Training can help ...

Improve *performance*
Increase *knowledge*
Expand *skills*
Boost *safety*

*AMP* • 1111 Schrock Road, Suite 100 • Columbus, Ohio 43229 • Tel. 614.540.1111 • www.amppartners.org
Why Training?

AMP member municipal electric systems seeking high-quality training designed to help improve employee performance, enhance safety and ultimately lead to greater system reliability and customer satisfaction can be confident that the AMP Training Programs are the resource they need.

Over the past 22 years, more than 1,000 workers from 88 member communities in six states have attended AMP’s popular lineworker training series. Based on member feedback, AMP continues to expand its offerings to meet a growing need among AMP members to develop the skills of their workforce through additional technically oriented hands-on training emphasizing safe practices.

AMP’s 2020 Training Program features:
• Certified apprenticeship level classes with specific guidelines for each of the four apprentice-level courses. These courses supplement the required correspondence book work with hands-on learning that emphasizes the importance of safe and proper work techniques.
• More regional training. Members have asked for regional safety and lineworker specific training. Our 2020 course offering has increased the number of regional training sessions at a low cost to attendees.
• Competitively priced courses on a variety of utility operations subjects.
• Classroom and real-world, hands-on instruction from highly-skilled and qualified instructors who put safety and best practices at the forefront of everything they teach.
• A curriculum developed with AMP members in mind. Classes offered have been requested by members and additional classes can/will be added as needed.

We encourage you to explore this brochure for descriptions and schedules of the training courses and other training events offered by AMP.

AMP will also assist members interested in arranging local or regional sessions. For more information, please contact Jennifer Flockerzie, AMP’s manager of technical services logistics, at jflockerzie@amppartners.org.

Please pass along any comments or suggestions to Michelle Palmer, AMP vice president of technical services, at mpalmer@amppartners.org.

AMP reserves the right to cancel or reschedule courses, but will work with members who have registered to try to reschedule or combine classes in the case of participation levels not meeting minimum attendance requirements.
Strategies for Successful Customer Service Operations Webinars

Webinar 1 – Defining Customer Service and Our Customers

Explore the changing needs, expectations and demographics of customers. We will define the customer more broadly than simply those who are paying their utility bill, also looking at other community stakeholders as well as internal customers within the organization.

Date: Jan. 14
Location: Online – register with Jennifer Flockerzie

Webinar 2 – Defining Customer Service and Our Customers

Delve deeper into specific customer expectations—examining how customer service can become a part of the organization’s infrastructure and culture. This includes how to create a culture of commitment to excellence in customer service across all areas of utility management, operations and customer interactions.

Date: Jan. 28
Location: Online – register with Jennifer Flockerzie

Economic Development Best Practices: Site Selection and Megatrends Webinar

Public power is a critical piece of a community’s economic development, but attracting new business customers to your service territory is no easy feat. Hear expert advice on how companies make location decisions and what communities can do to attract and retain businesses and jobs. Learn about the trends and key drivers impacting the location decision-making process and hear about critical success factors for a community’s economic development efforts. Hear best practices when responding to a Request for Information (RFI) and success stories from other communities. Learn strategies for conducting a successful on-site visit from a company and what missteps to avoid.

Date: Feb. 18
Location: Online – register with Jennifer Flockerzie

Disaster Workshop

Join AMP and APPA as we conduct a mock disaster drill. A tabletop exercise will be facilitated by APPA to test your community’s storm readiness. The event will be held prior to the AMP Technical Services Conference. There is no charge to attend the event. However, registration is required to ensure an accurate count for lunch.

Date: March 31
Location: Quest Conference Center, 8405 Pulsar Place – Columbus
Registration required.

“AMP Training is a great way to stay up-to-date on the new practices in our industry and is very helpful in the development of the young men and women that are working to learn the trade. The knowledgeable teachers that AMP provides have experienced what they teach and go out of their way to help everyone learn — that is a plus in my book.”

–Bill George
Electric Superintendent
City of Newton Falls
**AMP Technical Services Conference**

Designed for electric utility managers, village administrators, engineers, lineworkers and technical staff, AMP’s annual Technical Services Conference is intended to promote and contribute to the objective of operational safety and reliable system services. The training sessions and conference presentations address issues of safety and enhancing service reliability through system efficiency. The conference also features a Vendor Expo that allows attendees to see the latest in industry products and services.

**Date:** April 1  
**Location:** Quest Conference Center, 8405 Pulsar Place – Columbus  
**Cost:** $175 for the day-long program

**APPA Engineering and Operations Conference/Rodeo**

Visit the APPA website at www.publicpower.org for more information.

**Date:** April 16–22  
**Location:** Kansas City, Mo.

**Journeyman Refresher – Transformers**

The Advanced Transformer Workshop is focused on advanced transformer theory and the review of transformer connections. The course is designed to provide an in-depth knowledge of transformer sizing, fuse sizing and three-phase transformer banking, with a curriculum intended for journeyman lineworkers.

**Prerequisite:** Must be a lineworker for three years  
**Date:** May 27–28  
**Location:** AMP Headquarters – Columbus  
**Class length:** Two full-day classes  
**Size:** Limited to 20  
**Cost:** $500

**Lineworker Training Basic 1**

The art of pole climbing and working on the pole will be taught during the Lineworker Training Basic 1 course. Created for first year apprentices, this weeklong class provides an introduction and practice to climbing skills, as well as basic electrical theory, applied mathematics, first aid, safety, transformer basics and other introductory skills. Designed to serve as a supplement to in-house training, the course includes book work and hands-on training covering the basic skills needed for entry-level line work.

**Prerequisite:** Completion of Groundworker training preferred  
**Date:** June 1–5  
**Location:** AMP Headquarters – Columbus  
**Class length:** Weeklong  
**Size:** Limited to 16  
**Cost:** $1,700

“Trainers do very well at explaining tasks and helping to solve problems when asked.”

–Basic 2 class attendee
Lineworker Training Basic 2

Apprentices in their second year will work to expand their knowledge and skills during Lineworker Training Basic 2. The second class in AMP’s Lineworker series, this weeklong course builds on the skills learned in Basic 1 through book work and hands-on training. Topics include:

- Enhanced climbing skills;
- Installation of equipment (crossarms);
- Underground and overhead conductors, substations, live-line; and
- Equipment and further explanation of transformer basics.

Prerequisite: 75% or higher on NLC materials from prior year. Basic 1 is required unless instructor approves.

Date: July 13–17
Location: AMP Headquarters – Columbus
Class length: Weeklong
Size: Limited to 16
Cost: $1,700

AMP Lineworkers Rodeo

Journeyman and apprentice lineworkers will compete for professional recognition at the AMP Lineworkers Rodeo. The rodeo is a safe environment for lineworkers to showcase their talents, and see how their skills and knowledge stack up within the lineworker community. AMP members seeking sponsorship for the national APPA Rodeo are required to participate in the AMP Rodeo.

Date: July 25
Location: AMP Headquarters – Columbus

Lineworker Training Intermediate

Move one step closer to journeyman status with the Lineworker Training Intermediate course. The third class in AMP’s Lineworker series, the program incorporates book work and hands-on training to help provide additional installation skills, troubleshooting and simulated energized work. Participants will have the opportunity to gain a better knowledge of metering, transformers, system protection and national standards.

Prerequisite: 75% or higher on NLC materials from prior year. Lineworker Fundamentals 2 is required unless instructor approves.

Date: Aug. 10–14
Location: AMP Headquarters – Columbus
Class length: Weeklong
Size: Limited to 16
Cost: $1,700

“As we look to the future and our workforce needs, the AMP Training Program plays an important role in making sure that we have the most qualified staff to serve our customers and run an efficient, reliable electric utility.”

–Jerry Gee
Electric Superintendent
City of Tipp City
**Lineworker Training Advanced**

Experienced line workers looking for a refresher course or fourth-year apprentices hoping to enhance their skills will find what they’re looking for in the Lineworker Training Advanced course. The final course in AMP’s Lineworker series, the class delves further into installation skills, simulated energized work and simulated hot stick work. The course is designed to provide an advanced knowledge of trouble investigation, crew leadership, communications and automation.

Prerequisite: 75% or higher on NLC materials from prior year.
Completion of Intermediate is required unless instructor approves.
Date: Sept. 28 – Oct. 2
Location: AMP Headquarters – Columbus
Class length: Weeklong
Size: Limited to 16
Cost: $1,700

**AMP/OMEA Annual Conference**

The AMP/OMEA Annual Conference boasts sessions on a variety of power supply, finance, technology and regulatory topics important to the effective management of municipally-owned electric systems. Attendees have an opportunity to go to educational sessions covering the latest industry topics and network with fellow members, vendors and guests. A superintendent’s breakfast is held during this meeting and covers topics relevant to operations and maintenance.

Date: Sept. 21–23
Location: Hilton Easton – Columbus
Cost: Ranging from $80-$380

**Hotline Training**

Designed to provide an in-depth understanding of proper work techniques for line construction from the bucket, AMP’s Hotline Training course will focus on the skills and knowledge required for bucket truck work. Similar to AMP’s climbing class, the course is entirely hands-on and performed in the bucket. Geared to operations staff, the course is an expansion of the lineworker series. Harness required.

Date: Oct. 12–14
Location: AMP Headquarters – Columbus
Class length: Three full-day classes
Size: Total minimum attendance required is 8
Cost: $1,500

“The instructors took the time to let people learn at their own pace, and they were always there for those in need of help.”

–Basic 1 class attendee

“I am walking away more confident and feel like what I learned will be applied to what I do daily at work.”

–Basic 2 class attendee
Other Courses

Regional Safety Meetings
Help increase your safety awareness with AMP’s regional safety meetings. Held throughout the year, the meetings cover a variety of relevant safety topics for municipal electric systems. Meetings are open to all AMP members regardless of location. Locations TBD.

Groundworker Training
Great for cross training from other departments, Groundworker Training is designed for entry-level apprentices as a beginning course or for municipal employees who assist the electric line crew as groundmen.

Class length: One day
Cost: $150

Substations 101
Substations are the backbone of the electric distribution system and this two-day course will focus on the operation, equipment, switching, inspections, fencing and security, clearances and safety in substation operations. The class is designed for the entry level substation technician, apprentice and journeyman lineworkers, and anyone directly involved in any type of substation operations.

Class length: Two days
Size: Total minimum attendance required is 20

The following courses and other customized training opportunities are available upon member request. For more information, please contact Jennifer Flockerzie at 614.540.0853 or jflockerzie@amppartners.org.

New Lineworker Practices
Demonstrate and discuss proper cover-up techniques, use of voltage indicators and phasing sticks, different grounding techniques on overhead construction and the proper installation of insulated jumpers/macks and load/pickup macks.

What others are saying!
“This was a great experience!”
“Fun atmosphere, while still working hard.”
“Great class. Great instructors. I can’t wait to come back.”
“ Took the time to explain and demonstrate tasks fully.”
“I really liked the hands-on aspects of the training.”
“Great instructors!”

Quotes pulled from anonymous post-training evaluation forms
# Schedule at a Glance

## January 2020
- **Jan. 14**
  Strategies for Successful Customer Service Operations Webinar 1
- **Jan. 28**
  Strategies for Successful Customer Service Operations Webinar 2

## February 2020
- **Feb. 18**
  Economic Development Best Practices Webinar

## March 2020
- **March 31**
  Disaster Workshop

## April 2020
- **April 1**
  AMP Technical Services Conference
- **April 16-22**
  APPA Rodeo and APPA Engineering and Operations Technical Conference - Kansas City

## May 2020
- **May 27-28**
  Journeyman Refresher - Transformers

## June 2020
- **June 1-5**
  Lineworker Training Basic 1

## July 2020
- **July 13-17**
  Lineworker Training Basic 2
- **July 25**
  AMP Rodeo

## August 2020
- **Aug. 10-14**
  Lineworker Training Intermediate

## September 2020
- **Sept. 28-Oct. 2**
  Lineworker Training Advanced
- **Sept. 21-23**
  AMP/OMEA Annual Conference

## October 2020
- **Oct. 12-14**
  Hotline Training

## November 2020
- **No courses scheduled as of the printing of this booklet.**

## December 2020
- **No courses scheduled as of the printing of this booklet.**
Scott McKenzie
Director of Member Training and Safety
Scott McKenzie oversees the AMP training program. McKenzie joined AMP in 2013 as a member safety manager. He is a certified safety trainer and OSHA authorized outreach trainer. McKenzie is a member of the APPA Industry Standards Committee and the APPA Safety Manual Revision Task Force. Additionally, he represents AMP on APPA’s Mutual Aid Working Group and within the National Mutual Aid network through the APPA. Prior to joining AMP he was a journeyman linenworker and safety specialist for the City of Westerville Electric Division, totaling 25 years.

Kyle Weygandt
Director of Member Safety
Kyle Weygandt joined AMP in 2006 and was promoted to his current position in 2013. Weygandt was named 2018 AMP DNA Award winner. He is a Licensed Safety Professional and Master Safety Administrator through the National Association of Safety Professionals. Weygandt has a special commission as a Peace Officer with the State of Ohio, and works at Stark State Technical College. He holds a bachelor’s degree in psychology with a focus on human behavior and education.

Cody Crose
Member Training and Safety Manager
Cody Crose provides safety training and assists with technical training for AMP membership and oversees the Circuit Rider Program. Crose, a Level 1 Thermographer, joined AMP in 2015 as circuit rider, bringing eight years of experience to the position. He was previously a journeyman linenworker with the City of Westerville Electric Division. Crose has previously served as a volunteer firefighter and paramedic for Mifflin, Ohio. He continues to assist with the AMP Training Program, the AMP Lineworkers Rodeo and the AMP Mutual Aid Program.

Jennifer Flockerzie
Manager of Technical Services Logistics
Jennifer Flockerzie provides support for the AMP Training Program, manages training registrations and coordinates various training classes. She joined AMP in 2001 from Synergetic Design, where she worked on distribution circuit layout and design for American Electric Power. Flockerzie holds an associate degree in forestry from Hocking College.
Instructors from APPA and outside consultants will teach the classes offered through their services.

**Sandi Sherwood**  
**Senior Safety/OSHA Compliance Coordinator**  
Sandi Sherwood joined AMP in 2002 as OSHA compliance coordinator and was promoted to her current position in 2013. Sherwood previously worked as a compliance engineer for a Bowling Green-area company, directing safety, environmental and recycling activities. She holds a bachelor’s degree from Bowling Green State University, with a focus on occupational health and safety. She received certification as a licensed safety professional and master safety administrator in 2016 from the National Association of Safety Professionals.

**Jim Eberly**  
**Safety/OSHA Compliance Coordinator**  
Jim Eberly, a Level I Thermographer, joined AMP in 2014 as a safety/OSHA compliance coordinator for the western region. He is a state certified journeyman lineman, worked 30 years with the City of Piqua and seven years with Power Solutions Group. Eberly has been a state licensed Master Electrician for 24 years, as well as a certified instructor for the American Builders Contractors apprenticeship program and a training consultant for Upper Valley Career Center in Piqua.

**Steven Mutchler**  
**Safety/OSHA Compliance Coordinator**  
Steven Mutchler joined AMP full time in 2013, having served as a contractor since October 2012. Prior to AMP, Mutchler operated his own property maintenance business and safety consulting business, taught vocational high school for two years and worked for a safety consulting company for five years. He holds a teaching certificate in construction trades for vocational education and is a licensed safety professional.

**Daniel Cline**  
**Circuit Rider and General Safety Coordinator**  
Daniel Cline joined AMP in 2019 as circuit rider and general safety coordinator, where he serves as a trainer and technical advisor to member communities. Prior to joining AMP, Cline worked as a lineman for the City of Piqua. He is a graduate of the Northwest Lineman College, and he has completed the AEP Lineworker Training program and a four year certified apprenticeship program.
American Municipal Power, Inc. (AMP) is the nonprofit wholesale power supplier and services provider for 135 member municipal electric systems in Ohio, Pennsylvania, Michigan, Virginia, Kentucky, West Virginia, Indiana and Maryland, as well as the Delaware Municipal Electric Corporation, a joint action agency with nine members headquartered in Smyrna, Delaware. Combined, these member utilities serve more than 650,000 customers.

Headquartered in Columbus, Ohio, the organization provides a variety of services for its members, including power supply planning, engineering, financial, environmental, generation, legal and other support services. AMP members receive their power supply from a diversified resource mix that includes wholesale power purchases through AMP and on the open market, and energy produced from a variety of generation assets utilizing hydro, wind, solar, landfill gas, natural gas and other fossil fuels.