



IMPA
INDIANA MUNICIPAL POWER AGENCY

September Workshop

DATE

Sept. 16 - 18, 2019

TIME

8:00 am - 4:00 pm

LOCATION

IMPA Conference Center
11610 N. College Ave.
Carmel, IN 46032

REGISTER

[www.impa.com/
key-accounts-
workshop](http://www.impa.com/key-accounts-workshop)

Or submit the form
on the reverse

RSVP BY
September 9



Key Accounts Certificate Program

Discover how to support and grow businesses in your community to enhance your reputation and revenue. Your commercial and industrial key accounts need special attention—APPA's Key Accounts Certificate Program is designed to show you how to nurture strategic relationships and build trust and loyalty. Whether you plan to start a utility key accounts program or want to take your current program to the next level, this curriculum provides the skills, knowledge and tools for success. Join the program to learn from real-world examples, get tools and templates, practice skills, and network with public power peers from across the nation. Those who successfully complete the program's required coursework, pass an online exam, and successfully file a customer action plan within one year of completing the coursework will earn a Public Power Key Account Executive certificate.

This program is designed for public power key account managers and representatives. Other utility staff involved in key accounts, or those looking for professional development credentials, will also benefit.

Presented by:



IMPA
INDIANA MUNICIPAL POWER AGENCY



IMPA is pleased to work with the American Public Power Association (APPA), voice of not-for-profit, community-owned utilities that power 49 million people in 2,000 towns and cities, to present this Certificate Program.

Key Accounts Certificate Program

IMPA Conference Center
11610 N. College Ave. * Carmel, IN 46032
Monday, Sept. 16 - Wednesday, Sept. 18, 2019
8:00 am - 4:00 pm

Organization/Utility: _____

Community: _____

Phone: _____

Attendee Name: _____

Title: _____

Email: _____

Attendee Name: _____

Title: _____

Email: _____

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Title: _____

Email: _____

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Register online at
www.impa.com/key-accounts-workshop

Or submit this form to
Email: karenp@impa.com
Fax: 317.575.3372

RSVP BY

September 9, 2019

UPCOMING WORKSHOPS

October 2

Performing a Utility
Financial Check-up

November 13

Metering School