



COURSE CATALOG

THE *Smart* WAY TO GROW YOUR UTILITY EMPLOYEES

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QUESTIONS?

Powerline Worker: Kelsey Bennett at kbennett@ecoga.org

Interpersonal Skills: Michelle Weekley at mweekley@ecoga.org

A close-up photograph of a worker wearing a yellow hard hat and safety glasses, looking down at a wooden structure.

ECG's Training and Safety Program is an invaluable asset to the Municipal Electric Utility Industry. Their innovative programs and experienced specialists provide lineworkers with the instruction and training needed to excel in their career. In my own 30+ years in the industry, I have been able to progress from Groundman to Manager of Operations. At each step along the way, I have drawn from the training they provided. They are vital to our industry."

Blake Manning
Line Division Manager
Crisp County Power Commission



Our Training Team

Our training team is composed of highly experienced professionals with decades of combined service in the electric utility industry. Each instructor brings a strong background in field operations, safety, and technical instruction, having served in various leadership and frontline roles within public power and utility organizations.

Collectively, our instructors have provided training and disaster response support across multiple states, often in the wake of major events such as hurricanes, ice storms, and tornadoes. Many are certified in a broad range of safety and operational areas, including First Aid/CPR/AED, aerial lift and pole-top rescue, traffic control, and power distribution operations.

Several members of our team are active contributors to national industry associations, safety committees, and lineworker competitions, and have played key roles in developing training standards and practices that promote operational excellence and field safety. In addition, some instructors bring innovation to the field through patented tools and technology solutions that enhance utility operations.

We also partner with contractors who bring specialized skills and long-standing experience in utility and leadership training, ensuring a comprehensive and up-to-date curriculum that meets the evolving needs of lineworkers and utility personnel.



"The ECG Training is very informative. I took away tools I can take back and immediately apply to make me a better Assistant Director to my team."

—Thomas Mangham | Assistant Electric Director | City of East Point

Training Team

Jon Beasley – Vice President

Greg Phillips – Director

Preston Howell – Assistant Director

Kelsey Bennett – Training & Safety Coordinator



Jon Beasley
Vice President, Training & Safety

With over 41 years of experience in the electric utility industry, Jon has trained more than 1,000 lineworkers across three states and over 65 cities. His field expertise has been vital in leading mutual aid and disaster response efforts for hurricanes, ice storms, and tornadoes, as well as providing expert testimony in accident investigations for ECG Member communities. He played a key role in founding both the Georgia Lineman's Rodeo and the APPA Lineworker's Rodeo, where he continues to serve as Master Judge. A top competitor at the 1999 International Lineman's Rodeo, Jon was recognized in 2006 with APPA's "Kramer-Preston Personal Service Award" for his ongoing service to the industry. Jon has served on numerous national committees, including the APPA E&O Committee (as Section Chair), the RP3 Panel, and the Safety Committee (Chair), and currently serves on the APPA Safety Manual Review Task Force and the Mutual Aid Working Group (MAWG).



Greg Phillips
Director of Training & Safety

With over 36 years of linework experience, Greg has contributed extensively to the training and safety of utility crews. He has served as both Judge and Chief Judge for the APPA Lineworker's Rodeo and the Georgia Lineman's Rodeo, bringing his field knowledge to the forefront of industry competitions. Greg holds instructor certifications in a wide range of areas, including Georgia DOT Standards, Aerial Lift and Pole-top Rescue; Emergency Response Power Restoration; OSHA Electrical Hazards and High-Voltage; First Aid CPR/AED; FEMA Incident Command, Single Resources and Initial Action Incidents. He is also certified in the National Incident Management System (NIMS) and is a member of the National Utility Training and Safety Education Association.



Preston Howell
Assistant Director of Training & Safety

Preston has nearly 20 years of experience in the electrical linework industry and has supported storm response efforts in several states. He holds instructor certifications in Florida MOT, First Aid/CPR/AED, Aerial Lift, and Pole-Top Rescue, and is an active member of the National Utility Training and Safety Education Association (NUTSEA). Beyond his field expertise, Preston is the inventor and patent holder of the "Howell Hoist," a drill-powered hoist designed for the linework industry. He also co-founded Higher Power Solutions (HPS), a company that enhances electric utility maintenance using drones and proprietary software.



Kelsey Bennett
Training & Safety Coordinator

Kelsey is a dedicated safety and training professional with a background in occupational safety, medical care, and education. With experience spanning the U.S. Navy Reserves, construction, municipal utilities, and special education, her mission is to foster safe, compliant, and supportive environments. Kelsey is responsible for the administrative management of lineman training, safety compliance, and disaster response coordination across multiple states. Kelsey is passionate about continuous learning, leading by example, and empowering others to prioritize workplace safety.



James Adams, Training & Safety Specialist

James brings over 30 years of experience in electrical linework, including a decade as a Line Crew Foreman for the City of LaGrange. He has responded to major storms across multiple states, including Hurricanes Opal, Fran, Irene, Matthew, and Irma. James holds instructor certifications in Georgia DOT Standards, First Aid/CPR/AED, Aerial Lift, and Pole-Top Rescue. He also served for two years on the Safety-First Task Force and is a member of the National Utility Training and Safety Education Association (NUTSEA).

hands-on expertise in substation operations, underground and overhead systems, apparatus work, and troubleshooting. His extensive field knowledge has supported disaster response and mutual aid efforts across multiple states during hurricanes, ice storms, and tornadoes. Jake is a certified instructor in Power Distribution Operations, Chainsaw Safety, Georgia DOT Standards, and First Aid/CPR/AED.



Chance Reed, Training & Safety Specialist

Chance brings over 25 years of experience in the electric utility industry to ECG. Prior to joining the team, he served in key roles at Acworth Power, including crew supervision, training, and system maintenance. His extensive field expertise includes mutual aid and disaster response for hurricanes, ice storms, and tornadoes across multiple states. Chance has also served on the City of Acworth Safety Committee and worked as a Training and

Safety Coordinator. He holds certifications in Power Distribution Operations, Chainsaw Safety, NIMS, Georgia DOT standards, and First Aid/CPR/AED.



Michelle Weekley, Interpersonal Skills Facilitator

Michelle Weekley has dedicated 37 years of service to the members of MEAG Power and Electric Cities of Georgia, holding a variety of leadership roles throughout her career. In the mid-1980s, she played an integral role in establishing the newly created Economic Development Department. Since then, she has served as an Industrial Development Project Manager, Manager of Community Development, Regional Manager, and Manager of Communications. Today, she serves as the Manager of Member Training at Electric Cities of Georgia, where she provides members with interpersonal skills and professional development training.



Jake Johnson, Training & Safety Specialist

Jake brings over 20 years of experience in the electric utility field to ECG. A First Class Lineman, he previously worked at Washington EMC and the City of Sandersville, gaining



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Training & Safety Overview

OVERVIEW:

ECG Training and Safety

Services are conveniently offered at member utility facilities 10 months each year. They offer a collection of safety and training topics specific to the electric utility employee. Safety meetings are conducted by experienced journeymen linemen with decades of hands-on experience in the field. Each program is interactive, professional and meets all regulatory requirements.

TOPICS INCLUDE:

- Complacency
- Hazardous Attitudes
- Avoiding Shortcuts
- Leaving a Legacy of Safety
- Lineman's Jeopardy
- Safety During Mutual Aid Events
- Backfeed

ONSITE TRAINING CLASSES:

(With hands-on instruction)

- Pole-top and Bucket Truck Rescue (annual OSHA compliance training)
- Chain Saw Use and Safety
- Meter Base Safety
- Transformer Connections/Banking
- Personal Protective Grounding
- Protective Rubber Cover-up/Rubber-gloving
- Confine Space Safety and Rescue (annual OSHA compliance training)
- Trenching and Shoring/Competent Person Training (annual OSHA compliance training)

UTILITY SAFETY AUDIT:

(Annually)

- A complete and thorough review of the utility's electric department safety program
 - Review policies and procedures
 - Inspect safety equipment on bucket trucks and digger derricks
 - Review training program
- A written report provided with the goal of assisting the utility in obtaining needed equipment and PPE
- Jeff Cook Award for Safety Excellence
 - each utility is graded and given an award based on their audit report

ADDITIONAL SERVICES:

- **Accident Investigations**
 - Full accident investigation with written report
 - We will testify as an expert witness in any deposition or trial
- **DOT Flagger Certification** – National Safety Council program
- **CPR/First Aid/AED Certification** – Medic First Aid program
- **Mutual Aid Disaster Coordination**



Pre-Apprentice Lineman Certificate Program

OVERVIEW:

ECG's Pre-Apprentice Lineman Certificate Program offers the opportunity to attain skills necessary to become an Apprentice Lineworker. Since 1992 our experienced instructors have trained students to fully develop their potential and contribute in a positive manner to the success of their organizations. Low instructor to student ratios allow extra one-on-one coaching and mentoring from the ECG training staff with over 180 years combined experienced.

5-DAY PROGRAM:

- DAY 1** Basic Electricity
Electrical System Overview
Chainsaw safety
- DAY 2** Rigging, Knots and Ropes
Extendo Stick
Introduction to wood-pole climbing
- DAY 3** Transformer Basics
Pole Setting
Handlines and Blocks/Rope Throw
- DAY 4** Meter Base Safety
Truck Set-up
Prep of Material/Handline Operations
- DAY 5** Knot Tying Contest
Bucket Truck Rescue
Rope Throw Competition



WHO SHOULD ATTEND?

Any employee who will work with or on a powerline crew, either as a permanent assignment or in a storm/disaster situation. We have had engineers, warehouse and water-sewer employees attend.

Powerline Workers Apprenticeship

OVERVIEW:

ECG Training and Safety

ECG's Powerline Workers Apprenticeship Program

is a three-year certification designed to enhance utility employees' knowledge and skills in this field. Powerline workers are responsible for building, improving and maintaining the poles and wires that deliver electricity to customers. The program is certified by the U.S. Department of Labor and has proven beneficial and rewarding to both the students and their employers.

ECG's Powerline School is a combination of structured classroom training and valuable field experience. The comprehensive training courses incorporate 'Safely Always' while challenging and preparing the Electrical Lineworker for advancement.

THREE SESSIONS:

5 DAYS EACH—12 MONTHS APART

Three hands-on and classroom training events last five days each and are scheduled one year apart. Also included are self-study units with timed examinations that are given throughout the program.

Students provide their tools and personal protective equipment for hands-on training sessions. All textbooks are provided, which include:

- The Lineman's and Cableman's Handbook
- The Guidebook for Linemen and Cablemen
- Mastering Distribution Transformer Connections and Apps
- National Electric Safety Code (NESC)
- APPA Safety Manual
- OSHA 1910.269 Regulations



WHO SHOULD ATTEND?

Any employee that will work on a powerline crew as an apprentice lineworker with the ultimate goal of attaining journeyman level status.



"We started our relationship with ECG several years ago and I look forward to continuing our relationship in the future."

—Blake Garrett | Construction Foreman | City of Troy Utilities

YEAR ONE:**REVIEW/STUDY**

- Chapters 1-13 of The Lineman's and Cableman's Handbook 13th Edition
- Chapter 46 OSHA 1910.269 (a) (c) (e) (In the back of the handbook)
- APPA Safety Manual Section 507
- NESC Section 41

**HANDS-ON – LAB A
RIGGING AND CLIMBING CLASS**

- Pole-climbing – Equipment inspection, gaff sharpening, using fall arrest equipment, circling and transferring over objects hanging cross-arm, singles and doubles
- Knots – Proper application and tying test
- Wire Ties – Preform and Tie-Wire
- Hoist operations – Nylon strap and chain
- Rescue techniques – Pole-top with conscious and unconscious victim
- Review NESC– Sections 41, 42, 44
- Review APPA Safety Manual – Section 507

TEST

- Chapters 1-13 of The Lineman's and Cableman's Handbook
- Chapter 46 OSHA 1910.269 (a) (c) (e)
- APPA Safety Manual Section 507
- NESC Section 41

AT-HOME

Study and test on chapters 1-6 of The Guidebook for Linemen and Cablemen

Tests are due back six months after the Rigging and Climbing Class.

YEAR TWO:**REVIEW/STUDY**

- Chapters 14-31 of The Lineman's and Cableman's Handbook
- Chapter 46 OSHA 1910.269 (g) (i) (l) (m) (n) (p) (t) (w) (In the back of the handbook)
- APPA Safety Manual Section 507
- NESC Section 41

**HANDS-ON – LAB B
DISTRIBUTION SYSTEM
CONSTRUCTION CLASS**

- Review NESC – Sections 41, 42, 44
- Review APPA Safety Manual – Sections 507, 509 Pole-line construction
- Powerline rigging pulling/sagging conductor
- Transformer installation and change-out
- Underground terminations – Elbow, splice, terminator
- Personal protective grounding – Bracket, equal-potential
- Pole change-outs – De-energized, energized (simulated)
- Trouble-calls – Real world situations

TEST

- Chapters 14-31 of The Lineman's and Cableman's Handbook
- Chapter 46 OSHA 1910.269 (g) (i) (l) (m) (n) (p) (t) (w)
- APPA Safety Manual Section 507
- NESC Section 41

AT-HOME

Study and test on chapters 7-13 of The Guidebook for Linemen and Cablemen

Tests are due back six months after the Distribution System Construction Class.

YEAR THREE:**REVIEW/STUDY**

- Chapters 32-49 of The Lineman's and Cableman's Handbook
- Mastering Distribution Transformer Connections and Applications

**HANDS-ON – LAB C
DISTRIBUTION OPERATIONS CLASS**

- Hot-Work – Pole change-outs, wire transfer, rigging, proper cover-up procedures
- Underground – System design, operations, troubleshooting, power-restoration
- Transformer Banking – Theory, single-phase, three-phase connections
- Distribution Switching – Breakers, regulators, tying circuits
- Trouble-calls – Real world situations
- Line-coordination
- Substation overview

TEST

- Chapters 32-49 of The Lineman's and Cableman's Handbook
- Mastering Distribution Transformer Connections and Applications

AT-HOME

Study and test on chapters 14-21 of The Guidebook for Linemen and Cablemen

Tests are due back five months after the Distribution Operations Class – one month before graduation.

Comprehensive Underground School

OVERVIEW:

ECG's Comprehensive Underground School equips utility workers with the skills to safely operate, maintain and repair an underground electrical system. Today's congested underground environments require utility workers to be properly trained to safely work on critical infrastructure. ECG's 3 1/2 day program will cover the core competencies of underground primary electrical systems to ensure that students can perform three-phase switching, protective grounding and isolation, pad mount transformer installations and the proper make-up of 200-amp and 600-amp components.

4-DAY PROGRAM:

- DAY 1** Principles of primary and secondary Underground Electrical Systems: Hands- on making-up of 200-amp equipment and components. Principles of 600-amp equipment and components.
- DAY 2** Primary Underground Systems Hands-on installation of 600-amp equipment and components.
- DAY 3** Continue / complete 600-amp make-up. Concepts of Three Phase Switching: Hands-on Three Phase and Single Phase Switching, Proper Switching Orders.
- DAY 4** Equipotential Grounding vs. Complete Cable Isolation.





Line Locating and Fault Finding School

OVERVIEW:

ECG's Line Locating and Fault Finding School offers the opportunity to enhance the line locator's knowledge and proficiency in locating and fault finding on secondary and primary cables. Today's congested underground environments require proper training to protect critical infrastructures. ECG ensures that each student will demonstrate his or her abilities according to current utility locating and fault finding best practices and current industry standards.

2-DAY PROGRAM:

- DAY 1** Principles of Line Locating
Secondary Fault Locating
Principles of Primary Fault Finding
- DAY 2** Primary Fault Finding

Overhead Hotline School

OVERVIEW:

ECG's Overhead Hotline School

is designed to give linemen and Apprentice Lineworker Program graduates additional training. The program is simulated energized and at no time will students handle energized conductors. The school's focus is to train students to safely move and work on energized lines from a bucket truck. Students will learn the safe operation of material handler bucket trucks and set poles in and around energized lines. Every student will leave with a complete understanding of section 507 of the APPA Safety Manual, Minimum Approach Distances, proper cover-up techniques, and rigging techniques.

5-DAY PROGRAM:

- DAY 1** Maintaining MAD
Hotline Tag vs. R-Switch
Proper Cover-Up
Proper Work Position
- DAY 2** Using a Material Handler Correctly
Bucket Truck Set-up
Changing a Transformer with Material Handler
- DAY 3** Alley Out Phases
Setting a Pole In Energized Phases
Transfer Wire to New Pole
- DAY 4** Transfer Phases on a Vertical and Horizontal Dead End Pole Using Proper Rigging
- DAY 5** Install Suspension Insulator and Armor Rod
Make up Energized Jumpers

WHO SHOULD ATTEND?

Young linemen who have just started doing energized work through experienced First Class Linemen.



Advanced Lineworker Program



WHO SHOULD ATTEND?

Lead or Journeyman Lineworker with a minimum of four year's experience. Preferred completion of the ECG Groundman, Apprentice and Underground certifications.

OVERVIEW:

ECG's One-Year Advanced Lineworker Program is designed to build on the knowledge and skills lineworkers already possess. It is the next step in developing your Lineworker.

MODULE I

- Distribution System Coordination
- Customer and Employee Interaction

MODULE II

- Metering
- Power Quality/System Grounding

MODULE III

- Advanced Transformer Connections
- Accident Investigation/Storm Restoration
- Distribution Switching

MODULE IV

- Underground Trouble Shooting
- Exceptional Followership: The Foundation of Leadership



Advanced Lineworker Program

COURSE DESCRIPTIONS: MODULE I

Distribution System Coordination

This program is designed to acquaint the advanced lineworker with the basics of the distribution system coordination from the engineering perspective. Components are used to protect a distribution system and how they should work together. Fault current and how it relates to distribution system protection is also discussed. A demonstration board that illustrates how these devices work together when properly coordinated will give the attendees a visual perspective. After the demonstration, the attendees work through sample coordination problems involving a distribution circuit.

- Reclosers, OCR's
- Fuses
- Sectionalizers
- Breaker Relays
- Fault Currents

Customer and Employee Interaction

Customer, employee and co-worker interaction is a key component of the overall success of your municipal enterprise systems. Dealing with a difficult or hostile situation requires analysis of the situation and the ability to manage intense emotions quickly. Participants will explore the dynamics of emotional behavior and learn to determine patterns of aggressive and assertive behavior and how to use techniques to defuse tension or hostility.

Having a diversified customer base can be challenging as each may require a specified strategy of interaction. Differences between industrial and residential customers will be explored as well as the multiple personalities within any organization. Participants will learn to determine the most appropriate strategy required to handle these situations.

MODULE II

Metering

This class features topics such as safe metering work practices, metering terminology and definitions, as well as an in-depth look at single phase and polyphase meters. Also included is a comprehensive look at instrument transformers, single-phase and

polyphase meter wiring diagrams and meter installation troubleshooting.

- Power Measurement Definitions
- Basic Formulas for Metering
- How Meters Work
- Single Phase Meters and Wiring Diagrams
- Polyphase Meters and Wiring Diagrams
- Instrument Transformers
- Meter Change Procedures
- Meter Installation Troubleshooting

Power Quality/System Grounding

Power quality has become a paramount concern within the electric utility industry. Understanding capacitors, regulators, ferroresonance, and harmonic distortions is essential to field operation personnel's overall knowledge. System grounding is a critical aspect of a distribution system since it plays a significant role in safety, protective device function, and overvoltage protection. This program will give an overview of system grounding, including a discussion of ground rods, NESC requirements, pole grounds, lightning protection, and the role grounding plays in underground systems.

MODULE III

Advanced Transformer Connections

Distribution transformers are worked on daily by field operations personnel, and that is why it is critical to have an in-depth knowledge of them and how they are connected for single-phase and three-phase voltages. Single-phase distribution transformers can be interconnected to provide three-phase power in a number of different ways, providing a utility with the flexibility of meeting a variety of customer needs. This program demonstrates and explains how three-phase delta connections and three-phase wye connections are made; also, it will explain specific issues that could arise, what you should look for, and troubleshooting techniques.

Accident Investigation

This course covers how to conduct a proper investigation of a workplace accident. It stresses proper investigative procedure and conveys an understanding of the investigator's necessary skills.

- Investigate “Why, Who, When”
- Secure Area, Gather Facts, Collect Evidence
- Witnesses – Proven Interview Techniques, Written Statements
- Identify – Pertinent Evidence, Contributing Factors, Root Cause
- Corrective Action
- Solutions – Short-, Long-Term
- Complete Report – Document, Review with Involved Parties and Management

Storm Restoration

Whether sending or receiving crews after a major storm, it is of utmost importance that the Lead/Journeyman Lineworker know and understand the ins and outs of the ‘Mutual Aid’ process, along with the most efficient mechanism of fully restoring a system to normalcy.

- System Evaluation – Partial and Full
- Crew Evaluation – Qualified Lineworkers, Climbers
- Critical Customers – Hospital, Water/Wastewater
- System Restoration – Estimate Time for Total/Feeders
- Logistics – Motels, Food, Water/Ice, Fuel, Laundry
- Maps – Roads, System
- Communication – Two-Way Radios, Phones
- Material – Emergency, Circuit Specific
- Operational Briefing – Daily Crews, Critical Customers, Media

Distribution Switching

Switching distribution circuits either routinely or in an emergency situation is inevitable while working as a Lineworker. This class will assist you in understanding the proper procedures in tying circuits together originating from the same substation, as well as tying circuits together that originate in different substations. You will learn the purpose of the function switches, relays, breakers, regulators and how they all work together to form a distribution protection scheme.

- Knowing Relay Settings
- Checking Balances
- Deadline a Station
- Importance of Mapping
- Tying Circuits
- Writing Switching Order

MODULE IV

Underground Trouble Shooting

Classroom discussion on the physics of line locating, secondary and primary fault locating.

- Testing a Service for a Bad Leg and Identifying a Bad Leg on a Service
- Proper Use of a ServiSavor (Service Restoration Cart)
- How a Locator Works and What The Machines Need to Perform Their Job
- Common Problems with Line Locating and How to Overcome Them
- How an A-frame Fault Locator Works and What is Required
- High Voltage Fault Locating with Radar, Efficiency and Safety
- Outside Hands-On Training

Exceptional Followership: The Foundation of Leadership

Leadership is best understood by studying the question of “Why do people follow leaders?” By understanding this concept, individuals are better able to become effective leaders. This seminar deals with followership’s basic concepts – learning why people follow a leader and the importance of a leader providing others a reason to follow. Participants will learn about their leadership style and personality, which relate to their followership style. They will discover the impact that positive ethics and values pay in creating effective followership.

- Identify Competencies of Followership which Lead to Promotion or Advanced Leadership Positions
- Respond to the Role Ethics Play in Organizational Behavior
- Understand Values and Their Role in Followership/Leadership Behavior
- Discover the Concepts of Motivation
- Effective Team Dynamics
- Principles of a Professional Environment



Meterman Certification Program

OVERVIEW:

ECG's Meterman Certification Program features topics such as safe metering work practices, metering terminology, and definitions, as well as an in-depth look at single-phase and polyphase meters. Also included is a comprehensive look at instrument transformers, single-phase and polyphase meter wiring diagrams, and meter installation troubleshooting.

The key elements, subjects, and courses have been identified by ECG and included in the course after years of extensive field experience and countless hours of applied classroom training. This course incorporates 'Safely Always' while challenging and preparing the student for advancement.

2-DAY PROGRAM:

Safety/Best Practices of Metering
Meter Installation/Hazards
Meter Types - TOU, Pre-Pay, Solar, PEV
Single Phase Meters and Wiring Diagrams
Meter Forms
Two Way Meter Communication
Power Theft
Meter Base Testing
Three Phase Meters and Wiring Diagrams
CT Metering / Single Phase and Three Phase
Automated Meter Reading
Meter Alarms
CT Meter Base Wiring
Primary Metering-Current /Potential Transformers

FOLLOW US!



Electric Cities of
Georgia

Foreman Development Series



A certificate of completion is awarded upon completion of all modules.

OVERVIEW:

ECG's Foreman Development Series

is designed to equip new and recently promoted Foremen and Crew Leaders with the tools and skills necessary to succeed in today's evolving utility industry. As the workforce and technology change, foremen must not only possess technical knowledge but also the ability to coach, motivate, and inspire their crews. This series focuses on developing the soft skills and leadership mindset required to lead teams effectively, efficiently, and with greater impact, providing a deeper understanding of their roles and responsibilities beyond the hands-on aspects of line work.

COURSE TOPICS:

Module I

- Preparing Foremen for Leadership: Learning to Lead Others
- The Transition from Employee to Foreman and the Keys to Discipline and Delegation
- Being an Effective Communicator: Serving Internal and External Customer

Module II

- Cultural Diversity
- Getting the Most Out of a Multigenerational Line-Crew
- An Employment Law Primer for Crew Leaders/Crew Foremen: What they didn't tell you about the promotion
- Accident Investigation: Case Studies of Real Accidents



Storm Assessor Certification Program



DID YOU KNOW?

The ECG Mutual Aid Agreement enables utilities to assist other communities with various jobs or projects, and is not limited to power restoration following storms or disasters.



OVERVIEW:

ECG's Storm Assessor Certification Program offers the opportunity to attain the skills necessary to become a certified storm damage assessor. Damage assessment after a disaster is critical to the restoration process. Electric utilities often do not have enough personnel to assess and restore the system properly. The Storm Assessor Certification class will train and certify employees to identify material and equipment that has been damaged while emphasizing safety. Students will be required to show proficiency in identifying transformers, reclosers, disconnect switches, services, phases, and other equipment used in powerline construction. Students will also learn about basic electricity, how an electric system works, step and touch potential, and the process of restoring the electric system after a disaster.

1-DAY PROGRAM:

- Basic Electricity and Electrical Overview
- APPA Safety Manual
- Electrical Safety
- Storm Restoration Process
- Identification of Material and Equipment
- Completing the Damage Assessment Form
- Test



Interpersonal skills are the abilities we use to interact, communicate, and collaborate effectively with others. They help us build stronger connections, resolve conflicts, and lead with confidence. In the workplace, these skills are essential for creating a culture of teamwork and respect—allowing organizations to leverage their technical expertise without being hindered by miscommunication, internal conflict, or poor public perception.

Recruiting and developing employees with strong interpersonal skills requires a thoughtful and strategic approach. While these abilities may be less tangible than hard skills—such as accounting, engineering, or computer proficiency—they are equally critical to long-term success.

Strong interpersonal skills foster collaboration, increase productivity, and enhance both employee and customer satisfaction. Understanding what these skills are—and how to strengthen them—can help individuals grow professionally and position organizations for continued success.

For over two decades, ECG has been committed to enhancing the knowledge and skill levels of employees in our member communities through our interpersonal skills programs. We continually create and revise our programs to ensure that the most relevant and effective curriculum is being offered. Our aim is to provide an array of programs that are specifically designed to meet the needs of our members.

Another advantage of our training is that we offer our programs right in your local community, eliminating the need for extensive travel. This makes our training more accessible and convenient for everyone.



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Basic Rates

OVERVIEW:

Understanding the foundational rates charged to customers and how they contribute to the utility's revenue requirements is an essential role of the utility manager. Rate-making and financial planning are pivotal to your utility's success and often navigate complex political landscapes. Participants will gain a better understanding of the various components for creating rates that will ensure your utilities long-term stability.

COURSE TOPICS:

- **Cost of Service Study**
Understanding Your Utilities' Fixed Cost
Proper Cost Allocation
Long-term Financial Planning
- **Basic Rate Overview**
Understanding Your Power Cost
Adjustment (PCA)
Demand
Solar
Wholesale/Retail Cost Structures
Calculating Rates

Length of Course: 4 Hours



WHO SHOULD ATTEND?

Customer Service Managers

Finance Managers

Billing Managers

Electric Superintendents



**BUILDING BLOCKS FOR SUCCESS**

A Guide for New HR Leaders

OVERVIEW:

Stepping into an HR leadership role can be overwhelming, but understanding the basics is key to success. This session provides a practical overview of core HR functions, from compliance and talent management to employee relations and workplace culture. Designed for novice HR leaders, this training equips you with the foundational knowledge and confidence to navigate your role effectively and support your organization's success.

LEARNING OUTCOMES:

- Gain a foundational understanding of key HR functions, including compliance, talent management, and employee relations.
- Learn best practices for handling common HR challenges and building a positive workplace culture.
- Develop confidence in applying HR principles to support both employees and organizational goals.

Length of Course: 6 Hours
Certificate of Completion

**WHO SHOULD ATTEND?**

New managers with HR responsibilities

Excellence As A Supervisor

OVERVIEW:

This course is designed to provide essential training for first-line, mid-level, and prospective supervisors. Participants will be equipped with the skills and knowledge needed to succeed in supervisory roles, especially for those who may have little or no prior experience. The program is structured into multiple modules, each focusing on different aspects of supervisory excellence.

COURSE TOPICS:

- Strategic Planning and Management Evaluations
- Team Building and Communication with Employees
- Selecting, Onboarding, and Developing Employees
- Accountability in the Workplace
- Evaluating Performance and Motivating Employees
- Leading Change and Ensuring a Harassment-Free
- Workplace Safety, Security, and Wellness
- Quality Customer Service

Length of Course: 6 Months
Certificate of Completion



WHO SHOULD ATTEND?

First Line or Mid-Level Supervisors

Supervisors and prospective supervisors included in the succession planning model



Human Resources Advanced

OVERVIEW:

In today's dynamic workplace, HR managers play a pivotal role in shaping organizational success. This two-day development series is designed to equip HR professionals with the strategic insights, advanced skills, and data-driven techniques necessary to lead their teams effectively.

DAY ONE: CREATING A "GREAT PLACE TO WORK" MODEL

- **The Employee Experience:** understand today's definition of workplace culture and team engagement
- **Culture Assessment:** identify the assessment questions that give insight to your culture's health and learn easy ways to gather employee feedback
- **Leading Change Well:** discover methods for guiding your organization through the transitions needed to shift the mindset of leading a strong culture
- **Upward Messaging:** learn how to frame conversations with executive management in a way that creates buy-in

DAY TWO: BUILDING ORGANIZATIONAL SUSTAINABILITY

- **Today's Legal Landscape:** understand how the latest employment law updates is shifting the demands for managers
- **Data-Driven HR Analytics:** utilize data and metrics to inform HR decisions and improve organizational performance
- **Development at Every Level:** learn how to integrate a growth framework that builds competency and experience for employees
- **Succession Planning:** discover a practical model that aligns your talent strategy with business goals

Length of Course: 2 Days
Certificate of Completion



WHO SHOULD ATTEND?

**HR Managers with at least 3 years
of experience**



WHO SHOULD ATTEND?

Customer service representatives

Utility Customer Service Training Series 1

OVERVIEW:

This program is designed to offer guidance with the unique demands of the utility industry. Customer satisfaction is a key component of the overall success of your municipal enterprise systems. This course provides hands-on participation, role playing exercises, and practical solutions to daily dilemmas related to customer interaction. We will explore strategies to become a successful communicator, learn to deal with angry and dissatisfied customers and improve internal communication and collaboration. You will discover methods to understand and connect with a diverse customer base.

COURSE TOPICS:

- Customer Service Communication
- The SELF Evaluation: Self-awareness for Improved External and Internal Service
- Dealing with Stress Caused by Angry and Difficult Customers
- Resolving High Bill Complaints / Education of Energy Conservation & Efficiency Improved
- Customer Service by Phone
- Understanding Collections and Disconnections

Length of Course: 6 Months
Certificate of Completion



COURSE DESCRIPTIONS:

Customer Service Communication

Learning to communicate effectively with customers can sometimes be like walking on eggshells due to the sensitive nature of some business transactions, such as overdue payments or perceived billing errors. This module provides an introduction/review of effective customer communication and customer evaluation of service delivery. Focus is given to the most frequent communication gaffes committed by utility personnel, and how to alter a customer's negative interpretation. Dealing with increasingly diverse customer base is also covered in this class.

The SELF Evaluation: Self-awareness for Improved External and Internal Service

The impact of cost controls, business processes, and higher expectations by customers challenge organizations to perform at higher levels of productivity. This means an even greater necessity for improving inter-and intra- departmental cooperation and teamwork. Employees will be trained to identify and understand their own behavior patterns and how they affect interactions with customers –both external and internal. Insight into various behavior styles and how to adapt effective styles when relating to customers will be provided. Participants will become more aware of how to improve professionalism through the development of improved attitudes, teamwork and best practices for working with internal customers to serve external customers.

Dealing with Stress Caused by Angry and Difficult Customers

This module will help participants understand how to stay focused on work and personal goals, while ups and downs occur. Participants will learn to develop personal flexibility to deal with uncertainty and to find meaning in what they are doing. Anyone who may find themselves on the receiving end of hostile, aggressive, or manipulative behavior from customers will benefit. The module helps employees effectively manage intensely emotional customer interactions. Participants will gain insight into various patterns and dynamics of behavior – their own and others.

Resolving High Bill Complaints / Education of Energy Conservation & Efficiency Improved

Complaints over the cost of utility bills continue to increase. This module is designed to look into the phenomenon of "high bill" complaints and the reasons behind them and to provide attendees with substantial background information on conservation and efficiency. Emphasis is given to the most effective communication skills to resolve emotional complaints over the increased cost of a utility bill and how to assist customers in realizing that they control their bill –not the utility.

Customer Service by Phone

Through class discussion and interactive exercises, participants will develop and enhance their skills for dealing with customers over the phone in scenarios such as product sales, service connects, disconnects, technical support, and billing concerns. Improving image through correct use of voice and speech patterns as well as the mechanics of excellent telephone service will be covered. These skills serve to enhance the performance of all employees that interact with customers with an end result of reduced stress and improved customer satisfaction.

Understanding Collections and Disconnections

Collecting past due debts is time-consuming, stressful and subtracts from overall productivity. The course is designed to assist utility service personnel in collecting with a maximum ROI and minimum hassle while remaining within compliance rules and regulations. This module presents tips and techniques to increase the effectiveness of communication regarding cut-offs and past due collections.



Utility Customer Service Training Series 2

OVERVIEW:

During the training session, participants will be reminded of both the emotional and technical aspects of resolving customers' concerns. They will be provided with specific tips on tone and wording to use while educating customers. The use of empathy and other de-escalation techniques will also be discussed. Moreover, the importance of maintaining composure and professionalism throughout the conversation will be emphasized, even in the case of customers who are rude or unruly.

COURSE TOPICS:

- How To Keep and Use Your SPARK in Stressful Times
- Working with a Diverse Workforce and Customer Base
- Communication During Outages and Other Crisis
- Improving Internal Service and Communications
- Positive Assertiveness and Organizational Skills = Personal Effectiveness
- The Employee as a Brand Ambassador

Length of Course: 6 Months
Certificate of Completion



WHO SHOULD ATTEND?

Customer service representatives

COURSE DESCRIPTIONS:

How to Keep Your SPARK in Stress Times

Often, when customer service professionals hear the same complaint day in and day out, they can become complacent and desensitized. This can make the response they give customers less than satisfactory. Avoiding this can be especially difficult when the calls seem constant, and the callers seem to be questioning the co-op's competence and integrity in delivering service. Take into consideration the customers' frustration over inflation and rising costs of all products and services, and the calls can be intensely emotional.

Attendees will be reminded about the emotional AND technical sides of resolving concerns while educating the customers. Specifically, the use of empathy and other de-escalation techniques will be discussed with specific tips on tone and wording provided. The reps will also be reminded of the importance of maintaining their professionalism and composure throughout the conversation – even with people who are acting and speaking in a rude, unruly manner.

In other words, attendees will be reminded "How to Keep and Use Their Spark in Stressful Times."

S – Support Yourself and Others

P – Perspective and Professionalism – One Depends on the Other

A – Attitude – A Positive One, Please

R – Respond to De-Escalate and to Resolve

K – Knowledge – Seek it, Use it, Share it

Working with a Diverse Workforce and Customer Base

Utilities serve an increasingly diverse population. And, as all businesses, have an increasingly diverse workforce. This means that employees are working with and serving people who are quite different from them. This can be difficult due to a lack of understanding and due to explicit and implicit biases. This course will provide attendees the

opportunity to explore how they think and feel about diversity and their own biases. It will enable with tools to overcome any negativity that may have affected their ability to serve and their relationships with fellow employees. As a result of this training, employees will understand that:

- We are compelled as public utility employees to serve without discrimination or bias.
- A lack of understanding diversity, inclusion and implicit (unconscious) bias will lead to a culture that stifles performance and innovation, which leads to increasing numbers of disengaged employees and dissatisfied customers.
- Ignoring diversity, inclusion and implicit bias can lead us to underestimate, devalue or overlook contributions of fellow employees and can lead to reduced teamwork and increased conflict.

Communicating During Outages and Other Crisis

Electric utilities depend on their front-line personnel – customer service representatives, receptionists/cashiers, dispatchers, call center employees – to represent them in a professional, efficient manner. These employees are the face and voice of the organization and are many times completely responsible for creating the consumers' opinion of their utility.

This is never truer than when the utility faces a crisis situation. And, of course, the most common situation is an outage. Today's consumers are so dependent on the reliable service offered by their utility, that any outage – from a reclosure operating resulting in a blink to a transmission issue resulting in a lengthy outage – upsets them.

The way the front-line personnel respond can impact consumer trust, the perceived integrity of the utility and its leadership, as well as the continued fiscal success of the utility. As a result, all employees must "speak with one voice" in these situations.

This one-day course will help attendees understand:

- The importance of all employees speaking with one voice
- The ramifications that their individual actions can have on the utility
- How to respond in a "measured" professional manner
- The importance of choice of words, the tone of voice and body language

The class will be a combination of instruction, class discussion and practice sessions featuring a variety of outage scenarios.

Improving Internal Customer Service and Communication

This one-day course stresses the importance of the service that co-workers provide to one another. If the internal customers aren't taking care of one another, the external, end-use customers do not stand a chance!

Shared goals, values and issues will be addressed along with step-by-step best practices to improving relationships and communication with co-workers in the same and different departments.

Attendees will leave with a guide to engaging in sometimes difficult conversations concerning delivering excellent service to their customers/consumers.

Positive Assertiveness And Organizational Skills = Personal Effectiveness

There is a the right way and a wrong way to state your case in a forthright manner. The answer is not aggression but assertiveness. This class focuses on how to be assertive by sending the right signals and getting the right responses. The session provides insight into how individuals can handle themselves without appearing either too shy or too pushy.

Participants will learn how to get things done, how to recognize their own strengths and weaknesses and build a positive image. Additional topics to be covered include various assertive behaviors to

use in challenging situations, assessing stress level, and managing that stress, assertive communication techniques: verbal, nonverbal and assertive listening and develop an assertive organizational strategy. Organizational skills such managing priorities, making the most of time, overcoming procrastination and more will be covered.

The Employee As A Brand Ambassador

Today's utility customers are changing. For the most part, customers of today have never experienced life without the benefits of the services provided by utilities. Combine that "take for granted" attitude with a general lack of knowledge of how utilities work to provide their product/service and you may get a customer who is not only disengaged but many times dissatisfied. Employees with a "business as usual" attitude do not help engage or build loyalty in these "new" utility customers – particularly Generation C – the Connected Customer.

This session will help attendees understand:

- The impact that each individual employee has on the utility's (and the city's) reputation and image
- The importance of each employee being a "brand ambassador" for the organization
- Tps and techniques for being a successful "brand ambassador."
- The various opportunities employees have, both on and off the job, to positively
- Influence the citizen/consumers' opinion of the utility.
- How to handle negativity and challenging situations in a positively assertive manner

Attendees will leave with a renewed sense of the important role they play and be ready to go back to work with an enhanced sense of purpose.



"I LOVE THE TRAINING CLASS."

Understanding your personality plays a major role in the customers' experience, along with knowledge and empathy. This will help me with offering great customer service."

— Jan Peacock | Customer Service Rep.
Crisp County Power Commission



WHO SHOULD ATTEND?

Customer service managers

Utility Customer Service Leadership

OVERVIEW:

This course is designed to provide a comprehensive understanding of building and managing a successful customer service team, setting clear service expectations, and measuring success to ensure continuous improvement.

This course is designed to provide a comprehensive understanding of building and managing a successful customer service team, setting clear service expectations, and measuring success to ensure continuous improvement.

COURSE TOPICS:

- Building a Customer Service Team
- Setting Service Expectations
- Measuring Service Success
- Coaching for Service Success

Length of Course: 4 Months
Certificate of Completion



COURSE DESCRIPTIONS:

Building a Customer Service Team

This session will provide attendees with skills that are essential to building a culture of support among team members in delivering excellent service – internally and externally. Key subject areas covered will include:

- The importance of excellent internal service to the utility's external customers
- How to use shared values to build a system of behavior norms
- Using a tool to evaluate the team's current status (strengths and areas for improvement)

Setting Service Expectations

This session will focus on clarifying what today's utility customers expect and help leaders take those expectations from the general to the specific in defining what excellent service really is.

Concepts covered will include:

The meaning of being "customer-focused"

- A working knowledge of fundamental customer expectations
- Why service standards by which an organization can measure itself are so important
- How to establish quantitative performance standards to meet those expectations
- Specific actions which tend to exceed customer expectations

Measuring Service Success

This session will expand on the first session's concepts with a discussion method by which an organization can measure how successful it is in meeting the standards of service it has set. Attendees will leave with a step-by-step plan or framework within which an organization can better track customer expectations and outcomes.

Concepts covered will include:

- Tools for tracking customer expectations
- A Seven Step Program that utilities

can use to create an action plan for measuring customer response and satisfaction

Coaching for Service Success

This session will focus on skills that help service coaches motivate and guide service providers to expand their capabilities so that they have the skills to make decisions and solve problems on their own.

Participants will be able to:

- Describe the role of a service coach in developing others;
- Recognize the challenges and apply skills to overcome them in developing others;
- Identify and apply opportunities to develop the service skills of providers;
- Demonstrate a set of key actions for developing others;
- Conduct focused conversations that result in improved service.

Utility Management Series



WHO SHOULD ATTEND?

Utility employee in a management position

Prospective employees in the succession planning model

OVERVIEW:

Utility Management Series is a new course focused solely on preparing and developing utility staff with the knowledge necessary to lead state-of-the-art utility systems. All levels of management are encouraged to attend. This course provides comprehensive training on various topics relevant to utility management, including basic rates, human resources, customer service, and more. With this training, participants can develop the skills and knowledge necessary to excel in their roles and advance their careers. After completing this program, participants will have a better understanding of what it takes to achieve success at your utility.

COURSE TOPICS:

- Georgia's Electric Industry
- Understanding Your Electric System
- Planning/Budgeting for Maintenance and Growth
- Power Quality and Energy Efficiency
- Power Delivery and How it Work
- Managing Your Enterprise Funds
- Why is Data Management and Data Analytics Important?
- Safety Regulations for Your Line Crew
- The Basics of Economic Development
- Interpersonal Skills

Length of Course: 5 Months
Certificate of Completion





ECG TRAINING CENTERS

Providing meeting space, classroom education and a pole-yard for hands-on instruction, our training centers are strategically located to allow easy, geographical access to our students.

Jeff Cook Training Center

261 Bozeman Road
Adel, GA 31620

Newnan Training Center

381 Corinth Road
Newnan, GA 30263

FOR MORE INFORMATION

Powerline Worker: Kelsey Bennett at kbennett@ecoga.org

Interpersonal Skills: Michelle Weekley at mweekley@ecoga.org

**While ECG has made reasonable efforts to provide quality training services, it makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, or suitability with respect to any training for any particular purpose. Any reliance you place on such training for a particular purpose is therefore strictly at your own risk. All information and material presented herein are subject to copyrights owned by ECG and other individuals or entities. Any reproduction, retransmission, republication, or other use of all or part of any information found herein is prohibited, unless prior written permission has been granted by ECG or the appropriate copyright owner. Copyright 2025. Electric Cities of Georgia, Inc. All rights reserved.*



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