



# WINTER EDUCATION INSTITUTE

FEBRUARY 4 - 8, 2019  
NASHVILLE, TENNESSEE

## Courses:

Accounting

Electric Utility 101

Cost of Service & Rate Design

NEW!

Underground Distribution Systems

Advanced Topics in  
Underground Distribution

NEW  
CONTENT!

## Certificate Program:

Customer Service Management

Save **\$100**  
when you attend  
more than one  
course!

# LEARN TOGETHER, GROW TOGETHER

The American Public Power Association's seasonal education institutes offer in-depth training courses for all skill levels. Institutes allow attendees to focus on a single topic or spend the week in multiple classes for more comprehensive training.

Classes are designed by instructors who have decades of industry experience and understand the specific needs of public power utilities. The Institute format also provides an excellent opportunity to network with industry peers and earn continuing education credits.

## Accreditation

### Earn While You Learn!

Participate in the Winter Education Institute to earn Continuing Education Units (CEUs), Professional Development Hours (PDHs) and Continuing Professional Education credits (CPEs).



#### Continuing Education Units

The American Public Power Association is accredited by the International Association for Continuing Education and Training (IACET) and is authorized to issue the IACET CEU. For information regarding certification status, attendance requirements and obtaining attendees transcripts, visit [www.PublicPower.org](http://www.PublicPower.org) or contact [EducationInfo@PublicPower.org](mailto:EducationInfo@PublicPower.org) or 202/467-2919.

#### Professional Development Hours

The American Public Power Association's educational practices are consistent with the criteria for awarding Professional Development Hours (PDHs) as established by the National Council of Examiners for Engineering and Surveying (NCEES). Course eligibility and number of PDHs may vary by state.



#### Continuing Professional Education Credits

The American Public Power Association is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.learningmarket.org](http://www.learningmarket.org). There are no prerequisites for the courses offered; no advance preparation is required for any courses. All courses are group-live offerings. Credit hours and areas of study for the courses are listed in this brochure. For more information regarding administrative policies, such as clarification of requirements, complaints, and refunds, please contact [EducationInfo@PublicPower.org](mailto:EducationInfo@PublicPower.org).

# WINTER EDUCATION INSTITUTE

FEBRUARY 4 – 8, 2019 ● NASHVILLE, TENNESSEE

	Monday 2/4	Tuesday 2/5	Wednesday 2/6	Thursday 2/7	Friday 2/8
<b>Accounting</b>	Public Utility Accounting		Work Order & Asset Management	Advanced Public Utility Accounting	
<b>Cost of Service &amp; Rate Design</b>	Basic Cost of Service: Concepts and Rate Planning	Intermediate Cost of Service: Implementation and Best Practices		Strategic Rate Design: Trends and Distributed Generation Impacts (1.5 days)	
<b>Customer Service Management Certificate Program</b>	Electric Utility Industry Overview	Strategies for Successful Customer Service Operations	Utility Collections: Trends & Challenges	Modeling Customer Service in Your Leadership Style	Utilizing Technology to Enhance Customer Service
<b>Technical Training</b>	Constructing, Operating and Maintaining Underground Distribution Systems (3.5 days)			Advanced Topics in Underground Distribution (1 day)	

For detailed course and instructor information, visit [www.PublicPower.org/Academy](http://www.PublicPower.org/Academy) under Institutes & Certificates.

Save **\$100**  
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more than one  
course!



# Utility Accounting Courses

A great way to earn CPE credits

## Registration Fees

Prices increase by \$50 after January 14

	Members	Nonmembers
1 day class	\$545	\$1,090
2 day class	\$845	\$1,690

## Public Utility Accounting

**Monday, Feb. 4 – Tuesday, Feb. 5**

Monday: 8:30 a.m. – 5 p.m.

Tuesday: 8 a.m. – 4 p.m.

*Recommended CEUs 1.3/PDHs 13/CPEs 15*

*Field of Study: Accounting*

### Course Overview

This course highlights the development of a utility accounting system that is compatible with Federal Energy Regulatory Commission (FERC) guidelines. It examines accounting theory, the role of accounting in public utilities, FERC accounting procedures, the uniform systems of accounts, and utility accounting subsystems.

### Course Topics

- Accounting for operating revenues and expenses
- Introduction to utility property and plant accounting
- Introduction to FERC uniform system of accounts
- Applicability of generally accepted accounting principles to public utilities
- Financial statement structure and presentation
- Capital vs. expense determination
- Allocation of indirect or common costs
- Accounting for unbundled services

### Course Level

**Basic:** No prerequisites; no advance preparation.

### Who Should Attend

Designed for those who are new to public utility accounting practices or unfamiliar with the FERC accounting structure.

### Instructor

**Jerry McKenzie**, Senior Associate, MGT Consulting Group



## Work Order and Asset Management Accounting

**Wednesday, Feb. 6**

8:30 a.m. – 4:30 p.m.

*Recommended CEUs .7/PDHs 6.5/CPEs 7.8*

*Field of Study: Accounting*

### Course Overview

Utility construction is one of the major activities at your utility and has a significant impact on developing equitable rates for your customers. This interactive course covers basic and intermediate utility work asset management accounting concepts and applications. Learn how to coordinate operations and finance processes to accurately account for projects. Work through the necessary steps to report utility construction costs and differentiate between capital construction and maintenance costs. Learn about practical industry processes, through real-world utility examples of the day-to-day realities of accounting for utility construction costs.

### Course Topics

- Work order and asset management processes and the importance of accurate plant accounting and reporting
- Accounting for utility construction and impacts on customer rates
- Accounting standards that apply to work order accounting
- Using construction standards and compatible units
- Evaluating construction accounting business processes
- Methods of allocating overhead costs
- Unitizing construction costs and closing work orders
- Developing capital budgets and capital retirement accounting
- Software selection and implementation considerations
- Process improvement and personnel training
- Developing informative reporting to help implement strategy
- Overcoming organizational barriers

### Course Level

**Basic/Intermediate:** No prerequisites; no advance preparation.

### Who Should Attend

Designed for utility accounting, finance and operations personnel who are part of the work order process.

### Instructor

**Russ Hissom, CPA, CIA, CISA**, Partner, Energy and Utilities Group, Baker Tilly

## Advanced Public Utility Accounting

**Thursday, Feb. 7 – Friday, Feb. 8**

Thursday: 8:30 a.m. – 4 p.m.

Friday: 8 a.m. – 3:30 p.m.

*Recommended CEUs 1.2/PDHs 11.75/CPEs 14*

*Field of Study: Accounting*

### Course Overview

Most of the crucial decisions that electric utilities make require financial information. Utility accounting staff must understand how accounting principles and practices impact financial reporting to internal and external stakeholders. This course examines complicated aspects of accounting theory and practice to inform planning and decision-making by management.

### Course Topics

- Presentation of financial statements
- Introduction to sustainability accounting standards
- Using regulatory accounting to mitigate ratepayer and financial reporting impacts
- Financial statement analysis and its role in strategic planning
- Capital structure and financing utility infrastructure projects
- Establishing strong internal controls to efficiently allocate resources and deter fraud
- Governmental accounting pronouncements update
- Accounting for contingencies, capitalized interest, asset impairments and asset retirement obligations
- Update on implementing the new GASB Pension Standard

### Course Level

**Intermediate/Advanced:** Recommended as a follow up to the Public Utility Accounting course.

### Who Should Attend

Designed for utility accounting and finance personnel with a basic knowledge of utility accounting theory and practice.

### Instructors

**Russ Hissom, CPA, CIA, CISA**, Partner, Energy and Utilities Group, Baker Tilly

**Bethany Ryers, CPA**, Senior Manager, Energy and Utilities Group, Baker Tilly

### What to Bring

Bring a copy of your annual financial statement. Instructors will answer your questions on presentation and application of accounting policies and practices.

NEW  
CONTENT!

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# Cost of Service & Rate Design

Highly interactive courses full of  
real-world examples and exercises

## Registration Fees

Prices increase by \$50 after January 14

	Members	Nonmembers
1 day class	\$545	\$1,090
1.5 day class	\$745	\$1,490
2 day class	\$845	\$1,690

## Basic Cost of Service: Concepts and Rate Planning

**Monday, Feb. 4**

8:30 a.m. – 4:30 p.m.

*Recommended CEUs .7/PDHs 6.5/CPEs 7.8*

*Field of Study: Specialized Knowledge*

### Course Overview

Explore the ins and outs of cost of service — from basic concepts to leveraging data for decision making. Learn how to determine revenue requirements and key financial targets and relate them to cost of service. Find out how to develop a long-term rate plan and use financial targets to determine customer rates, borrowing needs, and capital improvements.

### Course Topics

- Basic cost of service concepts, terminology, and processes
- Collect and use of cost of service data
- Determine revenue requirements using cash and utility-based approaches
- Set key financial targets related to cost of service
- Develop a cash reserve policy
- Determine rate policies and long-term rate plans
- Communicate rate changes to policymakers and customers
- Use customer rates to fund infrastructure replacements

### Course Level

**Basic:** No prerequisites; no advance preparation.

### Who Should Attend

General managers, finance and accounting personnel, rate analysts, financial planners, as well as policymakers.

### Instructor

**Dawn Lund**, Vice President, Utility Financial Solutions

### What to Bring

Participants are encouraged to bring a laptop to work through in-class exercises.

## Intermediate Cost of Service: Implementation and Best Practices

**Tuesday, Feb. 5 – Wednesday, Feb. 6**

8:30 a.m. – 5 p.m. both days

*Recommended CEUs 1.3/PDHs 13/CPEs 15*

*Field of Study: Specialized Knowledge*

### Course Overview

Understand how to apply cost of service and rate design principles and processes to electric, water, sewer, gas, and other municipal services. Develop a fully functional and unbundled cost of service study. Do a cost analysis deep dive and learn from real-world examples and best practices.

### Course Topics

- Identify, collect, and organize costs
- Allocate municipal facilities and expenses
- Classify generation, transmission, and distribution expenses
- Categorize generation types and primary cost components
- Collect and apply load research data
- Develop cost allocation factors
- Gauge customer voltage levels and allocating costs
- Apply cost allocation factors in a cost of service model
- Determine monthly customer facilities and billing costs
- Identify bundled and unbundled primary cost components
- Apply cost of service components to rate designs
- Understand the limitations of a traditional cost-of-service model

### Course Level

**Basic/Intermediate.** Recommended as a follow-up to the Basic Cost of Service course.

### Who Should Attend

This course is designed for utility staff who want to learn how the cost of service process is completed and applied.

### Instructors

**Phil Euler, P.E.,** Manager of Engineering Services, NMPP Energy

**Dan Kasbohm,** Rates Manager, Utility Financial Solutions

### What to Bring

Participants are required to bring a laptop with Excel and PowerPoint, to work through in-class exercises.

## Strategic Rate Design: Trends and Distributed Generation Impacts

NEW!

**Thursday, Feb. 7 – Friday, Feb. 8**

Thursday: 8:30 a.m. – 4:30 p.m.

Friday: 8:30 a.m. – Noon

*Recommended CEUs 1/PDHs 10.25/CPEs 12.2*

*Field of Study: Specialized Knowledge*

### Course Overview

The electric industry is changing, and policies related to customer rate structures are no longer consistent with how a utility's costs are incurred. Learn how to send proper price signals and how social and environmental objectives may factor into rate designs. Review rate trends and strategies from utilities across the nation and hear how others are integrating distributed energy resources and restructuring rates for electric vehicles, solar valuation and fixed and variable cost recovery. Gain hands-on experience by designing rates for a sample utility.

### Course Topics

- Considerations when developing a long-term rate strategy
- Rate options for utilities both with and without AMI
- Developing a strategic rate plan to meet long-term utility goals and properly recover costs
- Valuation and billing methodologies for rooftop solar customers and battery storage
- Rate structures and strategies for electric vehicle charging stations
- Evaluating customer and demand charges, time of use rates, real-time pricing, coincident peak demand rates, identifying marginal costs, and setting a proper price signal
- Special rates: economic development, rates for large customers, standby rates, rate structures to promote electric vehicles, etc.
- Understanding power cost adjustment mechanisms
- Developing standby rates for customers installing combined heat and power generators
- Educating staff, management, governing bodies, and customers about long-term rate strategies
- Utility rate trends and case studies

### Course Level

**Basic/Intermediate.** No prerequisites; no advance preparation.

### Who Should Attend

General managers, finance and accounting personnel, rate analysts, financial planners, as well as policymakers.

### Instructor

**Mark Beauchamp, CPA, CMA, MBA,** President, Utility Financial Solutions



# Customer Service Management Certificate Program

Courses can be taken individually or as part of the certificate program.

## Program Description

Nurturing customer relationships and meeting customer needs are as critical to your utility's success as keeping the lights on. Customer preferences are evolving, and expectations for instant access to information and support are increasing. As a public power utility, your organization needs the support and goodwill of the communities you serve.

APPA's Customer Service Management Certification Program provides practical training and guidance on how to build and sustain a culture of outstanding customer service involving all stakeholders—utility employees, governing board members, and city officials. This program explores the mainstays of good customer service and how everyone at your organization can uphold them.

Customer service representatives, managers, and supervisors who complete this program's five required courses, pass an online exam, and successfully file a customer service assessment or improvement project plan within one year of completing the coursework will earn a Public Power Customer Service Manager certificate.

## Who Should Attend

This program focuses on developing a culture of excellence in customer service among all public power utility employees and governing officials. Therefore, while the content is designed for customer service managers, supervisors, and representatives, the program is also recommended for utility senior managers with cross-departmental responsibilities, governing board representatives, and senior officials.

## Program Requirements

To earn this certificate, participants must complete the following requirements within one year:

### 1. Complete the five required courses

- Electric Utility Industry Overview\*
- Strategies for Successful Customer Service Operations
- Utility Collections: Trends & Challenges
- Modeling Customer Service in Your Leadership Style
- Utilizing Technology to Enhance Customer Service

### 2. Pass an online exam

### 3. Submit a plan for a customer service assessment or service improvement project

\*Participants who can demonstrate knowledge of the utility industry, through work experience or coursework, may opt-out of this course. Contact EducationInfo@PublicPower.org for more information.



**Registration Fees**

After January 14: Individual course prices increase by \$50; certificate program prices increase by \$250.

	<b>Members</b>	<b>Nonmembers</b>
1 day class	\$545	\$1,090
Program Enrollment Fee*	\$350	\$350
Certificate Program**	\$2,200	\$4,400

\*Covers the cost of study material, exam and post-course project grading.

\*\*Includes the five courses and the enrollment fee.

## Instructors

### Patricia Cruz, Vice President of Consulting & Training, Hometown Connections

For nearly 20 years, Patty has helped utilities set a strategic destination for the future and then direct operations towards that vision. Her areas of expertise include achieving organizational effectiveness, strategic planning, change management, communications, stakeholder engagement, process improvement, and customer satisfaction. Her focus is on improving the performance of public power's corporate culture, workforce issues, customer service, and community relations.

### Steve VanderMeer, Senior Vice President of Planning and Marketing, Hometown Connections

Steve joined Hometown Connections in 1998 and provides consulting, training and facilitation support to public power utilities and their governing boards. He has worked with a wide range of municipal governments and non-profit organizations on strategic planning, governance, organizational assessments, public participation, market research and customer service issues. He is the author of the Association's Customer Service: Building a Strong Infrastructure for Your Utility publication. Previously, Steve worked at Fort Collins Utilities where he was the Director of Marketing and Energy Services.

**For detailed course and instructor information, visit [www.PublicPower.org](http://www.PublicPower.org) under Institutes & Certificates.**

## Electric Utility Industry Overview\*

### Monday, Feb. 4

8:30 a.m.–4:30 p.m.

*Recommended CEUs .7/PDHs 6.5/CPEs 7.8*

*Field of Study: Specialized Knowledge*

### Course Overview

As power supply and delivery are highly technical and complex issues, it is important for public power employees and policymakers to understand basic industry operations. You'll receive a broad, non-technical overview of how the components of the electricity system function together to provide reliable and environmentally sustainable service to customers. Learn about generation, transmission, distribution, types of utilities and their supporting organizations, as well as electric utility industry trends and issues.

### Course Topics

- Overview of industry participants, including investor-owned utilities, rural electric cooperatives, merchant generators, and public power utilities and their joint action agencies
- Review of the electric utility regulatory structure, at the federal, state and local levels
- Types of electricity generation, historical usage and new developments
- Electricity transmission system and the participants/markets for wholesale power supply
- Components of the local distribution system, including substations, transformers, wires and meters
- Rate challenges: recovering the costs of delivering power
- Understanding the public power advantage, including local control, presence and values
- Review of organizations and resources available to help public power utilities foster a culture committed to excellence in customer service

### Course Level

**Basic:** No prerequisites; no advance preparation.

### Instructors

Patty Cruz

Steve VanderMeer

\*Participants who can demonstrate knowledge of the utility industry, through work experience or coursework, may opt-out of this course. Alternatively, participants can take a webinar series in place of the in-person course. Contact [EducationInfo@PublicPower.org](mailto:EducationInfo@PublicPower.org) for more information.

## Strategies for Successful Customer Service Operations

**Tuesday, Feb. 5**

8:30 a.m.–4:30 p.m.

*Recommended CEUs .7/PDHs 6.5/CPEs 7.8*

*Field of Study: Specialized Knowledge*

### Course Overview

In a time of unprecedented industry changes and evolving consumer expectations, a utility's most important strategic asset is its relationship with its customers. This course defines good customer service, how to identify and meet the needs of different types of customers, and how to create a culture of commitment to excellence in customer service across all areas of utility management, operations and customer interactions.

### Course Topics

- Defining good customer service
- Segmenting customers into categories and identifying their specific requirements: residential, business, commercial and industrial key accounts
- Identifying the utility's internal customers and other stakeholders and why they're important
- Managing your physical facilities to create a safe and welcoming environment
- Operating with the customers' needs in mind when determining service hours, locations, payment policies/options, web-based access to account info, etc.
- The role of utility governing officials, policymakers, and senior managers in creating a culture of customer service excellence

### Course Level

**Basic:** No prerequisites; no advance preparation.

### Instructors

Patty Cruz  
Steve VanderMeer

## Utility Collections: Trends & Challenges

**Wednesday, Feb. 6**

8:30 a.m.–4:30 p.m.

*Recommended CEUs .7/PDHs 6.5/CPEs 7.8*

*Field of Study: Specialized Knowledge*

### Course Overview

Based on the best practices of public power utilities across the United States, this course reviews the policies and procedures that foster an efficient and effective collections process. The instructors will cover a variety of examples from across the industry and use recent Association survey information to examine industry norms and best practices.

### Course Topics

- The basics of customer service/call center operations
- What makes a good customer service operation, including fair and consistent collections policies and procedures
- Policies and procedures for setting up new accounts and security deposit requirements
- Meter reading, billing, and payment schedules
- Understanding the basics of utility service costs and ratemaking, for effective response to customer queries
- How to handle overdue accounts, including skip tracking, liens, and credit agencies
- Handling collections in-house vs. outsourcing
- Open discussion on specific issues/challenges and strategies for resolving them

### Course Level

**Basic:** No prerequisites; no advance preparation.

### Instructors

Patty Cruz  
Steve VanderMeer

## Modeling Customer Service in Your Leadership

**Thursday, Feb. 7**

8:30 a.m. – 4:30 p.m.

*Recommended CEUs .7/PDHs 6.5/CPEs 7.8*

*Field of Study: Specialized Knowledge*

### Course Overview

Ensuring that all utility employees and governing officials subscribe to a culture of excellence in customer service requires very specific leadership skills and strategies. Identify the qualities of a good leader and learn the steps to transforming your utility culture to improve performance.

### Course Topics

- Differences between good and bad leaders, and between leaders and managers
- Leading during times of change and times of crisis
- Identify the leader's customers
- Fostering a culture of leadership throughout the organization
- Key activities of a customer service leader, including employee recruitment and selection, new employee orientation, ongoing training and education, performance monitoring, setting compensation and rewards, empowering employees, and gathering feedback from customers

### Course Level

**Basic:** No prerequisites; no advance preparation.

### Instructors

Patty Cruz

Steve VanderMeer

## Utilizing Technology to Enhance Customer Service

**Friday, Feb. 8**

8:30 a.m. – Noon

*Recommended CEUs .3/PDHs 3.25/CPEs 3.8*

*Field of Study: Specialized Knowledge*

### Course Overview

Customer service representatives, managers, and supervisors play a key role in the purchase, deployment, and utilization of technologies and information systems that support the functions of their service departments. Customer information systems (CIS), metering technologies, billing systems, telecommunications systems, and cloud-based software applications are just a few of the technology options these stakeholders must understand and evaluate. Hear about the latest utility technology options that are enhancing public power services nationwide.

### Course Topics

- Current customer service technologies, including billing, outage management, interactive voice response, advanced metering infrastructure, SCADA, pre-pay metering, work order management, field service automation, automated vehicle location, and cybersecurity
- New technologies/applications and how they can enhance utility operations and customer service
- Preparing a technology plan, including identifying current and future needs, budgeting, vendor selection, interoperability between software platforms, navigating the approvals process, project management, implementation strategies, and product training
- Cybersecurity and the critical role it plays in business continuity

### Course Level

**Basic:** No prerequisites; no advance preparation.

### Instructors

Patty Cruz

Steve VanderMeer



## Technical Training

**Earn Professional Development Hours**

### Registration Fees

Prices increase by \$50 after January 14

	Members	Nonmembers
1 day class	\$545	\$1,090
3.5 day class	\$1,245	\$2,490

## Constructing, Operating and Maintaining Underground Distribution Systems

**Monday, Feb. 4 – Thursday, Feb. 7**

Monday – Wednesday: 8 a.m. – 4:30 p.m.

Thursday: 8 a.m. – Noon

*Recommended CEUs 2.5/PDHs 24.75/CPEs 29.6*

*Field of Study: Specialized Knowledge*

### Course Overview

Learn all about the effective design, construction, operation and maintenance of underground electric distribution systems. Review critical factors involved in the conversion of overhead systems to underground. Tour a local utility's distribution system and participate in guest presentations from manufacturer's application engineers, cable testing engineers, or other industry professionals.

### Course Topics

- Policy and service guidelines
- Underground distribution planning, design and layout
- Maintenance practices
- Operations, safety and regulatory requirements
- Cable design and application
- Terminating underground cable
- Fusing and protection
- Review of the 2017 NESC that pertains to underground systems (Part 3) and work practices (Part 4)

### Course Level

**Basic/Intermediate:** no prerequisites; no advance preparation. It is highly recommended to attend this course in conjunction with the Advanced Topics in Underground Distribution course.

### Instructors

**Larry Koshire, P.E.**, President, Koshire Consulting, LLC

**Mark Swan, P.E.**, Principal, MDS Engineering Consulting, LLC

## Advanced Topics in Underground Distribution



**Thursday, Feb. 7 – Friday, Feb. 8**

Thursday: 1:30 – 5 p.m.

Friday: 8 a.m. – Noon

*Recommended CEUs .7/PDHs 6.5/CPEs 7.8*

*Field of Study: Specialized Knowledge*

### Course Overview

Underground distribution continues to be the installation method of choice in many applications on public power systems. Although the initial installation cost of underground distribution is almost always greater than equivalent overhead distribution, it offers a wide range of advantages including greater operating reliability, lower operating and maintenance costs, better public safety and, of course, reduced visibility and greater public acceptance.

Learn how to improve your utility's policies, standards, and practices for planning, designing, constructing, operating, and maintaining underground distribution and hear about current and emerging industry trends.

### Course Topics

- Making the decision between overhead and underground distribution alternatives, including customer expectations
- Complying with federal and state laws and regulations governing underground distribution design
- Complying with state laws and regulations for the ethical practice of engineering in underground distribution design
- Developing and applying consistent design protocols and documentation (design criteria, construction standards, design documentation, engineering reports, and records management policies/practices)
- The line design process and how to improve it
- Ensuring long-life cable installations

### Technology Requirements

Participants are required to bring a scientific calculator for use during the course.

Participants are expected to complete a brief online questionnaire in advance of the course and are asked to contribute specific examples of underground application issues and problems (including field photographs, standards, policies, and procedures) for group discussion.

- State-of-the-art cable specification and purchasing
- Cable handling and installation (including cable pulling calculations)
- Extending the life of in-service cable through improved in-service testing, overcurrent and overvoltage protection and thermal loading
- Prioritizing capital and operating expenditures for underground distribution
- Current and emerging industry trends (implications of smart grid and other new technologies)

### Course Level

**Intermediate:** no prerequisites; no advance preparation. Some knowledge of underground distribution systems is helpful. It is highly recommended that you attend this course in conjunction with the Underground Distribution Systems course.

### Instructors

**M. Thomas Black, P.E.**, Management Consultant, Collaborative Learning, Inc.

**R. John Miner, P.E.**, President, Collaborative Learning, Inc.

## Who Should Attend

Designed for electric utility engineers, designers, technicians, and field personnel who are responsible for, or who make decisions concerning, distribution systems, as well as those involved in the management, construction, and operations aspects of distribution systems.

These courses are conducted at a practical level and are appropriate for degreed engineers and engineering technicians, as well as non-degreed high school graduates with a general knowledge of the electric utility system.



# Registration and Hotel Information

Register online at [www.PublicPower.org/Academy](http://www.PublicPower.org/Academy)  
under Institutes & Certificates

## Hotel Information

All courses will be held at the:

Sheraton Grand Downtown  
623 Union Street  
Nashville, TN 37219

## APPA Room Rate

\$225 Single/Double (plus tax)

## Room Rate Cut-off Date

January 14, 2019

## Reservations

Contact the hotel reservation line at 615-259-2000 and mention the APPA Winter Institute, or visit [www.PublicPower.org/Academy](http://www.PublicPower.org/Academy) under Institutes & Certificates to make reservations online.

Please note: APPA's block of rooms could sell out prior to January 14, so make your hotel reservations early.

## Location

The hotel is located about 10 miles from the Nashville International Airport (BNA). Please contact the hotel for transportation options.

## Cancellations/No-Show/Refunds/Substitutions

Registrants who cancel in writing on or before Jan. 28, are entitled to a refund of their registration fee, minus a \$50 cancellation fee. Registrants who cancel after Jan. 28, will not receive a refund, but attendee substitutions will be allowed for this event only. Registrants and no-shows who do not cancel by Jan. 28 are responsible for the full registration fee and are not entitled to a refund.

Cancellations must be made in writing and emailed to [Registration@PublicPower.org](mailto:Registration@PublicPower.org).

## Travel Arrangements

Travel arrangements and costs are the responsibility of the participants (including hotel parking, WiFi, incidentals, etc.). The Association will not reimburse for changes in travel expenditures regardless of the cause.

## Confirmations

Confirmations will be sent via e-mail.

## Name Badges & Course Sign-In

Name badges can be picked up at the APPA registration desk at the hotel starting at 7:30 a.m. on the first day of each course. You must sign-in for class each day at the registration desk to receive continuing education credits.

## Meals

Beverage breaks are included in the registration fee. All meals are on your own.

## Internet Access

WiFi may only be available in hotel common areas (sleeping rooms and hotel lobby), and will not be available in APPA meeting rooms. Please make arrangements to use cellular data on your device, or bring a MiFi or Internet hotspot for personal use. APPA will not provide a password for WiFi.

## Questions?

Email [EducationInfo@PublicPower.org](mailto:EducationInfo@PublicPower.org) or call 202/467-2919.



The American Public Power Association is the voice of not-for-profit, community-owned utilities that power 2,000 towns and cities nationwide. We represent public power before the federal government to protect the interests of the more than 49 million people that public power utilities serve, and the 93,000 people they employ. Our association advocates and advises on electricity policy, technology, trends, training, and operations. Our members strengthen their communities by providing superior service, engaging citizens, and instilling pride in community-owned power.

The Academy is public power's complete resource for professional education and certification, helping electric industry employees stay abreast of rapidly evolving technologies, regulations, and customer needs. Learn more about our conferences, webinars, special events, continuing education and custom in-house trainings at: [www.PublicPower.org/Academy](http://www.PublicPower.org/Academy).





# IN-HOUSE TRAINING

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For more information: visit  
[www.PublicPower.org/Academy](http://www.PublicPower.org/Academy) or  
contact [EducationInfo@PublicPower.org](mailto:EducationInfo@PublicPower.org).



# SPRING EDUCATION INSTITUTE

MAY 6 – 10, 2019 • OMAHA, NEBRASKA



Featuring 17 classes on the following topics:

- Accounting
- Work Order & Asset Management
- Cost of Service & Rate Design
- Technical and Safety Training
- Energy Efficiency Management Certificate Program (5 classes)
- Public Power Manager Certificate Program (3 classes)

**For more information, visit [www.PublicPower.org](http://www.PublicPower.org) under Institutes & Certificates.**

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# WINTER EDUCATION INSTITUTE

FEBRUARY 4 - 8, 2019  
NASHVILLE, TENNESSEE



## Courses:

Accounting

Electric Utility 101

Cost of Service & Rate Design

Underground Distribution Systems

Advanced Topics in  
Underground Distribution



Certificate Program:

Customer Service Management