

# TVPPA Education & Training

**Certificate of Customer Service: (CCS)** - In today's changing business environment, customers demand the best in service from their electric utility. To provide the professional skills and expertise to exceed the expectations of escalating customer requirements, TVPPA developed the Certificate of Customer Service curriculum. NASBA credits will be listed on course certificate.

Core:

**Creating Desirable Outcomes for Your Utility-** Participants will learn and practice strategic thinking skills to identify a desired future for their organization. Proactively defining your desired outcomes minimizes the risks associated with utility's reacting to workplace, stakeholder, or other changes. Participants will learn to apply their scientific internal and market conditions to develop and evaluate strategic (future) alternatives using tools specifically developed for this course.

**Communicating Effectively with Utility Customers** - This course uses group activities to help you learn and grow as a communicator in various situations. The emphasis is placed on creating and recognizing the time to create a memorable experience for the customers. This course is designed to be available for all levels of utility employees. This is a NASBA approved class. The instructional delivery method is "group-live." You will receive 14 CPE credits in the Communications field of study. The program level is Intermediate. There are not any prerequisites for this course.

**Selling Utility Services-** Today, utility customers are looking for more than kW's and meter readings from their utility. In our increasingly complex world, local utilities must support complicated customer relationships and offer specialized products or services to meet specific needs. Knowing how to add value to a customer's life is a hallmark of great customer service. This class will focus on understanding how we price our primary product, working with customers, and adding value. This is a NASBA approved class. The instructional delivery method is "group-live." You will receive 7 CPE credits in the Marketing field of study. The program level is Basic. There are not any prerequisites for this course.

**The ABC's of Electrical Systems-** This course provides a basic survey of electric utility operations, from generation at the power plant to distribution to the end-use customer. Topics covered include methods of generation, high voltage transmission, distribution methods, electrical terminology, and usage measurement through metering and billing. Emphasis is placed on how to improve business transactions for the customer that you will be handling. This is a basic overview course targeted only for the non-technical employee or board member. This is a NASBA approved class. The instructional delivery method is "group-live." You will receive 7 CPE credits in the Communications field of study. The program level is Basic. There are not any prerequisites for this course.