

80  
YEARS

NWPPA  
**CERTIFICATE  
PROGRAMS**



# OVERVIEW AND INTRODUCTION OF CERTIFICATE PROGRAMS

NWPPA offers five certificate programs and three partner programs designed to enhance and certify your skills as a professional in the utility industry. By completing one of the certificate programs, participants will be recognized as having an excellent foundational knowledge of the utility and area of specialty for both governmental and cooperative organizations. Each certificate program was designed by expert instructors with direct experience to the public power utilities and offers an advanced development plan for utility employees.

As a participant, you are required to complete a series of courses as designated in your selected certificate program and/or 60 continuing education hours (CEHs) within four years (unless otherwise noted). Credit-based programs have both required and elective courses to complete that can be taken at regional events, workshops, annual conferences, and webinars.

The following pages provide specific program requirements and a tool to track progress. Attendees will track their own progress towards completion of a program. After completing the requirements, please return the completed tracking tool to the designated training manager assigned to your program. Once attendance has been validated, participants will receive a certificate of completion from NWPPA.

If an attendee is unable to complete the requirements within four years, NWPPA has the discretion to approve the completion of any certification program on a case-by-case review.

For more information about NWPPA certificate programs, call (360) 254-0109.

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# ACCOUNTING AND FINANCE CERTIFICATE PROGRAM

**Overview:** This program is designed to enhance and certify the skills of accounting and finance professionals in the utility industry. By completing this program, participants will be recognized as having an excellent foundational knowledge of a utility (both governmental and cooperative organizations) and its accounting and finance functions.

**To Earn a Program Certificate:** Complete 60 CEHs, attend the annual Accounting and Finance Conference, and complete either the Electric Utility System Operations or Electric Utility Business Fundamentals course within a four-year period.

## REQUIRED COURSES

Course Name	Date Attended	CEHs
Accounting and Finance Conference		<b>11</b>
Electric Utility System Operations <b>or</b> Electric Utility Business Fundamentals		<b>6-18</b>

## ELECTIVE COURSES

Course Name	Date Attended	CEHs
Accounting & Finance Fundamentals for Utility Personnel		<b>6</b>
Accounting, Finance, and RUS/FERC Accounting Fundamentals for Utility Personnel		<b>9</b>
CFO & Senior Accountant Webinar Series (multiple webinars available)		<b>1 per webinar</b>
Fraud Fundamentals for Utility Personnel		<b>6</b>
Demystifying the Electric Utility Rate Study Process		<b>12</b>
Understanding the Work Order System		<b>12</b>

Detailed information on course offerings can be found in the [Training and Event Catalog](#). If you have any questions regarding this program, please contact Jenny Keesey at [jenny@nwppa.org](mailto:jenny@nwppa.org).

<b>Total CEHs Completed</b>	
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**Name:** \_\_\_\_\_ **Utility:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

After completing 60 CEHs, return this form to [jenny@nwppa.org](mailto:jenny@nwppa.org).  
Once attendance has been validated, participants will receive a certificate of completion.

# CUSTOMER AND ENERGY SERVICE CERTIFICATE PROGRAM

**Overview:** This program is designed to enhance and certify the skills of a customer and energy service professional in the utility industry. By completing this program, participants will be recognized as having an excellent foundational knowledge of the utility and customer service for both governmental and cooperative organizations.

**To Earn a Program Certificate:** Complete 60 CEHs; attend the annual 3C’s Customer Service, Credit and Collections Conference; complete either the Electric Utility System Operations or Electric Utility Business Fundamentals course; and complete the Raising your Energy IQ, 101 course within a four-year period.

## REQUIRED COURSES

Course Name	Date Attended	CEHs
3Cs Conference		<b>12</b>
Electric Utility System Operations or Electric Utility Business Fundamentals		<b>6-18</b>
Raising your Energy IQ, 101		<b>12</b>

## ELECTIVE COURSES

Course Name	Date Attended	CEHs
Communication Essentials for Success		<b>12</b>
Communication Tune-Up Webinar Series (3 webinars available)		<b>1 per webinar</b>
Crucial Conversations		<b>12</b>
Customer Relations: Building Rapport		<b>12</b>
Influencing Others: Mastering Human Dynamics		<b>12</b>
Raising your Energy IQ, 201		<b>12</b>
Understanding Collections & Disconnections		<b>12</b>

Detailed information on course offerings can be found in the [Training and Event Catalog](#). If you have any questions regarding this program, please contact Roy Cevallos at [roy@nwppa.org](mailto:roy@nwppa.org).

<b>Total CEHs Completed</b>	
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**Name:** \_\_\_\_\_ **Utility:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

After completing 60 CEHs, return this form to [roy@nwppa.org](mailto:roy@nwppa.org).  
Once attendance has been validated, participants will receive a certificate of completion.

# ADMINISTRATIVE PROFESSIONALS CERTIFICATE PROGRAM

**Overview:** This program offers much more than administrative/executive assistant training. Anyone in an office or support role will benefit from these sessions. We offer three distinct training sessions that can be taken individually or as a full three-day session. These can be taken in any order, by daily topic, or as part of a full professional development plan.

**To Earn a Program Certificate:** Complete all nine courses within a four-year period. Courses may be taken in any order.

**\*Note:** For individuals who have taken Administrative Professionals Certificate Program classes prior to 2020, please contact Roy Cevallos at [roy@nwppa.org](mailto:roy@nwppa.org) to discuss your specific training plan to complete the certificate program.

## REQUIRED COURSES

Course Name	Date Attended
<b>Administrative Professionals Series: What Every Professional Needs to Know</b>	
Maintaining Positive Working Relationships	
Business Communications Across Platforms	
Understanding the Utility Business	
<b>Administrative Professionals Series: Optimizing Performance in Challenging Times and Situations</b>	
Positive Assertiveness in the Workplace	
Managing Time, Change, and Stress	
Resolving Conflict in the Workplace	
<b>Administrative Professionals Series: Expanding Your Ability to Influence</b>	
Using Diplomacy, Tact, and Discretion to Build Trust	
Getting Support for Your Ideas	
Professional Development through SMART Goals and Self-Appraisals	

Detailed information on course offerings can be found in the [Training and Event Catalog](#). If you have any questions regarding this program, please contact Roy Cevallos at [roy@nwppa.org](mailto:roy@nwppa.org).

<b>Total Courses Completed</b>	
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**Name:** \_\_\_\_\_ **Utility:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

After completing the nine courses, return this form to [roy@nwppa.org](mailto:roy@nwppa.org).  
Once attendance has been validated, participants will receive a certificate of completion.

# FOREMAN LEADERSHIP CERTIFICATE PROGRAM

**Overview:** This program is designed to prepare new and future foremen, crew leaders, and others in supervisory capacities for the challenges of effective leadership in an environment that includes a new generation of workers with different frames of reference toward employers and the workplace. Participants will gain insight into what people respect in leaders and how to develop their own unique leadership style. Foremen, crew leaders, and those in a similar leadership role will benefit from these sessions.

**To Earn a Program Certificate:** Complete both three-day courses within a four-year period. Courses may be taken in any order.

**\*Note:** For individuals who have taken Foreman Leadership Skills Classes prior to 2019, please contact Mike Hyatt-Evenson at [mike@nwppa.org](mailto:mike@nwppa.org) to discuss your specific training plan to complete the certificate program.

## REQUIRED COURSES

Course Name	Date Attended
Foreman Leadership Program Part 1	
Foreman Leadership Program Part 2	

Detailed information on course offerings can be found in the [Training and Event Catalog](#). If you have any questions regarding this program, please contact Mike Hyatt-Evenson at [mike@nwppa.org](mailto:mike@nwppa.org).

<b>Total Courses Completed</b>	
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**Name:** \_\_\_\_\_ **Utility:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

After completing both courses, return this form to [mike@nwppa.org](mailto:mike@nwppa.org)  
Once attendance has been validated, participants will receive a certificate of completion.

# LEADERSHIP SKILLS CERTIFICATE PROGRAM

**Overview:** This program benefits new and current supervisors, and those employees who may be supervisors in the future. It is a three-session (two days per session) series focusing on situational leadership; communication and problem solving; personalities and attitudes in the workplace; and human resources basics.

**To Earn a Program Certificate:** Complete all three required courses within a four-year period. Two additional sessions are optional and highly encouraged, but not required to receive a program certificate. Classes can be taken in any order.

**\*Note:** For individuals who have taken Leadership Skills Series classes prior to 2020, please contact Jenny Keesey at [jenny@nwppa.org](mailto:jenny@nwppa.org) to discuss your specific training plan to complete the certificate program.

## REQUIRED COURSES

Course Name	Date Attended
Leadership Skills: SLII Experience and Work Styles	
Leadership Skills: Challenging Communications	
Leadership Skills: HR Basics & Building a Better Workplace	

## OPTIONAL COURSES (Does not count toward certificate program completion)

Course Name	Date Attended
Leadership Skills: Supervising Union Employees	

<b>Total Courses Completed</b>	
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Detailed information on course offerings can be found in the [Training and Event Catalog](#). If you have any questions regarding this program, please contact Jenny Keesey at [jenny@nwppa.org](mailto:jenny@nwppa.org).

**Name:** \_\_\_\_\_ **Utility:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

After completing the three courses, return this form to [jenny@nwppa.org](mailto:jenny@nwppa.org). Once attendance has been validated, participants will receive a certificate of completion.



# PARTNERSHIP COURSES WITH NWPPA AND HI-LINE ENGINEERING

NWPPA partners with Hi-Line Engineering to deliver the Staking Technician Certification program to utility staking technicians and engineers. A useful program for all skill levels, courses can be used to both train the novice and refresh the skills of the experienced employee. If you have any questions regarding these classes, please contact Dale Mayuiers at [dale@nwppa.org](mailto:dale@nwppa.org).

## STAKING TECHNICIAN CERTIFICATION PROGRAM

**Overview:** This program educates and equips staking technicians and engineers so they can design electrical distribution facilities that adequately serve utility customers. The classes are spread out over a three-year period and can be taken in any order for the certification; classes can also be taken individually. These courses are delivered in partnership with Hi-Line Engineering.

**To Earn a Program Certificate:** Complete all 12 required courses, as well as exams delivered in partnership with Hi-Line Engineering. There is no time limit for completion.

### REQUIRED COURSES

Course Name	Date Attended	Exam Completed
Basic Surveying		
Construction Contract Administration		
Easement Acquisition		
Joint Use and Make Ready Surveys		
Line Inspection		
NESC & Utility Specifications		
Obtaining Permit		
Overhead/Pole-Line Structure Design and Layout		
Protection/Basic Sectionalizing Design		
Sizing Transformers and Conductors		
Underground Line Design and Subdivision Layout		
Unique Structures		

Detailed information on course offerings can be found in the [Training and Event Catalog](#). If you have any questions regarding this program, please contact Dale Mayuiers at [dale@nwppa.org](mailto:dale@nwppa.org).

For any questions about testing requirements and overall series completion, please contact Rachael Harms at [Rachael.Harms@hi-line-engineering.com](mailto:Rachael.Harms@hi-line-engineering.com).

# PARTNERSHIP COURSES WITH NWPPA AND NRECA

NWPPA partners with NRECA to deliver relevant training programs to cooperative directors, policy makers, and general managers. These courses are also valuable to those at public utility districts and other member organizations. The courses are part of NRECA's Credentialed Cooperative Director Certificate and Board Leadership Certificate programs, but can also be taken individually. All of these courses are available to be brought to your organization, or as a pre-conference class for your annual, statewide, or regional meetings. If you have any questions regarding these programs, or would like to have these courses brought to your organization, please contact Mike Hyatt-Evenson at [mike@nwppa.org](mailto:mike@nwppa.org).

## CREDENTIALLED COOPERATIVE DIRECTOR CERTIFICATE PROGRAM

**Overview:** These courses discuss and explain the duties of cooperative directors, and the need for directors to acquire the minimum knowledge and skills necessary to fulfill their responsibilities within the cooperative model. Public utility districts may also find value in these courses. New and experienced directors, policy makers, and general managers will benefit from this program. These courses are delivered in partnership with NRECA.

**To Earn a Program Certificate:** Complete all five required courses and contact NRECA for validation of certificate completion. There is no time limit for completion.

### REQUIRED COURSES

Course Name	Date Attended
2600 Director Duties and Liabilities	
2610 Understanding the Electric Business	
2620 Board Operations and Process	
2630 Strategic Planning	
2640 Financial Decision Making	

Detailed information on course offerings can be found in the [Training and Event Catalog](#). If you have any questions regarding this program, or would like to have these courses brought to your organization, please contact Mike Hyatt-Evenson at [mike@nwppa.org](mailto:mike@nwppa.org).

For any questions about overall series completion, please contact Angie Hylton at [angie.hylton@nreca.coop](mailto:angie.hylton@nreca.coop).

## BOARD LEADERSHIP CERTIFICATE PROGRAM

**To Earn a Program Certificate:** Complete 10 credits and contact NRECA for validation of certificate completion. There is no time limit for completion.

**Prerequisite:** Credentialed Cooperative Director Certificate is required in order to be eligible to receive a Board Leadership Certificate credential.

### AVAILABLE COURSES

Detailed information about all available Board Leadership Certificate courses can be found at [www.cooperative.com](http://www.cooperative.com). If you have any questions regarding this program, or to schedule these courses in your area, please contact Mike Hyatt-Evenson at [mike@nwppa.org](mailto:mike@nwppa.org).

As an additional benefit to this partnership, NRECA has agreed to issue Board Leadership Credit for these three popular NWPPA courses: 1) Electric Utility System Operations, 2) Introduction to Roberts Rules of Order, and 3) Enterprise Risk Management. Each course qualifies for one credit unless otherwise specified by NRECA.

### COMPLETED COURSES

Course Name	Date Attended	Credits

For any questions about overall series completion, please contact Angie Hylton at [angie.hylton@nreca.coop](mailto:angie.hylton@nreca.coop).



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NWPPA is an international association representing and serving consumer-owned, locally controlled utilities in the Western U.S. and Canada.

NWPPA exists to enhance the success of its members through education, training, public information, governmental relations, and value-added services.