



WINTER EDUCATION INSTITUTE

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JANUARY 29 – FEBRUARY 2, 2018
ANAHEIM, CALIFORNIA



Courses:

Accounting

Electric Utility 101

Cost of Service & Rate Design

NEW!

Underground Distribution Systems

Distribution System Economics

NEW!

Certificate Program:

Customer Service Management

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 or contact EducationInfo@PublicPower.org or 202/467-2919.

Professional Development Hours (PDHs)

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. 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.

APPA WINTER EDUCATION INSTITUTE

Jan. 29 – Feb. 2, 2018 ■ Anaheim, California

	Monday 1/29	Tuesday 1/30	Wednesday 1/31	Thursday 2/1	Friday 2/2
Accounting	Public Utility Accounting		Work Order & Asset Management	Advanced Public Utility Accounting	
Cost of Service & Rate Design NEW CONTENT!	Basic Cost of Service: Concepts and Rate Planning	Intermediate Cost of Service: Implementation and Best Practices		Advanced Cost of Service: Rate Trends and Distributed Generation Impacts (1.5 days)	
Customer Service Management Certificate Program	Electric Utility Industry Overview	Strategies for Successful Customer Service Operations	Utility Collections: The Complete Process	Technology: From Distribution to Meter Reading and Customer Information Systems (1/2 day) Modeling Customer Service in Your Leadership Style (1/2 day)	
Technical Training	Distribution System Economics NEW!	Underground Distribution Systems (3.5 days)			

For detailed course and instructor information, visit www.PublicPower.org under Education & Events.





Utility Accounting Courses

A great way to earn CPE credits

Registration Fees

Prices increase by \$50 after January 8

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

Public Utility Accounting

Monday, January 29–Tuesday, January 30

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, January 31

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 Virchow Krause

Advanced Public Utility Accounting

Thursday, February 1 – Friday, February 2

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 Virchow Krause

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

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!

2

Cost of Service & Rate Design

Highly interactive courses full of real-world examples and exercises

Registration Fees

Prices increase by \$50 after January 8

	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, January 29

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 Level: No prerequisites; no advance preparation.

Who Should Attend

Generation 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, January 30 – Wednesday, January 31

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 and as a prerequisite to Advanced Cost of Service.

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.

Advanced Cost of Service: Rate Trends and Distributed Generation Impacts

Thursday, February 1 – Friday, February 2

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

Review the latest industry rate trends, evaluate new rate structures, and learn 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.

Course Topics

- Analyze industry rate trends and future rate structures
- Determine the role of a monthly customer charge in rate design
- Develop rates that reflect utility costs, maintain financial stability, and promote energy conservation
- Develop time-of-use rate structures and real-time pricing rates
- Develop marginal cost-based price signals
- Design economic development rates
- Understand power cost adjustment mechanisms
- Determine the value of renewable generation
- Design rates that recover utility costs for rooftop solar installations
- Develop standby rates for customers installing combined heat and power generators
- Get buy-in from governing bodies and the public on rate designs

Course Level

Intermediate/Advanced: Follow up to the Basic and Intermediate Cost of Service courses.

Who Should Attend

Utility staff and policymakers looking for advanced knowledge of cost of service and ratemaking processes.

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.

For detailed course and instructor information, visit www.PublicPower.org under Education & Events.

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.

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 course content is designed for customer service managers, supervisors, and representatives, the course 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: The Complete Process
- Technology: From Distribution to Meter Reading and Customer Information Systems
- Modeling Customer Service in Your Leadership Style

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 8: Individual course prices increase by \$50; certificate program prices increase by \$250.

	Members	Nonmembers
.5 day class	\$325	\$650
1 day class	\$545	\$1,090
Certificate 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.

What to Bring

Attendees are requested to bring samples of your utility's customer service policies and procedures, organization chart, customer newsletters or other communication materials. In 2016, APPA distributed a Customer Service Policies Survey. Please bring a copy of your utility's completed survey, if you participated. Attendees will receive a copy of APPA's Customer Service: Building a Strong Infrastructure for Your Utility publication.

Instructors

Pat Corrigan, Principal, Katama Technologies, Inc.

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

Electric Utility Industry Overview*

Monday, January 29

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 policy-makers to understand basic industry operations. This course provides a broad, non-technical overview of how the components of the electricity system function together to provide reliable and environmentally sustainable service to customers. The course covers 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
- Issues and challenges impacting today's electric utility industry
- 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.

Instructor

Steve VanderMeer

* 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.

Strategies for Successful Customer Service Operations

Tuesday, January 30

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.

Instructor

Steve VanderMeer

Utility Collections: The Complete Process

Wednesday, January 31

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 instructor 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.

Instructor

Steve VanderMeer

Technology: From Distribution to Meter Reading and Customer Information Systems

Thursday, February 1

8:30 a.m. – Noon

Recommended CEUs .3/PDHs 3.25/CPEs 3.5

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

Course Level

Basic: No prerequisites; no advance preparation.

Instructor

Pat Corrigan

Modeling Customer Service in Your Leadership Style

Thursday, February 1

1 – 4:30 p.m.

Recommended CEUs .3/PDHs 3.25/CPEs 3.5

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
- 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
- Creating internal and external customer communications programs
- Leading up: getting buy in and adoption from other department heads, utility managers and policymakers

Course Level

Basic: No prerequisites; no advance preparation.

Instructor

Steve VanderMeer



Distribution System Economics: Making the Business Case

Monday, January 29
8:30 a.m. – 4:30 p.m.

Recommended CEUs .7/PDHs 6.5/CPEs 7.8

Field of Study: Specialized Knowledge



Technical Training

Earn Professional Development Hours

Registration Fees

Prices increase by \$50 after January 8

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

Course Overview

As the bread and butter of all public power systems, the distribution system is essential to business success. Is your distribution system reliable; resilient; and nimble enough to meet changing policies, technologies, and customer expectations? Does your utility have a plan and budget for expansion, renovation, and replacement of aging components?

Dive into the business management side of electrical distribution. Learn how to present a compelling business case to your management and board for effective distribution management and investment.

Review the basics of distribution management, then work through exercises and case studies to identify the key factors that will ensure your system’s continued success through the evolutionary years ahead.

Course Topics

- Business and regulatory imperatives and best practices for a safe and functional distribution system
- Fiduciary responsibility for managing distribution assets
- Engineering economics applied to loss evaluation, investment alternatives, financial risk management, customer contributions, etc.
- Application exercises — transformer purchasing with loss evaluation, circuit re-conductoring economics, customer contributions for line extensions, etc.

Course Level

Basic: no prerequisites; no advance preparation.

Instructor

R. John Miner, P.E., President, Collaborative Learning, Inc., Austin, Texas

What to Bring

Participants are required to bring a scientific/business calculator or mobile calculator app.

Constructing, Operating and Maintaining Underground Distribution Systems

Tuesday, January 30 – Friday, February 2

Recommended CEUs 2.3/PDHs 23/CPEs 26

Course Schedule

Tuesday – Thursday: 8 a.m. – 4:30 p.m.

Friday: 8 a.m. – Noon

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, fuse coordination, fault location, and surge protection technologies
- 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.

Instructors

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

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

Registration and Hotel Information

Register online at www.PublicPower.org
under Education & Events.

Hotel Information

All courses will be held at the:

Hilton Anaheim
777 West Convention Way
Anaheim, California, 92802

APPA Room Rate

\$229 Single/Double (plus tax)

Room Rate Cut-off Date

January 8, 2018

Reservations

Contact the hotel directly at 714-750-4321 or visit www.PublicPower.org/Academy to make reservations online.

Please note: APPA's block of rooms to sell out prior to January 8, so make your hotel reservations early.

Location

All courses will be held in the Hilton Anaheim. The hotel is located 14 miles from the John Wayne/Orange County airport (SNA), 22 miles from the Long Beach Airport (LGB) and 35 miles from the Los Angeles International Airport (LAX). Please contact the hotel for transportation options.

Cancellations/No-Show/Refunds/Substitutions

Registrants who cancel in writing on or before Jan. 22, 2018, are entitled to a refund of their registration fee, minus a \$50 cancellation fee. Registrants who cancel after Jan. 22, 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. 22 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.

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

Name badges can be picked up at the APPA registration desk at the hotel starting at 7:30 a.m.

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 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 **American Public Power Association's 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.

SPRING EDUCATION INSTITUTE

MAY 14 – 18, 2018 • DENVER, COLORADO



Featuring 17 classes
on the following topics:

- Accounting
- Work Order & Asset Management
- Electric Utility 101
- Cost of Service & Rate Design
- Technical and Safety Training

Two Certificate Programs:

- Energy Efficiency Management Certificate Program (5 courses)
- Public Power Manager Certificate Program (3 courses)

For more information,
visit www.PublicPower.org
under Education & Events.

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For more information,
visit www.PublicPower.org/Academy or
contact EducationInfo@PublicPower.org.





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January 29 - February 2, 2018 Anaheim, California

WINTER EDUCATION INSTITUTE



Courses:

- Accounting
- Electric Utility 101
- Cost of Service & Rate Design **NEW!**
- Underground Distribution Systems
- Distribution System Economics **NEW!**
- Certificate Program: Customer Service Management