

NORTHEAST PUBLIC POWER ASSOCIATION

PUBLIC  
UTILITY  
MANAGEMENT  
PROGRAM

APRIL 23 - 25, 2024  
OCTOBER 29 - 31, 2024

VIRTUAL SESSIONS: JUNE 2024 & SEPTEMBER 2024



NEPPA is pleased to offer the **Public Utility Management Program (PUMP)** again in 2024. The **(PUMP)** begins in April and ends in October. It features 6 days of in-person training sessions and two additional 1/2-day-virtual sessions, The in-person sessions will be held on **April 23 – 25 and October 29 – October 31, 2024** at the **NEPPA Training Center** (200 New Estate Road, Littleton, MA 01460). Each of these 3-day session will include information on leadership challenges, best practices, knowledge/skill/behavior development, and practical applications. The virtual sessions will be held in **June and September**. Each ½-day virtual session will cover additional presentation content that is of interest to the participants, along with application of learning with coaching and sharing of experiences based on individual learning plan objectives and assignments.

PUMP is a robust course of study and interaction which covers a variety of management, leadership, and operations disciplines necessary for leaders of Public Power, today and in the future. Due to the extremely interactive nature of this training experience, class size is limited.

Upon successful completion of the Program, participants will have gained 39 Professional Development Hours, a Certificate of Completion and special recognition for completing the Program.

### **WHO SHOULD ATTEND**

The Public Utility Management Program is designed for anyone who wants to learn what it takes to be an effective leader including:

- General Managers
- General Foremen
- Assistant General Managers
- Supervisors
- Managers or Team Leads
- Aspiring leaders

### **REGISTRATION**

**Register early!** Due to the extremely interactive nature of this training experience, class size is limited. Registration fees include coffee and lunch, all Program materials, supplemental assignments, certificates and special recognition. **To register**, visit the Program’s page at [neppa.org](http://neppa.org) or contact [training@neppa.org](mailto:training@neppa.org).

Members:	\$3,195
Non-Members:	\$5,150





## PROGRAM OBJECTIVES

The Public Utility Management Program is designed to accomplish the following objectives:

1. Provide an overview of leadership philosophy and key leadership concepts, specifically for Public Power organizations.
2. Enable participants to better understand their own leadership styles, strengths and limitations to support ongoing learning and development.
3. Build competencies that encourage leadership development in a diverse work environment.
4. Develop specific knowledge, skills and practices around Public Power including utility operations, finances, and management.
5. Help participants build and sustain cultures of safe and effective operations.
6. Understand and build awareness around trends, technologies, challenges and changes that impact the utility of the future.
7. Create an interactive learning environment that supports practical application of concepts and uses real-world utility examples.
8. Ensure transfer and application of learning to an on-the-job setting.

## TOPICS COVERED

The following topics will be covered in the Program:

- Overview of the Electric Utility Industry
- Local Public Power System
- Financial Management
- Introduction to Leadership
- Self-Awareness
- Organization Awareness
- Character
- Community
- Empowerment
- Service
- Customer Relations
- Sustainability
- Strategic Planning
- Governance
- Delivering Value to Your Organization as a Leader

## CANCELLATION POLICY

Cancellations are accepted until Tuesday, April 9, 2024 (two-weeks prior to the start of the program). Substitutions may be made at any time prior to Session I.



## AGENDA

Agenda details are subject to change. Each day includes two 15-minute breaks and an hour lunch.

### April 23 – 25, 2024

#### Day 1

8:00 am Welcome & Introductions  
8:30 am Overview of Electric Utility Industry  
10:45 am Local Public Power System  
12:00 pm Lunch  
1:00 pm Financial Management  
4:00 pm Adjourn

#### Day 2

8:00 am Introduction to Leadership  
9:45 am Self-Awareness  
12:00 pm Lunch  
1:00 pm Organizational Awareness  
4:00 pm Adjourn

#### Day 3

8:00 am Character  
12:00 pm Lunch  
1:00 pm Community  
4:00 pm Adjourn

### October 29 – October 31, 2024

#### Day 1

8:00 am Welcome  
8:30 am Empowerment  
12:00 pm Lunch  
1:00 pm Service  
4:00 pm Adjourn

#### Day 2

8:00 am Customer Relations  
9:00 am Sustainability  
12:00 pm Lunch  
1:00 pm Strategic Planning  
4:00 pm Adjourn

#### Day 3

8:00 am Governance  
11:00 am Delivering Value to Your Organization as a Leader  
12:00 pm Graduation Luncheon  
1:30 pm Going Home  
3:30 pm Certificates of Completion  
4:00 pm Adjourn

## VIRTUAL SESSIONS

### June, 2024

9:30 am – 1:00 pm

### September, 2024

9:30 am – 1:00 pm

## INSTRUCTORS

NEPPA has partnered with Collaborative Learning, Inc. to deliver the exceptional content covered in the Public Utility Management Program.



**Elizabeth L. (Betsy) Aylin, PhD**  
Executive management consultant

*Dr. Betsy Aylin is an experienced executive and organization consultant with deep expertise in organization effectiveness and leadership development through experience in a broad array of industries, including more than 20 years of working with utilities.*



**R. John Miner, P.E.,**  
President & Principal Consultant

*John Miner is an accomplished executive manager, engineer, educator and consultant with over 45 years of experience in the utility industry.*