

The Resource

Your monthly information source from TVPPA Education & Training

January 2010

TVPPA, Walters State Community College Bring Training to East Tennessee

TVPPA's member utilities in East Tennessee had been trying for some time to offer vital education and training opportunities for their employees closer to home.

When the nation's economy tanked late last year and early this year, those utilities could have bailed – and who could have argued? The bad economy forced everyone to cut back. Doing more with less became a way of life.

But those East Tennessee utilities didn't bail – they kept at it, talking with officials at Morristown, TN-based Walters State Community College (WSCC), and coordinating discussions between WSCC and TVPPA. At that point, the key to moving forward was a solid commitment from the utilities.

So what happened? Those TVPPA members committed to sending employees to training and the deal was made – TVPPA's Education & Training Department will offer courses at WSCC's Morristown, Greeneville and Sevierville, TN, campuses starting in January:

Jan. 19 – 21 Advanced Lineworker
Training Phase 1
Greeneville

Feb. 3 The ABC's of
Electrical Systems
Morristown

Feb. 9-11 Advanced Lineworker
Training Phase 2
Morristown

Mar. 2-4 Advanced Lineworker
Training Phase 3
Greeneville

Apr. 20-22 Advanced Lineworker
Training Phase 4
Morristown

Jun. 1-3 Advanced Lineworker
Training Phase 5
Sevierville

Should demand warrant, more classes may be added to this schedule.

Classes held at WSCC will receive dual credit from TVPPA and WSCC and will include an additional \$50 administrative fee. Register online via the Public Power Academy at www.tvppa.com.

Inside:

January. Schedule page 2
Adv. Lineworker Schedule page 2
TVPPA Training Calendar..... page 3

Correspondence Lab Schedule

Jan. 11-15 **Lineworker**

Climbing Lab A

Bellefonte • Scottsboro, AL
5 Days • 8:00 AM to 5:00 PM
\$715 (Non-members \$915)

Directions and lodging suggestions will be sent with registration confirmation.

TVPPA offers correspondence training in Lineworker Apprenticeship, Protective Relaying, Substation Maintenance and Electrical Metering. For more information and to enroll in TVPPA Correspondence Programs, call 423.648.2464. To register for any of the correspondence labs shown above call TVPPA at 423.648.2464.

'The Half-Century Transformer' to be Offered in Memphis

Back by popular demand, the Transformer Maintenance Institute's (TMI) "The Half-Century Transformer" workshop will be held March 2-4 at the Fogelman Executive Conference Center on the University of Memphis (TN) campus.

The workshop was originally offered through TVPPA in partnership with TMI in September 2009. The benefits from the training were significant enough to lead an attendee from the September class to specifically request a second offering in West Tennessee.

The minimum number of attendees must be confirmed by Jan. 29. If you plan to attend, please register online by that date via the Public Power Academy at www.tvppa.com.

Congratulations to TVPPA Certificate Recipients Honored at 2009 Conferences

Certificate of Customer Service (CCS) (shown in photo at right)

- Kelsey Brooks, Fort Loudoun Electric Cooperative, Vonore, TN
- Robin Hunt, Fort Loudoun Electric Cooperative

Certified Power Executive (CPE)

- Lynn Dabney, TVA

Certified Power Supervisor (CPSv)

- Janet Henon, Cumberland Electric Membership Corporation, Clarksville, TN
- Deborah Hensley, Johnson City Power Board
- Brenda Kyte, Johnson City Power Board



Photos by Tim Daugherty, TVPPA

(Continued on page 2)

Recipients...(Continued from page 1)

Power Distribution Engineer (PDE)

- Steve Bishop, Mountain Electric Cooperative, Mountain City, TN
- Matt Connatser, Sweetwater, TN Utilities

For more information about TVPPA certificate programs, go to www.tvppa.com and select the link to "Training".



Top Right: CPSv recipients Janet Henon and Deborah Hensley.

Middle Left: PDE recipients Steve Bishop and Matt Connatser.

Bottom Right: TVPPA Education & Training Director, Doug Peters, left, and CPE recipient Lynn Dabney.



Jan. 20-21: Fundamental Supervisory Skills

2.5 days • 8:30AM to 4:00PM
\$510 (Non-members \$745)
Willis Conference Center • Nashville, TN

This workshop consists of two modules. Managing People stresses the importance of individual self-esteem in the workplace and shows how to give clear instructions, achieve consensus, and encourage others to commit to common goals. Communicating with People demonstrates active listening techniques, effective communication, and ways to recognize another person's understanding of the issues. Instructional methods include presentation, videos, group discussion, and skill building exercises. Pre-work required: Online DiSC profile. Instructor: **Paul Long**.

Jan. 26-28: Lineworker Apprenticeship Final Exam

2.5 days • 8:00AM to 5:00PM
\$695 (Non-members \$895)
Bellefonte • Scottsboro, AL

Comprehensive exam required for completion of the TVPPA Lineman Apprenticeship Program. Includes written and skills lab elements. Critical elements and objectives must be passed to pass the exam.

Advanced Lineworker Certificate Training

3 days • 8:30 AM to 4:00 PM • Each Phase: \$690 (Non-members \$895)
Directions and lodging suggestions will be sent with registration confirmation.

Phase 1: Jan. 19-21 • Walters State Community College • Greeneville, TN

Protective Grounding — Installing protective grounds and short-circuiting leads at the work site protects against the hazards of accidental energizing, static charges and induced voltages. Proper testing, installation and placement of protective grounds determine their effectiveness. This module teaches participants the principles of grounding, along with the reasons for grounding. It outlines the proper procedures and approved grounding equipment for installing temporary safe working grounds on de-energized circuits.

Transformer Fundamentals — A lineworker must be able to interpret information on transformer nomenclatures to assure proper and safe application of equipment and the most reliable service for the customer. This module provides a review of electrical measurements, Ohm's Law, and series and parallel circuits, and how these apply to the operation of a transformer. Participants also discuss the theory of distribution transformer operations.

Transformer Connections — Each problem in the field communicates a possible source of trouble. A lineworker should stop to think out the problem, consider the circumstances, and measure and analyze the voltage readings to determine the trouble source. Participants in this module gain hands-on experience using miniature training transformers in troubleshooting exercises with actual 120/240 and 277/480 voltages.

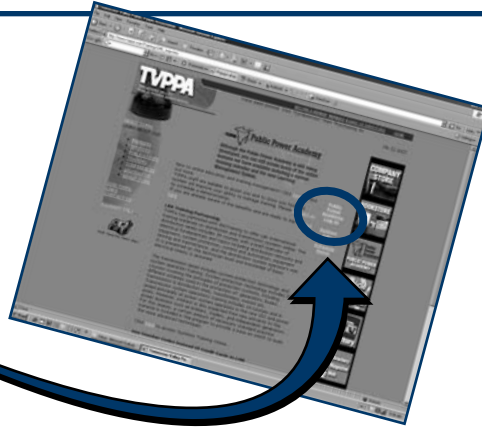
January 2010 - December 2010 TVPPA Training Schedule — Please Post

For the full 2010 schedule, please visit our web site at www.tvppa.com or call 423.648.2464.

Jan. 11-15	Lineworker Climbing Lab A	Scottsboro, AL	Bellefonte
Jan. 19-21	Advanced Lineworker Certificate Training: Phase 1	Greeneville, TN	Walters State
Jan. 20-21	Fundamental Supervisory Skills	Nashville, TN	Willis
Jan. 26-28	Lineworker Apprenticeship Final Exam	Scottsboro, AL	Bellefonte
Feb. 1-5	Lineworker Construction Lab B	Scottsboro, AL	Bellefonte
Feb. 2-4	Line Design and Staking Certification Training: Stage 3	Nashville, TN	Willis
Feb. 3-4	Utility Accounts Classification	Nashville, TN	Willis
Feb. 3	The ABC's of Electrical Systems	Morristown, TN	Walters State
Feb. 8-12	Lineworker Operations Lab C	Scottsboro, AL	Bellefonte
Feb. 9-11	Advanced Lineworker Certificate Training: Phase 2	Morristown, TN	Walters State
Feb. 16-18	Leadership Bridge	Nashville, TN	Willis
Feb. 18	Accident Investigation	Centerville, TN	Meriwether Lewis
Feb. 22-26	Lineworker Climbing Lab A	Scottsboro, AL	Bellefonte
Feb. 22-25	Foreman Academy Track 1	Nashville, TN	Willis
Feb. 24-25	Introduction to Personnel Management	Nashville, TN	Willis
March 1-5	Lineworker Construction Lab B	Scottsboro, AL	Bellefonte
March 2-4	The Half Century Transformer	Memphis, TN	Fogelman Center
March 2-4	Advanced Lineworker Certificate Training: Phase 3	Greeneville, TN	Walters State
March 2-4	Advanced Lineworker Certificate Training: Phase 1	Jackson, TN	JEA Training Center
March 9-11	Substation Maintenance Introductory Lab A	Scottsboro, AL	Bellefonte
March 15-19	Lineworker Operations Lab C	Scottsboro, AL	Bellefonte
March 16-18	Lineworker Apprenticeship Final Exam	Scottsboro, AL	Bellefonte
March 17-18	Communicating Effectively with Utility Customers	Nashville, TN	Willis
March 21-27	Pre-Apprentice Assessment Workshop	Scottsboro, AL	Bellefonte
March 24-25	Understanding Human Resources	Nashville, TN	Willis
April 13-15	Advanced Lineworker Certificate Training: Phase 1	Bowling Green, KY	BGMU
April 19-23	Lineworker Climbing Lab A	Princeton, KY	Princeton Trng. Ctr.
April 20-22	Advanced Lineworker Certificate Training: Phase 4	Morristown, TN	Walters State
April 20-22	Line Design and Staking Certification Training: Stage 4	Nashville, TN	Willis
April 21-22	Personnel Law	Nashville, TN	Willis
April 28-29	Interpersonal Supervisory Skills I	Nashville, TN	Willis
May 3-6	Foreman Academy Track 2	Nashville, TN	Willis
May 4-6	Advanced Lineworker Certificate Training: Phase 2	Jackson, TN	JEA Training Center
May 9-15	Pre-Apprentice Assessment Workshop	Scottsboro, AL	Bellefonte
May 12-13	Dynamics of Change	Nashville, TN	Willis
May 20	Utility Accounting Principles	Nashville, TN	Willis
May 25-27	Lineworker Apprenticeship Final Exam	Scottsboro, AL	Bellefonte
May 26	Selling Utility Services	Nashville, TN	Willis
May 27	Creating Desirable Outcomes for Your Utility	Nashville, TN	Willis
June 1-3	Advanced Lineworker Certificate Training: Phase 5	Sevierville, TN	Walters State
June 1-3	Advanced Lineworker Certificate Training: Phase 3	Jackson, TN	JEA Training Center
June 21-25	Lineworker Construction Lab B	Princeton, KY	Princeton Trng. Ctr.
June 24-25	Workorder, Inventory & Plant	Nashville, TN	Willis
June 29-30	Organizational Liability: Managing Risk	Nashville, TN	Willis
July 11-17	Pre-Apprentice Assessment Workshop	Scottsboro, AL	Bellefonte
July 13-15	Advanced Lineworker Certificate Training: Phase 2	Bowling Green, KY	BGMU
July 13-15	Advanced Lineworker Certificate Training: Phase 4	Jackson, TN	JEA Training Center
July 20-21	Budgeting, Finance and Accounting for Accountants	Nashville, TN	Willis
July 20	Time Management	Nashville, TN	Willis
July 21	Fundamental Meeting Management	Nashville, TN	Willis
July 22-23	Effective Public Speaking Skills	Nashville, TN	Willis
Aug. 10-12	Advanced Lineworker Certificate Training: Phase 3	Bowling Green, KY	BGMU
Aug. 16-20	Foreman Academy Track 3	Nashville, TN	Willis
Aug. 23-25	Lineworker Apprenticeship Final Exam	Scottsboro, AL	Bellefonte
Aug. 25-26	Interpersonal Supervisory Skills II	Nashville, TN	Willis
Aug. 25-26	Utility Law	Nashville, TN	Miller & Martin
Sept. 7-9	Advanced Lineworker Certificate Training: Phase 5	Jackson, TN	JEA Training Center
Sept. 14-16	Advanced Lineworker Certificate Training: Phase 4	Bowling Green, KY	BGMU
Sept. 19-25	Pre-Apprentice Assessment Workshop	Scottsboro, AL	Bellefonte
Sept. 21	The ABC's of Electrical Systems	Nashville, TN	Willis
Sept. 22	Developing a Team-Based Environment	Nashville, TN	Willis
Sept. 29	Facilitating Effective Meetings	Nashville, TN	Willis
Sept. 30	Conflict Mediation	Nashville, TN	Willis
Oct. 4-8	Lineworker Operations Lab C	Princeton, KY	Princeton Trng. Ctr.
Oct. 12-14	Advanced Lineworker Certificate Training: Phase 5	Bowling Green, KY	BGMU
Oct. 13-14	Compensation & Benefits	Nashville, TN	Willis
Oct. 18-22	Substation Maintenance Advanced Lab B	Bowling Green, KY	BGMU
Oct. 27-28	Interpersonal Supervisory Skills III	Nashville, TN	Willis
Oct. 31 - Nov. 6	Pre-Apprentice Assessment Workshop	Scottsboro, AL	Bellefonte
Nov. 15-17	Lineworker Apprenticeship Final Exam	Scottsboro, AL	Bellefonte
Dec. 1-2	Building & Retaining a High Performance Workforce	Nashville, TN	Willis
Dec. 8-9	Components of Strategic Planning	Nashville, TN	Willis

To Register Visit: www.tvppa.com and click "Training" and "Public Power Academy" or www.publicpoweracademy.com.

Registration made easy — simply visit www.tvppa.com and click "Training" and "Public Power Academy" to access the login link shown here.



Permanent records of completion and CEU's are maintained at the TVPPA office. Official copies are provided upon request.

Registration to TVPPA professional development seminars is limited to a first-come, first-served basis. Confirmation of your registration will be e-mailed approximately two weeks prior to the start date of class. Registration fees are per person and include all course materials, unless otherwise noted. Meals, lodging and travel expenses are not included. Hotel reservations, if any, are the responsibility of the registrant.

Complaint Resolution

If a participant is not satisfied with the program content, delivery or outcome, he or she is encouraged to contact the Training Administration Manager by contacting TVPPA at 423.648.2464 or training@tvppa.com. All complaints receive a written response, including determination of any refund or discount, within seven days.

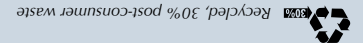
For more information regarding administrative policies such as complaint and refund, please check the TVPPA web site at www.tvppa.com.

January 2010 Training Schedule

Legal Conference
Feb. 11-12, 2010
Embassy Suites • Murfreesboro, TN

2010 TVPPA Conferences

Call the Conferences Desk at 423.648.2466 for
additional information.



PO Box 6189
Chattanooga, TN 37401-6189

TVPPA

PRSR STD
U.S. Postage
PAID
Permit No. 586
Chattanooga, TN