NORTHEAST PUBLIC POWER ASSOCIATION

EDUCATION & TRAINING

2026 CATALOG

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@YOUR-SITE TRAININGS 13

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STAFF

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

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P.E. (Professional Engineer)

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Member Services Coordinator

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Data Analytics Specialist

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Manager of Education & Marketing

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CUSP, *Authorized OSHA Outreach Trainer (General & Construction)*

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Trainer
Certified Medic First Aid Trainer, First Aid, CPR, AED

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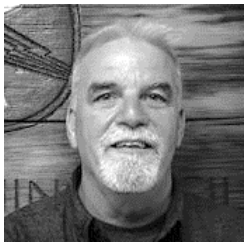
Certified Medic First Aid Trainer First Aid, CPR, AED



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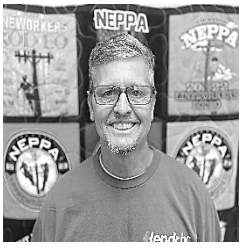

Dave Lizotte
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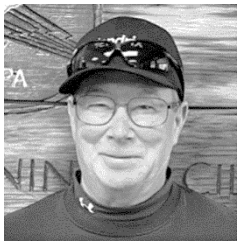

Kenny Rollins
Trainer

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

Not pictured:
Trainers Charles “Chuck” Clinch, David Cronin and Owen "Owie" McIntee

2026 TRAINING & EVENTS CALENDAR

JANUARY	
21st	Customer Service 101
27th - 30th	Apprentice Lineworker Year 1, Group A (Session 1)

FEBRUARY	
3rd - 6th	Apprentice Lineworker Year 1, Group B (Session 1)
10th - 13th	Apprentice Lineworker Year 2, Group A (Session 1)
17th - 20th	Apprentice Lineworker Year 2, Group B (Session 1)
24th - 25th	OSHA-10 General
26th	Industry Day

MARCH	
3rd	Hoisting 1B-1D
4th	Hoisting 2A-2C
3rd - 6th	Apprentice Lineworker Year 3, Group A (Session 1)
9th	General Manager Roundtable
10th - 13th	Apprentice Lineworker Year 3, Group B (Session 1)
10th	Basic Electricity & Mathematics for Utility
11th-12th	Metering I Program
17th - 19th	Substation I Program (Session 1)
17th - 20th	Apprentice Lineworker Year 4 (Session 1)
24th - 26th	Underground Distribution Maintenance & Repair
26th	General Foreman Roundtable
Mar 31st - Apr 3rd	Apprentice Lineworker Year 1, Group A (Session 2)
Mar 31st - Apr 2nd	Substation I Program (Session 2)

APRIL	
Mar 31st - Apr 2nd	Substation I Program (Session 2)
Mar 31st - Apr 3rd	Apprentice Lineworker Year 1, Group A (Session 2)
7th - 10th	Apprentice Lineworker Year 1, Group B (Session 2)
14th - 16th	Public Utility Management Program (PUMP)
14th - 16th	Substation I Program (Session 3)
21st - 24th	Apprentice Lineworker Year 2, Group A (Session 2)
28th – 30th	Substation I Program (Session 4)
28th - May 1st	Apprentice Lineworker Year 2, Group B (Session 2)

MAY	
28th - May 1st	Apprentice Lineworker Year 2, Group B (Session 2)
5th – 8th	Apprentice Lineworker Year 3, Group A (Session 2)
11th - 14th	RodE&O Conference & Expo
19th – 22nd	Apprentice Lineworker Year 3, Group B (Session 2)
27th - 28th	Hot Work Essentials

JUNE	
2nd	IT Roundtable
2nd – 5th	Apprentice Lineworker Year 4 (Session 2)
10th* Tenative	Mutual Aid Disaster Exercise
17th-18th	Apprentice Lineworker Skill Assessment Rodeo
23rd	Apprentice Lineworker Program Hands-On Make-Ups (Years 1 & 2)
24th	Apprentice Lineworker Program Hands-On Make-Ups (Years 2 & 3)
25th	Apprentice Lineworker Program Test Make-Ups (All Years)

JULY	
8th* Tenative	Chainsaw Safety
14th - 16th	Advanced Lineworker Program (Session 1)
21st - 24th	Apprentice Lineworker Year 1, Group A (Session 3)
28th - 31st	Apprentice Lineworker Year 1, Group B (Session 3)

AUGUST	
4th - 6th	Advanced Lineworker Program (Session 2)
4th - 7th	Apprentice Lineworker Year 2, Group A (Session 3)
11th - 14th	Apprentice Lineworker Year 2, Group B (Session 3)
16th - 19th	Annual Conference
25th - 27th	Advanced Lineworker Program (Session 3)

SEPTEMBER	
1st	Industry Day
1st - 4th	Apprentice Lineworker Year 3, Group A (Session 3)
9th - 10th	Metering II Program
15th - 17th	Advanced Lineworker Program (Session 4)
15th - 18th	Apprentice Lineworker Year 3, Group B (Session 3)
22nd - 23rd	Apprentice Lineworker Year 4 (Session 3)
22nd - 24th	Substation II (Session 1)
29th - Oct 2nd	Apprentice Lineworker Year 1, Group A (Session 4)

OCTOBER	
Sep 29th - Oct 2nd	Apprentice Lineworker Year 1, Group A (Session 4)
6th - 8th	Substation II (Session 2)
6th - 9th	Apprentice Lineworker Year 1, Group B (Session 4)
13th - 15th	Underground Distribution Maintenance & Repair
14th	General Foreman Roundtable
20th - 22nd*	Energy Connect Conference
20th - 22nd	Substation II Program (Session 3)
20th - 23rd	Apprentice Lineworker Year 2, Group A (Session 4)
27th - 29th	Public Utility Management Program (PUMP)
27th - 30th	Apprentice Lineworker Year 2, Group B (Session 4)

NOVEMBER	
3rd - 5th	Substation II Program (Session 4)
3rd - 6th	Apprentice Lineworker Year 3, Group A (Session 4)
9th	Apprentice Lineworker Program Hands-On Make-Ups (Years 1 & 2)
10th	Apprentice Lineworker Program Hands-On Make-Ups (Years 3 & 4)
12th	Apprentice Lineworker Program Test Make-Ups (All Years)
17th - 20th	Apprentice Lineworker Year 3, Group B (Session 4)

DECEMBER	
1st - 2nd	Apprentice Lineworker Program Year 4 (Session 4)
3rd	Annual Membership Meeting & Apprentice Lineworker Program Graduation

PROGRAM OPTIONS BY ROLE

LINEWORKER/TECHNICAL

Advanced Lineworker Program
Apprentice Lineworker Program
Basic Electricity & Mathematics for Utility Operations
Chainsaw Safety for Utility Operations
Crew Leadership
Hoisting 1B-1D
Hoisting 2A-2C
Hot Work Essentials
Metering I Program
Metering II Program
Mutual Aid Disaster Exercise
OSHA-10 Construction
OSHA-10 General Industry
OSHA-10 Plus T&D
Substation I Program
Substation II Program
Underground Distribution Maintenance & Repair

MANAGEMENT/LEADERSHIP STAFF

Customer Service Leadership Program
Communications
Decision Making and Problem Solving
Managing Conflict
Public Utility Management Program (PUMP)
Supervisory Skills

CUSTOMER SERVICE/ADMINISTRATION

Customer Service 101: Basics of Electric Operations & Customer De-Escalation
Workplace Violence, Safety & Security (Blue-U Defense)
PR Bootcamp
Preparing for Energy Storage: Trends and Practical Applications

BILLING/ACCOUNTING

Public Utility Accounting
Advanced Public Utility Accounting
Cost of Service: Implementation & Best Practices
Strategic Rate Setting

POLICIES

Cancellation Policy

For @Your-site Classes 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.

For Training Center Classes, cancellations will be accepted only up until 2 weeks prior to the class start date. Substitutions are allowed but may incur replacement book charge.

All Apprentice Program withdrawals are subject to the following cancellation policy:

- 3 weeks prior to the 1st scheduled week of class = 100% refund of tuition, less the cost of NLC books.
- Before completion of the 1st scheduled week of class = 75% refund of tuition
- Before the completion of the 2nd scheduled week of class = 50% refund of tuition
- After the 2nd scheduled week of class = 0% refund of tuition
- Substitutions allowed prior to the start of the program (replacement book charges will apply)

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 a 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 + 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 (200 New Estate Rd. Littleton MA) Tuesday - Thursday and join the session(s) remotely on Friday. Please note that some weeks students may be asked to travel to differing locations, with advanced notice.

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.

TRAINING CENTER COURSES
COURSE DESCRIPTIONS

Business Operations Utility Education Leadership/Mgmt

ADVANCED LINEWORKER PROGRAM
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 not required but urged to complete the Basic Electricity & Mathematics for Utility Operations course
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
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
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.

CHAINSAW SAFETY FOR UTILITY OPERATIONS
Course Length: 1-Day
Who Should Attend:
This program is designed for Electric Lineworkers and Operations Personnel who may be required to do tree work in daily operations or mutual aid deployments.
Prerequisites:
There are no prerequisites for this course and it is open to new hires as well as those who have received previous training and need a refresher on applicable knowledge or skills in identified areas.
Program Overview: This blended learning course is a combination of online self-paced learning in advance and hands-on skill training in-person on chainsaw safety for utility operations. The course covers an introduction to maintenance, use, and safe handling of portable chainsaws. Specialty cutting techniques and equipment will be explained, demonstrated by instructors as well as available for participants to practice skills in a hands-on setting.

TRAINING CENTER COURSES
COURSE DESCRIPTIONS

Business Operations Utility Education Leadership/Mgmt

COMMUNICATIONS
Course Length: 1-Day
Who Should Attend: This program is designed for: General Managers, Project Managers, Directors, Supervisors, Administrative Professionals, Team Leaders and Emerging Leaders.
Prerequisites: None
Program Overview: Good communication is the path to building better teams, sparking growth and innovation and engaging others more effectively. Sometimes this means giving tough feedback or crisis management and other times it means active listening and understanding your audience. Participants will reflect on what clear, concise communication looks like. This course is highly interactive and designed to equip existing and emerging leaders with the tangible skills to better use all types of communication.

COST OF SERVICE: IMPLEMENTATION & BEST PRACTICES
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.

CREW LEADERSHIP PROGRAM
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 101: BASICS OF ELECTRIC OPERATIONS & 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.

TRAINING CENTER COURSES
COURSE DESCRIPTIONS

Business Operations | Utility Education | Leadership/Mgmt

CUSTOMER SERVICE LEADERSHIP PROGRAM

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.

HOT WORK ESSENTIALS

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 and 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

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

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

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.

MANAGING CONFLICT

Course Length: 1-Day
Who Should Attend: This program is designed for: General Managers, Project Managers, Directors, Supervisors, Administrative Professionals, Team Leaders and Emerging Leaders.
Prerequisites: None
Program Overview: The Managing Conflict Course is designed to equip existing and emerging leaders with the tangible skills to better manage conflict with themselves, their teams, and in their organization. Participants will reflect on how to utilize conflict management skills and what tools would positively impact themselves and their organization.

TRAINING CENTER COURSES COURSE DESCRIPTIONS

Business Operations Utility Education Leadership/Mgmt

METERING I PROGRAM

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:
Not required but recommended to complete 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

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 Metering I program, 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.

MUTUAL AID DISASTER EXERCISE

Course Length: 1-Day
Who Should Attend: This program is designed for:
General Managers, Assistant General Managers, General/Working Foreman/Lineworkers, Operations Personnel, Engineering Personnel, Lineworkers and Mutual Aid Coordinators.
Prerequisites: None
Program Overview: This one-day workshop will allow utility representatives the opportunity to 'game play' in a realistic disaster scenario. Attendees will learn how national and local NEPPA Mutual Aid programs operate and participate in discussion about how these programs can be improved.

ORGANIZATIONAL EFFECTIVENESS: CREATIVE PROBLEM SOLVING & DECISION MAKING

Course Length: 1-Day
Who Should Attend: This program is designed for:
General Managers, Project Managers, Directors, Supervisors, Administrative Professionals, Team Leaders and Emerging Leaders.
Prerequisites: None
Program Overview: This course will cover creative approaches to solving problems that arise in group settings, as well as, strategies to make effective decisions, avoiding group polarization and group-think. The instructor will highlight real life experiences and use an interactive approach throughout this session.

OSHA-10 CONSTRUCTION

29 CFR 1926
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
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
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.

PR BOOTCAMP
Course Length: 1-Day
Who Should Attend: This program is designed for administrative professionals who currently or are looking to include public relations in their role at their utility.
Prerequisites: None
Program Overview: This course will review handling public relations issues such as media (traditional and social), outreach (non-media related/relationship building), reputational issues, internal communications and more. This workshop that would give participants an opportunity to sharpen important public relations skills, while building a foundation of understanding of PR strategy and techniques, to achieve a positive organizational outcome.

PUBLIC UTILITY ACCOUNTING
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.

TRAINING CENTER COURSES COURSE DESCRIPTIONS

Business Operations Utility Education Leadership/Mgmt

PUBLIC UTILITY MANAGEMENT PROGRAM (PUMP)

Course Length: Two 3-Day In-Person Sessions and 2 Virtual Sessions (if applicable).
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.

STRATEGIC RATE SETTING

Course Length: 1-Day
Who Should Attend: This course is ideal for utility professionals, regulators, and policymakers seeking a deeper understanding of rate design and its role in an evolving energy market.
Prerequisites: None
Program Overview: Participants will explore rate structures that better align customer pricing with utility costs while providing customers with more control over their electric charges. Whether restructuring rates for emerging technologies like solar and electric vehicles (EVs) or balancing fixed and variable cost recovery, this course prepares attendees to proactively address the complexities of an evolving utility environment.

SUBSTATION I PROGRAM

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:
Not required but suggested to take Basic Electricity & Mathematics for Utility Operations.
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

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 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.

TRAINING CENTER COURSES COURSE DESCRIPTIONS

Business Operations | Utility Education | Leadership/Mgmt

SUPERVISORY SKILLS

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

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:
Not required but suggested to take 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 AND SECURITY (BLUE-U DEFENSE)

Course Length: 1-Day
Who Should Attend: This course is designed all employees but especially leaders and office staff.
Prerequisites:
There are no prerequisites
Program Overview:
The daily safety and security challenges that organizations face can create risk of non-compliance, danger, and liability. Blue-U Defense presents an innovative, systematic solution to risk management. Blue-U will review regulatory compliance, talk about how to recognize signs of violence and how to assess and manage them effectively.

NE 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 and request to be added to our email list!

@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 or call (978) 540-2200.

@Your-Site training options include:

- In-Person Safety & Technical Training
  - **3-Hour Classes** - typically held from 8:00 am – 11:00 am
    **Please note that First Aid/CPR is a 6-hour course but it is billed at the 3-hour rate.*
  - **4-6 Hour Classes** – typically held from 8:00 am – 2:00 pm
    **Please note that OSHA Fundamental Courses are billed at the 4-6 hour rate, although their course lengths differ between course.*
  - **4-6 Hour Combo Courses:** – typically held from 8:00 am – 2:00 pm
    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
- Virtual (Live Instruction)
  - 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 (Self-Paced)
  - 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

Safety Technical

Compliance Requirement Combo Class (see pg 13)

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 Lentz'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.

Check out our staff's safety tips, shared monthly in our SAFETY CORNER at www.neppa.org.

APPA SAFETY MANUAL 17th 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 acessment 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

@YOUR-SITE TRAINING COURSE DESCRIPTIONS

Safety Technical
Compliance Requirement Combo Class (see pg 13)

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 chainsaws (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.

SOCIAL MEDIA

Check us out on Social Media! We are always posting pictures and updates from our member events and classes. Follow our instructors and apprentice school and see what's happening at the NEPPA Training Center.

@YOUR-SITE TRAINING COURSE DESCRIPTIONS

Safety Technical
Compliance Requirement Combo Class (See pg 13)

CONFIDENTIAL SPACE

29 CFR 1910.146
(Normally held for water/sewer employees)
This course was created to meet training requirements for water and sewer treatment employees who need to understand best practices for working in "Confined Spaces".
Topics Covered:
-Confined Space's Role in Today's Industry.
-OSHA'S requirements for Confined Spaces.
-Principal Hazards involved with CS Entry.
-Basic Skills in Hazard Recognition & Control.
-Confined Space Assessment Techniques.
-Confined Space Fall Protection Systems.
-Hazards Associated with Fall Protection.
-Rescue and Retrieval Requirements.
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.

CUSTOMER SERVICE 101: BASICS OF ELECTRIC OPERATIONS & 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 EQUIPTMENT

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.

@YOUR-SITE TRAINING COURSE DESCRIPTIONS

Safety Technical
Compliance Requirement Combo Class (see pg 13)

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

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
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.
· Cold weather injuries & hazards
· UV exposure, hazards, protection & prevention
· Skin cancer
· Understand basic definitions and applicable standards related to Distributed Energy Resources (DER)

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 (see pg 13)

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.

HOT WORK ESSENTIALS

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.

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.

@YOUR-SITE TRAINING COURSE DESCRIPTIONS

Safety Technical
Compliance Requirement Combo Class (see pg 13)

MEDIC FIRST AID/CPR/AED
(TRADITIONAL, BLENDED, REFRESHER)
(Required Every 2 Years for office staff and lineworkers should take a refresher course after 1 year)
Course Length: 3-6 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 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. Our refresher course is 3 hours of hand-on practical training without any cognitive learning. This is used for lineworkers who need a refresher course at the one year mark.
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

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 optional Hearing Conservation.

- **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 and optional Silica Protection

- **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

@ YOUR-SITE TRAINING COURSE DESCRIPTIONS

Safety Technical

Compliance Requirement Combo Class (see pg 13)

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
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

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.

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.

@ YOUR-SITE TRAINING COURSE DESCRIPTIONS

Safety Technical
Compliance Requirement Combo Class (see pg 13)

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.

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

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

TRENCHING & EXCAVATION SAFETY

Course Length: 3+ hours
Excavation & Trench covers the standards found in OSHA 1926 Subpart P. That subpart details safety regulations for trenching and digging operations on a construction site.
Topics Covered:
Trenches and other dig sites are dangerous environments. Workers face cave-ins, stuck-by hazards, falls and even electrocution. Confined spaces may cause asphyxiation or expose individuals to toxic fumes or flammable gasses. Using OSHA regulations and ANSI guidelines, this course prepares you to identify, communicate and correct hazards related to excavation and trench construction. You will learn how to communicate hazard information to coworkers, supervisors and managers. Master the skills needed to design appropriate controls and implement a safety plan. Promote a culture of workplace safety by acting with appropriate authority.
Format:
Lecture with class interaction and discussion.
What to Bring:
Current APPA Safety Manual

@ YOUR-SITE TRAINING COURSE DESCRIPTIONS

Safety Technical
Compliance Requirement Combo Class (see pg 13)

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 Outag, 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.

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.

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Applicant Requirements:

1. *Be pursuing a career in a Public Power related field*
2. *Be a resident serviced by a NEPPA member utility or a relative of an employee of a NEPPA member utility.*
3. *Complete an application and submit it by the deadline.*

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