionals and anyone who wants to understand how each role in the utility impacts the budget and financial statement.

Dates and Locations:

TBD

Course Overview:

This one day course has been designed by Kim Mikkelsen for all employees of utilities and is based on the premise that "every employee and every task performed at the utility has an impact on the ultimate bill sent to a member/customer." Mikkelsen will describe how the impact of your job can be measured and evaluated. Practical examples will be provided for improving favorable outcomes and minimizing those that are not as favorable. Employees will learn skills that help their system achieve financial security and long-term benefits for members. Utility systems' financial cornerstones will be revealed in terms that all employees can understand. The class will conclude with a discussion of employees' participation in the financial health of the utility; budgeting, cash flow, and the importance of tracking expenses will also be highlighted.

ACCOUNTING, FINANCE, AND RUS/FERC ACCOUNTING FUNDAMENTALS FOR UTILITY PERSONNEL

Who Should Attend:

Administrative professionals and anyone who wants to understand how each role in the utility impacts the budget and financial statement.

Dates and Locations:

[December 9-10, 2020 - Seattle, Wash.](#)

Course Overview:

This one-and-a-half-day course will take you through the fundamentals of FERC (RUS) accounting and provide practical examples you can use in your utility. Employees will learn how to research and learn these fundamentals from the source document rather than we've always done it that way. Employees will learn skills that help their utility's system achieve financial security and long-term benefits for members in a language that all employees can understand.

The course concludes with a discussion of employees' participation in the financial health of the utility. Budgeting, cash flow, and the importance of tracking expenses are highlighted. At the completion of the workshop, participants will have a more complete understanding of their personal impact on their system's financial success. Employees will also be able to utilize online tools in researching FERC/RUS accounting and construction practices of utilities.

Course Topics:

- Analysis of the financial reports (balance sheets, statements of operations)
- Billing (accounts receivable turnover, write-offs, delinquency)
- Plant accounting (inventory, engineering and operations, work order procedures)
- Financial management (equity changes, capital credits, TIER, DSC, general funds, cash management, capitalization ratio, cost-of-service study, equity management, capital credits, legal challenges, allocation, retirement pros and cons)
- Member services (marketing, communications)

ACCOUNTING AND FINANCE

CFO & SENIOR ACCOUNTANT WEBINAR SERIES

Who Should Attend:

CFOs, senior accountants, accounting staff, and finance staff wanting to better understand various organizational accounting topics.

Dates and Locations:

January 30-May 20, 2020 and July 16-October 15, 2020 – Online

Overview:

This is a ten-part series of webinars for CFO's and Senior Accountants, that will be held January through May, and July through October of 2020. Please see below for individual course descriptions.

NEW LEVERAGING THE HIGHEST VALUE FROM AVAILABLE DATA

Who Should Attend:

CFOs, Senior Accountants, any accounting and/or finance staff who want to better understand FTTH and related business planning.

Dates and Locations:

[January 30, 2020 – Online](#)

Webinar Overview:

This webinar will aid participants in understanding how to identify and utilize data and information typically available through outsourced and internal financial studies. Types of data sets and structures will be identified, as well as the demonstration of various tools that can be readily designed to use the data for broader purposes throughout departments and divisions within your agency. Tips and strategies will be covered regarding how to collaborate between various departments to get the highest value from leveraging the available data.

NEW MANAGING THE FINANCES OF YOUR ORGANIZATION

Who Should Attend:

CFOs, Senior Accountants, any accounting and/or finance staff who want to better understand equity position.

Dates and Locations:

[February 19, 2020 – Online](#)

Webinar Overview:

In this webinar participants will learn about equity, various metrics that are used in measuring equity and its impact, decisions that impact the equity position and what constitutes a healthy equity position for your utility. Participants will learn methods of providing financial expertise regarding the overall financial position of their organization in an understandable manner.

NEW WORK PLAN OVERSIGHT

Who Should Attend:

CFOs, Senior Accountants, any accounting and/or finance staff who want to better understand work plan oversight.

Dates and Locations:

[March 18, 2020 – Online](#)

Webinar Overview:

Participants will learn how to manage the largest investment on the balance sheet which is Total Utility Plant. Various aspects of depreciation, the impact of contribution in aid of construction, operation and maintenance costs over time, and planning for the replacement of plant will be discussed. This webinar will correlate sales and the addition of services trends to plant investment trends. Bring your year-end Operating Statement and Balance Sheet to take a look at 2019 year-end results.

ACCOUNTING AND FINANCE

NEW IMPORTANT CFO DUTIES

Who Should Attend:

CFOs, Senior Accountants, any accounting and/or finance staff who want to better understand CFO duties.

Dates and Locations:

[April 16, 2020 – Online](#)

Webinar Overview:

In this webinar, participants will consider those “other” duties of the CFO. Big picture responsibilities in the areas of policies, bylaws, and articles of incorporation will be discussed. Day to day challenges including challenging financial situations, process improvement, internal controls, and communicating your financial story will be topics. Details around financial policies pros and cons, rate policies and capital credit policies will also be discussed to round out this webinar.

NEW EXPANDING BEYOND THE DISTRIBUTION OF ELECTRICITY

Who Should Attend:

CFOs, Senior Accountants, any accounting and/or finance staff who want to better understand FTTH and related business planning.

Dates and Locations:

[May 20, 2020 – Online](#)

Webinar Overview:

During this webinar, participants will learn key financial considerations that are useful when evaluating providing services beyond the distribution of electricity. In a time of broadband and fiber to the home (FTTH) deployment and various subsidiary investments it is critical that the financial indicators are considered and communicated. This webinar will provide suggestions when preparing financial evaluation of investments as well the need for documenting assumptions and expectations for a business plan related to the above-mentioned topics.

NEW CASH FLOW

Who Should Attend:

CFOs, Senior Accountants, any accounting and/or finance staff wanting to better understand the cash flow concepts in the electric utility industry.

Dates and Locations:

[July 16, 2020 – Online](#)

Webinar Overview:

During this webinar, participants will learn about the direct and indirect cash flow statements, and develop and practice analytical skills in relationship to the cash flow statement. Topics will include capital replacement decisions, project go or no-go analysis, estimation of cash flow, and the impact of biases. Areas of focus will include the three activities within the utility cash flow: operational activities, investing activities and financing activities.

NEW INVESTMENTS

Who Should Attend:

CFOs, Senior Accountants, any accounting and/or finance staff wanting to discuss investments on the Balance Sheet.

Dates and Locations:

[August 20, 2020 – Online](#)

Webinar Overview:

During this session, participants will dive into the investments area on the balance sheet. Participants will learn about the impact of external investments and internally held investments. In addition, participants will learn key concepts to assist them in stepping through the process of determining if an investment by the utility is a positive or negative recommendation. As a result, you will be armed with the ability to help your utility determine the impact of decisions that increase the asset value of the balance sheet.

ACCOUNTING AND FINANCE

NEW TIME VALUE OF MONEY

Who Should Attend:

CFOs, Senior Accountants, any accounting and/or finance staff wanting to better understand and evaluate time value of money calculations and impact.

Dates and Locations:

[September 24, 2020 – Online](#)

Webinar Overview:

Participants will visit and build on time value of money concepts. This webinar will begin with the basic input components and built in complexity over the webinar timeframe. Participants will learn about financial measurements including return on equity, the Du Pont equation, Return on Assets (ROA), and the equity multiplier. Additional concepts will include benchmarking and comparative ratios, capital and long-term planning, project cash flows, payback, Net Present Value (NPV) of cash flow, Internal Rate of Return (IRR), the value of a debrief process, time value of money, present value, discounting capital credits, weighted average cost of capital, and cost of debt.

NEW CAPITAL & LONG-TERM PLANNING

Who Should Attend:

CFOs, Senior Accountants, any accounting and/or finance staff wanting to better understand a capital budget or the long-term planning processes that will assist your utility in planning processes designed to prepare your utility for a successful future.

Dates and Locations:

[October 15, 2020 – Online](#)

Webinar Overview:

There are many competing demands challenging how our utility could and should spend money each year on general plant investments and long-term asset investments. This webinar is designed to help you best prepare your utility on the reasons and core concepts that should be considered when determine when and how much should be spent on capital infrastructure. Participants will step through a list of considerations in evaluating lease versus buy decision. Discussion regarding the need for change, flexibility and firm planning practices will be included. Participants will explore various approaches and considerations in the important processes of planning and preparing for the future.

EVALUATING CAPITAL PROJECTS

Who Should Attend:

Utility accounting and finance personnel, and any employee who budgets for capital projects.

Dates and Locations:

TBD

Course Overview:

In this one-day program, attendees will learn how to evaluate capital projects based on several estimates of return on investment for the utility. Attendees will compare IRR, NPV, and payback methods to understand their respective strengths and weaknesses. We will also discuss the utilities weighted average cost of capital (WACC) and how it impacts capital budgeting decisions.

THE FINANCE AND ACCOUNTING IMPACT OF STRATEGIC PLANNING

Who Should Attend:

Accounting and finance staff, supervisors, and management, as well as any employee ultimately responsible for implementing the strategic plan.

Dates and Locations:

[October 20, 2020 - Spokane, Wash.](#)

Course Overview:

This one-and-a-half-day course has been designed by Teri Wallis to build a bridge between the approval of a strategic plan and the implementation and execution of it. This course will benefit the employees of utilities who ultimately make any plan happen. Just about every decision has a financial impact, so this course will keep the financial and accounting ramifications the central focus.

Note: You will need to bring:

- Your organization's Strategic Plan and follow-up documents created to execute your plan
- Year-end financial report

ACCOUNTING AND FINANCE

FRAUD FUNDAMENTALS FOR UTILITY PERSONNEL

Who Should Attend:

Mid- and senior-level management, as well as those involved in the accounting, treasury, purchasing, inventory, cashier, billing, and collection functions at the utility.

Dates and Locations:

TBD

Course Overview:

This course brings out the importance of safeguarding the utility's assets from loss or abuse by those both inside and outside of the entity's walls, and helps identify how to prevent fraud from happening. If you firmly believe that fraud cannot happen at your utility, it may already be occurring right under your nose.

This course will also examine recent cases of fraud that occurred at electric utilities. Participants will also explore methods to identify the weaknesses at their utility that are ripe for the taking.

INNOVATIVE RATE DESIGN

Who Should Attend:

Staff, analysts, and managers who are new to rate setting or the utility industry, as well as those new to demand response or interested in developing or updating a demand response program for their utility.

Dates and Locations:

TBD

Course Overview:

This two-day course will introduce basic and advanced rate design concepts to participants. The course will review the latest industry rate trends; evaluate new rate structures; and explain how to recover fixed costs and fund infrastructure investments. Hear how other utilities are integrating distributed energy resources and restructuring rates. Gain hands-on experience by designing rates for a sample utility.

MANAGERIAL ACCOUNTING WITH KEY RATIOS

Who Should Attend:

Anyone who has completed at least two modules of NWPPA's Utility Accounting Certificate Program, or anyone with significant utility accounting/finance experience.

Dates and Locations:

[May 13-14, 2020 - Vancouver, Wash.](#)

Course Overview:

The financial statement of a utility is just a starting point. From there, accounting looks back—it's your brake lights, and it doesn't change anything—and financial management looks forward—it's the headlights, the beacon to guide your system's future, and the navigator. This course will navigate these strategies and include the following topics:

- Key evaluation and development of strategies in billing, operations, engineering, communications, governance costs, and finance
- Creating a healthy, realistic equity strategy
- Evaluating cash flow
- Adequacy in budget development and capital planning
- Allocation and distribution of patronage capital credits

Your tool packet will include Excel spreadsheets that you can take home to shine a beacon of light on your system. These are navigational tools that, when used with good and accurate input information, will yield a rational course of direction to guide your utility forward.

ACCOUNTING AND FINANCE

NUTS AND BOLTS OF WORK ORDERS

Who Should Attend:

Employees involved in any aspect of preparing and/or processing work orders for their electric utility, or employees outside the accounting area who want a better understanding of the work order process.

Dates and Locations:

TBD – 2020

This course can be offered onsite at your Utility.

Please contact Jenny Keesey at jenny@nwppa.org or (360) 816-1458 to schedule this training.

Course Overview:

Over 75 percent of a utility's assets are in plant—quite a big chunk of money requiring a big chunk of skill to track. Every dollar charged to plant will show up in a utility bill sent to the consumer. Therefore, this course will tackle 1) How does the plant land on the power bill? and 2) How will the system finance the cost? Other topics will include:

- How and when a work order will be set up (capital versus expense)
- How the project will be built (line staking)
- What charges will be assigned to the work order (components of construction cost)
- How to measure if the charges are proper (internal controls and key ratio analysis)
- What odd things may be encountered and suggested actions (CPRs and special equipment)

Note: There are items that must be brought to class in order to receive the full benefit. Please visit the website for further details.

UNBUNDLED COST OF SERVICE AND RATE DESIGN

Who Should Attend:

Accounting and finance staff, policy makers, or any utility employee with an interest in ratemaking and/or cost of service analysis.

Dates and Locations:

TBD

Course Overview:

This two-day class is offered as part of the NWPPA Utility Accounting and Finance Certificate Program. It provides an introduction to utility ratemaking and the potential impact to utilities in our restructured industry. Participants will develop an understanding of the theory surrounding unbundled rates and the development of unit costs by function (generation, transmission, distribution, etc.), customer class, or rate schedule. Rate design in a competitive environment will be a key topic covered in the course.

A demonstration of the cost of service calculation spreadsheet will be held on day two. This complex tool will allow you to enter a variety of variables or scenarios specific to your utility and is quite capable of guiding your ratemaking process.

UNDERSTANDING THE WORK ORDER SYSTEM

Who Should Attend:

Employees involved in any aspect of preparing and/or processing work orders for their electric utility, or employees outside the accounting area who want a better understanding of the work order process.

Dates and Locations:

[February 26-27, 2020 - Sacramento, Calif.](#)
[September 16-17, 2020 - Billings, Mont.](#)

Course Overview:

Public utilities' biggest investment is the electric infrastructure assets including poles, wire, and transformers needed to deliver electricity. It's a complex process to take raw materials, labor, and overheads and convert them to our organization's largest asset. This workshop will provide an overall understanding of the work order system, how the investment gets paid for, and an exploration of numerous components within the work order system.

Together, we will step through this intricate process to understand the components, as well as understand how it shows up on the monthly billing statement to the consumer.

ADMINISTRATIVE PROFESSIONALS

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact:

Jenny Keesey at
jenny@nwppa.org or (360) 816-1448

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

ADMINISTRATIVE PROFESSIONAL SERIES: WHAT EVERY PROFESSIONAL NEEDS TO KNOW: ALL THREE DAYS

Who Should Attend:

Administrative assistants, executive assistants, or employees in administrative or service-oriented roles.

Dates and Locations:

[October 6-8, 2020 - Missoula, Mont.](#)

Course Overview:

This is a three-day series of classes that provides utility-specific information directed toward administrative assistants and executive secretaries who want to become more effective in managing their tasks and in communicating with others. By registering for all four classes, you will receive a discount off the total registration fee. Please see below for individual course descriptions.

ADMINISTRATIVE PROFESSIONAL SERIES: MAINTAINING POSITIVE WORKING RELATIONSHIPS

Dates and Locations:

[October 6, 2020 - Missoula, Mont.](#)

Course Overview:

Administrative Professionals represent themselves, their bosses and their organizations. To achieve the goals of the organization, positive working relationships between co-workers are a must. This can be difficult at times. This one-day course is designed specifically to help increase cooperative and productivity through teamwork. The importance of recognizing unconscious bias and prejudice while using the diversity of the team to accomplish tasks and meet critical deadlines will be discussed. Strengths and opportunities for improvement will be examined through an analysis of best practices for working with internal customers. Attendees will leave with a plan for continuing or cultivating more positive relationships with others even in challenging situations.

ADMINISTRATIVE PROFESSIONAL SERIES: BUSINESS COMMUNICATIONS ACROSS PLATFORMS

Dates and Locations:

[October 7, 2020 - Missoula, Mont.](#)

Course Overview:

This one-day course will cover the varied aspects of communication that Admins use daily in their business environment. Topics include effectiveness in listening, verbal and non-verbal communication. Written communication across platforms such as e-mails, memos, letters and minutes will be covered. The ABCs of great communication – Accuracy, Brevity and Clarity – will be stressed along with the importance of professionalism in ALL aspects of communication both inside and outside the organization.

ADMINISTRATIVE PROFESSIONALS

ADMINISTRATIVE PROFESSIONALS SERIES: UNDERSTANDING THE UTILITY BUSINESS

Dates and Locations:

[October 8, 2020 - Missoula, Mont.](#)

Course Overview:

ALL utility employees regardless of position or responsibility need to understand their chosen business. The more they understand the complexity of the electric utility business, the better they can serve and integrate with their co-workers and the end-use consumers and other stakeholders. This one-day course is designed to acquaint these non-technical employees with the basic of electricity and the electric system including generation, transmission and distribution. Special attention will be given to public power and its role in the development of the North American grid. Attendees will be leave with a deeper knowledge and greater appreciation of the utility business model. Information on each person's state and region will be provided.

ADMINISTRATIVE PROFESSIONALS

ADMINISTRATIVE PROFESSIONAL SERIES: OPTIMIZING PERFORMANCE IN CHALLENGING TIMES AND SITUATIONS: ALL THREE DAYS

Who Should Attend:

Administrative assistants, executive assistants, and employees in administrative or service-oriented roles.

Dates and Locations:

[December 8-10, 2020 - Seattle, Wash.](#)

Course Overview:

This is a three-day series of classes which provides utility-specific information directed toward administrative assistants and executive secretaries who want to become more effective in managing their tasks and in communicating with others. By registering for all three classes, you will receive a discount off the total registration fee.

Please see below for individual course descriptions.

ADMINISTRATIVE PROFESSIONALS SERIES DAY ONE: POSITIVE ASSERTIVENESS IN THE WORKPLACE

Dates and Locations:

[December 8, 2020 - Seattle, Wash.](#)

Course Overview:

Administrative professionals are in a position to communicate on behalf of their bosses and to communicate information to their bosses that is necessary for good decision making. This one-day course will reiterate that there is a right and a wrong way for workers to state their case. The right way is in a forthright, positively assertive manner. Attendees will gain insight into how to avoid pitfalls that get in the way of positive communication and how to operate with more confidence. A section on confidently making decisions will also be covered. The result will be employees whose communication and decision-making skills are enhanced.

ADMINISTRATIVE PROFESSIONAL SERIES DAY TWO: MANAGING TIME, CHANGE, AND STRESS

Dates and Locations:

[December 9, 2020 - Seattle, Wash.](#)

Course Overview:

In today's workplace, employees are experiencing tremendous challenges that pull them in many directions all at once. There are tremendous changes underway in organizational strategies and priorities. Without strategies for better organization, dealing with constant change, and managing stressors and the resulting stress, employees cannot maintain the productivity and quality demanded of them. This course will focus on the important personal skills of flexibility, self-control, self-determination, and stress mitigation. Specific subjects covered will include analyzing how time is spent, controlling time-wasters (such as interruptions and procrastination), and identifying major changes and their response in the past and going forward.

ADMINISTRATIVE PROFESSIONAL SERIES DAY THREE: RESOLVING CONFLICT IN THE WORKPLACE

Dates and Locations:

[December 10, 2020 - Seattle, Wash.](#)

Course Overview:

Collaboration among co-workers to meet the organization's goals has never been more important. Organizations are expecting employees at all levels to work together--often across functions--to solve problems and make decisions that were once the exclusive responsibility of management. This new way of working also creates new opportunities for conflict making. Resolving conflict is a necessary skill for all workers. This one-day course provides participants with the skills to turn conflict into opportunities to achieve positive results. Attendees will explore their past experiences and habits in dealing with conflicts, learn new ways of thinking about conflict, understand choices they have in conflict, as well as analyzing their individual level of emotional intelligence. They will leave with tips and techniques to keep their emotions in check, to help others go from unreasonable to reasonable, and to have difficult but necessary conversations.

ADMINISTRATIVE PROFESSIONALS

ADMINISTRATIVE PROFESSIONAL SERIES: EXPANDING YOUR ABILITY TO INFLUENCE: ALL THREE DAYS

Who Should Attend:

Administrative assistants, executive assistants, and employees in administrative or service-oriented roles.

Dates and Locations:

[March 4-6, 2020 - Anchorage, Alaska](#)

Course Overview:

This is a three-day series of classes that provides utility-specific information directed toward administrative assistants and executive secretaries who want to become more effective in managing their tasks and in communicating with others. By registering for all three classes, you will receive a discount off the total registration fee. Please see below for individual course descriptions.

ADMINISTRATIVE PROFESSIONAL SERIES DAY ONE: USING DIPLOMACY, TACT, AND DISCRETION TO BUILD TRUST

Dates and Locations:

[March 4, 2020 - Anchorage, Alaska](#)

Course Overview:

Diplomacy, tact, and discretion are all key communication concepts in building a professional image and in building the trust that is necessary in good relationships. Administrative professionals are in positions that include situations with internal and external customers that must be handled diplomatically and tactfully. Their positions also make them privy to information that must be handled with the utmost discretion. In this one-day course, the importance of these concepts will be thoroughly examined. Specific examples of situations, phrasing, and ethical dilemmas that call for diplomacy, tact, and discretion will be used during class instruction and role play.

ADMINISTRATIVE PROFESSIONAL SERIES DAY TWO: GETTING SUPPORT FOR YOUR IDEAS

Dates and Locations:

[March 5, 2020 - Anchorage, Alaska](#)

Course Overview:

This one-day course builds specific skills that will help attendees explain and gain support for ideas that may entail difficult, complicated, or unpopular ideas, policies, or changes. Skills will include how to state the purpose and main point of a message; how to present points to aid understanding; how to summarize main points; and how to handle reactions to what is presented. One-on-one interactions, as well as skills for presenting ideas to a group, will be covered. Attendees will leave with new verbal and non-verbal skills to help them organize, prepare, and present their ideas while overcoming their fear of speaking or speaking up.

ADMINISTRATIVE PROFESSIONALS SERIES DAY THREE: PROFESSIONAL DEVELOPMENT THROUGH SMART GOALS AND SELF-APPRAISALS

Dates and Locations:

[March 6, 2020 - Anchorage, Alaska](#)

Course Overview:

Employees need a clear view of their role in the organization's success. To do that, they must clearly understand the organization's vision, mission, goals, and objectives. This can only happen when there are mutually agreed upon, straightforward performance expectations. This class introduces the importance of administrative professionals' professional development through the use of SMART goals that align their development with their manager's and organization's goals. It provides participants with the skills needed to honestly self-appraise and discuss performance and performance expectations with others in a way that is focused and productive.



CUSTOMER AND ENERGY SERVICE

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact:

Taryn Johnson at
taryn@nwppa.org or (360) 816-1446

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

COMMUNICATION ESSENTIALS FOR SUCCESS

Who Should Attend:

Anyone who needs to communicate effectively with coworkers, as well as with customers and members, in his or her utility.

Dates and Locations:

[September 22-23, 2020 - Boise, Idaho](#)

Course Overview:

During this class, you will explore your own communication approach and learn how to flex your style to that of others for greater effectiveness.

First, using a special assessment tool, you will identify your own communication style; based on that information, you will learn how your style both helps and hinders your interaction with others. Next, you will look at a variety of communication methods and learn how best to interact with your peers, direct reports, and customers in a way that helps conversations become successful interactions.

You will also look at generational communications, gender, and cultural differences to determine the best methods to utilize for a variety of audiences. Finally, you will look at methods to manage stress during difficult communication situations.

COMMUNICATION TUNE UP WEBINAR SERIES: ALL THREE SESSIONS

Who Should Attend:

Anyone who wants to increase his or her communication skills to be more effective working with both internal and external customers.

Dates and Locations:

[February 18-April 21, 2020 - Online](#)

Webinar Overview:

This is a three-part series of webinars on communication skills. You may register for each one separately or for all three at a discounted price.

Please see below for individual course descriptions.

NEW INTERPERSONAL COMMUNICATION IN THE WORKPLACE

Dates and Locations:

[February 18, 2020 - Online](#)

Webinar Overview:

This webinar provides a solid foundation for effective workplace communication by focusing first on interpersonal communication. Participants will grasp the importance of active listening, understand the impact of nonverbal communication, apply questioning techniques to promote better understanding, and present messages efficiently and effectively—all while focusing on closing the communication feedback loop. Additionally, participants will increase self-awareness and learn how to observe communication styles in order to more successfully build interpersonal communication skills.

NEW HOW TO HANDLE CRITICAL CONVERSATIONS

Dates and Locations:

[March 17, 2020 - Online](#)

Webinar Overview:

This course builds a more specialized communication skill: handling difficult conversations well, even when the stakes are high and/or people get emotional. Participants will recognize what makes a conversation critical, learn the importance of staying in dialogue, identify and combat non-productive behaviors that can emerge, stay focused on real objectives, influence others through listening and speaking persuasively, all while applying emotional intelligence to transform a confrontational situation into a cooperative one.

CUSTOMER AND ENERGY SERVICE

NEW

CROSS-GENERATIONAL & CULTURAL COMMUNICATION

Dates and Locations:

[April 21, 2020 – Online](#)

Webinar Overview:

Communication gaps in the workplace can often be attributed to cultural or generational differences. This 90-minute webinar will heighten participants' awareness of how cultural and generational factors influence interactions. Participants will come away with an appreciation of how individual "lenses" come into play, and will build a flexible communication approach that can improve the effectiveness of any interaction.

DO'S AND DON'TS OF CUSTOMER BANKRUPTCY

Who Should Attend:

Employees within the customer service, credit, and collections departments of public power utilities.

Dates and Locations:

2020 - TBD

This course can be offered onsite at your Utility.

Please contact Taryn Johnson at taryn@nwppa.org or (360) 816-1446 to schedule this training.

Course Overview:

Almost one million businesses and individuals file bankruptcies annually in the United States. Although bankruptcies filed by customers are a challenge for any business, they present a special type of challenge for utilities due to the necessity of their services to consumers. Utilities must find a balance between following the laws as they relate to bankruptcy while being responsive to their customers and limiting the exposure to revenue loss. This course covers all the basic information relating to bankruptcies that utility employees need.

Course Objectives:

- Defining bankruptcy
- Understanding the five types of bankruptcies
- Basic bankruptcy terminology
- Current bankruptcy law (Title 11 US Code)
- Debtor and creditor rights under bankruptcy
- How utility bills are treated under bankruptcy
- A step-by-step procedural guide
- Ensuring policies, bylaws, and procedures are synced

OUTAGE COMMUNICATIONS

Who Should Attend:

Employees within the customer service, credit, and collections departments of public power utilities.

Dates and Locations:

2020 - TBD

This course can be offered onsite at your Utility.

Please contact Taryn Johnson at taryn@nwppa.org or (360) 816-1446 to schedule this training.

Course Overview:

Electric utilities depend on their front-line personnel (customer service representatives, receptionists/cashiers, dispatchers, call center employees) to represent them in a professional, efficient manner. These employees are the face and voice of the organization and are many times completely responsible for creating the consumers' opinion of their utility.

This is never truer than when the utility faces a crisis situation. And, of course, the most common situation is an outage. Today's consumers are so dependent on the reliable service offered by their utility, that any outage – from a reclosure operating resulting in a blink to a transmission issue resulting in a lengthy outage – upsets them.

The way the front-line personnel respond can impact consumer trust and the perceived integrity of the utility and its leadership, as well as the continued fiscal success of the utility. As a result, all employees must speak with one voice in these situations.

The class will be a combination of instruction, class discussion, and practice sessions featuring a variety of outage scenarios.

Course Objectives:

This one-day course will help attendees understand:

- The importance of all employees speaking with one voice
- The ramifications that their individual actions can have on the utility
- How to respond in a measured professional manner
- The importance of choice of words, the tone of voice, and body language

CUSTOMER AND ENERGY SERVICE

RAISING YOUR ENERGY IQ 101

Who Should Attend:

All utility employees can benefit from this course, especially those who interact with customers or have the need to explain residential home energy consumption.

Dates and Locations:

[May 20-21, 2020 - Richland, Wash.](#)

Course Overview:

The electric utility industry is undergoing dramatic changes, and customers' expectations of their utility are increasing. Your customers now expect you to be an energy expert.

This class will review the changes in our industry and the strategic role utility employees play in developing strong relationships with, and gaining loyalty from, their customers.

During this two-day class, you will learn important principles to help you better understand energy use; the equipment that uses energy in customer homes; what does and does not cause high bills; and the proper approach to addressing your customers' questions and concerns regarding their energy use. Numerous energy myths will be unmasked.

Whether you have worked for a utility for 30 days or 30 years, your energy expertise will increase by the end of this class. You will also learn how high-bill inquiries (complaints) can be used to actually strengthen your relationships. This information is especially helpful during peak energy consumption seasons.

Course Objectives:

During this two-day class, you will learn about:

- Major industry changes and challenges facing electric utilities
- Your strategic role as a utility employee
- Electricity: what it does and how residential equipment uses it
- Consumer behavior that impacts usage
- Energy myths that generate misinformation
- Effective approaches to resolving high-bill inquiries
- Utility programs and services that can meet customer needs

RAISING YOUR ENERGY IQ 201

Who Should Attend:

All utility employees can benefit from this course, especially those who interact with customers; employees who have the need to explain residential home energy consumption; and employees in member/customer service, conservation, marketing, community outreach, and renewable energy. Recommended, but not required, is completion of the Raising Your Energy IQ, 101 class.

Dates and Locations:

TBD

Course Overview:

The role and scope of the work of the electric utility is changing as quickly as apps on a smart phone. Although the utility is still responsible for generating, transmitting, and distributing power, utility personnel need to respond to questions regarding renewable energy, energy efficiency, distributive power, micro-grids, community power, and net billing.

Course Objectives:

- Students will learn about the amount of energy used by the different types of appliances and what to look for when determining the causes of higher-than-expected energy use. The class also explores new innovations from LED lighting to mini-split heat pumps, and explains the intricacies of what constitutes a good application and what does not. New this year is a presentation on micro-grids, community solar, and net metering, all of which add complexity to the billing process.
- For those who work in the field, tips will be given on preparing for an in-home visit, and strategies and approaches to deal with difficult in-the-field customer situations.
- Students have the chance to do hands-on work with the tools discussed in class, using actual appliances and situations provided by the instructor. Please bring a calculator to class.
- Past attendees have commented that the demonstrations, hands-on experience with the models, and the instructor's sense of humor and experience in the energy industry make this an excellent class.

CUSTOMER AND ENERGY SERVICE

RED FLAG RULES FOR FRONT LINE EMPLOYEES

Who Should Attend:

Frontline and customer service employees, and any utility employee who interacts directly with customers or has access to customer information.

Dates and Locations:

This one-day course can be offered onsite at your utility. Please contact Taryn Johnson at taryn@nwppa.org or (360) 816-1446 to schedule this training.

Course Overview:

Red Flag Rules are the common name used to describe the requirements of Section 114 of the Fair and Accurate Credit Transaction Act of 2003 (FACTA or FACT Act). All organizations covered by the Rules must have developed and implemented written identity theft prevention programs by the time of this class. If you interact with customers or have access to customer data, you probably have questions about how the rules affect you and how you can help to implement the policies established at your utility. This webinar will provide an overview to help address those concerns.

The webinar will also briefly cover the requirements of Section 315 of the FACTA, which pertain to reconciliation of address disputes.

Course Objectives:

- The three keys to preventing identity theft: deter, detect, and defend
- What is an identity theft prevention policy?
- Why does my employer have an identity theft prevention policy?
- Statistics that identity theft as a growing crime
- How identity theft affects the utility industry
- The role as a staff person or frontline associate

SERVING CUSTOMERS WITH MENTAL HEALTH OR SUBSTANCE USE ISSUES

Who Should Attend:

Employees within the customer service, credit, and collections departments of public power utilities.

Dates and Locations:

2020 - TBD

This course can be offered onsite at your Utility.

Please contact Taryn Johnson at taryn@nwppa.org or (360) 816-1446 to schedule this training.

Course Overview:

Serving mentally ill members can be challenging at best and dangerous at worst! Rates for people suffering from some form of mental illness or substance use disorders now exceeds those for heart disease and diabetes. Mental illness refers to a wide range of mental health conditions — disorders that affect mood, thinking, and behavior, including anxiety and mood disorders; schizophrenia spectrum disorders; and substance abuse and dependency. With cuts in funding for out-patient and in-hospital treatment, the people who are suffering many times do not receive the treatment they so badly need.

Customer service representatives need guidance and special skills to more fully understand the nature of mental illness, and to sort out their own emotions, so they can deal with and serve these members. Because, regardless of how challenging people with severe mental illnesses can be to serve, it is important to recognize they are also customers and deserve respect and equitable service. It's also important to be able to diffuse and de-escalate situations if the need arises. This one-day session will provide attendees with a different perspective on mental illness and strategies to better serve customers with these issues.

UNDERSTANDING COLLECTIONS AND DISCONNECTIONS

Who Should Attend:

Employees within the customer service, credit, and collections departments of public power utilities.

Dates and Locations:

[November 4-5, 2020 - Anchorage, Alaska](#)

Course Overview:

This class provides an overview of business issues which relate to collection processes and service disconnects. Class discussion will be prominently featured so that attendees can share their utility's processes and learn from others. It will highlight skills to position the utility in a positive manner during a possible negative customer interaction. It also includes case studies of actual and potential customer situations that could have significant negative impact on your utility, including legal action. This class will encourage a review of current procedures and past performance to prevent or reduce the number of potentially negative factors in processes.

ENGINEERING

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact:

Dale Mayuiers at
dale@nwppa.org or (360) 816-1448

DISTRIBUTION ENGINEERING SERIES: SESSION 1—PLANNING AND ANALYSIS

Who Should Attend:

Engineers and senior technical personnel involved in distribution system design, planning, modeling, and analysis.

Dates and Locations:

2021 – TBD

Course Objectives:

The following will be covered in this course:

- An overview of the preparation of a system model
- Setting planning criteria
- Projecting future loads
- Instruction and discussion on solving system problems such as low voltage, lagging power factor, and excessive load current
- Using present-worth analysis to help evaluate and justify engineered solutions to problems
- Methods for factoring reliability into the planning process
- Class problems and the justification of the solutions

Please bring a laptop and calculator to the course.

DISTRIBUTION ENGINEERING SERIES: SESSION 2— OVERCURRENT PROTECTION

Who Should Attend:

Engineers and senior technical personnel involved in selecting and coordinating overcurrent protection devices.

Dates and Locations:

2021 – TBD

Course Overview:

This course focuses on the application of protective devices on a distribution system. In this two-day class, you will cover the best practices for protecting transformers and equipment while maintaining the highest reliability possible. To begin, the protection of substation transformers, as well as coordination with distribution feeders and downline devices, will be presented. You will work through the application considerations of circuit breakers, relays, reclosers, sectionalizers, and fuses; and the methodologies to verify source impedances for system models, the effect of transformer connections on fault current calculations, and the concept of assumed fault impedance. To keep the class practical, the class will work through problems that reinforce the concepts and topics covered.

NESC FOR ENGINEERING AND OPERATIONS STAFF

Who Should Attend:

Engineers and operations staff who are responsible for making the hard decisions regarding interpretation and application of the NESC at their utility.

Dates and Locations:

2020 - TBD

This course can be offered onsite at your Utility.

Please contact Dale Mayuiers at
dale@nwppa.org or (360) 816-1448 to
schedule this training.

Course Overview:

This interactive class is more in-depth than a simple review of the NESC rules. The class will address the specific rules and how to interpret the rule using publicly available resources. The focus will be on rules that center around protection of the public, communication workers, and line workers. The course will not address work rules.

Course Objectives:

- Identify resources to interpret NESC rules
- Analyze risk regarding compliance of “should” rules
- Recognize rules for protecting the public
- Explain the purpose of NESC rules

ENGINEERING

NEW ARC FLASH STANDARDS (IEEE 1584)

Who Should Attend:

Electric utility engineering managers, engineers, and others responsible for developing arc flash standards and/or studies for their utility

Dates and Locations:

2020 - TBD

This course can be offered onsite at your Utility.

Please contact Dale Mayuiers at dale@nwppa.org or (360) 816-1448 to schedule this training.

Course Overview:

The latest Arc Flash edition of IEEE 1584 is a major game changer; almost everything has changed since the original 2002 edition was introduced.

This two-day course provides in-depth techniques for designers and facility operators to assess the hazards in the work place; determine the arc flash hazard distance and the incident energy to which employees could be exposed; select/apply the correct personal protective equipment; and document all assessments.

- This course covers the following aspects of the latest edition:
 - Five different electrode configurations to enable more detailed modeling:
 - Vertical electrodes in a metal box/enclosure – VCB (also in 2002 Edition)
 - Vertical electrodes terminated in an insulating barrier in a metal box/enclosure – VCCB
 - Horizontal electrodes in a metal box/enclosure – HCB
 - Vertical electrodes in open air – VOA (also in 2002 Edition)
 - Horizontal electrodes in open air – HOA
- More choices for enclosure types and sizes
- Enclosure correction factor calculations to adjust for specific enclosure sizes
- Calculations for arcing current variation factors
- Voltage equations and interpolation to actual voltages
- Elimination of the differences between grounded vs. ungrounded
- Elimination of the 125 kVA transformer exception

ENGINEERING WEBINAR SERIES: ALL 12 WEBINARS

Who Should Attend:

Engineering personnel and others who would benefit from an understanding of current electric utility engineering principles and practices.

Dates and Locations:

[January 7-December 8, 2020 - Online](#)

Webinar Overview:

The engineering webinar series is comprised of 12 webinars from January through December 2020. Descriptions for each webinar can be found below. Webinars can be taken individually or as an entire series. By registering for the full series, you will receive all 12 webinars at a discounted price.

Note: Recordings of each webinar are available to registrants after the live webinar.

NEW UTILITY EASEMENTS—RIGHTS AND OBLIGATIONS

Dates and Locations:

[January 7, 2020 - Online](#)

Webinar Overview:

Easements are necessary to have legal permission to build and operate a power line on someone's land. What are the property owner's rights within the easements? What are the utility's rights? This webinar will provide a review of the property owner's rights and the utility's obligations to the property owner.

NEW UNDERSTANDING WIRE SLAP

Dates and Locations:

[February 4, 2020 - Online](#)

Webinar Overview:

Modern overcurrent protection schemes have two or more three-phase reclosers in a series. Often, what is seen as miscoordination by upstream devices is actually wire slap. The fault current in the overhead lines creates a magnetic field that draws conductors together resulting in wire slap. Wire slap faults can lead to the lockout of an upstream device. This webinar will explore wire slap and mitigation techniques to avoid this type of miscoordination.

ENGINEERING

NEW SEPARABLE CONNECTORS IN UNDERGROUND SYSTEMS

Dates and Locations:

[March 10, 2020 – Online](#)

Webinar Overview:

This webinar is a tutorial on the installation and operation of separable connectors. These connectors are at the heart of all underground distribution systems. The webinar will provide operational knowledge to designers for the use and application of separable connectors. Items to be addressed include bleed wires, operating tools, termination techniques, and operating limits.

NEW DESIGNING ROADWAY ILLUMINATION

Dates and Locations:

[April 14, 2020 – Online](#)

Webinar Overview:

More than 50 percent of all fatal highway crashes occur at night, even though nighttime traffic volumes are only 25 percent of all traffic. Roadway lighting helps to reduce this hazard. This webinar will discuss AASHTO and IES standards for luminance and illumination. The effects of glare as well as methods for glare reduction will be presented. In addition, the standards for lens and lateral distribution patterns, standard pole spacing, and lighting layouts will be discussed.

NEW DESIGNING POLES NEAR AIRPORTS

Dates and Locations:

[May 12, 2020 – Online](#)

Webinar Overview:

Regardless of whether the airport is a licensed regional airport or a turf runway airport, it will need electric power. Tall poles near runways and taxi ways can present a hazard. The glide paths and obstruction free zones adjacent to the runway have specific maximum height requirements given the type of plane using the runway. This webinar will discuss the FFA requirements for guide paths and maximum height of poles. The webinar will also address hazard marking of poles near landing zones.

NEW DESIGNING SECONDARY AND SERVICES

Dates and Locations:

[June 9, 2020 – Online](#)

Webinar Overview:

This webinar will address voltage drop and flicker requirements for electric services. The voltage drop through the transformer, secondary and service conductor can create a power quality problem if not designed properly. A new software tool for estimating the drop voltage and flicker will be demonstrated and provided to attendees.

NEW LOAD BALANCING ON WYE SYSTEMS

Dates and Locations:

[July 7, 2020 – Online](#)

Webinar Overview:

Every winter and summer, utilities dispatch crews to change phases on taps in an effort to balance the load on the system. This webinar will explain the importance of load balance to reduce losses and to improve the overcurrent protection systems. Techniques and methods will be presented as well as best practices for system load balancing.

ENGINEERING

NEW POLE FOUNDATIONS

Dates and Locations:

[August 11, 2020 – Online](#)

Webinar Overview:

The strength of a distribution pole relies on the stability the pole foundation. This webinar will discuss various methods to improve foundation stability including pole foam, deeper setting depths, gravel backfill, and pole keys. Additionally, the discussion will include methods for estimating the stability of the soil.

NEW COMPARISON OF WOOD AND NON-WOOD CROSSARMS

Dates and Locations:

[September 15, 2020 – Online](#)

Webinar Overview:

Utility designers have more options available for support arms than ever before. This webinar will focus on the different types of support arms and materials used. The mounting techniques and braces will also be addressed. Application based pros and cons of different crossarms will be discussed to aid in selecting arms. Strength of the arm and NESC requirements will be discussed.

NEW CONSERVATION POTENTIAL ASSESSMENTS

Dates and Locations:

[October 13, 2020 – Online](#)

Webinar Overview:

On national, regional, and local levels, energy conservation, or energy efficiency, is viewed as a reliable, low risk, and high return energy resource. A conservation potential assessment (CPA) helps utilities determine where the most cost-effective energy efficiency lies and where to target program efforts. The results of a CPA are often used in conjunction with Integrated Resource Plans (IRPs) to help optimize a utility's electric supply resources. This webinar will discuss the elements of a CPA, a comparison of the CPA with supply-side resources, and the utilization with the IRP.

NEW REDUCING ANIMAL CAUSED OUTAGES

Dates and Locations:

[November 10, 2020 – Online](#)

Webinar Overview:

Since animals cause many outages, it is often easy to blame an unknown outage on a squirrel. Many different products are on the market to help reduce animal caused outages and each product focuses on a certain animal and situation. This webinar will explore the logistics of animal caused outages and the theories behind the deterrent systems. Squirrels, snakes, birds, gophers, and large animals will be discussed along with the environmental factors that need to be considered in the selection of deterrents. For instance, snakes often come into a substation because of nesting birds. Preventing nesting birds will reduce snake caused outages.

NEW STORM HARDENING—BEST PRACTICES

Dates and Locations:

[December 8, 2020 – Online](#)

Webinar Overview:

The industry is moving from reliability to resiliency where resiliency defines how quickly a system recovers from a major event. Although storm hardening of the entire system may not be practical, focused storm hardening for key structures is both effective and economical. The webinar will present best practices used throughout the industry to harden key structures or segments of line which will aide in faster restoration of the system. The webinar will discuss best practices for different types of events (flood, wind, ice, etc.) and how these practices create cost effective means for resiliency.

ENGINEERING STAKING TECHNICIAN CERTIFICATION PROGRAM

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact:

Dale Mayuiers at
dale@nwppa.org or (360) 816-1448

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

QUALIFIED WORKER TRAINING - OSHA 1910.269

Who Should Attend:

Individuals who do not hold an electrical journeyman certificate, but as a part of their duties must enter or open secured areas such as substations, pad mounted transformers, switch gear, vaults, and metering cabinets. Engineers, technicians, meter readers, and other operations personnel are required by OSHA 1910.269 to have this training.

Dates and Locations:

2020 - Location TBD

Course Overview:

This one-day class is designed to teach the skills required to enter secured areas. The course covers federal regulations related to entering a secured area; minimum approach distances or clearances; personal protective equipment; job briefings; substation entrance procedures; and opening padmount transformers, switchgear, and metering compartments. Employees typically open and/or view electrical equipment in secured areas to take information off of nameplates, readings from meters or gauges, etc. Following OSHA 1910.269, this course does not teach or certify a person to work on electrical equipment.

Note: This class includes a required practical session in a live substation. Attendees are required to wear sturdy shoes, safety glasses, hard hat, and FR clothing to enter the substation. Plan to bring these items because they are not provided as part of the class.

STAKING TECHNICIAN CERTIFICATION PROGRAM: BASIC SURVEYING

Who Should Attend:

Staking technicians.

Dates and Locations:

[November 2-4, 2020 - Seattle, Wash.](#)

Course Overview:

This three-day course is part of the comprehensive staking technician program. It will teach students the basic and advanced methods of line route surveying. This course also includes a basic overview of GPS and its application to line design and staking. To complete the study, the student will learn how to transfer both paper and electronic field data to hand drawings or computer-aided drafting programs. Please note that portions of this class are held outside. Please dress for inclement weather and undeveloped terrain. Also note that if you are able to bring a transit, tripod, or both, it would be appreciated. This will assist the group without having undue time spent waiting to share transits.

Course Objectives:

- Make accurate distance measurements
- Turn and dissect line angles
- Measure changes in elevation
- Conduct a complete point survey using a total station

ENGINEERING STAKING TECHNICIAN CERTIFICATION PROGRAM

STAKING TECHNICIAN CERTIFICATION PROGRAM: CONSTRUCTION CONTRACT ADMINISTRATION

Who Should Attend:

Staking technicians and engineers.

Dates and Locations:

[February 10, 2020 - Portland, Ore.](#)

Course Overview:

A well-written construction contract and properly drawn set of plans and specifications will go a long way toward getting the lowest bid prices, while easing administrative burdens. Accurate accounting of the materials and close monitoring of the contractor's progress are essential to completing a project on time and on budget. Attendees will learn how the construction contract affects every aspect of the project, and how to administer the contract terms and conditions for a successful outcome.

STAKING TECHNICIAN CERTIFICATION PROGRAM: EASEMENT ACQUISITION

Who Should Attend:

Staking technicians.

Dates and Locations:

[November 5-6, 2020 - Seattle, Wash.](#)

Course Overview:

This course is part of the Staking Technician Certification Program. Experienced line designers say obtaining the right-of-way easement is the toughest part of staking. A well-designed power line is of little use if it cannot be built on the land. Attendees will also focus on people skills that enable the staking technician to obtain an easement and establish a high level of trust with the customer.

Course Objectives:

- Easement laws
- Land ownership rights
- Titles
- Easement descriptions
- Easement records
- Negotiating skills used to aid in the procurement of an easement

STAKING TECHNICIAN CERTIFICATION PROGRAM: JOINT USE AND MAKE READY SURVEYS

Who Should Attend:

Staking technicians and engineers.

Dates and Locations:

[February 11, 2020 - Portland, Ore.](#)

Course Overview:

This course is part of the Staking Technician Certification Program. The communications industry is forever scrambling for pole rental space on distribution structures to attach telephone, CATV, and fiber-optic cables. With right of way becoming harder to obtain, electrical utilities—both distribution and transmission—are combining circuits on one pole line to maximize efficiency and reduce costs. This course will teach students how to handle joint use attachments by learning how to perform make-ready surveys, measure clearances, determine strength requirements, prepare construction estimates, make final inspections, and understand the requirements of joint use.

STAKING TECHNICIAN CERTIFICATION PROGRAM: LINE INSPECTION

Who Should Attend:

Staking technicians.

Dates and Locations:

[June 11-12, 2020 - Boise, Idaho](#)

Course Overview:

This course is part of the Comprehensive Staking Technician Program. The National Electrical Safety Code requires that a utility inspect its facilities periodically to ensure that they are safe and adequate to distribute electricity.

Course Objectives:

In this course, the student will learn the principles of making an inspection, including:

- The importance of a systematic method
- Elements that should be checked
- Different ways to perform the actual inspection

ENGINEERING STAKING TECHNICIAN CERTIFICATION PROGRAM

STAKING TECHNICIAN CERTIFICATION PROGRAM: NESC & UTILITY SPECIFICATIONS

Who Should Attend:

Staking technicians.

Dates and Locations:

2021 – TBD

Course Overview:

This three-day course is part of the Staking Technician Certification Program. The NESC establishes the rules used in the design and maintenance of power systems. This course provides staking technicians with a working knowledge of the NESC and its application. The course will focus on those rules that specifically apply to distribution line design, such as:

- Grounding
- Overhead line clearances
- Overload factors
- Strength reduction factors
- Ice loading
- Underground line construction

Reminder: Please bring a copy of the NESC manual with you to class.

STAKING TECHNICIAN CERTIFICATION PROGRAM: OBTAINING PERMITS

Who Should Attend:

Staking technicians.

Dates and Locations:

2021 – TBD

Course Overview:

This one-and-a-half-day course is part of the Staking Technician Certification Program. Today, property owners are more reluctant to give right-of-way easements for overhead or underground power lines. Consequently, more use is being made of existing public rights of way. To do this, permits must be obtained from the governing agency. This module of the staking program covers:

- The information required on a permit
- Methods to set up an efficient permitting process
- How good personal contacts can ease the process
- Preparation of permit documents and drawings

STAKING TECHNICIAN CERTIFICATION PROGRAM: OVERHEAD/POLE-LINE STRUCTURE DESIGN AND LAYOUT

Who Should Attend:

Staking technicians and engineers.

Dates and Locations:

[February 12-14, 2020 - Portland, Ore.](#)

Course Overview:

This course is part of the Staking Technician Certification Program. In this class, attendees will learn to design overhead electrical distribution structures. The course is organized as a set of building blocks, each segment building upon the other. The building blocks include conductors, poles, pole-top assemblies, guys, and anchors. Tables and graphs of design values will also be provided for immediate use in the field. Attendees will also learn basic calculations to determine maximum allowable spans, wind and ice loading, and total guy load.

STAKING TECHNICIAN CERTIFICATION PROGRAM: PHASE 1 AND CONDUCTOR SIZING

Who Should Attend:

Staking technicians and engineers.

Dates and Locations:

TBD

Course Overview:

Phase 1 of the NWPPA Staking Certificate Program is a four-day class that will cover basic surveying; overhead/pole-line structure design and layout; joint-use staking and make-ready surveys; and unique structures. The successful passing of online examinations is required to receive certification for the Three-Phase Staking Program. Phases 1,2, and 3 do not need to be taken in order.

Basic surveying

Attendees will learn the basic and advanced methods of line route surveying, including:

- Making accurate distance measurements
- Turn and dissect line angles
- Measuring changes in elevation
- Conducting a complete point survey using a total station

A basic overview of GPS and its application to line design and staking is also included. To complete the study, the student will learn how to transfer both paper and electronic field data to hand drawings or computer-aided drafting programs.

Overhead/Pole-Line Structure Design and Layout

Attendees will learn to design overhead electrical distribution structures. The course is organized as a set of building blocks; each segment building upon the other. The building blocks include conductors, poles, pole-top assemblies, guys, and anchors. Attendees will be provided with tables and graphs of design values that can be immediately used in the field. Course participants will also learn basic calculations to determine maximum allowable spans; wind and ice loading; and total guy load.

Joint-Use Staking and Make-Ready Surveys

The communications industry is forever scrambling for pole rental space on distribution structures to attach telephone, CATV, and fiber-optic cables. With rights-of-way becoming harder to obtain, electrical utilities, both distribution and transmission, are combining circuits on one pole line to maximize efficiency and reduce costs. This course covers joint-use attachments and make-ready surveys. Specific topics include clearance measurements, strength requirements, construction estimates, final inspections, and the requirements of joint-use contracts.

Unique Structures

Attendees will learn to design special structures that require additional strength due to extreme wind load, long spans, and multiple circuits. This session also includes designing steel pole and unguided, wood pole structures.

ENGINEERING STAKING TECHNICIAN CERTIFICATION PROGRAM

STAKING TECHNICIAN CERTIFICATION PROGRAM: PHASE 2

Who Should Attend:

Staking technicians and engineers.

Dates and Locations:

TBD

Course Overview:

Phase 2 of the NWPPA Staking Program covers the following areas:

Application of the NESC

The National Electrical Safety Code establishes the rules used in the design and maintenance of power systems. The course will focus on the application of those rules that specifically apply to distribution line design, such as grounding, overhead line clearances, overload factors, strength reduction factors, ice loading, and underground line construction.

Easement Acquisition

Experienced line designers say obtaining the right-of-way easement is the toughest part of staking. A well-designed power line is of little use if it cannot be built on the land. In this section, participants will learn about:

- Easement laws
- Land ownership rights
- Titles
- Easement descriptions
- Easement records
- Negotiating skills used to aid in the procurement of an easement. These are people skills that enable the staking technician to obtain an easement and establish a high level of trust with the customer.

Obtaining Permits

Today, property owners are more reluctant to give right-of-way easements for overhead or underground power lines. Consequently, technicians are likely to use existing public rights of way. To do this, technicians must obtain permits from the governing agency. This module of the staking program covers the information required on a permit, methods to set up an efficient permitting process, how good personal contacts can ease the process, and how to prepare permit documents and drawings.

Line Inspection

The NESC requires that a utility inspect its facilities periodically to ensure that they are safe and adequate to distribute electricity. In this domain, the student will learn the principles of making an inspection, including:

- The importance of a systematic method
- Elements that should be checked
- Different ways to perform the actual inspection

ENGINEERING STAKING TECHNICIAN CERTIFICATION PROGRAM

STAKING CERTIFICATION PROGRAM: PROTECTION/BASIC SECTIONALIZING DESIGN

Who Should Attend:
Staking technicians.

Dates and Locations:
[June 10-11, 2020 - Boise, Idaho](#)

Course Overview:

This course is part of the Comprehensive Staking Technician Program. It is designed to give students a basic understanding of the devices and techniques used to protect distribution lines and customers from damage or injury due to over-current/over-voltage.

Course Objectives:

The following topics will be covered:

- Fault current, including the basic application of devices to interrupt the maximum available fault current produced by short circuits
- Voltage surges caused by lightning and the use of lightning arresters to shunt the over-voltage to ground
- Basic theory of voltage regulators and capacitors with a focus on correct placement and application of the devices on the circuit when a line is being staked

STAKING TECHNICIAN CERTIFICATION PROGRAM: SIZING TRANSFORMERS AND CONDUCTORS

Who Should Attend:
Staking technicians.

Dates and Locations:
TBD

Course Overview:

This one-day course is part of the Staking Technician Certification Program. It will focus on basic electric theory and the methodology to correctly size transformers and service conductors for standard residential and small commercial loads. Attendees will learn to perform basic calculations for current, voltage, power, and voltage drop. They will also study basic circuit theory and its application in an electric distribution system. Transformer connections and their application to specific electrical loads will be covered.

STAKING TECHNICIAN CERTIFICATION PROGRAM: UNDERGROUND LINE DESIGN AND SUBDIVISION LAYOUT

Who Should Attend:
Staking engineers.

Dates and Locations:
[June 8-10, 2020 - Boise, Idaho](#)

Course Overview:

This two-and-a-half-day course is part of the Staking Technician Certification Program and is structured to teach the skills necessary to design and lay out URD residential subdivisions. Attendees will learn the proper application of underground components into a complete system. The components of primary cables are discussed in conjunction with selecting the proper secondary cable size and length. Emphasis is placed on the construction and operations of the system, including proper grounding of cables and apparatus.

STAKING TECHNICIAN CERTIFICATION PROGRAM: UNIQUE STRUCTURES

Who Should Attend:
Staking technicians.

Dates and Locations:
TBD

Course Overview:

This course is part of the Staking Technician Certification Program. Attendees will learn to design special structures that require additional strength due to extreme wind load, long spans, and multiple circuits. This section also includes designing steel pole and unguyed wood pole structures.

Course Objectives:

- Calculate wind load
- Practice designing steel pole and wood pole structures
- Understand various guyed structure load capacities

ENVIRONMENTAL

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact:

Jenny Keesey at
jenny@nwppa.org or (360) 816-1448

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

DEPARTMENT OF TRANSPORTATION HAZARDOUS MATERIALS TRAINING FOR UTILITY PERSONNEL

Who Should Attend:

Any employee who offers a DOT-regulated hazardous material for transportation; classifies, labels, or marks packages of hazardous materials to be transported; prepares or signs shipping papers or manifests for DOT-regulated hazardous materials; transports DOT-regulated hazardous materials; receives DOT-regulated hazardous materials; or supervises employees conducting one of these tasks.

Dates and Locations:

2021 - Location TBA
This course is held every three years.

Course Objectives:

This course will fulfill your tri-annual DOT refresher requirement. The structure and objectives of this course are centered on the requirements outlined in the DOT regulation. Upon completion of the program, the participants will have completed the following:

- Met the requirements of 49 CFR, Part 172.704 for recertification in hazardous materials handling and transportation.
- Reviewed the requirements of the DOT regulations relative to the transportation of hazardous materials.
- Reviewed the basic safety elements, including recognition and identification of hazardous materials, as required by the DOT regulations and the Hazard Communication Standard.
- Demonstrated (passes a written test) some basic functions required for a DOT hazmat employee, including basic knowledge of the Hazardous Materials Table (49 CFR 172.101); labels and placards; and shipping papers.
- Identified the specific type of packaging group for a particular type of shipment.

Additionally, this course will cover:

- Identification and classification of hazardous materials
- Understanding the materials of trade (MOT) exemption
- Preparation of shipping papers
- Marking and labeling of packaging
- Selection of performance-oriented packaging
- Placarding
- Loading and unloading, segregation of materials
- DOT emergency response (using the Emergency Response Guide)
- Use of special permits
- Hazardous materials security awareness
- Update on recent DOT rulemakings

Note: This course assumes that you do not ship regulated explosives or radioactive materials, and that you are not required to have a DOT security plan for highly regulated quantities of hazardous materials.

HAZARDOUS WASTE MANAGEMENT IN WASHINGTON

Who Should Attend:

All employees with environmental responsibilities within Washington state that oversee environmental programs, including supervisors and managers.

Dates and Locations:

TBD

Course Overview:

The state of Washington administers a unique and complex approach to management of hazardous waste that differs significantly from federal requirements. This eight-hour class will cover waste generation, generator status, quantity exclusion limits, exemptions, labeling, record keeping, annual reporting, shipping, and disposal. Instruction will include used-oil management, universal waste, and PCBs as covered by Washington regulations. Attendees will learn how to manage their utility-generated waste in accordance with all requirements.

ENVIRONMENTAL

HAZWOPER 8-HOUR FIRST RESPONDER AWARENESS AND REFRESHER TRAINING FOR UTILITY PERSONNEL

Who Should Attend:

This is required training for first responders who are likely to witness or discover a hazardous substance release and need to initiate an emergency response sequence by notifying the proper people; it is also for individuals who respond to releases of hazardous substances as part of the initial response for the purpose of protecting nearby persons, property, or the environment from the effects of the release.

Dates and Locations:

[September 2, 2020 - Whitefish, Mont.](#)

Course Overview:

This course is designed for the needs of electric utilities, and will refresh your knowledge and understanding of the requirements for hazardous waste operations and emergency response (HAZWOPER) as required by 29 CFR 1910.120. This course also helps to satisfy the annual HAZWOPER training required for recertification. This course trains operations-level responders to take defensive actions to a hazardous materials spill. It focuses on activities not intending to stop the release, such as hazard assessment; selecting and using protective equipment; implementing the facility emergency response plan; and setting up decontamination.

Course Topics:

- Applicable regulations
- Hazard assessment and general hazards
- Physical properties of hazardous chemicals used in utilities
- Toxicology
- PPE selection and use
- Facility emergency response plans
- Site control and entry
- Construction safety and confined space
- Decontamination and hands-on training.

INTRODUCTION TO THE EPA AND ENVIRONMENTAL COMPLIANCE OVERVIEW FOR UTILITY EMPLOYEES

Who Should Attend:

Managers (not just environmental managers), attorneys, project engineers, and others responsible for recognizing potential compliance issues or allocating resources required to maintain compliance with complex environmental regulations.

Those who implement environmental plans and initiatives, maintain required records, compile environmental reporting data, and guide environmental management resources will also find this course useful, regardless of how long they may have worked in the area of environmental compliance.

Dates and Locations:

2020 - Location TBD

Course Overview:

This one-day course is tailored to the needs of utilities, regardless of their size or the states they serve.

We will introduce participants to the Environmental Protection Agency, its history, organization, organization of the laws it is tasked with administering, regulations, policies, guidelines, and standards.

We will look at how many states and tribes have developed authorized programs and obtained primacy for some areas of compliance.

We'll also examine how the EPA interfaces with other federal agencies, including the U.S. Fish and Wildlife Service, Department of Energy, U.S. Department of Labor Occupational Health and Safety Administration, and U.S. Department of Transportation. Everyone knows we need to comply with environmental laws. But how do we find the requirements? More importantly, how do we recognize what activities are likely to trigger compliance requirements? We will tour all pertinent EPA regulations; identify common triggers and requirements; highlight state differences; and identify sources of additional information.

As a regulatory overview course, we will explore the Resource Conservation and Recovery Act including hazardous waste, universal waste, used-oil management, and underground storage tank regulations. We'll also cover laws and regulations relating to the Toxic Substances Control Act; PCBs; lead-based paint and other toxins; the Clean Air Act; the Clean Water Act (including spill prevention control, and countermeasure plans, and national pollutant discharge elimination system rules); Comprehensive Environmental Recovery and Compensation Act (including SARA Title III and EPCRA); DOT rules; and other areas common to utilities. We will also highlight utility best practices in key areas.

ENVIRONMENTAL

PCB MANAGEMENT: FOUNDATIONAL & ADVANCED TRAINING

Who Should Attend:

All utility operations and technical personnel, as well as employees who are involved in managing, handling, and maintaining records and EPA reports for PCB items and PCB waste.

Dates and Locations:

[January 8-9, 2020 - Seattle, Wash.](#)

Course Overview:

Is your utility in compliance with EPA regulations regarding PCB use and management?

As part of NWPPA's Environmental Series, this important two-day course has been designed to meet the needs of both PCB rookies who are new to the PCB regulations as well as those pros who are well versed in the rules. This course provides practical help for electric utilities and is filled with utility best practices on how to gain and maintain compliance with EPA rules regarding PCB use and management.

Day one will focus on foundational PCB issues for attendees who are just beginning their education on this complex subject. On day two we will transition into more advanced PCB regulatory issues, including remediation waste cleanups, decontamination options; and management of non-PCB equipment and waste oils. Learn best practices for compiling PCB records and EPA-required annual documents; also learn what other utilities are doing to meet state and federal regulations. An overview of upcoming trends and changes will also be covered.

Course Objectives:

- Identify common equipment and items that contain PCBs and other hazardous materials
- Identify and more effectively manage risk/liability issues related to your ownership of PCBs
- Manage the waste generated from your maintenance program
- Manage the storage, disposal, and recordkeeping related to PCBs or other regulated materials
- Correctly interpret and apply current and future federal and state regulations to your utility

SPILL PREVENTION, CONTROL AND COUNTERMEASURES (SPCC)

Who Should Attend:

All employees with environmental responsibilities, including supervisors and managers that oversee environmental programs should attend. This includes employees that design or implement oil spill prevention plans and those involved in process, plant, construction, or stormwater discharges.

Dates and Locations:

2020 - Location TBD

Course Overview:

Designed for NWPPA's Environmental Series, this half-day course is intended as an overview of a pertinent portion of the federal Clean Water Act. This class will address spill prevention, control, and countermeasures (SPCC) planning rules in accordance with 40 CFR 112. This rule requires utilities to develop comprehensive plans, install oil spill containment, and prepare oil spill response procedures for many facilities that use or store 1,320 gallons or more of oil, including most substations. Information provided in the course will focus on the federal requirements for SPCC rules and summarize state and local differences. Attendees will receive valuable course materials that include an overview of the regulation, enable participants to determine which of their facilities are covered, and take steps to ensure compliance. Participants will receive plan templates and links to valuable online information.

Course Objectives:

- Review SPCC applicability and requirements, including Tier 1, Tier 2, and Engineered plans
- Identify covered facilities
- Review plan components
- Learn how to provide annually required training
- Learn about resources to aid in your compliance efforts

ENVIRONMENTAL

SPCC PLAN DEVELOPMENT FOR UTILITY PERSONNEL

Who Should Attend:

All employees with environmental responsibilities, including supervisors and managers that oversee environmental programs, as well as employees that develop, implement, or manage oil spill prevention plans.

Dates and Locations:

TBD

Course Overview:

Designed for electric utilities as part of NWPPA’s Environmental Series, this eight-hour course is intended as a detailed examination of the oil Spill Prevention, Control, and Countermeasure (SPCC) planning process. All facilities, including substations, that use or store in excess of 1,320 gallons of oil, and where a spill could impact surface water, are required to have an SPCC plan for that facility. Utilities subject to the rule must develop comprehensive plans, install oil spill containment, and prepare oil spill response procedures in accordance with 40 CFR 112.

Information provided in the course will focus on the federal requirements for both the SPCC and NPDES rules and summarize state and local differences. Attendees will receive valuable course materials, including an overview of the regulation that enables students to determine which of their facilities are covered and take steps to ensure compliance. Students will receive plan templates and links to valuable online information.

Course Objectives:

SPCC:

- Review SPCC applicability and requirements, including Tier 1, Tier 2, and Engineered plans
- Identify covered facilities
- Review plan components
- Learn how to provide annually required training
- Learn about resources to aid in your compliance efforts

NPDES:

- Review the federal rules
- Identify permit types and applicability
- Discuss state and local differences
- Identify valuable resources and links

HUMAN RESOURCES

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact:

Taryn Johnson at taryn@nwppa.org or (360) 816-1446

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

CREATE A RESPECTFUL WORKPLACE AND STOP ILLEGAL HARASSMENT & DISCRIMINATION

Who Should Attend:

Recommended for all-employee training or anyone who needs to communicate effectively with coworkers, customers, and members, in his or her utility.

Dates and Locations:

This two-hour course is offered onsite at your utility. Please contact Taryn Johnson at taryn@nwppa.org or (360) 816-1446 to schedule this training.

Course Overview:

Human Resource professionals and managers at all levels are responsible for managing an ever-changing and increasingly diverse workforce whose members represent a variety of cultures, backgrounds, and social experiences. Ensuring that the workplace is discrimination and harassment-free not only reduces the risk of liability, but also maximizes the productivity and engagement levels of your employees. In this informative program, we discuss an organization's legal responsibility to prevent and correct harassment and discrimination, as well as where an organization can or should draw the line between appropriate and inappropriate behavior in the workplace. Attendees will also learn many useful tips to help recognize and respond to complaints of harassment, discrimination and retaliation, as well as steps to take to prevent these types of destructive behaviors in the future.

Note: This course can be offered in a two-part series: Part one is a two-hour training for employees and managers, and Part two is a three hour supplemental training for managers only.

EMPLOYER COLLECTIVE BARGAINING TEAM PREPARATIONS

Who Should Attend:

General managers, operations managers, members of the employer bargaining team, and chief negotiators. We recommend that you send more than one team member to this class.

Dates and Locations:

NEW [March 18-19, 2020 - Portland, Ore.](#)

Course Overview:

You will gain valuable and practical knowledge about the three phases of collective bargaining:

- Preparation and defining the range/scope of negotiations.
- Bargaining over issues (both non-economic and economic) and packaging of all remaining issues.
- Packaging offers, offer variations, final offer, and achieving agreement or implementation of the final offer.

EMPLOYMENT LAW UPDATE: THINK OUTSIDE THE EMPLOYMENT LAW BOX

Who Should Attend:

Managers, supervisors, and HR Staff.

Dates and Locations:

This course is offered onsite at your utility. Please contact Taryn Johnson at taryn@nwppa.org or (360) 816-1446 to schedule this training.

Course Overview:

Understanding regulatory changes and how they may impact your industry or organization is a critical part of enterprise risk management. Generally speaking, you have probably thought about whether to have certain policies and if the policies you do have are good ones, but have you ever considered using a change in the law to initiate internal conversations about organizational change in other areas? In this unique and informative program, we review changes in the law, as well as how strategic contributors can use this information to open dialogue and foster communication within management to lead opportunities for organizational change.

Note: This course can be offered in sessions ranging from 90 minutes to three hours.

HUMAN RESOURCES

NEGOTIATING YOUR COLLECTIVE BARGAINING AGREEMENT

Who Should Attend:

Those involved in any aspect of administering or supporting the collective bargaining agreement and/or supporting the labor relations function within their organization, including human resources, labor/employee relations, all levels of management (line, senior, assistant GM, GM/CEO, and elected officials), and any others who would like to sharpen their negotiation skills and become more familiar with the details of the process.

Dates and Locations:

2020 – TBD



This program is valid for 16 PDCs for the SHRM-CPSM or SHRM-SCPSM.

Course Overview:

This is a comprehensive foundational course designed to guide participants through the basics of any negotiation experience but with an emphasis on labor negotiations with a union. More than just information on how and what to do, this course focuses equally on what not to do. The class will include activities to build and improve participants' skill sets so they can continue to hone them well after the course has ended.

Course Topics:

- Defining negotiation
- Negotiations philosophy, approach, and styles
- Behavioral and physical preparedness
- Lawful obligations of negotiating the CBA
- Relationship and ethical obligations of negotiating the CBA
- Information and data-mining resources
- Evaluating potential influences
- Selecting and training your team(s)
- Ending the "end run"
- Maintaining the record
- Developing substantive, monetary, and housekeeping proposals
- Management and union rights
- Vetting and prioritizing management and union proposals
- Communications (before, during, and after)
- Costing models
- Ground rules
- The three elements of every negotiation

INFORMATION TECHNOLOGY

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact:

Jenny Keesey at
jenny@nwppa.org or (360) 816-1448

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

ADVANCED EXPLOITATION SECURITY TRAINING

Who Should Attend:

Network, server, desktop, and security administrators, as well as management-level individuals interested in this topic.

Dates and Locations:

TBD

Course Overview:

During this advanced four-day course, students will learn to recognize potential exploitation paths in a hands-on virtual environment that simulates a real-world network.

Students will experience the following exploitation scenarios:

- Wireless HID device attacks
- Cross site scripting
- Hash cracking
- Relay attacks
- Session cookie manipulation
- Attacking WordPress
- Reverse command shells
- Windows privilege escalation
- Configuration vulnerabilities
- Process injection
- Maintaining persistence
- Linux privilege escalation

HARDENING WINDOWS NETWORKS

Who Should Attend:

Network, server, desktop, and security administrators and management-level individuals interested in this topic.

Dates and Locations:

TBD

Course Overview:

This class delivers proven, field-tested solutions for mitigating, monitoring, and protecting Microsoft Windows-based networks. During the course, students will learn effective countermeasures to defend against common attacks and exploit techniques in a hands-on virtual environment that resembles a real-world network. Upon completion of the course, students will be able to apply operating system and active directory hardening techniques, mitigate legacy software risks, and design tolerant networks that are resistant to present and future threats. Please visit the course website for additional course information.

The International Information Systems Security Certification Consortium, Inc. accepts Digital Boundary Group's Security Training Program as credit toward meeting the Continuing Professional Education requirements to maintain the Certified Information Systems Security Professional (CISSP) designation. CISSP constituents will earn 32 CPE credits.

LEADERSHIP

For more information about upcoming courses for all employees, or to find out about bringing an event to your utility, please contact:

Elaine Dixon at
elaine@nwppa.org or (360) 816-1445

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

BUILDING TRUST AND SELF LEADERSHIP

Who Should Attend:

Individual contributors and team members seeking to be more productive and satisfied at work, and potential leaders who do not currently have direct reports. Anyone who reports to managers trained in Situational Leadership II.

Dates and Locations:

2020 - TBD

This course can be offered onsite at your Utility.

Please contact Jenny Keesey at
jenny@nwppa.org or (360) 816-1458 to schedule this training.

Course Overview:

Healthy, productive, and growing relationships have one thing in common – they are all built on a solid foundation of trust. High levels of trust in personal, team, and organizational relationships allow creativity, productivity, efficiency, and effective communication to flourish. Low levels of trust have the direct economic impact of high turnover, absenteeism, low morale, stifled innovation, challenged decisions, inefficiency, and often damaged customer relationships. Organizations need a common language and approach that allows for the development of a culture built on trust.

The ABCD Trust model provides a common language for individuals and organizations to improve the level of trust in relationships. It allows everyone to have a common understanding of the concept of trust and equips them with the skills to create, develop, and sustain trusting relationships.

INFLUENCING OTHERS: MASTERING HUMAN DYNAMICS

Who Should Attend:

Anyone who engages in frequent human interactions, such as utility and community leaders, customer service representatives, human resources professionals, and field employees.

Dates and Locations:

[April 28-29, 2020 - Tacoma, Wash.](#)



This program is valid for 16 PDCs for the SHRM-CPSM or SHRM-SCPSM.

Course Overview:

This interactive class covers how influence is impacted by the key elements of human dynamics, including how we display our emotions and intent through nonverbal cues. During the class, attendees will learn how to influence, or guide, human behavior through effective negotiation and facilitation techniques.

Course Topics:

- What drives human behavior and how it affects communication
- The five body language channels and how to apply them at work and in life
- How your vibe affects others and alters the human dynamics of a situation
- How to leverage body language to your advantage in negotiation settings
- The importance of influence and how it applies to change management
- How to guide human behavior through negotiation and facilitation techniques

LEADERSHIP

INTRODUCTION TO ROBERTS RULES OF ORDER

Who Should Attend:

Policymakers, general managers, clerks to the board, executive secretaries, administrative assistants, and any utility employee participating in board or commission meetings.

Dates and Locations:

TBD

Course Overview:

Robert's Rules of Order can be baffling and intimidating. People who know how to use it sometimes seem to employ the system as a weapon, not a tool to make meetings better, but it doesn't have to be that way. In this highly interactive and entertaining day-long class, attendees will learn essential principles and practice the tools and techniques to use Robert's Rules well in order to run smooth, efficient, and fair meetings. This workshop gives ample opportunities to practice what you learn so the content stays with you.

Note: Course may be eligible for credit towards NRECA Board Leadership Certificate program.

LEADING TEAMS

Who Should Attend:

Managers, front line supervisors, and team members. Anyone who can and should contribute to team success.

Dates and Locations:

2020 - TBD

This course can be offered onsite at your Utility.

Please contact Jenny Keesey at jenny@nwppa.org or (360) 816-1458 to schedule this training.

Course Overview:

Teamwork is perhaps the most overused and misunderstood word in the modern-day workplace. Very few would assert that teamwork doesn't matter. It does matter. We know it matters. Most of us can identify it when we see it. But do we actually know what it takes to create it? What goes into building and sustaining a strong team? Is it luck, work, or both?

Leading Teams provides team leaders with a proven roadmap and set of tools to build and sustain team success. As a result, participants will have the knowledge, skills and confidence to take their team to new levels of effectiveness, performance and results.

MANAGING AND LEADING CHANGE

Who Should Attend:

Anyone experiencing or anticipating change within his or her utility, especially those driving change, implementing change, and communicating about change with customers and members.

Dates and Locations:

This course can also be offered onsite at your Utility.

Please contact Taryn Johnson at taryn@nwppa.org or (360) 816-1446 to schedule this training.

Course Overview:

Change is something that excites people who love opportunities for growth, to see and learn about new things, or who like to shift the status quo. Some changes, however, are harder to adjust to and lead to expressions of resistance and anger. We can take concrete steps to make change more palatable by understanding our own and other people's hesitation, enlisting the help of others, setting up plans, and managing resistance. These and other steps can also ensure that desired changes are implemented successfully. In this course, you will learn how to manage and cope with change and how to help those around you, too. You'll also learn practical models for successful change implementation.

LEADERSHIP

ONBOARDING FOR SUCCESS

Who Should Attend:

Managers, supervisors, and human resources personnel.

Dates and Locations:

[March 10, 2020 - Vancouver, Wash.](#)

Course Overview:

A well-designed, unique onboarding program can be an ambassador for your utility. This one-day session will give attendees some ideas for making their onboarding program stand out. Attendees will have an opportunity to identify their personal learning objectives and create a full onboarding program outline.

This class will be highly interactive with opportunities for you to apply your real-life situations to the content.

Course Objectives:

During this class, attendees will learn how to:

- Explore what onboarding is (and is not) and how it is different from orientation.
- Gather supporting information as to what should be included in the onboarding development process
- Develop the program
- Create a full onboarding program by customizing the framework
- Share how to evaluate the success of your onboarding program
- Incorporate 10 ways to make your program stand out

SITUATIONAL SELF LEADERSHIP

Who Should Attend:

Individual contributors and team members seeking to be more productive and satisfied at work, and potential leaders who do not currently have direct reports. Anyone who reports to managers trained in Situational Leadership II.

Dates and Locations:

TBD

Course Overview:

On day one, you will learn about how to be part of an empowered workforce that results in accelerated development, higher performance, personal accountability, and increased motivation. The session is about you reaching your full potential and being a part of a workforce of self-leaders to power the organization. It is designed to ensure that you know how to develop the self-starting mindset you need to be more productive and also move the organization forward.

During day two, the Myers-Briggs Types will be reviewed, an MBTI assessment administered, and temperament explored. This session will integrate the Myers-Briggs Types, temperament, and Situational Self Leadership® II. You will be able to take a more comprehensive inventory of your own strengths and blind spots. As a result of more accurately diagnosing what they are, you will be better equipped to partner with others to execute an action plan to help you be more effective on the job.

LEADERSHIP FOREMAN LEADERSHIP CERTIFICATE PROGRAM

For more information about upcoming foreman leadership courses, or to find out about bringing an event to your utility, please contact:

Elaine Dixon at
elaine@nwppa.org or (360) 816-1445

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

FOREMAN LEADERSHIP CERTIFICATE PROGRAM PART 1

Who Should Attend:

Foremen and crew leaders.

Dates and Locations:

[January 7-9, 2020 - Seattle, Wash.](#)

[November 3-5, 2020 - Anchorage, Alaska](#)

Course Overview:

This course is part one of a two-part accelerated course and covers most of the modules in the full Foreman Leadership Certificate Program. This program is specifically designed to be taken as two three-day sessions. If you have questions, please contact Elaine Dixon at (360) 816-1445 or elaine@nwppa.org.

The electric utility industry of the 22nd century will look much different than it does today. With the changes in workforce and new technology comes the need for new technical job skills as well as the skills needed to coach, motivate, and inspire crew members. This course is designed to prepare new and future foremen, crew leaders, and others in supervisory capacities for the challenges of effective leadership in an environment that includes a new generation of workers with different frames of reference toward employers and the workplace. Participants will gain insight into what people respect in leaders and how to develop their own unique leadership style.

Day one will focus on what management looks for in a leader; what followers expect; the characteristics of effective leadership; the common pitfalls encountered by leaders; how to develop one's own leadership tools; winning support and overcoming resistance; and how to keep things on track. This program is a must for anyone who needs to know what a leader is and is not.

Day two is about transitioning from the worker to the work leader. It is designed to provide participants with an understanding of the dynamics of workplace relationships and strategies for how to better manage those, and improve relationships through an effective delegation of duties, tasks, and responsibilities. Participants will gain insight into the connection between relationships and how motivation through delegation will assist you in reconciling both. We will focus on dealing with employees who allow changed relationships to negatively impact their performance and disrupt the work environment. Techniques of counseling and discipline will be covered. In addition, the session will provide participants, through group discussions and small group activities, with a variety of alternatives, techniques, and action plans for effectively counseling employees and for handling chronic difficult situations.

Day three is about building effective problem solving and decision-making skills. How do you know if your crew is performing at its best? Do you see potential for improvement, but you do not know where to start? We will provide you with tools for diagnosing your own team and matching your diagnosis to an intervention technique. Through the use of case studies, class discussion, and interactive sessions, participants will address typical concerns, including identifying, diagnosing, and resolving problems; making optimal decisions; and using relevant documentation to track progress and evaluate results.

LEADERSHIP FOREMAN LEADERSHIP CERTIFICATE PROGRAM

FOREMAN LEADERSHIP CERTIFICATE PROGRAM PART 2

Who Should Attend:

Foremen and crew leaders.

Dates and Locations:

[February 11-13, 2020 - Boise, Idaho](#)

[March 24-26, 2020 - Shelton, Wash.](#)

[December 8-10, 2020 - Anchorage, Alaska](#)

Course Overview:

This course is part two of a two-part accelerated course and covers most of the modules in the full Foreman Leadership Certificate Program. This program is specifically designed to be taken as two, three-day sessions. If you have questions, please contact Elaine Dixon at (360) 816-1445 or elaine@nwppa.org.

Being in charge is just not enough. As crew leaders, foremen must build the skills to interact well with other teammates across all functions, work with the public, and represent the service that the utility provides its customers. Being able to resolve conflicts, manage performance and attitude issues, and then build up the team are skills that are no longer nice to have but are now essential in this ever-changing environment.

Day one focuses on building effective communication and customer service skills for line crews. To a large extent, the success of a business is based on the people skills of its employees. The purpose of this day is to improve the company's business relationships through the skills of interpersonal communication with internal and external customers. Participants will gain a perspective of service excellence from the customer's point of view when conducting business transactions both in person and via the telephone. Using class discussion and interactive exercises, participants will develop skills for dealing with internal and external customers in a variety of recurring scenarios, including technical support, answering questions, and giving information.

Day two provides participants with an understanding of the dynamics of workplace conflicts and strategies of how to better manage those conflicts and improve relationships. Participants will gain insight in to why unresolved conflicts tend to fester and lead to potentially serious consequences, and what they can do about resolving them. We will also focus on dealing with employees that have a negative attitude and solutions for dealing with this problem. The session will provide participants -- through group discussions and small group activities -- with a variety of alternatives, techniques, and action plans for effectively counseling employees and for handling difficult employees and situations.

Day three is all about building an effective work group. Almost everything we do in our work is done within the context of a team effort. The difficult part facing the team leader is inspiring individuals to work together toward a common end or goal. This day is designed to assist participants in learning the skills of being an effective team builder, the effectiveness of teamwork, and the importance of being an effective team leader.

LEADERSHIP LEADERSHIP SKILLS SERIES

For more information about upcoming leadership skills courses, or to find out about bringing an event to your utility, please contact:

Jenny Keesey at
jenny@nwppa.org or (360) 816-1448

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

NEW FOR 2020!

The Leadership Skills series will have a new format. The series will be comprised of three courses that can be taken in any order. To complete the Leadership Skills Certificate program, participants must complete Situational Leadership and Working Styles, Challenging Communication, and HR Basics & Building a Better Workplace. For individuals who have taken Leadership Skills Series classes prior to 2020, please contact Jenny Keesey at jenny@nwppa.org to discuss your specific training plan.

LEADERSHIP SKILLS SERIES: SITUATIONAL LEADERSHIP AND WORK STYLES

Who Should Attend:

Supervisors and managers, and employees who will be transitioning to a supervisory or managerial role in the future.

Dates and Locations:

[February 11-13, 2020 - Vancouver, Wash.](#)
[June 2-4, 2020 - Whitefish, Mont.](#)

This is part of the Leadership Skills Series Program.

Situational Leadership® II (SLII) is recognized as both a business language and a framework for employee development that transcends cultural, linguistic, and geographical boundaries. Its foundation lies in teaching leaders to diagnose the needs of an individual or a team, and then use the appropriate leadership style to respond to the needs of the person.

Attendees will stretch their comfort zone and participate in challenging activities that require them to demonstrate their familiarity with SLII content, and teach them how to integrate material into their own personal leadership style.

This course will also introduce tools to help you as a leader understand working styles and temperament - both yours and those you lead - so that you can adjust your leadership style and approach to meet the needs of the situation at hand.

Course Objectives:

- Diagnose the development levels of employees and choose the appropriate leadership style
- Increase the frequency and quality of conversations about performance and development
- Create a communication model for all levels of the organization to support cultural change and move toward a high-performance organization
- Become a flexible leader who is highly skilled at goal setting, coaching, performance evaluation, active listening, feedback, and proactive problem solving
- Increase individual and organizational accountability by linking goals and planned intentions to an action plan
- Learn a new language of leadership to partner for maximum productivity and morale
- Use proven tools to increase your self-awareness regarding your own working style and temperament
- Learn methods to gain understanding of the working styles and temperament of those you lead
- Blend and integrate Situational Leadership, Working Styles, and Temperament into your everyday approach as a leader

LEADERSHIP LEADERSHIP SKILLS SERIES

LEADERSHIP SKILLS SERIES: CHALLENGING COMMUNICATIONS

Who Should Attend:

Supervisors and managers, and employees who will be transitioning to a supervisory or managerial role in the future.

Dates and Locations:

[March 3-4, 2020 - Anchorage, Alaska](#)
[October 21-22, 2020 - Spokane, Wash.](#)

Course Overview:

This is one of three classes leading to a Leadership Skills Series Certificate from NWPPA. The front-line leader's role in facilitating performance will be described, along with ways of dealing with challenges such as denial and reluctance to accept accountability.

Course Objectives:

- Identify five major responsibilities of a manager in working with employees
- Identify the three types of interpersonal problems
- Identify and demonstrate the skills used to solve each type of problem, including seven active listening skills, five assertive verbal skills, and a four-step formula for dealing with defensiveness
- Identify the three styles of communication and three approaches to problem solving
- Identify the steps in the seven-step problem-solving process

LEADERSHIP SKILLS SERIES: HR BASICS & BUILDING A MORE EFFECTIVE WORKPLACE

Who Should Attend:

Supervisors, managers, and those employees who will be transitioning to a supervisor or manager role in the near future.

Dates and Locations:

[April 22-23, 2020 - Spokane, Wash.](#)
[September 23-24, 2020 - Boise, Idaho](#)

Course Overview:

This is one of three classes leading to a Leadership Skills Series Certificate from NWPPA. This course is for personnel who wish to obtain an overview and basic working knowledge of employment and labor laws that affect their business.

On day one, attendees will cover basic federal laws, issues that commonly arise under these laws, and the significant areas giving rise to litigation in the employment process: hiring, evaluations, discipline, harassment, accommodation, attendance, and discharge.

The purpose of day two is to provide participants with a clear understanding of the importance of employee evaluations and the process to follow in preparing for and conducting appraisals.

Course Objectives:

- Identify various risks and legal responsibilities associated with violence in the workplace
- Identify the important elements associated with harassment in the workplace
- Understand the concept of reductions in force
- Recognize the impact of employing non-U.S. citizens
- Identify various risks and legal responsibilities impacting employees in supervisory capacities
- Learn how to better manage discussion difficulties that arise during evaluations
- Keep the evaluation focused and on track
- Learn the importance of establishing performance goals for employees
- Set and conduct follow-up discussions
- Learn about proper record keeping

LEADERSHIP LEADERSHIP SKILLS SERIES

LEADERSHIP SKILLS SERIES: SUPERVISING UNION EMPLOYEES (OPTIONAL SESSION)

Who Should Attend:

Operations directors, managers, line superintendents, labor relations professionals, and human resource managers who supervise union employees and deal with stewards and officers of the union. This is an optional course in the Leadership Skill Series Certificate Program.

Dates and Locations:

[November 18-19, 2020 - Vancouver, Wash.](#)
[May 20-21, 2020 - Richland, Wash.](#)

Course Overview:

The MARC Union-Labor Relations program increases the skills and confidence of front line supervisors to serve as management's front-line representatives in dealing with employees, stewards, and officers of the union. Additionally, top-level managers are trained to delegate and support front-line supervisors. The MARC program provides a well-organized format to produce uniform interpretation of the contract, rules, and policies, which reduces inconsistencies in dealing with employees. It also ensures that union procedures with proper documentation are consistently followed in handling grievances, providing job performance counseling, administering disciplinary action, and making job promotion decisions. This two-day course provides supervisors and managers with a set of tools that develops fair and consistent treatment of all employees.

LEADERSHIP SKILLS SERIES: SAFETY LEADERSHIP/SAFETY CULTURE (OPTIONAL SESSION)

Who Should Attend:

Supervisors, managers, and employees who will be transitioning to a supervisory or managerial role in the future.

Dates and Locations:

This 2-day course is offered onsite at your Utility. Please contact Jenny Keesey at jenny@nwppa.org or (360) 816-1458 to schedule this training.

Course Overview:

This class is a highly interactive workshop with minimal lecture and maximum discussion, as well as hands-on exercises and appropriate workbook materials. It will equip key executives and leaders with the important insights, strategies, and tools necessary to achieve zero-incident safety performance within their organizations. They will learn how to build a successful safety culture by instructing:

- How to involve all levels of your organization in visible, active, focused engagement in safety
- How to identify risks and issues that organizational personnel face
- How to integrate safety management principles and processes into the daily operation of the business
- How to create a positive safety culture built upon "catching employees doing things right"
- How to build trust, improve management credibility, and strengthen communications

LEADERSHIP ASCEND TO LEADERSHIP PROGRAM

For more information about upcoming senior leadership courses, or to find out about bringing an event to your utility, please contact:

Elaine Dixon at
elaine@nwppa.org or (360) 816-1445

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

ASCEND TO LEADERSHIP PROGRAM

Who Should Attend:

Managers at all levels who wish to enhance their skills, build their toolkit for leadership, and connect with other leaders across the industry. Completion of the Leadership Skills or Foreman Leadership Skills series is highly recommended, but not required, prior to attending the Ascend to Leadership program.

Dates and Locations:

Varies—See specific dates and locations (following)

Program Overview:

The Ascend to Leadership program applies an innovative approach by taking a deep dive into developing as a strong leader. This program combines traditional classroom instruction, assessments, and virtual work, along with personalized coaching to create a valuable experience that achieves results. The high level of customized work and coaching focuses on areas of development; each leader will leave the program with a development plan tailored to his or her goals.

Completion of the Leadership Skills Series or Foreman Leadership Certificate Program is highly recommended, but not required, prior to attending the Ascend to Leadership program.

How it Works:

The Ascend to Leadership Program is comprised of five main components:

- Launch Packet and Hogan Leadership Development Assessment: At-home pre-work.
- Basecamp: First three-day in-person class.
- Toolkit and key action packets: A series of virtual work, such as a leadership assessment, coaching debrief, web discussions, and activity packets, completed virtually over 4-6 months.
- Summit: Second three-day in-person class (this session requires separate registration after completion of Basecamp).
- Individualized coaching session: Here attendees create a development plan to help them achieve their full leadership goals.

Please see the the program outline below, or download the Ascend to Leadership Program now.

[View the brochure](#)

Note: The Ascend to Leadership program replaces the Senior Leadership Skills Certificate Program.

Prerequisite:

Participants must currently have direct reports.

For questions or more information, please contact Elaine Dixon at Elaine@nwppa.org or (360) 816-1445.

LEADERSHIP ASCEND TO LEADERSHIP

ASCEND TO LEADERSHIP: BASECAMP

Who Should Attend:

Managers at all levels who wish to enhance their skills, build their toolkit for leadership, and connect with other leaders across the industry. Completion of the Leadership Skills or Foreman Leadership Skills series is highly recommended, but not required, prior to attending the Ascend to Leadership program.

Dates and Locations:

[March 24-26, 2020 - Sacramento, Calif.](#)

ASCEND TO LEADERSHIP: TOOLKIT AND KEY ACTION PACKETS

Who Should Attend:

Managers at all levels who wish to enhance their skills, build their toolkit for leadership, and connect with other leaders across the industry. Completion of the Leadership Skills or Foreman Leadership Skills series is highly recommended, but not required, prior to attending the Ascend to Leadership program.

Dates and Locations:

[Virtual environment](#)

ASCEND TO LEADERSHIP: SUMMIT

Who Should Attend:

Managers at all levels who wish to enhance their skills, build their toolkit for leadership, and connect with other leaders across the industry. Completion of the Leadership Skills or Foreman Leadership Skills series is highly recommended, but not required, prior to attending the Ascend to Leadership program.

Dates and Locations:

June 23-25, 2020 - Location TBD

Program Overview:

BEGINNING THE ASCENT

Participants will begin the program by receiving a launch packet that contains specific details and instructions to guide your way through the program. Participants will also complete the Hogan Leadership Development Assessment, and the results of that assessment will be used during the individualized parts of the program. Participants will then attend a three-day in-person class with colleagues across the West, where a deep dive into the leadership foundation will occur. After the class, participants will be scheduled with a coach to receive an individualized debrief of their Hogan Assessment and begin developing an individualized leadership plan.

Program Overview:

This section of the Ascend to Leadership program is independent virtual work to be completed after Ascend to Leadership: Basecamp. This portion of the program is included in the Ascend to Leadership: Basecamp fee.

TOOLKIT & KEY ACTION PACKETS

Over the next few months, with the help of a learning facilitator, each participant will work on specific key action packets. Each key action virtual packet provides lessons, tools, examples, and step-by-step application instructions. Completion and achievement of each key action packet is tracked and reported. Participants will earn their entrance into the Summit Session by completing a certain number of Key Actions based on their individual leadership plan. During this time, there will also be a series of three web discussions to help connect what was learned at the Basecamp Session with the individualized work in the key action packets.

Program Overview:

This is the final phase of the Ascend to Leadership program. Registration for this course is available after successful completion of the Ascend to Leadership: Basecamp and Toolkit & Key Action Packets.

REACHING THE SUMMIT

For those who have completed the basecamp session and met the requirements of the key action packets, the final step is reaching the summit. In this final three-day class, participants will tie everything together and learn how to apply what was learned. After the second class, all participants will finish with an individualized coaching session, and leave the program with an individualized development plan to help them achieve their full potential as a strong leader.

OPERATIONS LINEWORKERS

For more information about upcoming lineworker courses, or to find out about bringing an event to your utility, please contact:

Dale Mayuiers at
dale@nwppa.org or (360) 816-1448

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

INCIDENT INVESTIGATIONS

Who Should Attend:

Any manager, supervisor, foreman, lead employee, or human resource employee; as well as anyone who may be involved in, or is responsible for, investigating an employee accident or near hit.

Dates and Locations:

[January 28, 2020 - Sacramento, Calif.](#)

Course Overview:

This class will explore incident investigation processes and the need for investigating employee incidents and near hits. Discussions will include the need to evaluate an organization's safety culture, incident investigation policy, and associated processes.

Course Topics:

- The difference between an accident, an incident, and a near miss, and the importance of investigating each type
- Accident types
- Preparing in advance; preparing an investigation kit
- The importance of the investigation
- The investigation process: who, what, when, where, why, and how
- Identifying the investigation team – team make-up
- Root cause determination and causal factors
- Data and documentation – scene evidence collection
- Witnesses – investigative interviewing
- Scene safety
- Training
- Report writing
- Corrective actions
- Case studies – class exercise

LINEMAN SKILLS SERIES: AC SYSTEM TROUBLESHOOTING

Who Should Attend:

Line and other operations personnel, such as metering, service, and engineering, who require understanding of AC theory and how it relates to equipment used to troubleshoot problems.

Dates and Locations:

[October 8-9, 2020 - Richland, Wash.](#)

Course Overview:

The course will cover troubleshooting problems and what to look for in single-phase problems; how to fix three-phase problems from wrong voltages and how they occur, to giving alternative solutions to solve the problems; and equipment used to solve problems and how it works electrically. The course will review series and parallel circuits, fault currents, and troubleshooting flow charts. Participants will gain an understanding of single-phase and three-phase problems of all kinds; what causes ferro-resonance; emergency alternatives to field situations; the equipment and troubleshooting and safety hazards that are of concern in shooting three-phase transformer banks, and three-phase capacitor banks.

Important: Please bring your safety glasses and gloves to the class.

LINEMAN SKILLS SERIES: AC TRANSFORMERS, ADVANCED THEORY AND PRACTICAL APPLICATION

Who Should Attend:

Journeyman linemen, foremen, supervisors, engineers, and those involved in planning, scheduling, and engineering operations for a utility.

Dates and Locations:

October 6-7, 2020 - Richland, Wash.

Course Overview:

This advanced two-day class provides attendees with a journeyman lineman's view of AC transformers. The curriculum includes a combination of electrical theory and hands-on practice. The overall program is to teach students how transformers are used to manage and control the flow of alternating current in electrical distribution systems. Attendees will be provided with an opportunity to work with and arrange transformers in a variety of configurations to achieve specific voltage outputs using hands-on equipment and computer simulation.

OPERATIONS LINEWORKERS

LINEMAN SKILLS SERIES: EQUIPOTENTIAL GROUNDING

Who Should Attend:

Line crew supervisors and managers, crew foremen, linemen, and substation workers.

Dates and Locations:

[March 10, 2020 - Spokane, Wash.](#)

Course Overview:

This course is designed to help electrical workers understand the importance of and apply critical protective bonding and grounding actions. It will cover the purpose, effects, and uses of bonding and grounding. The class offers in-depth instructions and materials complete with individual exercises and hands-on simulation exercises.

Course Topics:

- Definitions, purposes, and goals of bonding and grounding
- How circuits can become energized and sources of energization
- Impact of current flow and resistance to the human body
- Grounding cable use and resistance in single- and multi-phase applications
- Proper installation, care, and maintenance of ground cables
- Voltage gradients
- Step, touch, and transfer touch potential
- Establishing an equipotential zone
- Installation of cluster bars
- Five to stay alive
- Electromagnetic and electrostatic induction
- Substation ground grids
- Worksite grounding, including vehicles and equipment in the work area
- Transferred potential rise and substations
- Protective grounding circuit
- Federal OSHA grounding requirements
- Examples of incidents and accidents

LINEMAN SKILLS SERIES: LINEMAN RIGGING

Who Should Attend:

Linemen and line crew foremen.

Dates and Locations:

[March 11, 2020 - Spokane, Wash.](#)

Course Overview:

This class will increase the participant's level of knowledge of rigging gear inspection; safe rigging procedures and load control ;and using almost any vertical or horizontal rigging system. Come prepared with your work gloves, hard hats, and suitable clothing and footwear for any hands-on work taught in the class.

Course Topics:

- Utility load rigging
- Sling tensions
- Blocks and winches
- Winching
- Cross-arm rigging
- Down-guy and dead-ending
- Guy lengths and guy tensions
- Pole compression
- Rigging inspection
- Underground wire pulling

OPERATIONS LINEWORKERS

LINEMAN SKILLS SERIES: PERSONAL PROTECTIVE GROUNDING

Who Should Attend:

All electrical workers involved in personal protective grounding.

Dates and Locations:

TBD

Course Overview:

This course discusses protective grounding theory, emphasizing safety and the range of acceptable currents. It also covers visual inspection of grounding systems (mats, connectors, risers, and straps); special considerations and hazards (IEEE Standard 80); and personal protective grounds, including sizing, testing, inspection, maintenance, and use. This class includes hands-on simulation exercises.

LINEMAN SKILLS SERIES: REGULATORS AND CAPACITORS - POWER QUALITY FOR LINEMEN

Who Should Attend:

Electrical linemen, line crew foremen, substation personnel, electrical engineers, and all personnel who would benefit from a theoretical and practical knowledge of regulators and capacitors.

Dates and Locations:

TBD

Course Overview:

This course is designed to help the student better understand the function, purpose, and application of regulators, and capacitors. The class will review power factor calculations, induction regulators and step regulators. Students will observe the inner workings of a step voltage regulator and applied electrical theory. Students will also learn to work safely with various capacitors in different configurations and connections, while using hands-on demonstrations.

Important: Please bring your safety glasses and gloves to the class.

METERING FOR LINEMEN

Who Should Attend:

Journeyman linemen and other electrical workers who want a better understanding of revenue metering and the hazards while working with revenue meters for both single-phase and three-phase meters.

Dates and Locations:

[March 12, 2020 - Spokane, Wash.](#)

Course Overview:

This course will cover how to recognize various meter types; current transformer (CT) metering; ANSI form numbers for meter selections; safe installation and removal of meters, effects of electricity; proper selection of PPE; and current diversion. Current transformer metering and special hot topics will be discussed as they relate to exposure to metering from a lineman's point of view.

After completing this training, the participant should be able to identify various types of meters and meter bases; install and pull meters safely; select and inspect PPE required when working with meters; perform socket checks; and identify current diversion.

OPERATIONS SUBSTATION SERIES

For more information about upcoming substation courses, or to find out about bringing an event to your utility, please contact:

Dale Mayuiers at
dale@nwppa.org or (360) 816-1448

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

SUBSTATION SERIES: PRINT READING AND ELECTRICAL CIRCUIT TROUBLESHOOTING TECHNIQUES

Who Should Attend:

Linemen, substation personnel, and distribution engineers who have responsibility for the operation and maintenance of distribution and transmission substations.

Dates and Locations:

TBD

Course Overview:

This two-day class is intended to serve as a refresher in substation print reading and be additional training for individuals who are responsible for substation operations and maintenance. Students will demonstrate their knowledge using simple to complex substation drawings in troubleshooting of substations.

Day One:

Emphasis will be placed on print reading and understanding substation one-line diagrams; three-line diagrams; manufacturers equipment drawings; electrical wiring and interconnect diagrams; and electrical schematics. Students will be working with actual substation drawings and will be required to demonstrate to the instructor their ability to use one-line, three-line, electrical schematics, and interconnection diagrams. There will be individual as well as group exercises demonstrating students' ability to successfully use the various types of drawings.

Day Two:

Students will build upon the knowledge gained on day one by additional exercises using the various types of substation drawings in solving actual substation equipment problems. On day two, the instructor will introduce actual substation operational issues, and the students will have to solve, by the use of electrical drawings, and explain their steps in resolving various substation operational problems. Students will be expected to participate and work individually and in small groups on both days of the training. At the end of day two, students will be expected to participate in a final exam demonstrating the knowledge gained with this training.

Note: Students are asked to turn off cell phones during class.

SUBSTATION SERIES: SUBSTATION BATTERY MAINTENANCE AND TESTING

Who Should Attend:

Line and substation personnel, as well as engineers who are responsible for distribution and transmission substations.

Dates and Locations:

TBD

Course Overview:

This one-day class is intended to provide an overview of the latest industry techniques in substation battery and battery charger specification, maintenance, and testing. Discussion will take place on the latest IEEE and NERC testing standards.

Course Topics:

- Vented/flooded lead acid batteries
- Sealed maintenance/valve-regulated lead acid (VRLA)
- Nickel cadmium (NI-CD) batteries
- Battery chargers
- Battery test equipment
- Battery inspection and testing
- Review of test results
- IEEE and NERC testing standards

OPERATIONS SUBSTATION SERIES

SUBSTATION SERIES: POWER SYSTEMS 103—RELAY COMMISSIONING 1

Who Should Attend:

Field technicians; new protection and control engineers; and other utility staff that would benefit from increased knowledge about field testing.

Dates and Locations:

TBD

Course Overview:

This is an intense four-day class that is geared toward answering fundamental questions about field commissioning of protection and control equipment.

Course Objectives:

- Introduction to power systems and protective relaying
- Technical tools:
- Instrument transformers:
- Relay design and basic elements:
- Control circuits:
- Transformer protection and control:
- Maintaining relay systems:
- Analyzing relay events:
- Commissioning tests; safety, manual and automatic testing of CTs and relays:
- Commissioning tests; testing circuits, wiring and functional tests:
- Commissioning tests; in service readings:
- Commissioning tests; commissioning numerical relays:
- Commissioning; project management:
- Testing power line carrier:
- Redundant systems:

Course Requirements:

In order to gain the maximum benefits from this course, each student should have a power systems background.

Each student must bring a trigonometric functions calculator to the class or a scientific calculator application on their smart phone.

SUBSTATION SERIES: SUBSTATION OVERVIEW & INSPECTIONS

Who Should Attend:

Line and substation personnel, distribution engineers, and supervisors who have responsibility for transmission and distribution substations.

Dates and Locations:

TBD

Course Overview:

This one-day class will provide an overview of substations, inspection practices, substation equipment, basic print reading, protective relaying, substation metering, specific equipment inspection practices, equipment troubleshooting, and documentation. The class will also include a tour of a substation where you will review the areas covered in the class and review what you have learned regarding substation inspection. Other topics that will be covered include:

- Types of substations and the purpose of each type
- Substation civil equipment, fences, structures, equipment grounding, gates, and yard lights
- Purpose and requirement of substation log books
- Substation power transformers, load tap changers, and protective devices (theory and operation)
- Oil containment and oil testing
- Circuit switchers, breakers (oil, air, vacuum, SF6), three-phase regulators, and single-phase regulators (theory and operation)
- Substation batteries and chargers
- Current and potential transformers
- Substation capacitors

Mandatory PPE for the Substation Tour:

As part of this course, you will tour an energized substation. Required personal protective equipment includes a fire-rated outer garment, hard hat, safety glasses, and sturdy shoes for walking on uneven and rough surfaces. FR clothing of a minimum of 5 calories is required for top and pants.

OPERATIONS SUBSTATION SERIES

SUBSTATION SERIES: SUBSTATION TRANSFORMERS & LTC DIAGNOSTICS

Who Should Attend:

Line and substation personnel, as well as engineers who have responsibility for distribution and transmission substations.

Dates and Locations:

TBD

Course Overview:

This one-day class is intended to provide an overview of the latest industry techniques in substation transformer and single-phase/three-phase load tap changer (LTC) maintenance. The implementation of simple, cost-effective predictive maintenance techniques will be emphasized.

Course Topics:

- Equipment oil sampling: correct oil sampling technique, and understanding and interpretation of oil test results. Review of portable testing devices.
- Infrared thermography: basic theory, application, and interpretation as applicable to substation equipment.
- Other techniques include acoustic surveys, headspace gas analysis, basic review of online monitoring systems, and other condition assessment techniques.

OPERATIONS SUPPLY CHAIN

For more information about upcoming supply chain courses, or to find out about bringing an event to your utility, please contact:

Taryn Johnson at
taryn@nwppa.org or (360) 816-1446

Want more?

Please see pages 4 through 11 for additional conferences, workshops, meetings and events.

UTILITY WAREHOUSING FROM A TO Z

Who Should Attend:

Warehouse and materials management professionals.

Dates and Locations:

[March 24-26, 2020 - Wenatchee, Wash.](#)

Course Overview:

Day One: Introduction to Utility Warehousing

The first day is designed to provide individuals with a thorough overview of the logistics and warehousing functions. The course will address the physical and documentation aspects of the processes, including a more specific review of the materials storage, distribution, handling, and receiving process. Also incorporated are overviews of effectively dealing with everyday operations and other stakeholders.

Day Two: Receiving, Shipping, Returns, and Inventory Operations

The second day is designed to provide participants with a working knowledge of the warehouse receiving, shipping, returns, safety, and inventory operations and organization. The course will address the physical aspects and documentation of the processes. Attendees will tour a member warehousing facility to see hands-on application of industry benchmark operations.

Day Three: Inventory Management, Automation, and Supervision

The third day is designed to provide participants with a working knowledge of warehouse inventory management, inventory control, inventory audits, remediation, and warehouse automation. A warehouse improvement case study will be presented and discussed. In addition, the course includes a session on understanding and relating to warehouse management, personal leadership, and supervision requirements.

NOTES

[illegible]

PERSONAL DEVELOPMENT AND EVENT PLANNER

2020 PERSONAL DEVELOPMENT PLAN

Key development goals:

1. _____

2. _____

3. _____

Actions needed for development:

1. _____

2. _____

3. _____

NWPPA classes and events to support development goals and action plan:

Date	Event Name	Page #	Location	Notes

PERSONAL DEVELOPMENT AND EVENT PLANNER

2020 PERSONAL DEVELOPMENT PLAN

Key development goals:

1. _____

2. _____

3. _____

Actions needed for development:

1. _____

2. _____

3. _____

NWPPA classes and events to support development goals and action plan:

Date	Event Name	Page #	Location	Notes

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