

# 2020 WORKSHOP SCHEDULE

IMPA is pleased to offer a series of monthly training programs geared toward municipal utilities throughout the state. Covering a variety of topics, these sessions are meant to meet the needs of all utility personnel, including lineworkers, substation workers, meter personnel, engineering, and customer service personnel. The workshops are FREE to all IMPA members and member employees, and include all course materials, certificate of completion, and a complimentary lunch. IMPA encourages all to register and attend. Stay tuned for further details about each month's workshop.

**JUN 3**

**Social Media**

**JUL 8**

**Public Utility Accounting**

**AUG 12**

**Non-Verbal Communication**

**SEP 15 + 16**

**Customer Service Boost Camp**

**OCT 14**

**System Planning 101**

**NOV 18**

**Improve Reliability of Distribution System & Maintenance of High Voltage Distribution Systems**



**IMPA**  
INDIANA MUNICIPAL POWER AGENCY

*Mark your calendars for these events, and visit [www.impa.com/impaworkshops](http://www.impa.com/impaworkshops) each month to register.*