

APPA® American
Public Power
Association

In 
house
TRAINING

Convenient
Cost-Effective
Customized

APPAAcademy
Where Power and Knowledge Meet.®

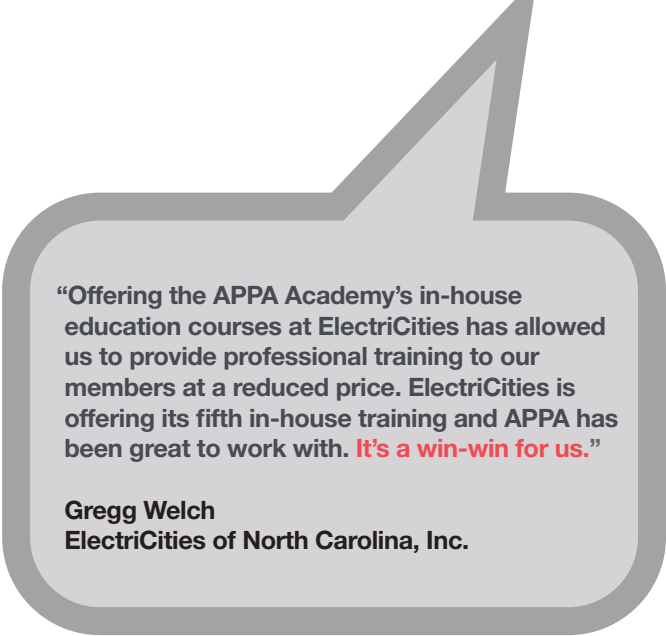
Let us come to you!

As the electric utility industry continues to evolve and the pressures for improved performance increase, travel budgets are also being trimmed. APPA is responding to the need for accessible, targeted education by providing affordable in-house training in a variety of subject areas covered by our utility education courses.

Why choose in-house training?

If it's difficult for your staff and governing board to attend education courses outside of the office, let us come to you. The APPA Academy can deliver the training you need, when and where you need it—an ideal option for groups of eight or more. We can bring any existing course to your facility or customize an agenda based on your needs.





“Offering the APPA Academy’s in-house education courses at Electricities has allowed us to provide professional training to our members at a reduced price. Electricities is offering its fifth in-house training and APPA has been great to work with. **It’s a win-win for us.”**

Gregg Welch
Electricities of North Carolina, Inc.

Options for state/regional associations and joint action agencies

Offer APPA courses to your members

Hosting an APPA in-house course for your members is a great way to provide them with high-quality, discounted training in a convenient, drivable location. This is especially helpful for small utilities in your region that may have trouble leaving the office, or for members with travel and budget restrictions.

Incorporate APPA into your next event

Consider adding one of APPA’s courses as a half- or full-day seminar prior to your conferences. We will help you choose a format suited to your requirements and, by providing and tailoring a course to your goals and objectives, we can help ease the stress of developing a conference program.

Offer added benefits to your members!

What are the benefits of in-house training?

There are many advantages to holding an APPA Academy in-house training program, including:

- **Cost and time savings**
Minimize employee out-of-office time and travel expenses.
- **Customized training**
Choose from our catalog of courses, mix and match agenda items, or tailor course content to meet your utility's specific goals.
- **Expert instructors**
Learn from seasoned trainers who have decades of experience with public power utilities.
- **Continuing education credits**
Meet staff's yearly training goals and certification requirements by earning continuing education units (CEUs), professional development hours (PDHs), continuing professional education credits (CPEs), and points towards APPA's Reliable Public Power Provider (RP3) designation.
- **Foster teamwork**
Encourage a collegial work environment through a team approach to learning that reaches for common goals and sets organizational direction.
- **Staff development and retention**
Providing relevant, targeted training shows staff that management cares about their development and helps employees realize their importance within the organization.

What courses are available as in-house options?

The APPA Academy offers a variety of in-depth education courses, specifically designed to address the unique needs of public power utilities. Choose from the list of standard courses below, mix and match content to fit your needs, or allow us to design a class that addresses the specific goals that are important to your organization.

Accounting

- Public Utility Accounting
- Advanced Public Utility Accounting
- Work Order and Asset Management Accounting

Board Members and Policymakers

- Strategic Planning for Utility Boards
- Governance Workshop: Sustaining Public Power's Value Through Effective Governance

Engineering and Operations

- Overhead Distribution Systems
- Distribution Fundamentals and Practices
- National Electrical Safety Code Overview
- Constructing, Operating and Maintaining Underground Distribution Systems
- Safety Training

Financial Planning

- Basic, Intermediate and Advanced Cost of Service & Retail Rate Design classes
- Financial Planning for Municipal Utilities
- Distributed Generation: Cost of Service and Rate Design Implications

Custom topics are also available

Allow us to design a course for you!

Earn a specialized certification

Certificate Programs

Our certificate programs are designed to develop specialists skilled in key aspects of the utility. Each program consists of a core set of classes and, in some cases, a follow-up skills test and a project component.

The APPA Academy offers the following five certificate programs (courses can be held individually or together as a week-long certificate program):

Customer Service Management Certificate Program

- Electric Utility Industry Overview
- The Management of Successful Customer Service Operations
- The Leadership Development Process
- Technology: From Meter Reading to Customer Information Systems
- Utility Collections: The Complete Process

Energy Efficiency Management Certificate Program

- Electric Utility Industry Overview
- Introduction to Energy Efficiency Programs and Technologies
- Utility Goal-Setting and Energy Efficiency Portfolio Strategy
- Energy Efficiency Program Design and Implementation
- Measurement, Evaluation, and Data Systems for Energy Efficiency Programs

Key Accounts Certificate Program

- Electric Utility Industry Overview
- Implementing a Customer-Focused Key Accounts Program
- Developing Your Key Accounts Representative
- The Effective Key Accounts Toolbox

Public Power Manager Certificate Program

- Electric Utility Industry Overview
- Financial Planning, Budgeting and Performance: What Managers Need to Know
- Strategic Leadership for Public Power
 - A six-part course on identifying your management style and developing communication and strategy skills

Public Power Governance Certificate Program

- Designed to provide policymakers with a comprehensive introduction to the duties, responsibilities and processes of electric utility governance
- Coursework options vary and can be completed entirely online, through live, in-person training or a combination of the two

How much does in-house training cost?

APPA charges a flat fee plus travel expenses for the instructor(s). The flat fee covers course development, instruction, materials, and shipping. You are also responsible for securing a training room and covering all on-site expenses (i.e., audio-visual equipment, refreshments).

For more information

For detailed course descriptions and pricing information, contact APPA's Education Department (202/467-2921; EducationInfo@PublicPower.org) or visit www.APPAAcademy.org and click on "in-house training."

In house TRAINING

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