

**NORTHEAST PUBLIC POWER ASSOCIATION**

# Education & Training Catalog



**Northeast  
Public Power  
Association**

est. 1965

**2025**



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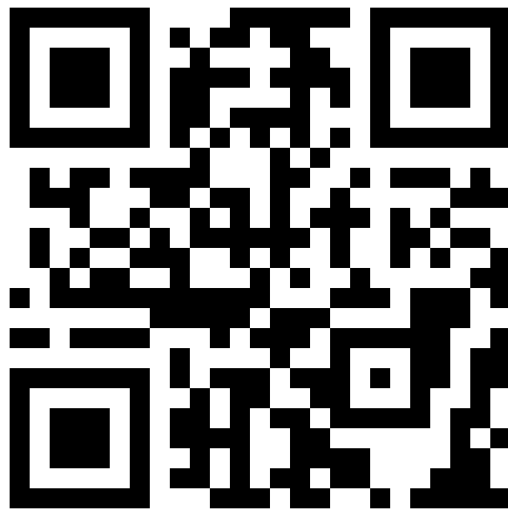
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**A PDF VERSION AT NEPPA.ORG**





# STAFF

NEPPA fulfills its mission, vision, and values through its full- and part-time staff



**Mike Hyland**  
Executive Director  
P.E. (Professional Engineer)



**Anthony Calascibetta**  
Trainer  
CUSP, Authorized OSHA Outreach Trainer and Medic First Aid Trainer



**Jackie Campbell**  
Member Services Coordinator



**Elizabeth Dailey**  
Director of Administration & Finance



**Colleen Del Signore**  
Education & Training Coordinator



**Wendy Esche**  
Director of Marketing, Communications & Events



**Hannah Jaworski**  
Office Assistant



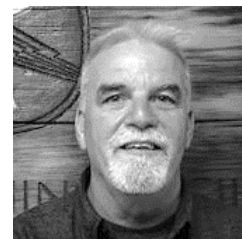
**Sarah Kubik**  
Manager of Education & Marketing



**Linda Calderiso**  
Trainer  
Certified Medic First Aid Trainer First Aid, CPR, AED



**Pete Crowley**  
Trainer  
Certified Medic First Aid Trainer First Aid, CPR, AED



**Dan Flynn**  
Trainer  
Certified Medic First Aid Trainer First Aid, CPR, AED



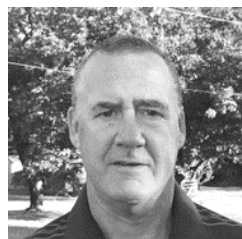
**Craig Desjardins**  
Trainer



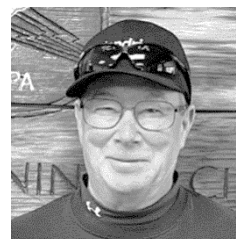
**Bill Hesson**  
Trainer  
CUSP



**Mike Pazzanese**  
Trainer  
CUSP, Authorized OSHA Outreach Trainer - General



**Tim Richardson**  
Trainer  
P.E. (Professional Engineer)



**Kenny Rollins**  
Trainer



**Steve Socoby**  
Trainer  
Authorized OSHA Outreach Trainer - Construction  
Certified Medic First Aid Trainer - First Aid, CPR, AED



Learn More About Our Trainers, View Their Bios Online.



# TRAINING & EVENTS CALENDAR



JANUARY	
16th	Customer Service: Electricity 101 & Customer De-Escalation
22nd - 23rd	OSHA-10 General Industry
28th - 31st	Apprentice Lineworker Year 1, Group A (Session 1)

FEBRUARY	
4th - 7th	Apprentice Lineworker Year 1, Group B (Session 1)
11th - 14th	Apprentice Lineworker Year 2, Group A (Session 1)
25th - 28th	Apprentice Lineworker Year 2, Group B (Session 1)

MARCH	
4th	Hoisting 1B-1D
5th	Hoisting 2A-2C
11th - 14th	Apprentice Lineworker Year 3 (Session 1)
18th	Basic Electricity & Mathematics for Utility Operations
18th - 21st	Apprentice Lineworker Year 4 (Session 1)
19th - 20th	Substation I Program (Session 1)
25th - 26th	Metering I Program

APRIL	
1st - 3rd	Underground Distribution Maintenance & Repair
1st - 4th	Apprentice Lineworker Year 1, Group A (Session 2)
8th - 11th	Apprentice Lineworker Year 1, Group B (Session 2)
9th - 11th	Substation I Program (Session 2)
22nd - 24th	(PUMP) Public Utility Management Program (Virtual Session)
22nd - 25th	Apprentice Lineworker Year 2, Group A (Session 2)
29th - May 2nd	Apprentice Lineworker Year 2, Group B (Session 2)
29th - May 2nd	Substation I Program (Session 3)

MAY	
Apr 29th - May 2nd	Apprentice Lineworker Year 2, Group B (Session 2)
Apr 29th - May 2nd	Substation I Program (Session 3)
5th - 8th	RodE&O Conference
13th - 16th	Apprentice Lineworker Year 3 (Session 2)
20th - 23rd	Apprentice Lineworker Year 4 (Session 2)
20th - 23rd	Substation I Program (Session 4)

JUNE	
3rd	(PUMP) Public Utility Management Program (Virtual Session)
4th - 5th	Apprentice Lineworker Skill Assessment Rodeo
24th - 25th	Apprentice Lineworker Program Hands-On Make-Ups (Years 3 & 4)
26th	Apprentice Lineworker Program Test Make-Ups (All Years)

JULY	
29th - Aug 1st	Apprentice Lineworker Year 1, Group A (Session 3)

AUGUST	
Jul 29th - 1st	Apprentice Lineworker Year 1, Group A (Session 3)
5th - 8th	Apprentice Lineworker Year 1, Group B (Session 3)
12th - 14	Advanced Lineworker Program (Session 1)
12th - 15th	Apprentice Lineworker Year 2, Group A (Session 3)
17th - 20th	Annual Conference
26th - 28th	Advanced Lineworker Program (Session 2)
26th - 29th	Apprentice Lineworker Year 2, Group B (Session 3)

SEPTEMBER	
2nd	Hoisting 1B-1D
3rd	Hoisting 2A - 2C
9th - 11th	Advanced Lineworker Program (Session 3)
9th - 12th	Apprentice Lineworker Year 3 (Session 3)
9th - 12th	Substation II (Session 1)
16th - 19th	Apprentice Lineworker Year 4 (Session 3)
23rd	(PUMP) Public Utility Management Program (Virtual Session)
23rd - 25th	Advanced Lineworker Program (Session 4)
23rd - 25th	Metering II Program
30th - Oct 3rd	Apprentice Lineworker Year 1, Group A (Session 4)
30th - Oct 3rd	Substation II (Session 2)

OCTOBER	
Sept 30th - Oct 3rd	Apprentice Lineworker Year 1, Group A (Session 4)
Sept 30th - Oct 3rd	Substation II Program (Session 2)
7th - 10th	Apprentice Lineworker Year 1, Group B (Session 4)
7th - 9th	Underground Distribution Maintenance & Repair
20th - 23rd*	Energy Connect Conference *Tentative date
21st - 24th	Apprentice Lineworker Year 2, Group A (Session 4)
21st - 24th	Substation II Program (Session 3)
28th - 31st	Apprentice Lineworker Year 2, Group B (Session 4)
28th - 30th	(PUMP) Public Utility Management Program (In-Person Session 2)

NOVEMBER	
4th - 7th	Apprentice Lineworker Year 3, Session 4
4th - 7th	Substation II Program (Session 4)
19th	Apprentice Lineworker Program Hands-On Make-Ups (Years 3 & 4)
19th - 20th	OSHA-10 Plus T&D
20th	Apprentice Lineworker Program Test Make-Ups (All Years)

DECEMBER	
1st - 4th	Apprentice Lineworker Program Year 4 (Session 4)
4th	Apprentice Lineworker Program Graduation

# PROGRAM SCHEDULE BY ROLE



## APPRENTICE LINEWORKER

**Year 1 Group A (4 Sessions)** January 28-31, April 1-4, July 29-August 1, September 30-October 3 (8am - 2pm)

**Year 1 Group B (4 Sessions)** February 4-7, April 8-11, August 5-8, October 7-10 (8am - 2pm)

**Year 2 Group A (4 Sessions)** February 11-14, April 22-25, August 12-15, October 21-24 (8am - 2pm)

**Year 2 Group B (4 Sessions)** February 25-28, Apr. 29-May 2, August 26-29, October 28-31 (8am - 2pm)

**Year 3 (4 Sessions)** March 11-14, May 13-16, September 9-12, November 4-7 (8am - 2pm)

**Year 4 (4 Sessions)** March 18-21; May 20-23, September 16-19, December 1-4 (8am - 2pm)

**Skills Assessment Rodeo:** June 4-6 (8am-2pm)

**Hands-On Make-Ups (Years 3 & 4):** June 24-25, November 19 (8am-2pm)

**Test Make-Ups (All Years):** June 26, November 20 (8am-2pm)

**Class of 2025 Graduation:** December 4 (8am-1pm)

## LINeworker

**Advanced Lineworker Program (4 Sessions):** April 15-17, May 13 - 15, June 10-12, June 24-26

**Basic Electricity & Mathematics for Utility Operations** (Prerequisite for Meter I & Sub I): March 18 (8am-3pm)

**Hoisting 1B-1D:** March 4, September 2

**Hoisting 2A-2C:** March 5, September 3

**Metering I Program:** March 25-26 (8am-2pm)

**Metering II Program:** September 23-25 (8am-2pm)

**OSHA-10 Construction** TBD

**OSHA-10 General Industry:** January 22-23

**OSHA-10 Plus T&D:** November 19 - 20 (8am-4pm)

**Substation I Program (4 Sessions):** March 19 - 20, April 9 - 11, April 29 - May 2, May 20 - 23

**Substation II (4 Sessions):** September 9-12, September 30-October 3, October 21-24, November 4-7 (8am-2pm)

**Underground Distribution Maintenance & Repair:** April 1-3, October 7 -9 (8am-2pm)

## MANAGEMENT/LEADERSHIP STAFF

**Crew Leadership (4 Sessions):** October 16-17 (8am-2pm)

**Customer Service Leadership:** TBD

**(PUMP) Public Utility Management Program (4 Sessions):**

**In-Person:** April 22-24, October 28-30

**Virtual Session:** June 3, September 23

**Supervisory Skills:** TBD

## CUSTOMER SERVICE/ADMINISTRATION

**Customer Service: Electricity 101 & Customer De-Escalation:** January 16

**Workplace Violence, Safety & Security (Blue-U Defense):** TBD

**Preparing for Energy Storage: Trends and Practical Applications:** TBD

## BILLING/ACCOUNTING

**Public Utility Accounting:** TBD

**Advanced Public Utility Accounting:** TBD

**Cost of Service: Implementation & Best Practices:** TBD



View Training  
Calendar Online

# POLICIES



## Cancellation Policy

Cancellations made less than 24 hours before the class will be billed. Multiple classes can be held on the same day but are billed separately.

## Policy on Class Visitors and/or Observers

NEPPA strives to provide the highest level of training and education. An important part of the educational experience is to have the knowledge of other participants and their surroundings.

We encourage the participation or observation of utility management, general foremen or elected leaders at courses. This better facilitates the communication process between field workers and decision makers on safety issues.

If a utility is hosting a training and they wish to have a non-affiliated person attend or participate, they must seek approval from NEPPA prior to the training.

## Attendance Policy

NEPPA reserves the right to remove or ask an attendee to leave its programs.

Reasons for removal include:

- Disruptive or inappropriate behavior for the learning environment.
- Lack of appropriate dress or equipment for classes requiring protective gear or equipment.
- Refusal or inability to perform for classes requiring physical performance.
- Non-adherence to safety rules or standards in classes where standards apply.

The General Foreman or General Manager will be alerted to the situation.

Removal for any of the above reasons does not entitle participating parties to a refund.

***Note: For classes requiring physical performance, students who have obtained confirmation from their utility acknowledging their inability to perform due to injury will be allowed to observe. This will be documented on the class roster.***



# APPRENTICE LINEWORKER PROGRAM

NEPPA has adopted the four-year curriculum of the Northwest Lineman College's Lineworker Certification Program and combines hands-on and formal classroom training. Students attend class four times a year for four days each to complete the four-year program.

In addition to attending all classroom time and the rodeo, students are expected to:

- Self-study by reading the material.
- Track, record, and submit monthly apprenticeship reports of on-the-job training.
- Track, record, and submit quarterly "competency" forms.



Each year, students participate in an additional two-day Skills Assessment Rodeo to further practice and demonstrate their skills development. The Apprentice Rodeo is designed to showcase the apprentices' developing technical and climbing skills and to reinforce the program's focus on professionalism, safety, and proper technique.

**Course Length:** (4 days/week; 4 weeks per year + 2-day Skills Assessment Rodeo)

Each Friday of the session will consist of a virtual review of the week's material and online testing. Students should plan to attend classes in person at the Training Center Tuesday - Thursday and join the session(s) remotely on Friday.

**Who Should Attend:**

NEPPA's Apprentice Lineworker Program is designed for company-sponsored apprentices who can commit to both in-class participation and self-study of materials.

**Prerequisites:**

Students are required to complete the prior year's program prior to advancement in the program.

NOTE: NEPPA does offer prequalification testing for more experienced students looking to advance in the program by beginning in Year 2 or Year 3.

**OUR TRAINING FACILITY**  
Littleton, MA

*Visit our website [neppa.org](http://neppa.org) to see a drone video of our pole yard!*

NORTHEAST PUBLIC POWER ASSOCIATION

**2025 APPRENTICE LINEWORKER RODEO**

**JUNE 4-5TH**

200 NEW ESTATE RD  
LITTLETON, MA

*Attend NEPPA's Apprentice Rodeo to see our apprentices' developing technical and climbing skills on display.*

# TRAINING CENTER COURSES

## COURSE DESCRIPTIONS



Business Operations



Utility Education



Leadership/Mgmt

### ADVANCED LINeworker PROGRAM

*Held Every Two Years, Planned for 2025*

**Course Length:** 12-Day, 3-days/week for 4 weeks

**Who Should Attend:**

This program is designed for individuals with 5+ years of experience as a lineworker, lineworkers with increased crew or leadership responsibilities, or cross departmental employees with new or increased leadership of lineworker personnel.

**Prerequisites:**

Participants are expected to have completed NEPPA's Apprentice Lineworker Program (or another apprenticeship program). Participants are also expected to complete the Basic Electricity & Mathematics for Utility Operations course (held on Day 1 of the Program).

**Program Overview:**

Advanced Lineworker Program is designed to equip participants with the knowledge, skills, and resources necessary to build, maintain, troubleshoot, and repair a distribution system. In addition to in-class lectures, the Advanced Lineworker Program incorporates hands-on application of concepts, facility tours, and weekly testing including a final exam to demonstrate knowledge and comprehension of the course. Upon successful completion of the Program, students are awarded a Certificate of Completion.

### ADVANCED PUBLIC UTILITY ACCOUNTING

*Returning in 2026 (based on interest)*

**Course Length:** 2-Day

**Who Should Attend:**

This course is designed for utility accounting and finance personnel who have taken APPA's Public Utility Accounting course and for those with a basic knowledge of utility accounting theory and practice.

**Prerequisites:**

There are no formal prerequisites for this program, however it is recommended as a follow up to APPA's Public Utility Accounting course.

**Program 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.

### BASIC ELECTRICITY & MATHEMATICS FOR UTILITY OPERATIONS

*Scheduled Annually*

**Course Length:** 1-Day

**Who Should Attend:**

This course is designed for all field operations personnel including: Meter Technicians, Lineworkers, Substation Technicians, Customer Service or Office Personnel looking to understand the product they sell every day, Supervisors or Managers transitioning from other departments or disciplines.

**Prerequisites:**

There are no prerequisites for this introductory-level course.

**Program Overview:**

Basic Electricity & Mathematics for Utility Operations is designed to be an introduction to the electrical concepts and mathematical principles needed to understand electricity and electrical equipment. This course is a foundational level course that is a basis for additional course work in specific disciplines such as substation, overhead lines, and metering.

### COST OF SERVICE: IMPLEMENTATION & BEST PRACTICES

*Planned for 2025 (based on interest)*

**Course Length:** 2-Day

**Who Should Attend:**

This course is designed for rate analysts and utility staff who are responsible for implementing cost of service studies or want to learn how the process is completed and applied.

**Prerequisites:**

There are no formal prerequisites for this program, however it is recommended as a follow-up to APPA's Basic Cost of Service and Key Financial Concepts course.

**Program 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.

# TRAINING CENTER COURSES

## COURSE DESCRIPTIONS



Business Operations



Utility Education



Leadership/Mgmt

### CREW LEADERSHIP PROGRAM

*Scheduled Annually*

**Course Length:** 2-Day

**Who Should Attend:**

This course is designed for: Current or aspiring crew leaders, lineworkers or operations employees, employees or supervisors transitioning from other departments, construction supervisors, project managers.

**Prerequisites:**

There are no prerequisites for this program, however it is recommended that participants have at least 5-8 years in the industry and either have or are interested in being promoted into a crew leadership position.

**Program Overview:**

Offered once every other year, NEPPA's Crew Leadership Program is designed to build upon their existing leadership skills to work more effectively and efficiently in the field, while meeting standards and regulatory requirements.

In addition to in-class lecture, the Crew Leadership Program includes a final exam to demonstrate knowledge and comprehension of the course content. Upon successful completion of the Program, students are awarded a Certificate of Completion.

### CUSTOMER SERVICE: ELECTRICITY 101 & CUSTOMER DE-ESCALATION

**Course Length:** 1-Day

**Who Should Attend:**

All customer service representatives who respond to the customer's questions. Anyone who interacts with customers, whether on the phone or in person.

**Prerequisites:**

There are no prerequisites for this program.

**Program Overview:**

After taking this course, the customer service rep will gain a better knowledge of how the electric distribution system works, understand the essential components and definitions of the electric distribution system, and know how to answer the customer without diverting the call to operations or engineering. This course defines superior customer service, how to identify and meet the needs of different types of customer questions, and how to create a culture of commitment to excellence in customer service across all areas of utility management, operations, and customer interaction.

### CUSTOMER SERVICE LEADERSHIP PROGRAM

*Held every other year, planned for 2024*

**Course Length:** 1-Day

**Who Should Attend:**

This interactive program is designed for anyone who interacts with external and internal customers, especially: Receptionists, customer service representatives, technical support staff, sales & marketing staff, supervisors and managers.

**Prerequisites:**

There are no prerequisites for this program, however participants should have 3-5 years experience and have, or are interested in being promoted into a customer-facing leadership position.

**Program Overview:**

Every person in an organization has the ability to make a positive impact on customer relations. This program will help train yourself, your staff, and your organization to rise to a level of service excellence through leadership.

### ENERGIZED DISTRIBUTION COVER-UP & RUBBER GLOVING METHODS

OSHA 29 CFR 1910.269(l) Working on or Near Energized Parts

**Course Length:** 2 days, 7:30 am-2:30 pm.

The course is designed to explain why the lineworker should apply cover-up while working on energized conductors, parts, and equipment. There will be a half-day PowerPoint presentation in the classroom and one and a half days of field training using the techniques learned to apply cover-up, gloving, and sleeves while applying proper work methods.

**Topics Covered:**

- Explain the hierarchy of controls
- Discuss the history of rubber gloving
- Working from the pole - working from a bucket truck
- Discussing problems and solutions
- Explain working positions
- Apply the commonsense rule
- Minimum approach distance
- Employee protection, the work zone bubble
- Types of protective cover-up
- Discuss the importance of a job brief
- Removal of cover-up
- Points to remember

**What to Bring:** Rubber gloves, linehose, blankets, hoods and whatever else your utility requires for cover up.

# TRAINING CENTER COURSES

## COURSE DESCRIPTIONS



Business Operations



Utility Education



Leadership/Mgmt

### HOISTING LICENSE 1B-1D; 2A-2C

*Held Four Times a Year*

**Course Length:** 1-Day

**Who Should Attend:**

Students looking for both continuing education (to renew their hoisting license) and test prep (to prepare for the test to receive a new hoisting license).

**Prerequisites:**

There are no prerequisites for this course.

**Program Overview:**

NEPPA offers hoisting Continuing Education and Test Prep classes for:

Hoisting 1B-1D: hoisting machines, i.e., cranes and bucket trucks

Hoisting 2A-2C: digging machines, i.e., excavators and backhoes

Per mandated requirement, all classes are scheduled for 4 hours.

### METERING I PROGRAM

*Scheduled Annually*

**Course Length:** 2-Day

**Who Should Attend:**

This course is designed for:

New or transitioning meter technicians, lineworkers, supervisors or managers transitioning from other departments.

**Prerequisites:**

Basic Electricity & Mathematics for Utility Operations

**Program Overview:**

Metering I is designed to be an introduction to the fundamentals of meter equipment and safety. The program will introduce how meters are used as an integral part of the distribution system and why their accurate and efficient readings are critical to a utility's success.

### METERING II PROGRAM

*Scheduled Annually*

**Course Length:** 3-Day

**Who Should Attend:**

This course is designed for:

Intermediate or transitioning meter technicians, lineworkers, supervisors or managers transitioning from other departments.

**Prerequisites:**

Students are expected to have completed NEPPA's Basic Electricity and Mathematics for Utility Operations and Metering I programs, and/or demonstrate a solid understanding of basic electricity concepts, theory, and mathematics through prequalification testing.

**Program Overview:**

NEPPA's Metering II Program is designed to build upon the introductory concepts of Metering I. Metering II explores the advanced application of concepts, how to apply theory in practice and understand system design elements and equipment. Upon successful completion of the Program, including a final exam, students are awarded a Certificate of Completion.

### OSHA 10 CONSTRUCTION

29 CFR 1926

*Scheduled Annually*

**Course Length:** 2-Day

**Who Should Attend:**

This course is recommended for lineworkers, operations or field personnel.

**Prerequisites:**

There are no prerequisites for this course.

**Program Overview:**

This 10-hour training course is a vital educational tool that equips industry professionals with the knowledge and skills to work safely, reduce hazards, and promote a culture of safety in the workplace. When you complete this course you will get your OSHA-10 Card.

**Topics Covered:**

Introduction to OSHA, OSHA Focus Four Hazards, Personal Protective Equipment, Health Hazards in Construction, Stairways and Ladders, Cranes, Derricks, Hoists, Elevators and Conveyors, Excavations, Materials Handling, Use and Disposal, Scaffolds, Tools (Hand and Power)



# TRAINING CENTER COURSES

## COURSE DESCRIPTIONS



Business Operations



Utility Education



Leadership/Mgmt

### OSHA 10 GENERAL INDUSTRY

*Scheduled Annually*

**Course Length:** 2-Day

**Who Should Attend:**

This course is recommended for:

New hires, lineworkers, operations or field personnel, office managers & staff, customer service, engineers, an employee with little or no introduction to OSHA and its requirements.

**Prerequisites:**

There are no prerequisites for this course.

**Program Overview:**

Each participant will be given an OSHA 10-Hour Card after successful completion. The goal is to have a heightened awareness of the hazards associated with electric utility work and understand control measures to avoid injuries. Topics May Include: Walking & Working Surfaces, Exit Routes, EAP, Fire Prevention & Protection, Ergonomics, Machine Guarding, Personal Protective & Equipment, Electrical Hazards, Hazard Communication Material, ARC FLASH/Insulate & Isolate.

### OSHA-10 PLUS T&D

*Scheduled Annually*

**Course Length:** 2-Day

**Who Should Attend:**

This course is recommended for:

New Hires, lineworkers, operations or field personnel, office managers & staff, customer service, engineers, an employee with little or no introduction to OSHA and its requirements.

**Prerequisites:**

There are no prerequisites for this course.

**Program Overview:**

Each participant will be given an OSHA 10-Hour Card after successful completion. Topics may include: General duty clause, employee rights and multi-employer workplaces, record keeping, penalties & citations, training & qualification requirements, health hazards, equipment and trenching hazards, fall protection and ladders, electrical hazards, personal protective equipment, conducting effective job briefings, enclosed space vs. confined space and underground system safety including rescue systems, working on or near exposed energized parts, pole setting and tower installations, de-energizing lines and equipment, grounding for protection and gradient potential.

### PUBLIC UTILITY ACCOUNTING

*Returning again in 2026 (based on interest)*

**Course Length:** 2-Day

**Who Should Attend:**

This course is designed for personnel who are new to utility accounting practices or unfamiliar with the Federal Energy Regulatory Commission (FERC) accounting structure. Experienced accountants and accounting managers who want to enhance their knowledge of utility accounting practices can also benefit from this course.

**Prerequisites:**

There are no prerequisites for this basic level course.

**Program Overview:**

This course highlights the development of a utility accounting system that is compatible with 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.

### PUBLIC UTILITY MANAGEMENT PROGRAM (PUMP)

*Scheduled Annually*

**Course Length:** Two 3-Day In-Person Sessions and 2 Virtual Sessions.

**Who Should Attend:**

PUMP is designed for current and rising utility managers, business managers, customer service leaders, commissioners, and board members. The program is designed to address varying levels of experience and perspectives, from utilities of varying sizes and complexities. Participants may have significant management experience and responsibilities, be individual contributors with oversight, or individuals expected to rise into management in the future.

**Prerequisites:**

There are no formal prerequisites for the Public Utility Management Program, however it is expected that participants are seen as current or future leaders in their own company.

**Program Overview:**

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.

# TRAINING CENTER COURSES

## COURSE DESCRIPTIONS



Business Operations



Utility Education



Leadership/Mgmt

### SUBSTATION I PROGRAM

*Scheduled Annually*

**Course Length:** 14-Day; 3.5-days/week for 4 weeks

**Who Should Attend:**

This course is designed for: Lineworkers or operations employees, substation technicians, employees or supervisors transitioning from other departments, engineers, construction supervisors, project Managers.

**Prerequisites:**

Basic Electricity & Mathematics for Utility Operations (held on Day 1 of the program)

**Program Overview:**

The Substation I Program is held 3.5-days/week for 4 weeks/year. Each Friday of the session will be conducted virtually for review and testing.

Substation I is designed as an introduction to substations including safety, design, operation, equipment, and theory. In addition to in-class lecture, the Substation I Program incorporates hands-on application of concepts and testing, field visits and tours of different installations.

### SUBSTATION II PROGRAM

*Scheduled Annually*

**Course Length:** 14-Day; 3.5-days/week for 4 weeks

**Who Should Attend:**

This course is designed for: Lineworkers or operations employees, substation technicians, employees or supervisors transitioning from other departments, engineers, construction supervisors, project managers.

**Prerequisites:**

Students are expected to have completed NEPPA's Basic Electricity and Mathematics for Utility Operations and Substation I program and/or demonstrate a solid understanding of basic electricity concepts, theory, and mathematics through prequalification testing.

**Program Overview:**

Building on the success of Substation I, NEPPA is pleased to offer a completely redesigned Substation II Program which is held 3.5-days/week for 4 weeks/year. Each Friday of the session will be a half-day conducted virtually for review and testing. Substation II is designed to expand on the safety and equipment covered in Substation I and move into the protection and controls, understanding operations, schematics, and diagrams, testing and interpretation of test results. In addition to in-class lecture, the Substation II Program incorporates hands-on application of concepts and testing, building, and manipulating a relay panel, and weekly testing including a final exam to demonstrate knowledge and comprehension of the course content. Upon successful completion of the Program, students are awarded a Certificate of Completion.



*Sign up to attend our monthly TACTICAL TUESDAY webinars, where industry experts speak on varying topics. Go to [www.neppa.org](http://www.neppa.org).*

# TRAINING CENTER COURSES

## COURSE DESCRIPTIONS



Business Operations



Utility Education



Leadership/Mgmt

### SUPERVISORY SKILLS

*Scheduled Annually*

**Course Length:** 2-Day

**Who Should Attend:**

This course is designed for: General managers, directors, supervisors, team leads, emerging leaders, project Managers.

**Prerequisites:**

There are no formal prerequisites for this program.

**Program Overview:**

NEPPA has partnered with Robert J. Awkward, Ph.D., from Framingham State University, to bring their high caliber supervisory and leadership training in-house for the Supervisory Skills Program. From the very beginning, participants are encouraged to identify the changes they desire and, more specifically, the behaviors they are seeking to change or improve. They are then asked to imagine the specific results they will achieve because of these new behaviors. The Supervisory Skills Program is designed to equip existing and emerging leaders with tangible skills to better manage themselves, their teams, and their organization. Participants begin the Program gaining a deeper understanding of themselves and how to communicate and lead throughout an organization. The second day of the Program is dedicated to developing action-able skills to better perform and use their skills to enhance decision-making and improve performance.

### UNDERGROUND RESIDENTIAL DISTRIBUTION MAINTENANCE & REPAIR

*Scheduled Twice a Year*

**Course Length:** 3-Day

**Who Should Attend:**

This course is designed for: Lineworkers or operations employees, underground distribution technicians or contractors, employees or supervisors transitioning from other departments, Engineers, construction supervisors, project managers.

**Prerequisites:**

Basic Electricity & Mathematics for Utility Operations

**Program Overview:**

In addition to in-class lectures on cable type, design, splicing, terminations, inspections, equipment, fault locating, safety and repair, students will also have hands-on practice with splicing and terminating. Upon successful demonstration of hands-on exercises and a written exam, students will receive a Certificate of Completion.

## WORKPLACE VIOLENCE, SAFETY & SECURITY (BLUE-U DEFENSE)



**BE AWARE. BE PREPARED.**

To meet the growing safety and security needs of our membership, NEPPA has established a partnership with Blue-U Defense to provide workplace violence, safety, and security training to its members at a discount.

Be sure to mention you're a NEPPA member to get the discounted rate!

Since its founding in 2014, Blue-U Defense has become the nationally recognized leader in "reality-based" organizational safety and security that actually works on paper AND in reality. Their programs are built to provide effective, ongoing, and systematic training that contains all of the elements necessary to achieve true organizational and personal safety.

Some of their services include:

- **Mission: Protected – Stage One**

Stage One will conclude the most significant improvement in your organizational safety and security in your company's history and includes:

- Establish safety and security goals and a mission statement
- Establish a baseline position and plan to achieve true security
- A thorough, practical physical site assessment
- Policy and Procedures Review
- Live, slow walkthrough drill
- A 2-hour live employee training session – Establishing the Foundation for True Safety and Security

- **Blue-U Safe Business**

The daily safety and security challenges that financial institutions and other organizations face can create risk of non-compliance, danger, and liability. Blue-U Defense presents an innovative, systematic solution to risk management. Blue-U's team of experts works closely with your team to ensure that you meet or exceed regulatory compliance and create a true culture of organizational safety and security.

- **Blue-U Live Service Training**

Live training programs include:

- Surviving the Life-or-Death Gap – The Foundation of True Safety and Security and the Beginning of Creating Culture
- Surviving The Life-Or-Death Gap – Advanced Concepts and Tactics
- Rethinking True Organizational Safety and Security and The Consequences of Not Doing Enough
- Recognizing Signs of Violence and De-Escalation
- The Gatekeeper – The Most Important and Vulnerable Person in Your Organization
- Drugs In the Workplace and Family – Protecting Your Employees, Their Families, and Your Organization
- Employee/Client Threats – Assessing and Managing Them Effectively
- The Bank Robbery Experience
- Today's Successful Security Professional – The Non-Traditional Skills That Far Exceed the Importance of The Traditional Physical Site Security From a Reality Perspective
- Policy/Procedure and Emergency Preparedness

**Questions?** Please contact [training@neppa.org](mailto:training@neppa.org) or reach out to Blue-U Defense directly at [info@blue-u.com](mailto:info@blue-u.com).



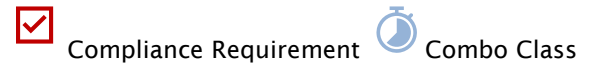
# @YOUR-SITE TRAINING

To help utilities ensure that their employees are properly trained in working on or near energized equipment, NEPPA has developed a comprehensive safety training program for utility personnel. The program focuses on industry required training programs set by OSHA 1910.269, the National Electric Safety Code (NESC) and the American Public Power Association (APPA) Safety Manual. The topics cover some theory but mostly the practical application of the most common line equipment utilized by electric utilities today. NEPPA is continuing to revise and improve our @Your-Site Training Program content and offerings. If you are interested in a custom program to meet your safety or technical training needs, please contact NEPPA at [training@neppa.org](mailto:training@neppa.org) or call (978) 540-2200.

@Your-Site training options include:

- In-Person Safety & Technical Training
  - **3-Hour Traditional classes** - typically held from 8:00 am - 11:00 am
  - **4-6 Hour OSHA Fundamentals Classes** - typically held from 8:00 am - 2:00 pm, unless otherwise requested
  - **4-6 Hour Combo Courses**: - typically held from 8:00 am - 2:00 pm, unless otherwise requested. The following courses can be combined for a reduced price:
    - Arc Flash and Hot Stick Safety
    - Capacitors and Voltage Regulators
    - Circuit Breakers and Relays
    - Electrical Test Equipment and Personal Protective Grounding
    - Electrical Theory and Personal Protective Equipment
    - Reclosers and System Protection
    - Spill Prevention Control & Countermeasures and Trouble Investigation
  - Classes not required annually are recommended to be taken once in 3-year rotations
- Virtual
  - Contact NEPPA to discuss virtual course offerings and pricing
  - Sessions can be conducted live via Zoom and recorded for access and reference after the broadcast
- Online
  - Standard safety training programs offered online and on-demand through our partnership with J.J. Keller to provide OSHA compliant training
  - Upon completion of online training: individuals receive a Certificate of Completion, including topics covered, to be kept for your records and/or reporting requirements
  - The vast library of available training may also be utilized for new hire training

# @YOUR-SITE TRAINING COURSE DESCRIPTIONS



## AC POWER SYSTEMS

**Course Length:** 3 hours

This course covers alternating current power from theory to generation to the effects of AC power on different circuits. It also compares three-phase power to single-phase power.

**Topics covered:**

How AC differs from DC, how electromagnetic induction affects different circuits, how the components of an AC circuit affect power factor, what current and voltage do in series and parallel circuits, how three-phase power is generated and how it differs from single-phase power

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

## ADVANCED TRANSFORMERS

**Course Length:** 3.5-4 hours

Advanced Transformers, offered in-person or virtually, takes an in-depth look at how a transformer works and how it is built. It covers Lenz's Law and how electromagnetic induction creates a counter EMF to allow a transformer to work. Angular displacement and vector analysis is covered in detail.

**Topics Covered:**

Transformer theory, transformer core construction, transformer windings and voltage ratios, transformer ratings and application, angular displacement of the various connections, vector analysis of three phase transformer banks.

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

## APPA SAFETY MANUAL 17<sup>th</sup> EDITION

### - PARTS 1 & 2

**Course Length:** Part 1: 4 hours, Part 2: 5 hours

**Topics Covered:**

After completing this course students will: Have a basic understanding and roadmap to find work policies and procedures in the APPA Safety Manual, understand how to incorporate the APPA Safety Manual into everyday work practices, gain an introductory level of knowledge to industry best-practices as it relates to safety standards, as adopted by the APPA Safety Manual Identify crucial sections of the manual for utility work and operations.

**Format:**

Lecture with class interaction and discussion.

**NOTE:** The APPA Safety Manual is taught in two parts, as two separate training sessions. Upon request, NEPPA can arrange a high-level APPA Safety Manual Review (i.e., one 3-hour training session).

**What to Bring:**

Current APPA Safety Manual.

**Part 1**

A review of the definitions (parts 1, 2 & 3). This training takes approximately 4 hours.

**Part 2**

A review of part 4 (Personal Protective Equipment), and part 5 (508-514 Operations). This training takes approximately 5 hours.

## ARC FLASH SAFETY

**Course Length:** 3 hours

Preparation and prevention of arc flashes is a critical component of safe utility operations. In addition to discussion of your systems Arc Flash Hazard Assessment, this session will review the various rules and regulations which guide arc flash safety.

**Topics Covered:** Electrical arc flash hazard review, define an arc flash, what elements impact the severity of the arc flash relationship to clearing time, performing risk assessments before work begins, OSHA rules on performing an assessment to determine the hazard, PPE requirements, Case studies to demonstrate examples of arc flash assessments, mitigation techniques.

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

**What to Bring:**

Current APPA Safety Manual and Arc Flash Hazard Assessment



*Check out our staff's safety tips,  
shared monthly in our  
SAFETY CORNER at [www.neppa.org](http://www.neppa.org).*

# @YOUR-SITE TRAINING COURSE DESCRIPTIONS



Safety



Technical



Compliance Requirement



Combo Class

## BUCKET & POLE TOP RESCUE

(Annually Required)

29 CFR 1910.269 (a)(2)

**Course Length:** 3+ hours

Bucket & Pole Top Rescue covers the appropriate steps to take during an emergency electrical contact, including situation analysis, qualified observer requirements, rescuer protection followed by practical exercises. Students will learn:

- Bucket Truck Rescue Systems
- Pole Top Rescue Procedures
- Structure and Tower Rescue Procedures
- Participants will also have hands-on application of methods through a practical demonstration of rescue procedures

**Format:**

Lecture with class interaction and discussion followed by each participant making a simulated rescue.

**What to Bring:**

Current APPA Safety Manual, fall-protection climbing gear, and each type of bucket truck from the utility.

**NOTE:** Training locations are expected to provide a safe rescue site for students to conduct a practical demonstration. Only participants qualified to climb are permitted to conduct the pole-top rescue demonstration

## CAPACITORS

**Course Length:** 3 hours

Capacitors, offered virtually or in-person, covers what a capacitor is, why they are needed, and how they affect the power system. Safe work procedures are also included.

**Topics covered:** The electrostatic field, what's inside the case, the relationship of voltage and current in resistive, inductive, and capacitive circuits, why capacitors are needed, calculating power factor, the hazards of working with capacitors and the necessary PPE required for safe operation, safe work procedures for working on capacitors.

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

## CHAINSAW & CHIPPER SAFETY

**Course Length:** 3 hours

Each year, approximately 36,000 people are treated in hospital emergency departments for injuries from using chain saws (source: CDC.gov). Chainsaw & Chipper Safety introduces participants to hazard awareness, safety precautions, PPE, and safe operations.

Students will learn the following safety requirements: Employers and employees should be trained to understand the hazards associated with chainsaws and chippers to ensure safe operation including:

- Maintenance and safe operation
- Safe felling operations and kickback prevention

PPE Requirements Training covers:

- Correct operation of the chipper and its safety controls.
- Manufacturer's instructions on operation, inspection, and maintenance of the chipper.
- Proper procedures for machine start-up and shutdown.
- Correct use and maintenance of personal protective equipment (PPE).

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

**What to Bring:**

Current APPA Safety Manual, chainsaws, woodchippers and appropriate PPE (including chaps) for proper inspection.

## CIRCUIT BREAKERS

**Course Length:** 3 hours

This class covers the main function of a circuit breaker and how it extinguishes an arc. The different operating mechanisms and safe work practices are also covered. This session explores factors used to extinguish arcs, arc Interrupting mechanisms, breaker operating mechanisms, breaker tests, racking a breaker, personal protective equipment

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

# @YOUR-SITE TRAINING COURSE DESCRIPTIONS



Safety



Technical



Compliance Requirement



Combo Class

## CUSTOMER SERVICE: ELECTRICITY 101 & CUSTOMER DE-ESCALATION

**Course Length:** 4+ hours

This course defines superior customer service, how to identify and meet the needs of different types of customer questions, and how to create a culture of commitment to excellence in customer service across all areas of utility management, operations, and customer interactions—focusing on building customer service as a strategy, not simply an administrative function. This course is for all customer service representatives who respond to customer questions.

**Topics Covered:**

After taking this course, the customer service rep will gain a better knowledge of how the electric distribution system works, understand the essential components and definitions of the electric distribution system, and know how to answer the customer without diverting the call to operations or engineering.

**Format:**

Lecture with class interaction and discussion.

## ELECTRICAL SAFETY FOR FIRST RESPONDERS

**Course Length:** 4+ hours

This training is designed to provide your community's first responder personnel (police, fire, etc.) with electrical hazard awareness information when and if their work requires them to work in an emergency near downed wires, overhead electrical circuits, underground electrical circuits or substations.

**NOTE:** This training is not intended to substitute any required series training, or any specific work-related training, nor does it "qualify" any personnel to work on any electrical equipment. In addition to the standard "lecture" program available, our team can work with utilities and local departments to conduct a mock accident involving a downed wire, or even an injured utility worker.

## ELECTRICAL TEST EQUIPMENT

**Course Length:** 2 hours

Electrical Test Equipment prepares participants to proficiently identify and use electrical test equipment in the field and in a substation.

**Topics Covered:** High and low voltage test equipment, cable & fault locators, phasing sticks, power analyzers, arrester Testing.

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

## ELECTRICAL THEORY

**Course Length:** 3 hours

Electrical Theory covers the basics of electricity from atomic structure to AC power.

**Topics covered:**

Atomic structure, law of charges & law of centrifugal force current flow and magnetism static electricity, volts, amps, Ohms - Ohm's Law Define Electric Power.

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

## ENCLOSED & CONFINED SPACES

*(Annually Required)* 29 CFR 1910.269 (e)

**Course Length:** 3+ hours

This training defines "Confined Spaces" vs. "Enclosed Spaces," and techniques to use to perform a safe rescue from an Enclosed or Confined space.

**Topics Covered:**

Upon completion, participants will:

- Understand Definitions & Acronyms
  - Understand difference between a confined space, permit-required confined space, or an enclosed space.
  - Understand the range of hazards and methods to control hazards.
  - Explain entry procedures.
  - Identifying and demonstrating a variety of rescue methods, such as rescue gear setup and drill
- participants are also required to demonstrate enclosed and confined space rescue procedures.

**Format:**

Lecture with class interaction and discussion followed by each participant making a simulated rescue.

**What to Bring:**

Current APPA Safety Manual, proper rescue equipment, and an atmospheric tester.

**NOTE:** Training locations are expected to provide a safe rescue site for students to conduct a practical demonstration.



# Newsline

*NEPPA's monthly email newsletter is your way to stay in the loop with what is going on with NEPPA programs/events, member happenings and industry news. Visit [www.neppa.org](http://www.neppa.org) and request to be added to our email list!*



# @YOUR-SITE TRAINING COURSE DESCRIPTIONS



Safety



Technical



Compliance Requirement



Combo Class

## ENERGIZED DISTRIBUTION COVER-UP & RUBBER GLOVING METHODS

OSHA 29 CFR 1910.269(l) Working on or Near Energized Parts

**Course Length:** 2 days, 7:30 am-2:30 pm.

The course is designed to explain why the lineworker should apply cover-up while working on energized conductors, parts, and equipment. There will be a half-day PowerPoint presentation in the classroom and one and a half days of field training using the techniques learned to apply cover-up, gloving, and sleeves while applying proper work methods.

### Topics Covered:

- Explain the hierarchy of controls
- Discuss the history of rubber gloving
- Working from the pole – working from a bucket truck
- Discussing problems and solutions
- Explain working positions
- Apply the commonsense rule
- Minimum approach distance
- Employee protection, the work zone bubble
- Types of protective cover-up
- Discuss the importance of a job brief
- Removal of cover-up
- Points to remember

**What to Bring:** Rubber gloves, linehose, blankets, hoods and whatever else your utility requires for cover up.

## ENVIRONMENTAL & GREEN POWER SAFETY

**Course Length:** 4 hours

This class covers understanding Hazards, Prevention for Environmental and Green Power Safety.

### Topics Covered:

- Environmental factors animals & insects
- Polychlorinated Biphenyl (PCB's)
- Asbestos
- Warm weather injuries & hazards
- Cold weather injuries & hazards
- UV exposure, hazards, protection & prevention
- Skin cancer
- Understand basic definitions and applicable standards related to Distributed Energy Resources (DER) and energy Storage.
- Explain the differences in DER connections and the potential hazards associated with load.
- Understand inverter-based generation and risks.
- Identify power flow and voltage issues, including hazard mitigation steps.
- Explain DER risks and safety considerations.
- Identify potential system upgrades, modifications and/or operating practices due to DER.
- Cover common questions and hazard summary.

## ERGONOMICS

**Course Length:** 3 hours

Although not required by legislation, incorporating ergonomics into your company's work culture can help prevent workplace strain or injury. Principles of proper body mechanics when performing everyday tasks and the importance of posture while sitting, standing, sleeping, and driving, as well as the consequences of improper posture and other potential contributing factors that could result in musculoskeletal disorders.

### Topics Covered:

- Awareness of proper posture and body mechanics for performing everyday tasks on and off the job
- Identifying and performing various strength and stretching exercises
- Understanding the importance of proper positioning to their overall health and well-being

### Format:

Lecture and hands-on demonstration and execution of stretches and strength exercises. Class is a maximum of 2.5 hours.

## HOISTING

*(Required for Licensing in Massachusetts)*

**Course Length:** 4 hours

NEPPA offers test preparation and continuing education training for 1B-1D and 2A-2C Hoisting.

### 1B-1D Hoisting - Topics Covered:

- Laws of 1B Hoisting
- Definitions of terms
- SDS, GHS review
- Rigging fundamentals
- HOISTSAFE acronym
- Environmental considerations

### 2A-2C Hoisting – Topics Covered:

- Excavation laws, regulations, standards
- Soil classification
- Soil testing
- Hazardous Conditions
- Competent person responsibilities
- Hazards associated with trenches.
- Protective systems

### Format:

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

# @YOUR-SITE TRAINING COURSE DESCRIPTIONS



Safety



Technical



Compliance Requirement



Combo Class

## HOT STICK SAFETY

### Topics Covered:

**Course Length:** 1.5 hours

Upon completion of this session, students will:

- Understand the history of hotline work.
- Minimum Approach Distance (MAD)
- Types of hot sticks
- Use, care & maintenance of hot sticks
- Testing
- OSHA regulations
- Personal protective equipment

### Format:

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

## JOB BRIEFINGS

**Course Length:** 3 hours

### Topics Covered:

Upon completion of the course, the participant will be able to:

- Understand and appreciate the importance of job briefing
- Understand employer and employee responsibilities
- Answer the following: What is the purpose of a job briefing? What should a job briefing include?
- Identify regulations involving job briefings.
- Conduct recordkeeping and reporting

## LOCKOUT/TAGOUT AND SWITCHING & TAGGING

**Course Length:** 3 hours

Lockout/Tagout (LOTO) covers servicing and maintenance of machines and equipment in which unexpected activation or release of stored energy could cause injury to employees. Switching & Tagging covers de-energizing lines and equipment for employee protection with and without a dispatcher.

### Topics Covered:

Upon completion of the course, the participant will be able to:

- Explain electrical hazards including shock and arc flash.
- Define qualifications for electrical workers
- Describe approach boundaries: Restricted, limited, arc flash protection boundaries
- Demonstrate personal protective equipment
- Describe safety-related work practices including methods to de-energize, LOTO and test
- Understand wiring requirements
- Understand Switching & Tagging procedures.
- Determine roles of person in charge and switch person. What's the difference?

- Explain when switching and tagging is utilized vs. DNO tag.
- Define clearance.
- Understand OSHA requirements for de-energizing lines and equipment for protection.

### Format:

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

### What to Bring:

Current APPA Manual, Company LOTO and Switching & Tagging procedures.

## MEDIC FIRST AID/CPR/AED

### - TRADITIONAL OR BLENDED

*(CPR Required Every Two Years)*

**Course Length:** 6+ hours

Per OSHA, any job component that is expected to be performed, but not practiced on a regular basis must be demonstrated at least annually. For operations and distribution work, this includes First Aid/CPR/AED training (which is expected to be performed in an emergency event until medical emergency personnel arrive).

### Format:

Traditional and Blended training platforms are offered. Traditional training is strongly encouraged. It involves 6 hours of cognitive learning with hands-on training. Blended training involves about 4 hours of cognitive online training and about 2 ½ hours of hands on, in-person, training.

Upon completion, participants will:

- Demonstrate cognitive understanding of Basic First Aid/CPR/AED use.
- Demonstrate competent ability to perform rescue breaths, compressions, and apply basic first aid. Upon completion of the training, students are provided with a First Aid/CPR/AED Certification.

## METERING SAFETY

**Course Length:** 3 hours

### Topics Covered:

- Identifying safe work practices
- Understanding electrical hazards and mitigation
- Defining qualified worker and training requirements
- Describing new OSHA regulations as they relate to metering
- Qualified Employees
- Minimum Approach Distance
- PPE
- Identify physical hazards and risk levels for various meter installations.
- Demonstrating meter specific hazards

# @YOUR-SITE TRAINING COURSE DESCRIPTIONS



Safety



Technical



Compliance Requirement



Combo Class

## OSHA FUNDAMENTALS

NEPPA's OSHA Fundamentals courses were developed to enable members to cover annually required topics in one longer session (vs. multiple 3-hour programs).

### Format:

Lecture with hands-on applications and rescue demonstrations, where applicable. These programs can be tailored and focused to your procedures.

### What to Bring:

Current safety manual, applicable safety procedures, and climbing or rescue equipment.

- **OSHA Fundamentals 1** *(Annually Required)*

**Course Length:** 4 - 5 hours classroom

Hazardous Communication (HazCom), Right to Know, Blood Borne Pathogens and Hearing Conservation or Silica Protection

- **OSHA Fundamentals 2** *(Annually Required)*

**Course Length:** 4 - 5 hours classroom

Emergency Action & Evacuation Plans, Fire Prevention Plan, Fire Extinguishers, Ladder Safety, Walking & Working Surfaces

- **OSHA Fundamentals 3**

**Course Length:** 4 - 5 hours classroom

Lock Out/Tag Out (LOTO), Switching & Tagging, and Job Briefings

- **OSHA Fundamentals 4** *(Required Every 3 Years)*

**Course Length:** 5 - 6 hrs. classroom & practical

Forklift Training & Practical Demonstration (vs. Awareness or Refresher Training)

## PERSONAL PROTECTIVE EQUIPMENT

**Course Length:** 2 hours

Personal Protective Equipment (PPE) is the last line of defense in the hierarchy of controls for hazards, but it is often the most visible protection during daily work.

### Topics Covered:

Upon completion, participants can recognize and assess hazardous conditions and safety - related practices required including use of personal protective equipment (PPE).

- Identify major hazards
- Describe types of hazards
- Protect yourself from these hazards
- Recognize employer requirements to protect workers from these hazards

### Format:

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

**What to Bring:** Current APPA Safety Manual

## PERSONAL PROTECTIVE GROUNDING

29 CFR 1910.269 (m)

**Course Length:** 3 hours

To protect employees, proper steps must be taken to install grounds and safely de-energize lines and equipment.

### Topics Covered:

- Why Ground?
- The Effects of Current Flow Across the Body
- OSHA 1910.269 (n)
- Grounding Methods
- Bracket Grounding
- Equipotential Grounding
- Practical demonstration of proper grounding techniques

techniques

### Format:

Lecture with class interaction, discussion, and practical demonstration of proper grounding techniques. Where possible, trainers will incorporate inspection of utility tools and equipment.

**What to Bring:** Current APPA Safety Manual

# @ YOUR-SITE TRAINING COURSE DESCRIPTIONS

## RECLOSERS



**Course Length:** 3 hours

Reclosers covers the purpose and application of reclosers on a distribution system. Also covered are system faults, recloser application and safe work procedures while working on a recloser, or the circuit fed by a circuit recloser.

**Topics Covered:**

Upon completion, participants will:

- Understand the purpose, operation, and maintenance of reclosers on distribution systems.
- Ability to identify different types, classifications, controls, and interrupters of reclosers.
- Understand application of reclosers in system protection
- Review how to bypass and replace a recloser.
- Program a recloser control.

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

## RELAYS



**Course Length:** 3 hours

Offered in-person or virtually, this class explores the basic functions, elements, and purpose of relays in system protection including different types of relays.

**Topics Covered:**

Upon completion, participants are able to:

- Understand the main functions of a relay.
- Identify the five (5) main elements of relays.
- Identify and explain various types of relays

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

## RIGGING, ROPES & SAFETY



**Course Length:** 3 hours

This class covers the practical application of weights and loads, the working load limit of equipment, shock load, sling angles and parted blocks with snatch blocks.

**Topics Covered:**

- How to calculate strains and tensions found in rigging
- The Working Load Limit
- Different types of rope
- How knots affect the Working Load Limit
- How to apply their knowledge to practical applications in line work
- Parted blocks and snatch blocks
- The importance of safety in rigging

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate hands-on application and demonstration of concepts and equipment.

**What to Bring:**

Current APPA Safety Manual and a calculator. This does NOT satisfy MA Hoisting Licensing requirements.



Compliance Requirement



Combo Class

## RUBBER GLOVING and INSULATE & ISOLATE



**Course Length:** 4 hours

Offered in-person or virtually, this class stresses the importance of cover-up and use of rubber gloves and sleeves as an industry best practice.

**Topics Covered:**

Upon completion, participants will:

- Understand Insulate & Isolate Requirements
- How to Properly Insulate & Isolate
- Use, Care, Testing & Inspection of Rated Protective Equipment such as insulator hoods, pole guards, line hoses
- Use, Care, Testing & Inspection of Rated & Tested Protective Equipment such as rubber gloves and sleeves and rubber blankets
- Work area safety
- Understanding arc flash safety (hazards in the open air)

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools, equipment, and rubber goods.

**What to Bring:**

Current APPA Safety Manual.

## SPILL PREVENTION CONTROL & COUNTERMEASURES



**Course Length:** 3 hours

This class covers the OSHA standards, requirements, and interpretation of spill prevention control and countermeasures.

**Topics Covered:**

Upon completion, participants will have the ability to:

- Define application of OSHA's HAZWOPER standard,
- Discuss general requirements
- Define emergency response
- Discuss levels of response and competencies
- Discuss training requirements

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

**What to Bring:**

Current APPA Safety Manual.

# @ YOUR-SITE TRAINING COURSE DESCRIPTIONS

## SUBSTATION COMPONENTS & SAFETY

**Course Length:** 3 hours

Substation Components & Safety explores the key elements of a substation including its role in the transmission and distribution system and how that can affect the safe operation, maintenance, and repair of equipment.

Substation Components & Safety explores the key elements of a substation including its role in the transmission and distribution system and how that can affect the safe operation, maintenance, and repair of equipment.

**Topics Covered:**

Upon completion, participants can:

- Identify major types of substations
- Understand differences and classifications of power transformers
- Identify hazards in the safe operation and maintenance of substation batteries
- Electrical hazards and personal protective equipment and demonstration of concepts and equipment.

**What to Bring:**

Current APPA Safety Manual.

## SYSTEM PROTECTION

**Course Length:** 3 hours

The primary objective of "System Protection" is to protect the public and utility employees, reduce the damage to electrical equipment, and reduce the duration and number of outages on any system. This class covers line and equipment protection utilized by virtually all electric utilities.

**Topics Covered:**



- Electrical system protection fundamentals
- Distribution lines and equipment
- Lightning protection
- Substation protection
- Outage record keeping

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

**What to Bring:** Current APPA Safety Manual

 Safety  Technical

 Compliance Requirement  Combo Class

## TRANSFORMER REVIEW & CONNECTIONS

**Course Length:** 4 hours

Transformer Review & Connections covers a review of electromagnetic induction, the components of a transformer and their functions, bushing arrangements and the various types of transformers. Some basic field testing of transformers is also discussed.

**Topics Covered:**

Upon completion, participants will explore:

- Definition of a transformer
- Identify types of transformers
- Understand how a transformer works
- Understand transformer ratings and nameplates
- Single phase transformers
- Calculating load
- Paralleling
- Three phase transformers
- Connections
- Paralleling
- Transformer connections
- Trends & troubleshooting

**Format:**

Lecture with class interaction and discussion. When possible, trainers will incorporate examination and demonstration of utility tools and equipment.

**What to Bring:**

Current APPA Safety Manual

## TROUBLE INVESTIGATION

**Course Length:** 3 hours

This class covers several typical scenarios of power disturbances/outages.

**Topics Covered:**

- Difference between a temporary and permanent repair
- Properly follow emergency response and trouble reporting protocol.
- To walk through steps to troubleshoot: Overhead Primary Outage, Underground Primary Outage, Voltage Regulators, Capacitors, Overhead & Step Transformers, Service Troubles.

**Format:**

Highly interactive discussion and problem-solving scenarios.

**What to Bring:**

Current APPA Safety Manual and practical examples of past situations and case studies.



# @ YOUR-SITE TRAINING COURSE DESCRIPTIONS



Safety



Technical



Compliance Requirement



Combo Class

## UNDERGROUND DISTRIBUTION REVIEW

**Course Length:** 3 hours

This class discusses the design of underground electrical conductors with the related substructure and covers trenching and excavation. URD splicing, terminating, and marking are also discussed.

**Topics Covered:**

Upon completion, participants will:

- Discuss history and types of underground installations
- Identify different conductor types, components, and cable specifications
- Discuss cable testing and fault locating
- Understand substructure and cable installation considerations
- Identify best practices of pulling cables
- Understand methods of splicing, terminating and marking

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment, including the proper use of fault locating tools.

## VOLTAGE REGULATORS

**Course Length:** 3 hours

This class covers the theory of operation and the construction of step voltage regulators and load tap changers. Control setting and programming are presented along with safe work practices and the hazards of voltage regulators is stressed.

**Topics Covered:**

Upon completion, participants will:

- Understand induced voltage
- Identify induction voltage regulators
- Identify step voltage regulators
- Understand autotransformers
- Understand how step voltage regulators work
- How they are controlled/programmed
- How they can be maintained

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate inspection of utility tools and equipment.

**NOTE:** The use and availability of a voltage regulator to demonstrate concepts learned is very helpful.

## WORK ZONE SAFETY

29 CFR 1910.269 (w)(6)

**Course Length:** 3 hours

Covers the Manual on Uniform Traffic Control Devices (MUTCD) Part 6 which shows typical layouts for numerous scenarios that may be encountered on roadways throughout an electric utility.

**Topics Covered:**

- The importance of work zone safety
- What rules, codes and guidelines should be followed
- Best Practices
- What equipment is required for adequate work zone protection
- Demonstrate ability to properly set up a work zone for safe operations.
- Applying the Manual on Uniform Traffic Control Devices (MUTCD) to work zones
- Basic principles of work zone setups for utilities

**Format:**

Lecture with class interaction and discussion. Where possible, trainers will incorporate participant demonstration of proper work zone set-ups in different scenarios.

**What to Bring:** Current APPA Safety Manual, MUTCD and Work Zone Safety Handbook (electronic copies available upon request).

**NOTE:** Training locations should provide all equipment and signs necessary to demonstrate proper work zone set-up.



**STUDENT  
SCHOLARSHIP  
FUND**

**University / Trade School Students:**

- One scholarship directed at students currently enrolled in a college or trade school program during 2024/2025 program year.

**Graduating High School Seniors:**

- One scholarship directed at students who are seniors in high school during the 2024/2025 school year. Recipients should be enrolling in college or trade school program upon HS graduation.

**Application Deadline March 28, 2025**

- Winner announced May 2025
- Amount: \$500.00 per scholarship winner
- Application criteria: High School/University GPA, High School/University curriculum, extracurricular activities, short essay, community involvement.

Student must be a resident or relative of a NEPPA utility (NEPPA family members encouraged to apply)



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