



MEARIE Training 2021



EXECUTIVE & PROFESSIONAL TRAINING ▲
TRADES & TECHNICAL TRAINING ▲



Profile of The MEARIE Group

The MEARIE Group develops and offers insurance and risk management solutions to the energy sector in Ontario. Thirty-four years into our story, we are one of the most successful reciprocal insurance exchanges in existence today and continue to demonstrate the unity that originally brought us together. Services include: property/casualty insurance, group benefits, credit insurance, human resource services, trades, executive, professional and management training and a variety of financial and business solutions – all targeted expressly to the energy sector.

Take flight with MEARIE Training

Cedar waxwings communicate using vocal and physical signals. They produce several calls that are variations of either rapidly repeated buzzy high-pitched notes or high-pitched hissy whistles. These calls can communicate hunger, anxiety, well-being and a number of other messages. They are produced by male and female adults as well as chicks. Cedar waxwings also communicate using physical displays.*

*https://animaldiversity.org/accounts/Bombycilla_cedrorum/



C.C. (Charlie) Macaluso
Chief Executive Officer



CEO's Message

Dear Valued MEARIE Client:

The impact of COVID-19 has been significant across the sector and it will continue to be in the foreseeable future. This added complexity requires businesses to adjust to new realities, and a well-trained workforce will help your organization succeed in this increasingly complex and competitive business environment.

We recognize the COVID-19 situation is dynamic and fluid which impacts our ability to provide in-class programs. While the in-class, hands-on mode of education is preferable, we have adapted many of our **2021 Executive Education and Professional & Management courses into virtual and online formats**. Please refer to our website for the latest information to confirm course dates and if the course is offered virtually or in-class.

We will continue to provide the Trades & Technical training programs at our technical training facilities. Extensive health and safety procedures have been implemented to protect our clients, instructors and staff. For more detail on these procedures, please refer to our website.

Executive Education

We continue with our **Chartered Director (C.Dir) Program** - specifically designed for senior leaders and board members in the energy sector. For senior leaders and board members new to the industry, we offer **Regulatory Essentials for LDC Executives and Directors** which provides a strategic overview of the sector.

Professional & Management Training

Given the changes occurring at the OEB and in our sector in general, it is important the workforce has a solid understanding of the regulatory environment. Our **full suite of regulatory and financial courses** continues. We offer a number of leadership training programs for **Lead Hands, Supervisors and Managers**. In addition, we offer specialized courses on **Collective Bargaining, Managing Performance, Labour Relations** and various courses to improve interpersonal skills and leadership effectiveness such as **Managing Effort - Getting Results, Communication Skills and Managing Client Relationships**.

Trades & Technical Training

The MEARIE Group's training certificate programs, offered in partnership with Hydro One Network's state-of-the-art training facilities, have become an industry standard. New this year are the **Protection & Control Telecom Levels 1 and 2** programs.

Onsite Training

Increasingly, our clients have embraced onsite training as an effective way to develop their workforce. We offer both **in-person and virtual onsite training programs** for many of the courses listed on our website. We can also offer customized programs uniquely suited to your specific needs. Please contact us to discuss how we can tailor an onsite program for your organization.

During the year, we will be adding additional courses. Please feel free to consult the mearie.ca/training website.

C.C. (Charlie) Macaluso
Chief Executive Officer



MEARIE 2021 TRAINING PROGRAMS

COVID-19 UPDATE

In 2020, COVID-19 significantly affected MEARIE's ability to offer training programs. For the months of April through June, training was suspended, and slowly resumed later in the year through a combination of virtual and in-class formats. In response to government mandates, extensive health and safety policies and procedures have been implemented at both our Kleinburg Trades and Technical Training facility, and our Novotel Training facility to protect our clients, instructors and support staff. These policies and procedures meet or exceed governmental requirements. Additional information may be found at mearie.ca/training.

As the COVID-19 situation is dynamic and fluid, we will continue to comply with changing governmental requirements. While the in-class, hands-on mode of education is preferable, we have adapted many of our **2021 Executive Education** and **Professional & Management** courses into **virtual** and **online formats**. Please refer to the mearie.ca/training for the most up-to-date information regarding dates and formats (either in-class or virtual). We will continue to provide the **Trades & Technical Training** programs **in-class** at our technical training facilities.



VIRTUAL TRAINING

As we move into 2021, MEARIE will offer its Executive Education and Professional & Management courses in virtual format for the first part of the year. As we move forward in the year, we will assess the situation and make the appropriate adjustments. Every effort has been made to ensure the course content is the same as the in-class version. However, we have made various modifications. In general, a full day in-class course will be offered in either a one-half day virtual session with online pre-work or in two consecutive one-half day virtual sessions.

Every effort has been made to ensure the dates listed on the website can accommodate either in-class or virtual instruction on the same dates, however the times may vary. For the latest information, please refer to the individual courses listed at mearie.ca/training.

If you have any questions, please contact us at training@mearie.ca or 905-265-5300.

TABLE OF CONTENTS

Profile of The MEARIE Group.....	2
Message from the CEO	3
Virtual Training	4
2021 Schedule At-A-Glance	7-9
MEARIE Custom Programs.....	10

EXECUTIVE AND PROFESSIONAL & TRAINING..... 11

About MEARIE Executive Education	12
Regulatory Essentials for LDC Executives & Directors.....	13

CHARTERED DIRECTOR (C.Dir.) PROGRAM..... 14

Module 1 - Accountability and Change.....	14
Module 2 - Leadership and Strategy.....	14
Module 3 - Oversight and Finance.....	15
Module 4 - Effective Governance under Complex Circumstances	15
Module 5 - The Board Simulation	15

Corporate Secretary Training for LDC Boards	16
Strategic Development and Implementation.....	17
About MEARIE Professional & Management Training	18
Our Professional & Management Training Partners	18-19

REGULATORY SPECIALIST CERTIFICATE PROGRAM 20-22

Introduction to Economic Regulation (Module 1)	20
Cost of Service Re-basing (Module 2).....	21
Advanced Regulatory Topics (Module 3)	22
Accounting Essentials in a Utility Environment	23
Accounting Essentials in a Utility Environment Refresher	24
Regulatory Finance for Non-Accountants.....	25
Certified Financial & Collection Professional Program	26
Meeting Chapter 5 Filing Requirements UPDATED	27
Update on OEB Regulation of Electricity Distributors	28
Managing Customer Relationships.....	29
Effective Leadership Skills for Managers.....	30
Effective Leadership Skills for Supervisors	31
Creating & Delivering Highly Effective Presentations	32
Managing Performance in a Unionized Environment	33
Collective Bargaining Preparation.....	34
Understanding the Collective Agreement and Management Rights	35
Managing Efforts – Getting Results NEW	36
Creating a Customer Centric Culture NEW	37
Project Management.....	38
Effective Communication.....	39
Change Management Certification Program (CMP)	40-41

EXECUTIVE & PROFESSIONAL TRAINING

TRADES & TECHNICAL TRAINING

TRADES & TECHNICAL TRAINING.....	43
About MEARIE Trades & Technical Training	44
Powerline Technician (Level 1).....	45
Powerline Technician (Level 2).....	46
Powerline Technician (Level 3).....	47
Powerline Technician (Level 4).....	48
Powerline Technician Assessment	49
Underground Power Cable (Level 1)	50
Underground Power Cable (Level 2)	51
Underground Power Cable (Level 3)	52
Meter Technician (Level 1).....	53
Meter Technician (Level 2).....	54
Meter Technician (Level 3).....	55
Metering Technician JET	56
Substation Electrician (Level 1).....	57
Substation Electrician (Level 2).....	58
Substation Electrician (Level 3).....	59
Substation Electrician JET	60
Electrical Operator Training – Online	61
Electrical Operator Training Supervisor – Online	62
Protection and Control Level 1 NEW	63
Protection and Control Level 2 NEW	64
Protection and Control Level 3 NEW	65
Protection and Control Telecom Level 1 NEW	66
Protection and Control Telecom Level 2 NEW	67
Powerline Technician Red Seal Program	68
Basic Electricity	69
Effective Leadership Skills for Lead Hands	70
Effective Leadership Skills for Supervisors in Technical Trades	71
Certificate Application Process	73
Registration Information.....	74-75
Training Locations	76



Professional & Management Training 2021 Schedule At-A-Glance

Registration Information: mearie.ca/training
David Ainslie at 905.265.5320, dainslie@mearie.ca

EXECUTIVE EDUCATION	Sessions	Days	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Regulatory Essentials for LDC Executives & Directors*	1	1					4							
Corporate Secretary Training for LDC Boards	1	1	28											
Strategic Development and Implementation*	On Request	2												

CHARTERED DIRECTOR (C.Dir.) PROGRAM	Sessions	Days	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Module 1 - Accountability and Change	1	2.25		18-20										
Module 2 - Leadership and Strategy	1	2.25			22-24									
Module 3 - Oversight and Finance	1	2.25						3-5						
Module 4 - Effective Governance under Complex Circumstances	1	2.25										21-23		
Module 5 - The Board Simulation	1	2.25											25-27	

REGULATORY SPECIALIST CERTIFICATE PROGRAM	Sessions	Days	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Module 1 - Introduction to Economic Regulation	2	2				27-28						26-27		
Module 2 - Cost of Service Re-basing	1	2					19-20							
Module 3 - Advanced Regulatory Topics	1	2						1-2						

FINANCIAL MANAGEMENT	Sessions	Days	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Accounting Essentials in a Utility Environment*	2	2				20-21						20-21		
Accounting Essentials in a Utility Environment Refresher	1	1										28		
Regulatory Finance for Non-Accountants*	1	1			24									
Certified Financial Collection Professional Program**	Online													

* This course is available onsite, minimum number of participants may apply. Contact us for details.

** This course is available online. Enroll anytime. Contact us for more details.



Professional & Management Training 2021 Schedule At-A-Glance

Registration Information: mearie.ca/training
David Ainslie at 905.265.5320, dainslie@mearie.ca

REGULATORY COURSES		Sessions	Days	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Meeting Chapter 5 Filing Requirements UPDATED		1	1	12											
Update on OEB Regulation for Electricity Distributors		1	1						10						

PROFESSIONAL TRAINING COURSES		Sessions	Days	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Managing Customer Relationships*		2	1			31						23			
Effective Leadership Skills for Managers*		2	3		24-26								13-15		
Effective Leadership Skills for Supervisors*		1	2					26-27							
Creating & Delivering Highly Effective Presentations*		1	1		17										
Managing Performance in a Unionized Environment*		1	1			24									
Collective Bargaining Preparation		1	1		9										
Understanding the Collective Agreement and Management Rights		1	1			23									
Managing Efforts - Getting Results NEW		1	1	12				13							
Creating a Customer Centric Culture* NEW		1	1		10										
Project Management		1	3					5-7							
Effective Communication*		1	1		16										
Change Management Foundation		1	3											2-4	
Change Management Practitioner (CMP)		1	2											23-24	

* This course is available onsite, minimum number of participants may apply. Contact us for details.

** This course is available online. Enroll anytime. Contact us for more details.

*** This course includes in-class instruction and three online modules. Contact us for more details.

Trades & Technical 2021 Schedule At-A-Glance

To register or for scheduling information please contact:
apprenticeship@HydroOne.com

Trades & Technical Training Courses	Sessions	Days	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Powerline Technician Level I	1	10	25-5											
Powerline Technician Level II	1	10	25-5											
Powerline Technician Level III	3	10			15-26								8-19 & 29-10	
Powerline Lineperson Level IV	3	10			15-26						13-24 & 27-8			
Powerline Technician Assessment	On request	4												
Underground Cable Person Level I	2	10	4-15		19-30									
Underground Cable Person Level II	4	10	18-29	1-12 & 22-5			3-14							
Underground Cable Person Level III	2	10			15-26				19-30					
Meter Technician Level I	4	10	4-15	22-5			10-21			9-20				
Meter Technician Level II	7	10		1-12	8-19	12-23	31-11				13-24	18-29	15-26	
Meter Technician Level III	6	10				22-1	26-7	14-25				27-8	1-12 & 29-10	
Metering Technician JET	1	5								30-3				
Substation Electrician Level I	2	15			8-26								1-19	
Substation Electrician Level II	3	10	11-22				26-7					27-8		
Substation Electrician Level III	3	10	A: 25-29		A: 8-12	B: 12-23					C: 13-17	C: 4-8		
Substation Electrician JET	On request	4												
Electrical Operator Training	Online													
Electrical Operator Training Supervisor	Online													
Protection and Control Level I NEW	2	5						31-4					29-3	
Protection and Control Level II NEW	2	10				19-30						18-29		
Protection and Control Level III NEW	2	10			15-26								15-26	
Protection and Control Telecom Level I NEW	2	5			22-26						13-17			
Protection and Control Telecom Level II NEW	2	5						21-25		16-20				
Powerline Technician Red Seal Program	On request	2												
Basic Electricity*		2					26-27							
Effective Leadership Skills for Lead Hands*		2	27-28											
Effective Leadership Skills for Supervisors in Technical Trades*		2			11-12								17-18	

* This course is available on-site, minimum number of participants may apply, contact us for details

NOTE: A selection of e-Learning courses is available online to be taken anytime throughout the year at your convenience. For further information visit: mearie.ca/training

MEARIE CUSTOM PROGRAMS

*The MEARIE Group offers **onsite and custom programs** for LDCs in both **in-person** and **virtual** formats at **your organization's location**. Whether it is offering an existing course from our current catalogue or developing a more extensive, customized offering, MEARIE can provide a program which meets the needs of your organization.*

Our more popular onsite programs include:

Management and Leadership Development

- Effective Leadership Skills for Lead Hands, Supervisors and Managers
- Managing Effort - Getting Results
- Engaging Employees
- Managing Performance in a Union Environment
- Collective Bargaining and Management Rights
- Strategic Development and Implementation

Regulatory Development

- Regulatory Training
- Introduction to Economic Regulation
- Regulatory Finance for Non-Accountants
- Accounting Essentials in a Regulated Environment

Professional Development

- Managing Client Relationships
- Creating a Customer Centric Culture
- Community Engagement
- Basic Electricity

If you have a training need with requirements specific to your organization, please contact us and we can develop an onsite program for your organization.



MEARIE Executive & Professional 2021 TRAINING



Famously gregarious, Cedar Waxwings are all about community. They share berries, they congregate at fruiting trees, they even occasionally over-imbibe.

ABA's choice Bird of the Year 2020:
Cedar Waxwing*

*<https://www.aba.org/2020-bird-of-the-year-cedar-waxwing/>

MEARIE EXECUTIVE EDUCATION

About MEARIE Executive Education

Created in 2010, The MEARIE Group Executive Education portfolio has been extremely well received by sector leaders across the province. The MEARIE Executive Education programs provide executive level learning customized for the energy sector.

Partnering with first-class educational institutions and consulting firms, these courses will provide you with the latest management concepts, insights and tools to hone your leadership abilities. This year, we continue our **Chartered Director (C.Dir.) Program**, specifically designed for the energy sector. **Regulatory Essentials for LDC Executives**, a strategic overview of the energy industry for senior executives and Board members, returns this year along with **Corporate Secretary Training for LDC Boards**.

The MEARIE Group also offers onsite programs, customized to your organizations unique requirements. **Strategic Planning and Implementation, Change Leadership**, and **Board Governance – Improving Performance** have all been well received.

These courses have been developed specifically for the sector utilizing highly-rated instructors and subject matter experts. The MEARIE Group Executive Education program will help you and your organization excel in today's dynamic business environment. Introducing our Executive Education Training Partners:



The Directors College is a recognized world leader in board governance training. MEARIE has partnered with The Directors College to offer the university accredited designation of C.Dir., customized to the unique requirements for Executives and Directors in the Energy Sector.



Schulich Executive Education Centre, Schulich School of Business, York University

Schulich is world renown for their business programs, consistently achieving top marks in international rankings and recognition. MEARIE has teamed up with Schulich to provide energy specific programs for Executives in the Energy Sector.



elenchus provides strategic advice and technical support to navigate the complexities of the business and regulatory environments. Elenchus has extensive regulatory experience in the Canadian electricity and natural gas industries.



John T. Dinner Board Governance Services has helped Canadian organizations achieve their business objectives through Board Governance for over 13 years. A recipient of the National Award in Governance, John Dinner uses knowledge from a career spent in the boardroom to help boards and the directors who serve on them achieve excellence in board governance.



Mantle provides climate solutions to help organizations thrive in a low-carbon world. Mantle has extensive experience developing future-focused solutions using leading-edge tools and systems aligned with clients' strategic business goals.

Regulatory Essentials for LDC Executives & Directors

In Partnership with:



Course Summary:

The Ontario electricity sector continues to undergo significant regulatory change, placing ever increasing pressure on Local Distribution Company (LDC) executives and members of LDC Boards of Directors to ensure that regulatory strategy is integrated into overall business solutions. This one-day course will provide a practical understanding of the major regulatory issues, the related risks and responsibilities, as well as an opportunity to network with industry peers about strategic solutions.

Course Outline:

The following topics will be covered:

- Overview of economic regulation in Ontario (e.g.: revenue requirement, Ontario Energy Board (OEB) operations and powers, compliance and enforcement)
- Renewed Regulatory Framework (RRF) and the changing regulatory environment (e.g.: increased regulatory focus on: planning and operations, governance, and performance outcomes)
- Productivity and RRF expectations for LDC performance measurement and continuous improvement
- Incentive Regulation Mechanism: rate setting, regulatory process and strategy
- LDC risks and responsibilities in an evolving regulatory environment
- Good governance in the current regulatory environment
- Sector transformation: emerging trends, risks and opportunities for LDCs
- An open forum discussion to network about issues and strategic solutions

Course content is tailored to address the needs of executives and board directors faced with major regulatory issues. It will include the latest information on the changing regulatory requirements.

The interactive format will include presentation and plenary discussion as well as separate breakout groups for LDC executives and board directors to further focus on the topics most relevant to their respective roles.

Who Should Attend?

This one-day course is designed for executives and board directors of local distribution companies in the Ontario electricity sector. Enrolment is limited to those with significant leadership roles or governance responsibilities in order to focus the classroom discussion on the issues facing LDC executives and boards and thereby generate the most value to participants.

LDC regulatory staff and those interested in more in-depth topic coverage are encouraged to enrol in the Regulatory Specialist Certificate Program.



DATES:	May 4	COST:	\$1,195 + HST Includes materials, assessment tools, breakfast, lunch, and refreshment breaks.
COURSE LENGTH:	1 day	LOCATION:	Virtual or Novotel Hotel Training Facility, Vaughan

Chartered Director (C.Dir.) Program – Energy Sector

In Partnership with:  The Directors College

Course Summary:

The Ontario electricity sector continues to undergo significant change at an increasingly rapid pace. Governance is no different as it's rising to the top of the agenda for a number of key stakeholders including the Ontario Energy Board, IESO and the Ministry of Energy. Effective governance has been identified as key to improving the efficiency and effectiveness of utility performance. Today's LDC Board is increasingly challenged to ensure the proper oversight, governance and structure is in place to capitalize on this change, and to lead the organization toward success in an increasingly complex and regulated business environment.

Partnering with The Directors College, a collaborative agreement between the Conference Board of Canada and the DeGroote School of Business at McMaster University, this program delivers a unique experience that recognizes both sides of directorship – the “technical and structural” (rules-based) side and the “cultural” (principle-based and behavioural) side. Customized to the unique requirements of the energy sector, this industry recognized university accredited designation provides skills, perspectives and tactics to drive value as an effective and successful board member. Successful completion of this program allows participants to use the recognized designation of “C.Dir.”

Course Outline:

The program consists of five modules, each delivered in 2.25 days. Below is a partial list of topics that will be covered in the five modules:

Module 1 – Accountability and Change

- Understand the roles, responsibilities, legal and fiduciary duties, and accountabilities of the Board
- The role of the Board in a utility/regulated environment as it relates to the Municipal Shareholder, and the relationships to Affiliates and HoldCo Boards
- Discuss Board and Director independence, and how to encourage and contribute to effective interaction

Module 2 – Leadership and Strategy

- Learn how to establish clear corporate strategies with management
- Learn best practices for succession planning, human resource/compensation committees, IT strategy, management performance
- Understand the type of information required to identify, control, and mitigate corporate risk in a utility regulated environment

Chartered Director (C.Dir.) Program – Energy Sector

Module 3 – Oversight and Finance

- Learn how to access and assess financial information using accounting principles and financial/non-financial indicators
- Understand the roles and responsibilities of the Board, audit committee, internal/external auditors, and the oversight role of the Board in managing risk
- Understand the roles of the Regulator, Municipal Shareholders and other stakeholders, and the expectations regarding the Board's governance and oversight responsibilities

Module 4 – Effective Governance Under Complex Circumstances

- Learn how emotional intelligence affects board behaviour and functioning and how to develop efficient, effective and productive interactions
- Understand the links between governance, sustainability, ethical imperatives, innovation, and social responsibility
- Understand the importance of corporate reputation including opportunities, risks and crisis management

Module 5 – The Board Simulation

- Participate as a Board Member at a variety of Board and Committee meetings for a simulated corporation
- Gain personal insight on how your behaviour, and that of others, affects the board's processes and productivity

All sessions are varied and engaging, combining lectures, interactive working sessions, and case studies. Upon completion of the five modules, candidates are required to successfully write an exam to receive their Chartered Director (C.Dir.) designation. Fifty hours over three years of Continued Professional Development (CPD) is required to maintain the designation.

This course qualifies for 97.5 hours of CPD with HRP upon successful completion.

Who Should Attend?

The program is designed for those currently sitting on boards, senior executives who intend to serve on a board, and those who work with boards. Applicants are assessed by The Directors College to determine their suitability for the C.Dir. program.



DATES:	February 18 - February 20 April 22 - April 24 June 3 - June 5 October 21 - October 23 November 25 - November 27	COST:	\$4,370 + HST (modules 1-4 each) \$4,570 + HST (module 5) Includes accommodations, materials, assessment tools, breakfast, lunch, and refreshment breaks.
COURSE LENGTH:	2.25 days, 5 modules	LOCATION:	Virtual or Novotel Hotel Training Facility, Vaughan

Corporate Secretary Training for LDC Boards

In Partnership with:



Course Summary:

During this one-day, intensive and focused session, participants will receive relevant and practical LDC training that will equip them to better understand and deliver on their role as Secretary of the Board.

This course is designed to explicitly recognize and address the specific and unique needs of the LDC industry, providing insight into both the strategic and administrative importance of this position as well as provide relevant insight into emerging trends and best practices. Course material will be covered in a manner that is objective, highly participative and interactive, and practical with a view to relevant application.

Course Outline:

The following topics will be covered:

- Role of the Secretary
- Effective Board and Committee meetings
- Board communications and satisfying Director information needs
- Minute taking strategies and best practices
- Meeting Planning including Annual Meeting of Shareholders

Who Should Attend?

This program will appeal to anyone responsible for planning and managing Board meetings.



DATES:	January 28	COST:	\$995 + HST Includes materials and assessment tools.
COURSE LENGTH:	1 day	LOCATION:	Virtual

Strategic Development and Implementation

In Partnership with:



Course Summary:

Over the next decade, Ontarians will be changing the way they generate, manage and consume electricity, and this will present a huge challenge for organizations. Acting strategically, leading change and implementing new ways of doing business will be required. This onsite course can be tailored to the specific needs, from strategic development through to implementation. Led by industry experts, we can customize a two or three day session for your senior management team. Training will be provided in an interactive format to allow for group discussion.

Course Outline:

The following topics are a suggested outline, and can be tailored to your organization's needs depending on the individual requirements:

Strategic Development

- Foundations of strategic thinking
- Conducting an external scan including SWOT analysis
- Developing and implementing strategic objectives

Strategic Execution and Change Leadership

- Identify where staff are in the transition process and what is needed to move from resistance to commitment
- Change momentum by building a critical mass of converts
- Communicate change with a 4 step strategic influencing process
- Build and execute a successful plan

Influencing and Implementation

- Learn the fundamentals of transformational leadership
- 7 motivational value systems and how to identify and best relate
- Managing conflict, preventing escalation
- Building and developing organizational alignment

Who Should Attend?

This course is designed for senior leadership within the Ontario electric utility sector.

DATES:	On Request	COST:	Call for a quote
COURSE LENGTH:	2 days	LOCATION:	Available onsite only

MEARIE PROFESSIONAL TRAINING

About MEARIE Professional & Management Training

The MEARIE Group is proud to be a provider of quality training programs offered exclusively to the energy sector. We have worked very closely with the developers of these programs to ensure they understand the challenges faced in the industry, and the solutions to these challenges have been incorporated in the training programs.

We continue to offer this year **Change Management Practitioner (CMP)** and **Mental Health Leadership** certification programs. In addition, **Effective Communication** is offered, and **Corporate Social Responsibility** has been expanded to one full day.

MEARIE has comprehensive training and development programs for both supervisors and managers. **Effective Leadership Skills for Managers** and **Effective Leadership Skills for Supervisors** have energy sector specific content and are facilitated by industry experts. Many of our customers have hosted these two courses onsite at their facilities. Our popular **Regulatory Specialist Certificate Program** returns along with **Meeting Chapter 5 Filing Requirements** which has been updated for 2021.

Accounting Essentials in a Utility Environment has been updated for this year. A one-day refresher for this course is also available. **Regulatory Finance for Non-Accountants** has been enhanced for 2021 and will help employees looking to improve their understanding of finance. **Certified Financial Collection Professional** is available online.

Most of our courses are available onsite at your facility. **Leadership Skills for Engaging Others During Change** is ideal in developing a more cohesive, forward thinking and results oriented team. **Managing Customer Relationships** is one of our most popular onsite programs, for both outside workers and in-house staff. Several new courses have been added this year including: **Collective Bargaining Preparation**, **Understanding The Collective Agreement and Management Rights**, and **Managing Efforts – Getting Results**. Call us for more information.

Our Professional & Management Training courses offer tailor-made, industry relevant solutions for our clients. Competitively priced, our Professional & Management Training courses are delivered by experts in their fields and are designed to drive organizational performance through a well trained work force.

Our Professional & Management Training Partners



elenchus provides strategic advice and technical support to navigate the complexities of the business and regulatory environments. Elenchus has extensive regulatory experience in the Canadian electricity and natural gas industries.



Self Management Group is a leader in talent management solutions, partnering clients worldwide to help them attract, select, retain and develop top potential employees.

MEARIE PROFESSIONAL TRAINING



Pearl Street Communications is managed by Curt Hammond. As President and Chief Listening Officer, Curt has over 15 years of experience in the LDC and renewable energy sectors. An accomplished facilitator and trainer, Curt can help you learn new skills, build consensus and identify new opportunities.



Morneau Shepell and **Queen's University** provide industry leading programs on improving mental health in the workplace. In partnership with the Anti-stigma Research Chair and Faculty of Health Science at Queen's University, Morneau Shepell have introduced the Workplace Mental Health Leadership™ certificate program, the first of its kind in Canada.



TidalShift is an international award-winning provider of Change Management, Project Management, and Leadership learning and development programs. TidalShift has extensive experience in the energy sector.



Oakbridges specializes in the broader field of Industrial Relations, developing custom strategies that go beyond traditional day-to-day Labour Relations and collective bargaining planning.



Durham College Corporate Training Services (CTS) has been delivering client-focused results-driven training solutions for over 30 years. With professional trainers whom are industry experts, CTS is an established provider of innovative training solutions.



International Centre for Professional Collections is run by Tim Paulsen, the founder and managing director, who has delivered highly rated accounts receivable focused programs in more than 20 countries over the last 15 years. Tim is the author of "Paid in Full", "Tipping the Scales" and "Platinum Negotiations".




Navigant is a premiere market research and advertising firm covering the global energy transformation, practicing clear, actionable advice helping clients with their business needs.



Cunnart Associates is managed by Joy Jackson. With over 25 years of risk management experience, Joy has a thorough knowledge of the need, development and implementation of risk management tools to reduce the overall cost of risk. A professor of risk management at Fanshawe College in London, Joy has published three risk management books and numerous articles on this subject.

Regulatory Specialist Certificate Program

In Partnership with: 

MEARIE's Regulatory Specialist Certificate program is unique in the province. It begins with a review of the principles of economic regulation, building up to an in-depth understanding of how and why regulation is implemented in Ontario using case studies on specialized topics. The program is provided in three discrete two-day modules. It will be of interest to staff from all functional areas and levels of the organization, as well as to those interested in pursuing a career in the energy sector. The three modules are:

- Introduction to Economic Regulation (Module 1)
- Cost of Service Re-basing (Module 2)
- Advanced Regulatory Topics (Module 3)

Participants can register for one or more of the two-day modules, and those who successfully complete all three modules will receive MEARIE's Regulatory Specialist Certificate.

Introduction to Economic Regulation (Module 1)

Course Summary:

This two-day module will provide participants with a practical working knowledge and understanding of the theory of regulation and how it is applied to Local Distribution Companies (LDC) in Ontario. This module will focus on the Ontario Energy Board's (OEB) legislative mandate, its policies and priorities and review its processes so that participants will have an in-depth understanding of Ontario's complex regulatory environment. The facilitators will use practical examples to clarify the OEB's practices.

Course Outline:

The following topics will be covered:

- Fundamentals of economic regulation in Ontario: purpose of economic regulation and regulatory principles, Ontario's legislative and regulatory environment, roles and responsibilities of Ontario's regulatory agencies
- Understanding OEB processes, methods and practices: policy consultations and Directives, Orders, Licenses and Codes
- The changing regulatory environment: an overview of the Renewed Regulatory Framework (RRF) with a focus on productivity and continuous improvement expectations for LDCs in Ontario
- The Regulatory Cycle: RRF Incentive Regulation Mechanism, business and regulatory planning, rate making, reporting and compliance, and current challenges


Who Should Attend?

This course is designed for staff from all functional areas and levels of the organization, as well as to those interested in pursuing a career in the energy sector.



DATES:	April 27 - April 28 October 26 - October 27	COST:	\$1,995 + HST Includes materials, assessment tools, breakfast, lunch, and refreshment breaks.
COURSE LENGTH:	2 days	LOCATION:	Virtual or Novotel Hotel Training Facility, Vaughan

Regulatory Specialist Certificate Program

In Partnership with: 

Cost of Service Re-basing (Module 2)

Course Summary:

This two-day module is designed to provide a thorough overview of cost of service applications. Participants will review the interests and expectations of intervenors and Ontario Energy Board (OEB) staff through a focused review of Cost of Service (COS) applications. Topics will include Load Forecasting, Cost Allocation and Rate Design, Chapter 5 Filing Requirements and other areas of interest related to current minimum filing requirements. Throughout this module, the role of written evidence, numerical data, diagrams and special studies will be reviewed and discussed. The facilitators will highlight the practical aspects of the OEB processes using examples drawn from applications and provide “lessons learned” through their experiences in navigating the regulatory processes.

Course Outline:

The following topics will be covered:

- Cost of Service Applications:
- Filing Requirements,
- Operating Expenses (OM&A) and Capital Investments,
- Load Forecast (including CDM adjustment) and the Revenue Requirement,
- Cost Allocation and Rate Design,
- Deferral and Variance Accounts
- The session will also provide participants with some of the soft skills that are so important when dealing with regulatory issues, such as explaining the “story” or “narrative” behind the LDC and the application, and targeting key messages to stakeholders, ratepayers and Board staff.

Who Should Attend?

This course is designed for staff from all functional areas and levels of the organization, as well as to those interested in pursuing a career in the energy sector. It is beneficial to complete Module 1 but it is not a prerequisite.



DATES:	May 19 - May 20	COST:	\$1,995 + HST Includes materials, assessment tools, breakfast, lunch, and refreshment breaks.
COURSE LENGTH:	2 days	LOCATION:	Virtual or Novotel Hotel Training Facility, Vaughan

Regulatory Specialist Certificate Program

In Partnership with:



Advanced Regulatory Topics (Module 3)

Course Summary:

Local Distribution Companies (LDC) have to continually adapt to new and evolving government policies and regulatory requirements. This two-day module explores the issues and some of the creative solutions available to address them. It includes Incentive Regulation Mechanism (IRM) and other regulatory applications, and builds on the materials covered in Modules 1 and 2, to provide participants with an in-depth understanding of regulatory issues facing LDCs today. The module uses case studies to further develop participants' expertise and relies on practical exercises to advance their understanding.

Course Outline:

The subject matter addressed in this module will be based on current and anticipated issues facing LDCs. Topics to be included:

- Incentive Regulation Mechanism (IRM) Chapter 3 filings
- The purpose and use of deferral and variance accounts
- Recent decisions impacting LDC's and the future direction of electricity regulation
- Evolving Renewed Regulatory Framework expectations for customer engagement, performance measurement and continuous improvement
- LDC opportunities, risks and responsibilities, including: corporate governance and integrating regulatory and business strategy
- Participants are encouraged to contact Elenchus in advance if there are specific topics of interest.

Who Should Attend?

This course is designed for staff from all functional areas and levels of the organization, as well as to those interested in pursuing a career in the energy sector. It is beneficial to complete Module 1 and 2.



DATES:	June 1 - June 2	COST:	\$1,995 + HST Includes materials, assessment tools, breakfast, lunch, and refreshment breaks.
COURSE LENGTH:	2 days	LOCATION:	Virtual or Novotel Hotel Training Facility, Vaughan

Accounting Essentials in the Utility Environment

In Partnership with:



Course Summary:

The energy sector continues to undergo significant change placing ever increasing pressure on the regulatory and financial requirements of Local Distribution Companies (LDC). This two-day course will provide a practical working knowledge and understanding of the major accounting issues faced in today's rate-regulated environment.

Course Outline:

The following topics will be covered:

- An overview of the current Ontario Energy Board (OEB) environment, its impact and requirements
- Structure for regulatory accounting and reporting requirements
- How to stay on side with the Affiliate Relationships Code
- The purpose and use of deferral and variance accounts
- Capital asset accounting and budgeting
- Revenue and cost of power accounting
- Compliance and enforcement processes
- An open forum discussion

This course will include the latest information on the Affiliate Relationships Code, Accounting Procedures Handbook, the impact of the OEB's Renewed Regulatory Framework, updates on the OEB's Reporting and Regulatory Record Keeping requirements, recent accounting guidance and regulatory compliance

Who Should Attend?

This two-day course will benefit employees in a finance role who have a basic or introductory education in accounting. It would also provide value to any senior accounting staff new to the utility sector.



DATES:	April 20 - April 21 October 20 - October 21	COST:	\$1,775 + HST Includes materials, assessment tools, breakfast, lunch, and refreshment breaks.
COURSE LENGTH:	2 days	LOCATION:	Virtual or Novotel Hotel Training Facility, Vaughan

Accounting Essentials in a Utility Environment – Refresher

In Partnership with:



Course Summary:

This one day course is similar in nature to the full two-day accounting essentials course but with a focus on recent changes to the regulatory accounting environment. Like the two day course, it continues to provide a practical working knowledge and understanding of some of the major accounting issues faced in today's rate-regulated environment.

Course Outline:

The following topics will be covered:

- An overview of recent changes to the Ontario Energy Board (OEB) environment
- Recent updates related to the Accounting Procedures Handbook
- An update on the OEBs Renewed Regulatory Framework for Electricity
- Recent OEB compliance and enforcement findings
- An open forum discussion


Who Should Attend?

This one-day course is a refresher course and is specifically intended for those with accounting experience or who have previously taken the full Accounting Essentials course but would like more information on recent changes in the industry.



DATES:	October 28	COST:	\$975 + HST Includes materials, assessment tools, breakfast, lunch, and refreshment breaks.
COURSE LENGTH:	1 day	LOCATION:	Virtual or Novotel Hotel Training Facility, Vaughan

Regulatory Finance for Non-Accountants

In Partnership with: 

Course Summary:

This course provides an overview of the regulatory process to show how utility operations and finance need to interrelate in order to meet a Local Distribution Company's (LDC) regulatory requirements. The course also provides a basic understanding of current issues faced in today's rate-regulated environment.

Course Outline:

The following topics will be covered:

- An overview of the Ontario Energy Board (OEB) environment, its impact, requirements and rate-setting methods
- An overview of financial requirements and accounting in a rate-regulated industry
- An overview of how rate base and revenue requirement are determined
- An overview of capital asset accounting and budgeting
- An open forum discussion

Who Should Attend?

This course is intended to explain rate-regulated accounting and the financial aspects of the electricity industry in Ontario to those who are not accounting specialists or those who have little or no accounting background. The course is beneficial for those who need a basic understanding of the regulatory process and for those who will be supporting a cost of service application.



DATES:	March 24	COST:	\$1,095 + HST Includes materials, assessment tools, breakfast, lunch, and refreshment breaks.
COURSE LENGTH:	1 day	LOCATION:	Virtual or Novotel Hotel Training Facility, Vaughan

MEARIE PROFESSIONAL TRAINING

Certified Financial Collection Professional Program

In Partnership with:



Course Summary:

The payment collection process can be challenging at the best of times. However, with the proper training, this process can be significantly less stressful and considerably more effective.

This unique and tailored program is based on the International PACE (Professional Account Collection Education) program developed by the experts at the International Centre for Professional Collections. This course is offered online, allowing participants to complete the modules at their own pace.

The objective of the training is to provide effective collection services for your organization while keeping customer satisfaction and public relations at a high level. Successful graduates will learn the skills to effectively communicate with customers and manage the collection function within the context of a regulatory environment. Participants completing this session will find they have less stress in contacting and communicating effectively with customers who have past due accounts.

Course Outline:

The following topics will be covered:

- Specific words to avoid and those that should be used when collecting and negotiating
- Avoid the two biggest mistakes in accounts receivable
- Master the three phases of a professional collection call: Statement, Response and Rebuttal
- How to handle the customer who may be upset, perhaps even irate
- Scheduling and time management tips to get the most out of your collection day
- How to never be thrown by an excuse a customer may give for non or delayed payment
- What to say when you're 'stuck'
- How to take 'free' lessons from the best negotiators in the world
- A simple method to get better than a 60% improvement over a 'good' offer
- Handle the customer who wants to speak 'to the boss'
- Discover the critical difference between interests and positions
- Practice and master 'Persuasion first – Negotiation second'
- Learn the most effective negotiating techniques as they apply to accounts receivable

Online Option: All modules, assignments, videos and testing are available online. Students may proceed at their own pace, taking as long as three months to complete the 10 module online program.

Program Modules: The program consists of ten modules. Learn all the course material at your own pace.

Who Should Attend?

Accounts receivable personnel, Billing Supervisors, support staff, Credit Managers and Collections Managers

DATES:	Online	COST:	\$395 + HST Includes materials
COURSE LENGTH:	10 online learning modules	LOCATION:	Available Online Only

Meeting Chapter 5 Filing Requirements – **Updated**

In Partnership with:



Course Summary:

A significant feature of the OEB's Renewed Regulatory Framework (RRF) is the requirement that distributors prepare for review, as part of rate filings, a Distribution System Plan (DSP). These requirements are spelled out in Chapter 5 of the OEB's Filing Requirements. This one-day course provides a guide to these requirements, drawing on lessons learned from the DSPs reviewed by the OEB to date.

The following topics will be covered:

- How the DSP relates to the RRF, the OEB's emphasis on the outcome-based approach of the framework, in particular
- The Capital Expenditure Plan
- The asset management process
- The incorporation of the OEB's guidance on the smart grid
- Customer engagement and stakeholder consultation requirements
- Tips for more effective applications


Who Should Attend?

The course will be of interest to any LDC staff who are involved with system planning, asset management and regulatory affairs.



DATES:	January 12	COST:	\$985 + HST Includes materials, assessment tools.
COURSE LENGTH:	1 day	LOCATION:	Virtual

Update on OEB Regulation of Electricity Distributors

In Partnership with: 

Course Summary:

This one-day program is designed to keep both graduates of the Regulatory Specialist Certificate Program and other LDC staff current on the OEB's evolving regulatory practices and procedures for COS and IRM applications. It will provide an update on changes to the Board's filing guidelines as well as practical "lessons learned" from OEB decisions and the experience of other LDCs during the year. Expected future developments in OEB regulation will also be examined so participants can prepare for future additional requirements that are being considered. Participants will have an opportunity to share their experiences, discuss recent decisions and explore emerging issues.

Course Outline:

The topics will be selected based on changes that have been implemented by the OEB, policy issues being considered and recent precedent-setting decisions.


Who Should Attend?

Any LDC staff from all functional areas and levels of the organization interested in keeping abreast of the evolving regulatory environment.



DATES:	June 10	COST:	\$825 + HST Includes materials, assessment tools, breakfast, lunch, and refreshment breaks.
COURSE LENGTH:	1 day	LOCATION:	Virtual or Novotel Hotel Training Facility, Vaughan

Managing Customer Relationships

In Partnership with: 

More customers and clients than ever are stressed by today's economic and social pressures. For many, this stress shows itself in aggressive, hostile, threatening and rude behaviour to LDC staff, most notably those in Customer Service. This course looks at the main causes of customer stress; provide strategies for dealing with exceptionally poor customer behaviour; shows how to use language, listening and questioning skills to maintain control of customer conversations and reduce the stress involved in dealing with difficult people. Ideal for frontline staff and those who manage them; and for all those at an LDC who come into contact with customers on a regular basis. One of the most highly requested courses in the MEARIE curriculum.

Course Outline:

The following topics will be covered:

- Understanding customers begins with understanding yourself – where do you shine and where may you struggle when dealing with other people
- The four factors driving customer behaviour today: technology, immediacy, economy and loss of control – how to pick up signals from customers about what is driving their behavior and how to respond appropriately
- The eight critical customer concerns and how to deal with them
- The implications of Bill 168 when dealing with aggressive or hostile customers
- The concept of “customer pain” and how to recognize it and alleviate it
- How to use listening and questioning skills to diffuse difficult situations
- Ten key principles of “neutral language” when working with customers
- The “dark side” and “light side” of customer relationships, and how to avoid “crossing over”
- Some key principles for working together better within the customer service team

This course qualifies for 6.5 hours of CPD with HRP upon successful completion.

Who Should Attend?

Anyone who works directly with customers and clients, including Supervisors and Managers.



DATES:	March 31 September 23	COST:	\$525 + HST Includes materials, assessment tools, breakfast, lunch and refreshment break.
COURSE LENGTH:	Half day	LOCATION:	Virtual or Novotel Hotel Training Facility, Vaughan

Effective Leadership Skills for Managers

In Partnership with:



Course Summary:

In today's highly competitive and changing energy sector, organizations need employees to be ready and able to perform to the fullest! Effective Middle Management in today's Energy Sector is specifically designed to deliver the key skills Managers need to succeed. Managing from the middle requires an array of skills that are uniquely suited to meeting the demands of a broad range of stakeholders. The program is designed as a highly interactive working session. Significant discussion focuses on each participant's issues and the challenges they face within their own organizations. Participants will leave the workshop with a specific workplace application plan which helps ensure the effective integration of these newly acquired skills and techniques.

Course Outline:

The following topics will be covered with practical hands-on exercises specific to both the Energy Sector and the particular concerns and interests of each participant.

1. Introduction to Managing in the 21st Century

- Issues and challenges within the Ontario Energy Sector
- Understanding the evolution of management
- Using the "system" model of organization planning to diagnose, isolate and manage problems

2. Self-management, the First Principle of Effectiveness

- Personality and self-knowledge
- The new science of managing stress, emotion and influencing others

3. Leadership, the Second Principle of Effectiveness

- Managing "things", leading people
- Business Planning and Performance Management (a defined process)
- Dialogue talk for engaging employees
- Using "One Minute Manager" to focus employee performance
- Techniques for handling difficult people

4. Change and Transformation

- Using the S.P.I.N. technique to link action priorities to key issues
- Overcoming resistance and locking in new habits for optimum performance
- Process Mapping

5. Workplace Action Plan

- Final S.P.I.N discussion and documentation

This course qualifies for 19.5 hours of CPD with HRP upon successful completion.

Who Should Attend?

New managers and those who have been in these positions without any formal training. The workshop is also appropriate as an introduction to those employees who are high potential management candidates.



DATES: February 24 - February 26
October 13 - October 15

COST: \$2,575 + HST
Includes materials, assessment tools, breakfast, lunch, and refreshment breaks.

COURSE LENGTH: 3 days

LOCATION: Virtual or Novotel Hotel Training Facility, Vaughan

Effective Leadership Skills for Supervisors

In Partnership with:



Course Summary:

With the challenge of sector uncertainty and constant change for employees in the energy sector, LDCs need Supervisors willing and able to deliver the services expected by a broad range of stakeholders. Effective Supervision for Energy Sector Leaders is specifically designed to deliver the key skills Supervisors need to keep employees engaged and focused on key priorities. The program is designed as a highly interactive working session. Through the workshop, participants describe, discuss and develop solutions to resolve real, everyday issues and challenges. Each participant leaves the workshop with a specific workplace application plan, which helps ensure the effective integration of these newly acquired skills and techniques.

Course Outline:

The following topics will be covered with practical hands-on exercises specific to both the energy sector and the particular concerns and interests of each participant.

1. Introduction to Supervising in the 21st Century

- Ontario Energy Sector issues that impact Supervisors
- The “system” model of organization, planning and management

2. Self-management, the First Principle of Personal Effectiveness

- Personality, self knowledge
- The new science of managing stress and emotions
- Time management and work priorities

3. Planning, Organizing and Communicating

- Issues and impact(s) of supervising bargaining unit employees
- Building and sustaining effective teamwork
- Techniques for handling difficult people
- Managing “Up”, working more effectively with senior managers

4. Workplace Action Commitment

- Self coaching and workplace action priorities

This course qualifies for 13.0 hours of CPD with HRP upon successful completion.

Who Should Attend?

New supervisors and those who have been in these positions without any formal training. Likewise, the workshop is appropriate as an introduction to those employees who are high potential supervisory candidates.



DATES:	May 26 - May 27	COST:	\$1,950 + HST Includes materials, assessment tools, breakfast, lunch and refreshment breaks.
COURSE LENGTH:	2 days	LOCATION:	Virtual or Novotel Hotel Training Facility, Vaughan

Creating & Delivering Highly Effective Presentations

In Partnership with: 

Course Summary:

Speaking well is a skill – one that is increasingly valued by organizations. More than just a fancy power point, creating and delivering highly effective presentations can make the difference between polite applause and a thunderous ovation. This course will help develop your presentation skills. Learn how to create material that is relevant, interesting and of lasting value. Develop a strong and effective speaking style and podium presence. Understand how to engage your audience and make the presentation memorable. Turn OK into Outstanding.

Course Outline:

The course includes interactive learning modules, examples of “good” and “poor” presentations and reference workbooks and teaching resources. The three modules include:

Planning: Getting Ready

- Ten key things to think about before you develop your presentation
- How the length, time of day and purpose of your presentation affect its development
- What “writing for the audience” really means
- Key ways to engage an audience immediately and key mistakes to avoid
- How to make sure the presentation location works for you, not against you
- Getting yourself into the right frame of mind
- Pair and group exercises to reinforce these learning points

Preparation: Targeting the Audience

- The Rule of Seven and what it means to speakers
- Finding your storyline and theme – the Big Idea
- The HOOK, SELL, TELL, CALL TO ACTION method of content development

- When and how to use Powerpoint and other online resources
- Tips and techniques for opening and closing your talk
- Use of humour, rhetoric, repetition and other language devices
- How to develop excellent speaking notes
- Pair and group exercises to reinforce these learning points

Presentation: Owning the Podium

- Six great ways to develop presence at the podium
- Tips on the use of eyes, hands, voice and body language to engage and hold your audience
- How to eliminate unintentionally distracting speaking habits
- Handling Q and A sessions
- Using job aids, hand outs and other speaking supports
- Practice speeches with video recording and feedback to reinforce learning

This course qualifies for 6.5 hours of CPD with HRP upon successful completion.

Who Should Attend?

Anyone involved in communications/public relations, marketing, or human resources.



DATES:	February 17	COST:	\$525 + HST Includes materials and assessment tools.
COURSE LENGTH:	1 day	LOCATION:	Virtual

Managing Performance in a Unionized Environment

In Partnership with:



Course Summary:

Operating and managing in the busy electricity sector sometimes results in Managers and Supervisors not having sufficient training on how to successfully apply Management Rights in the workplace. Without this training, both the employee and the company are exposed to the potential of managing decisions with negative implications. The Manager/Supervisor risks losing respect from the team, confusion regarding performance issues and a loss of confidence. This one-day program is designed to provide Supervisors and Managers with the tools needed to fully represent the interests of the employer, deal respectfully and in accordance with the collective agreement, and work through the steps of successful investigations.

Course Outline:

The following topics will be covered:

- The principles of 'Management Rights'
- The roles of the employee, supervisor and union
- How to undertake and lead investigations and interviews
- Culpable versus non-culpable conduct
- The concept of 'Just Cause'
- How to step through the progressive discipline process
- The importance of managing employees' performance fairly and consistently in a unionized environment

This course qualifies for 6.5 hours of CPD with HRPAs upon successful completion.

Who Should Attend?

This program is structured for management employees who have direct and/or indirect supervision of unionized employees, and/or anyone in an HR capacity.



DATES:	March 24	COST:	\$575 + HST Includes materials and assessment tools.
COURSE LENGTH:	1 day	LOCATION:	Virtual

Collective Bargaining Preparation

In Partnership with:



Course Summary:

A collective agreement working for both management and its employees is essential. This one-day program helps management bargaining teams prepare for collective bargaining, with an emphasis on the preparation activities required prior to the actual negotiations. Understand the business objectives, knowledge and information gathering regarding potential union issues, financial preparation, identifying potential “language” issues, business continuity plans, contingency strategies, and preparing mandates for executive approval. Participants will gain a better understanding of all the stages of bargaining preparation.

This program is facilitated by Oakbridges, whose consultants have extensive experience in preparing and leading organizations with their labour negotiations.

Course Outline:

- The Steps to Preparation
- Roles on Bargaining and Support Teams
- Union Issues
- Getting an Approved Mandate
- Prepare Contingency Plans
- Handy Preparation Checklist

This course qualifies for 6.5 hours of CPD with HRPA upon successful completion.

Who Should Attend?

Anyone involved in or supporting the bargaining process.



DATES:	February 9	COST:	\$850 + HST Includes materials and assessment tools.
COURSE LENGTH:	1 day	LOCATION:	Virtual

Understanding the Collective Agreement and Management Rights

In Partnership with:



Course Summary:

Understanding basic management rights with a collective agreement is essential for Managers and Front-Line Supervisors. This one-day program takes participants through the clauses of a typical collective agreement, how to understand and interpret these clauses, how to avoid establishing unwanted precedents, how to avoid erosion of rights, and how to eliminate undesirable past practices.

This program is facilitated by Oakbridges, whose consultants have extensive experience in preparing and leading organizations with their labour negotiations.

Course Outline:

- Management Rights and Union Rights
- Management Rights and Scope Clause in a Collective Agreement,
- How Management Rights are eroded
- What happens when your Practices are not the same as your Collective Agreement language?
What can you do?

This course qualifies for 6.5 hours of CPD with HRPA upon successful completion.

Who Should Attend?

Anyone involved in managing in a union environment and anyone interpreting a collective agreement (example payroll, finance)



DATES:	March 23	COST:	\$575 + HST Includes materials and assessment tools.
COURSE LENGTH:	1 day	LOCATION:	Virtual

MEARIE PROFESSIONAL TRAINING

Managing Efforts - Getting Results – **NEW**

In Partnership with:



Course Summary:

This one-day program helps managers and supervisors develop their coaching skills, improving their ability to gain commitment, develop and better manage their team, focus on key efforts that maximize results, and most importantly learn a coaching system that creates a high-performance culture.

Participants will also receive a comprehensive, detailed and individualized psychometric report which helps them better understand how they relate to their team and how they can build on their natural leadership and coaching strengths. The online questionnaire will need to be completed one week prior to the course to better leverage the learnings during the session.

This program is customized to tackle the real-world challenges LDC managers face with their teams and helping them to become better managers.

Course Outline:

The following topics will be covered:

- Learn the “Managing Effort” system, a coaching approach that develops self-managers
- Understand the difference between coaching and coaxing
- Understand how to coach for internal motivation
- Learn a process for gaining commitment
- Learn how to assign responsibility and hold employees accountable
- Learn strategies for developing and retaining high effort performers
- Understand and build on your natural leadership/coaching strengths and how to leverage them within the team

This course qualifies for 6.5 hours of CPD with HRP A upon successful completion.

Who Should Attend?

Anyone who would like to improve their coaching skills.



DATES:	January 12 May 13	COST:	\$1,375 + HST Includes comprehensive psychometric report, materials and assessment tools.
COURSE LENGTH:	1 day	LOCATION:	Virtual

Creating a Customer Centric Culture – NEW

In Partnership with:



Overview:

Other than technology itself, nothing is changing faster in business than the customer service discipline. Technology has transformed choice and choice has transformed the customer-supplier relationship, disrupting former notions of who the customer is, what s/he expects and demands, how s/he should be serviced and what that means for organizations. Forbes magazine recently wrote that any organization that fails to recognize this huge shift in customer service standards will ultimately fail- and sooner, rather than later.

This course focuses on those significant changes and how to develop a genuine customer-centric culture that allows you to respond and adapt effectively to them so that your organization can survive, grow and prosper in the years to come.

Audience:

- Senior and middle management in all disciplines
- Those directly responsible for customer service development

What You Will Learn

- The five major trends shaping customer service today
- A redefined concept of who the customer is
- What customer-centric culture is and how to build it.
- Techniques for building relationships in the new world of customer service
- Practical, pragmatic steps to have everyone on staff focused on customer service.

Course Outline:

- Who is the customer? Everyone but me
- The seven key customers in your organization
- The key characteristics of today's customer or client
- Staying customer-relevant in a social media world.
- The difference between job function and job essence in customer service
- What being customer-centric really means
- The seven key steps required to build a customer-centric culture
- The impact of diversity, inclusion, multiculturalism and privacy on customer service.



DATES:	February 10	COST:	\$525 + HST Includes materials and assessment tools.
COURSE LENGTH:	1 day	LOCATION:	Virtual

Project Management

In Partnership with:



Introduction:

Whatever your role in a project, it is important that you are familiar with best practices in project management so that you can effectively participate in the project work and increase the likelihood of project success.

This course is designed to provide project participants with the knowledge and practice in using a flexible, efficient ten-step process. This process maps to best practice models and an international project management standard which focus on five key areas: Project Initiation, Planning, Execution, Monitoring & Control, and Close-out.

Participants apply techniques for gathering, analyzing, and communicating essential information specific to each step.

Course Outline:

Participants will learn how to:

- Define project management and the five process groups of project management.
- Apply a flexible ten-step model that provides a process with tools and techniques to effectively manage a project.
- Create and interpret project management deliverables, including: project charter, work breakdown structure, project network diagram, Gantt chart, resource histogram, budgets and cost spreadsheet, risk management plan, status report, project notebook, and post project review.
- Apply project management deliverables to facilitate communication, decision making, and problem solving in a project.

Credits:

This course qualifies for 21 hours of CPD from PMI towards the PMP designation upon successful completion.



Who Should Attend?

- Individuals with current or future assigned project management responsibilities.
- Project Managers responsible for managing small, medium or large projects.
- Project leads or team members working on sub-projects of larger projects.
- Project clients, sponsors, and other stakeholders who contribute to projects.

Length:

- 3 days – 7.5 hours each



DATES:	May 5 - May 7	COST:	\$1,950 + HST Includes materials, assessment tools, breakfast, lunch, and refreshment breaks.
COURSE LENGTH:	3 days	LOCATION:	Virtual or Novotel Hotel Training Facility, Vaughan

Effective Communication

In Partnership with:



Course Summary:

While there are an increasing number of communication methods from which to choose, the art of clear and effective communication seems even more difficult to master. Communicating well is a skill – one that is increasingly valued by organizations. Effective communication saves time and money, and eliminates the risk of mistakes.

This course will help develop your communication skills. Learn how to:

- Reduce lost time and effort caused by miscommunication and misunderstanding
- Communicate challenging and complex issues effectively
- Target messages to different audiences
- Ensure our communications have the desired impact on our audiences

Course Outline:

The course includes interactive learning modules, examples of “good” and “poor” presentations and reference workbooks & teaching resources. The three modules include:

- Understanding and working with human communication styles – the ASK (Auditory, Sight, Kinesthetic) principle
- Developing core messages to suit different styles
- Choosing the right method of communication
- Good Rules for when to go face-to-face and when not to: The 8 P’s Principle
- Five rules for very strong business writing (active writing, writing tight, the verb-noun syndrome, etc.)
- Professional use of the e-mail medium: style, tone, content, protocols, manners

This course qualifies for 6.5 hours of CPD with HRP upon successful completion.

Who Should Attend?

Anyone who needs to improve their communication skills.



DATES:	February 16	COST:	\$525 + HST Includes materials and assessment tools
COURSE LENGTH:	1 day	LOCATION:	Virtual

Change Management Certification Program (CMP)

In Partnership with:



Course Summary:

The energy sector is changing rapidly! Disruptive technologies, evolving customer expectations and the emergence of new market entrants are causing major transformational change. LDCs now need leaders qualified to manage and lead teams through these changes. Learning how to capitalize on incremental or transformational changes in quickly diversifying and regulatory complex environments requires sophisticated change management strategies and skills.

Partnering with TidalShift and APMG International, participants can earn the **Change Management Foundation Certification™**, and the internationally recognized designation of **Change Management Practitioner™ (CMP)**. Change Management Foundations will help you understand how you deal with change as an individual, as a member of a team/organization and as a leader. Upon successful completion of this course, candidates are eligible to participate in the Change Management Practitioner course, which focuses on understanding how to apply and tailor change management guidance in a given organizational change situation. Both courses are customized to the unique requirements of the LDC sector.

Course Outline

The program consists of two courses, Change Management Foundation (three days) and Change Management Practitioner (two days). Below is a partial list of topics that will be covered in the two modules:

Change Management Foundation Certification™

Performance outcomes include:

- Preparing individuals for change
- Assessing organizational change readiness and change impact
- Leading organizational change
- Engaging stakeholders for successful change
- Preparing for the **APMG International Change Management Foundation™** exam

Learning Objectives include:

- Understand how individuals learn and why many may resist change
- Understand how to build an effective change team
- Understand the stakeholder engagement process and the role of appropriate communication
- Understand the various approaches to plan, implement and sustain organizational change
- Understand how to assess change impact/readiness and deal with resistance

The course text book, **The Effective Change Manager's Handbook** is provided in advance. Mandatory pre-reading of this text book is required prior to attending the course. As the course text book will be sent directly to you upon registration, it is recommended enrolling in this course as soon as possible to allow sufficient time to review the material. Daily homework assignments and practices exams will be provided. Approximately two hours of study is recommended each evening of the course. The **APMG Change Management Foundation™** exam is taken at the end of the course on the third day. Successful completion of this exam will allow participants to enrol in the advanced course, **Change Management Practitioner™**.

Change Management Certification Program (CMP)

Change Management Practitioner™ (CMP)

This two day program focuses on understanding how to apply and tailor change management guidance in a given organizational change situation, and how change management fits into the project management environment. This course will further develop the knowledge learned in the **Change Management Certification™** course.

Performance outcomes include:

- Developing individuals' learning to enable change
- Managing change within the project environment
- Delivering sustainable change
- Preparing for the **APMG International Change Management Practitioner** exam

Learning Objectives include:

- Understand the key principles in defining what is required for all involved in a change initiative
- Understand the project environment in which change is governed and delivered
- Understand the organizational “levers”, adoption approaches, and reinforcing systems typically used to sustain change

Participants in this course are required to have successfully completed the **Change Management Foundation Certification™** course. Daily homework assignments and practices exams will be provided. Approximately two hours of study is recommended each evening of the course. The **APMG Change Management Practitioner™** exam is taken at the end of the course on the second day. Successful completion of the exam.

Upon successful completion of the two courses and final exam, candidates will receive their **APMG International Change Management Practitioner™** (CMP) designation. This course qualifies for 35 hours of CPD from PMI towards the PMP designation upon successful completion.

This course qualifies for 35 hours of CPD with HRPD upon successful completion.

Who Should Attend?

This program is designed for anyone involved in project planning, and anyone involved in leading, managing, or supporting change initiatives, particularly those in organizations where change is being planned or taking place.



DATES:	CMF – November 2 - November 4 CMP – November 23 - November 24	COST:	\$3,475 + HST Includes materials, assessment tools, breakfast, lunch, cost of exams and refreshment breaks
COURSE LENGTH:	3 days and 2 days	LOCATION:	Virtual or Novotel Hotel Training Facility, Vaughan

NOTES



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MEARIE Trades & Technical 2021 TRAINING



Flocks are common in all seasons, but reach their greatest density (into the thousands) during fall and winter. There may be Bohemian Waxwings mixed in with Cedar Waxwing flocks during winter. They often perch atop dead or defoliated trees, from which they fly out to catch aerial insects.*

*http://birdweb.org/birdweb/bird/cedar_waxwing

MEARIE TRADES & TECHNICAL TRAINING

About MEARIE Trades & Technical Training

The **MEARIE Group** offers the most advanced trades training programs in the industry. The MEARIE Group's Trades Training Certificates are highly regarded in the sector.

The MEARIE Group's training programs are competency based. The successful completion of each course of study, combined with practical on-the-job skills demonstration, leads to a certificate in that course. In addition to centre-based training, self-study modules are also available for some of our programs. These modules make use of a combination of videos, interactive workbooks and provide self-checks to ensure learning objectives are achieved.

Given the importance of safety and appropriate skills training in the electricity sector, The MEARIE Group's commitment to quality via experienced and expert trainers and state-of-the-art facilities is unparalleled. Quality, industry specific training is the cornerstone of our trades training portfolio. This is The MEARIE Group's commitment to you.

The MEARIE Group is committed to the health and safety of our customers, partners and employees. In response to COVID-19, and extensive array of health and safety measures have been implemented. Please refer to the MEARIE website for a detailed list of these safety protocols.

Onsite Options Available

A number of our courses are available onsite at your location. This is a convenient and cost effective option for your organization. **Effective Leadership Skills for Supervisors, Basic Electricity and Effective Leadership Skills for Lead Hands** are popular onsite courses. A minimum number of participants may be required. Please contact us for onsite course options. **Special pricing is available.**

Introducing Our Trades & Technical Training Partners:




Hydro One Network Inc. is well recognized in the industry. Hydro One's state-of-the-art facilities and experienced training staff provide comprehensive training programs, and ensure that participants are well prepared. Hydro One's excellent reputation is well deserved.



Conestoga College consistently ranks high in student satisfaction and graduate employment surveys. It is the college of choice for 7,500 full-time and 38,000 part-time students. Conestoga has developed a number of programs for The MEARIE Group.

Powerline Technician (Level 1)

In Partnership with: 

Course Summary:

This is an introduction to the activities and core skill tasks specific to the Red Seal requirements of the Lines Trade. During this training session, the student will be introduced to various outdoor performance-based activities under de-energized conditions where the student is assessed on his/her abilities. Outdoor activities will include RBD Operation, Setting Poles, Pole Line Construction, Pole Top Rescue, Bucket Rescue and Evacuation, Tower Climb and Rescue, meter Base Connections, Secondary Underground Cable Splice and Temporary Support of Poles.

This program trains to 100% of the Ontario College of Trades interprovincial curriculum. Apprentices are introduced to all aspects of the line trade, from underground trenches and transformers to transmission tower techniques.

Course Outline:

The knowledge based components will include all theoretical applications of the above tasks, Utility Work Protection Code, Introduction to Electrical Theory, Series and Parallel Circuits, Introduction to Rigging Techniques, Contractor Weights and Tensions, Equipotential Grounding and Bonding.

Additional Information:

Utility must register the apprentice via Ontario's Ministry of Training, Colleges and Universities through the local Ministry Office. Apprentices must also be registered and a member in good standing with the Ontario College of Trades.

Prerequisites:


Three months minimum line exposure at home utility. Must be able to climb wood poles. Successful completion of the Utility Lineperson Orientation on the job training program.

Log Book:

The *Powerline Technician Log Book* will be provided with the Orientation training manual.

DATES:	January 25 - February 5	COST:	\$5,375 + HST (if a Registered Government Apprentice) Includes materials, lunch and breaks.
COURSE LENGTH:	10 days	LOCATION:	Kleinburg Training Centre

Powerline Technician (Level 2)

In Partnership with: 

Course Summary:

In the Level 2 training session the student will complete theoretical knowledge based topics, including Transmission and Distribution of Electrical Power, Rubber Protective Equipment, the Underground Distribution System, Ampact tool, Insulated Aerial Device, Hydraulic and Mobile Work Equipment.

Course Outline:

In the Central Learning Session, the student will perform core skill tasks and be assessed on his/her performance. Central learning course objectives will include: protective coordination, street-lighting, install secondary service, install/remove inline switches from a pole and bucket truck, install single phase transformer, insulator change using rubber gloves, splice XLPE (Cross Link Polyethylene Cable), install stress cone, install load brake elbow, install/remove pole using RBD under energized conditions, install grounds on transmission circuit, change suspension insulator and damper on transmission circuit.

This program trains to 100% of the Ontario College of Trades interprovincial curriculum. Apprentices are introduced to all aspects of the line trade, from underground trenches and transformers to transmission tower techniques.

Additional Information:

Utility must register the apprentice via Ontario's Ministry of Training, Colleges and Universities through the local Ministry Office. Apprentices must also be registered and a member in good standing with the Ontario College of Trades.

Prerequisites:

Successful completion of Powerline Technician Level 1 and up to three days of self study must be completed prior to attending the training session. Training manuals to be sent out ahead of scheduled training activities.

Field Assignments:


Practice Powerline Technician Level 2 skills.

Text:

Powerline Technician Level 2 training manual.

DATES:	January 25 - February 5	COST:	\$5,375 + HST (if a Registered Government Apprentice). Includes materials, lunch and breaks.
COURSE LENGTH:	10 days	LOCATION:	Kleinburg Training Centre

Powerline Technician (Level 3)

In Partnership with: 

Course Summary:

In the Level 3 training session the student will complete theoretical knowledge based topics, 3Ø Electrical Theory, Identification of Live Line Tools, Rigging, Stringing Operations, RBDs with Bucket Attachment as a Work Platform.

This program trains to 100% of the Ontario College of Trades interprovincial curriculum.

Course Outline:

In the Central Learning Session, the student will perform core skill tasks and be assessed on performance. Course objectives include:

- Rubber glove activities up to 17 kV, various live line stick work activities from a pole up to 50 kV
- Change dead-end insulators on transmission circuits de-energized, change 9 insulators
- Rubber gloves and pole platform, use of RBD/Bucket combination equipment for various tasks
- 3 phase transformer bank with MHAD

Additional Information:

Utility must register the apprentice via Ontario's Ministry of Training, Colleges and Universities through the local Ministry Office. Apprentices must also be registered and a member in good standing with the Ontario College of Trades.

Prerequisites:

Successful completion of Powerline Technician Level 2, and up to three days of self study must be completed prior to attending the training session. Training manuals to be sent out ahead of scheduled training activities.

Field Assignments:

Practice Powerline Technician Level 3 skills.


Text:

Powerline Technician Level 3 training manual.

DATES:	March 15 - March 26 November 8 - November 19 November 29 - December 10	COST:	\$5,375 + HST (if a Registered Government Apprentice) Includes materials, lunch and breaks.
COURSE LENGTH:	10 days	LOCATION:	Kleinburg Training Centre

MEARIE TRADES & TECHNICAL TRAINING

Powerline Technician (Level 4)

In Partnership with: 

Course Summary:

In the Level 4 training session the student will complete theoretical knowledge based topics, Electrical Theory Review, Three Phase Systems – Wye and Delta review, Insulated Aerial Device / Stability and Contamination Checks, Utility Work Protection Code Overview, Meter Hazards.

This program trains to 100% of the Ontario College of Trades interprovincial curriculum.

Course Outline:

In the Central Learning Session, the student will perform core skill tasks and be assessed on performance. Course objectives include various tasks from an aerial device incorporating live line tool techniques, high voltage rubber glove certification, vertical semi-strain insulator changes from a double bucket truck, underground cable terminations using pre-molded kits and practice equipotential grounding and bonding techniques, change cross-arm on a 115kV H frame.

Additional Information:

Utility must register the apprentice via Ontario's Ministry of Training, Colleges and Universities through the local Ministry Office. Apprentices must also be registered and a member in good standing with the Ontario College of Trades.

Prerequisites:

Successful completion of Powerline Technician Level 3, and up to three days of self study must be completed prior to attending the training session. Training manuals to be sent out ahead of scheduled training activities.

Field Assignments:

Practice Powerline Technician Level 4 skills.

Text:


Powerline Technician Level 3 training manual.

Certification:

The successful completion of the session combined with appropriate experience entitles the participant to The MEARIE Group's Certificate for registration as a Powerline Technician.

DATES:	March 15 - March 26 September 13 - September 24 September 27 - October 8	COST:	\$5,375 + HST (if a Registered Government Apprentice) Includes materials, lunch and breaks.
COURSE LENGTH:	10 days	LOCATION:	Kleinburg Training Centre

Powerline Technician Assessment

In Partnership with: 

Course Summary:

This is an assessment tool designed to determine the entry level of an experienced line worker into the apprenticeship program. The program can also be used for core competency evaluation and training needs analysis.

Course Outline:

This assessment include both written and practical demonstrations of competence covering all aspects of the formal apprenticeship training.

The assessment begins with a one-day written test provided free of charge to identify knowledge level. If the applicant meets the basic assessment standards, the three-day practical testing is then scheduled. At the completion of the three-day practical assessment, a written evaluation report is sent to the employer identifying the participant's level of qualification and suggested entry into the training programs.

Prerequisites:


Prior line work experience, documented registration in a certified Powerline Technician Apprenticeship program is required.

Field Assignments:

Written and practical demonstrations.

DATES:	On request	COST:	\$3,100 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	One-day written testing at the employer's site, followed by a three-day practical testing at the Kleinburg Training Facility. Modified course arrangements can be made to utilize customer facilities.	LOCATION:	Kleinburg Training Centre

Underground Power Cable Technician (Level 1)

In Partnership with: 

Course Summary:

In the Central Learning session, the student will cover theoretical knowledge based components, perform core skill tasks and be assessed on performance. Course topics and objectives will include: safety basics, job planning, basic electrical theory, basic rigging components of the Underground Distribution System, entry into confined spaces, handling compressed gases, hot compounds and metals.

Course Outline:

In the introduction to work procedures on low voltage WLPE and PILC cables, the following topics are covered:

- Safety regulations
- Job planning
- Types of cables
- Cable theory and construction
- Types of tapes
- Cable pulling and bending radius when being installed

Students work individually splicing secondary and primary cables, building a taped stress cone installing pre-moulded cones and load break elbows.

Working in pairs on PILC cables, students will prepare lead sleeves, dead-end cables, install pulling eyes, learn the techniques of tinning and soldering, install split sleeves, tape, learn the art of wiping lead sleeves and grounding the lead sheath to the system neutral.

Prerequisites:


None required.

Log Book:

The *Underground Power Cable Technician Log Book* will be provided with the Orientation training manual.

DATES:	January 4 - January 15 April 19 - April 30	COST:	\$8,450 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	10 days	LOCATION:	Kleinburg Training Centre

Underground Power Cable Technician (Level 2)

In Partnership with: 

Course Summary:

During the course, students will perform core skill tasks and be assessed on performance. Course topics and objectives will include a review of low voltage cables (up to 50 kV) of XLPE (Cross Link Poly Ethylene) and PILC (Paper Insulated Lead).

Course Outline:

Students will cover the following theoretical knowledge based components:

- First day Core Utility Work Protection Code
- A.C. fundamentals
- Elements of the Municipal Distribution System
- Transmission and distribution of electric power
- Single phase transformer operation and loading
- Transformer protector operation
- Street light and water heater controls
- Stability and operation of insulated aerial device and boom truck
- Protective fuse co-ordination
- Utility Work Protection Code Overview
- Review of Distribution Underground System
- Cable locating and hi-potting of cables


Working in pairs, students will perform switching and grounding on energized equipment in order to isolate cable or apparatus, install porcelain and heat shrink termination of XLPE cable, complete transition splice lead to XLPE cable and install a pothead on PILC cable.

Prerequisites:

Successful completion of Underground Power Cable Level 1.

DATES:	January 18 - January 29 February 1 - February 12 February 22 - March 5 May 3 - May 14	COST:	\$8,450 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	10 days	LOCATION:	Kleinburg Training Centre

Underground Power Cable Technician (Level 3)

In Partnership with: 

Course Summary:

During the course, students will perform core skill tasks and be assessed on performance. Course topics and objectives will include: cable splicing techniques involving heat shrink and pre-moulded splices and high K stress relief principles.

Course Outline:

Cable fault location is covered in classroom and field sessions using prefault location methods, TDR (radar) and surge pulse (thumper) and audio frequency receivers. Other topics include:

- Second day Utility Work Protection Code and Final Exam
- Wye and Delta systems
- Three phase transformers
- Voltage regulation
- Isolation and switching/grounding
- Cable spiking
- Single and three phase cable identification
- Confined space rescue
- Underground system troubleshooting

Prerequisites:


Successful completion of Underground Power Cable Level 2.

Certification:

The successful completion of the session combined with appropriate experience entitles the participant to The MEARIE Group's Certificate for registration as a Underground Power Cable Journeyperson.

DATES:	March 15 - March 26 July 19 - July 30	COST:	\$8,450 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	10 days	LOCATION:	Kleinburg Training Centre

Meter Technician (Level 1)

In Partnership with: 

Course Summary:

The session introduces the apprentice to the metering field with practical hands-on sessions combined with theoretical material.

Course Outline:

Level 1 will cover the following topics:

- Single phase watt hour meter operation
- Three phase system characteristics (Delta system)
- Standard metering applications and installations on Delta
- Billing procedures, principles of demand, installation of self-contained and transformer type meters
- Theft of power – Residential
- Basic transformer theory

Prerequisites:


Theory Qualifying Test covering the following: atomic structure, basic electrical quantities and their relations, series and parallel circuits, series - parallel circuits, magnetism and electromagnetism, sine wave generation and components, semiconductor diodes, electrical meters, inductance, inductive reactance, impedance, capacitance, capacitive reactance, RCL series circuit solving and phasors, RCL parallel circuit solving with phasors, transformers, basic three-phase theory.

Log Book:

The *Metering Technician Log Book* will be provided with the Orientation training manual.

DATES:	January 4 - January 15 February 22 - March 5 May 10 - May 21 August 9 - August 20	COST:	\$4,885 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	10 days	LOCATION:	Kleinburg Training Centre

Meter Technician (Level 2)

In Partnership with: 

Course Summary:

Building on the skills learned in Level 1, this session further develops the skills of Meter Technicians combining practical and theoretical material.

Course Outline:

The following topics will be covered:


- Three phase Delta systems continued with cross phase analysis
- Three phase Wye systems characteristics & cross phase analysis
- Network Metering Analyzers
- Use of Electronic Meter Analyzers

Prerequisites:

Successful completion of Meter Technician Level 1.

DATES:	February 1 - February 12 March 8 - March 19 April 12 - April 23 May 31 - June 11 September 13 - September 24 October 18 - October 29 November 15 - November 26	COST:	\$4,885 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	10 days	LOCATION:	Kleinburg Training Centre

Meter Technician (Level 3)

In Partnership with: 

Course Summary:

The final course towards the Journeyperson status which completes the knowledge and skills required to become a Meter Technician Journeyperson.

Course Outline:

Level 3 will cover the following topics:

- Primary metering techniques, installation troubleshooting and billing errors
- Capacitive corrections, totalization of customer feeders
- MV90 overview
- Digital Metering and Introduction to Meter Interrogation Software

Prerequisites:

Successful completion of Meter Technician Level 2.


Certification:

The successful completion of the session combined with appropriate experience entitles the participant to The MEARIE Group's Certificate for registration as a Meter Technician Journeyperson.

DATES:	March 22 - April 1 April 26 - May 7 June 14 - June 25 September 27 - October 8 November 1 - November 12 November 29 - December 10	COST:	\$4,885 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	10 days	LOCATION:	Kleinburg Training Centre

MEARIE TRADES & TECHNICAL TRAINING

Meter Technician JET

In Partnership with: 

Course Summary:

The Meter Technician Journeyperson Enhancement Training (JET) course is designed for the Meter Technician who needs to be kept up to date in new regulations, equipment and techniques.

Course Outline:


- Meters both 1 ϕ & 3 ϕ , Electronic & Electro-Mechanical
- Metering Installations 1 ϕ & 3 ϕ , Self-Contained & Transformer Type
- Industry Canada Regulations
- ESA Standards and 22-04 Regulations
- Communications in the Metering Industry
- New Industry Safety Requirements
- Primary Metering Units – Testing and Troubleshooting
- New Metering Test Equipment and Analyzers
- Power Quality
- Tingle (Stray) Voltage

Prerequisites:

Completion of the MEARIE Apprenticeship equivalent program.

DATES:	August 30 - September 3	COST:	\$2,475 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	5 days	LOCATION:	Kleinburg Training Centre

Substation Electrician (Level 1)

In Partnership with: 

Course Summary:

This course is the first of three courses that provides students with the practical and theoretical knowledge to become proficient as a Journeyperson Substation Electrician.

Course Outline:

Level 1 will cover the following topics:

- Industrial wiring as per current “Canadian Electrical Code”
- Relay control circuits
- Wiring diagrams
- Troubleshooting basics
- Single and three phase electrical theory
- Basic transformer theory
- Three phase transformer connections
- AC and DC motors and generators
- Motor starter testing and troubleshooting

Prerequisites:

Theory Qualifying Test covering the following: atomic structure, basic electrical quantities and their relations, series and parallel circuits, series - parallel circuits, magnetism and electromagnetism, sine wave generation and components, semiconductor diodes, electrical meters, inductance, inductive reactance, impedance, capacitance, capacitive reactance, RCL series circuit solving and phasors, RCL parallel circuit solving with phasors, transformers, basic three-phase theory. The Theory Qualifying Test is not required for entry if the candidate has a two or three year Community College Certificate in a related field.

Lab Assignments:

Low voltage wiring
Control circuit design and wiring
Troubleshooting basics
AC/DC motors

Texts:

Level 1 manual


Log Book:

The *Substation Electrician Log Book* will be provided with the Orientation training manual.

DATES:	March 8 - March 26 November 1 - November 19	COST:	\$7,475 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	15 days	LOCATION:	Orangeville Training Centre

MEARIE TRADES & TECHNICAL TRAINING

Substation Electrician (Level 2)

In Partnership with: 

Course Summary:

This course is the second of three courses that provides students with the practical and theoretical knowledge to become proficient as a Journey person Substation Electrician.

Course Outline:

Building on the skills learned in Level 1, Level 2 will cover the following topics related to circuit breakers and reclosers.

- Construction and operation
- Electrical and mechanical troubleshooting
- Testing and maintenance

Prerequisites:

Successful completion of Substation Electrician Level 1 or equivalent.

Lab Assignments:

Control circuit troubleshooting

Circuit breaker diagnostics testing


Circuit breaker maintenance procedures

Texts:

Level 2 manual

DATES:	January 11 - January 22 April 26 - May 7 September 27 - October 8	COST:	\$4,995 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	10 days	LOCATION:	Orangeville Training Centre

Substation Electrician (Level 3)

In Partnership with: 

Course Summary:

The final course towards the Journeyperson status which completes the knowledge and skills required to become a Journeyperson Substation Electrician.

Course Outline:

Level 3 will cover the following topics:

Week 1 – Orangeville Training Centre

Transformers - maintenance, testing, and troubleshooting

Week 2 – Mississauga Training Centre

Protective Relay Systems, operation, maintenance, calibration of overcurrent, overvoltage undervoltage relays

Prerequisites:

Successful completion of Substation Electrician Level 2 or equivalent.

Lab Assignments:

Week 1 – Orangeville Training Centre

Power transformer troubleshooting, power transformer protective device coordination

Week 2 – Mississauga Training Centre

Overcurrent relays, differential relays, voltage relays, diagnostics, power transformer maintenance procedures

Texts:


Level 3 manuals

Certification:

The successful completion of the session combined with appropriate experience entitles the participant to The MEARIE Group's Certificate for registration as a Substation Electrician Journeyperson.

DATES:	January 25-29 + March 8-12 April 12-16 + April 19-23 September 13-17 + October 4-8	COST:	\$4,995 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	10 days	LOCATION:	Week 1 – Orangeville Training Centre Week 2 – Mississauga Training Centre

Substation Electrician JET

In Partnership with: 

Course Summary:

The Substation Electrician Journeyperson Enhancement Training (JET) course is designed for the Journeyperson who needs to be kept up to date in new regulations, equipment and techniques.

Course Outline:


- SF6 Breaker Maintenance and Theory
- SF6 Gas and Handling Requirements
- Transformer Tap Changer Maintenance and Theory
- MR Type Tap Changer Training

Prerequisites:

Completion of the Substation Electrician Apprenticeship program.

DATES:	On request	COST:	\$2,395 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	4 days Day 1 starting at noon Day 4 ending at noon	LOCATION:	Orangeville Training Centre

Electrical Operator Training – Online

In Partnership with: 

Course Summary:

The Distribution Operator training program is now offered online in a new E-Learning format. The apprentice is provided a personal ID and password to access the material. The material is to be completed within one year. This self-study workplace program is followed by the participant successfully passing a final test conducted and supervised at their work location.

Course Outline:

The self-study website makes use of images, diagrams, supplemental learning material and self-checks to ensure the learning objectives are achieved. This allows trainees to study at their own pace, learn the unique aspect of their utility's equipment and benefit from the support of their supervisors, mentors and subject matter experts. All course materials are conveniently accessible online. The program includes the following topics:

- The Electrical Power System (transmission and operation of the integrated power system)
- Electrical Fundamentals and Theory
- Fundamentals of the Distribution System
- Primary Distribution Systems (Dual Element Spot Networks, DESN)
- Secondary Distribution System (including smart metering network info and revenue metering)
- Transformers (construction components), switching and isolating devices
- Distribution System Protection (electronic, network protector and under voltage relays)
- Voltage Control
- Communication, Control and Automation Equipment
- Normal and Emergency Operation
- Service Interruptions
- The Operator's Role

Prerequisites:

Must be employed by a local Electricity Distribution Company.

Certification:


The successful completion of this session and final exam, combined with appropriate experience, entitles the participant to The MEARIE Group's Certificate for registration as a Journeyman Electrical Operator.

NOTE: Applicants may register for this program at anytime

DATES:	2021 online	COST:	\$5,375 + HST, includes materials
COURSE LENGTH:	Approximately four weeks of concentrated effort by the trainee at their work location and online study over a one year period.	LOCATION:	Online Self-study and final testing at participant's work location

MEARIE TRADES & TECHNICAL TRAINING

Electrical Operator Supervisor Training – Online

In Partnership with: 

Course Summary:

The Electrical Operator Supervisor Training Program is offered online in an E-Learning format. The Supervisor in Training is provided a personal ID and password to access the material. Successful completer of levels 1 to 4 of the on-line program; and completion of a recognized course in supervision entitles the participant to the Mearie Groups certificate as an Electrical Operator Supervisor.

Course Outline:

This self study website makes use of images, diagrams, supplemental learning material and self-checks. This format allows study at one's own pace and learns the unique aspect of their utilities equipment. This program is a mirror of the Electrical Operator Program. All course materials are conveniently accessible online. The program includes the following topics:

- The Electrical Power System (transmission and operation of the integrated power system)
- Electrical Fundamentals and Theory
- Fundamentals of the Distribution System
- Primary Distribution System (including smart metering network info and revenue metering)
- Transformers (construction components), switching and isolating devices
- Distribution System Protection (electronic. Network protector and under voltage relays)
- Voltage Control
- Communication, Control and Automation Equipment
- Normal and Emergency Operation
- Service Interruptions
- The Operator's Role

Prerequisites:

Must be employed by a local Electricity Distribution Company.


Certification:

The successful completion of this session and completion of a recognized course in Supervision entitles the participant to the MEARIE Groups Certificate of Completion as an Electrician Operator Supervisor.

NOTE: Applicants may register for this program at anytime

DATES:	2021 online	COST:	\$5,375 + HST, includes materials
COURSE LENGTH:	Approximately four weeks of concentrated effort by the trainee at their work location and online study over a one year period.	LOCATION:	Online Self-study and final testing at participant's work location

Protection and Control Level 1 – NEW

In Partnership with: 

Course Summary:

This course introduces a variety of concepts, which are common to Metering and Protection and are fundamental to the discipline of Protection and Control. The course combines both theoretical classroom discussion and practical laboratory exercises.

Course Outline:

Level 1 will cover the following topics:

- Safely obtain and analyze instrument measurement
- Compare actual readings, connections and phasor relationships
- Test with various instrument transformer to verify ratios, polarities and saturation/excitation characteristics
- Identify, by standard reference indexing, types of drawings, and understand/explain features such as: device function numbers, operating and engineering designations, and power and instrument transformer connections

Prerequisites:

Electrical Safety Awareness or equivalent, Protection & Control Experience, Electrical Engineering/Technology


Log Book:

The *Protection and Control Log Book* will be provided with the Orientation training manual.

DATES:	May 31 - April 4 November 29 - December 3	COST:	\$6,285 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	5 days	LOCATION:	Mississauga P&C Training Centre

MEARIE TRADES & TECHNICAL TRAINING

Protection and Control Level 2 – NEW

In Partnership with: 

Course Summary:

This course provides participants with an understanding of the basic principles of protective relay. Participants will be exposed to verifying feeder protection settings according to coordination studies. Lab exercises will concentrate on re-verifying (calibrate, function test, test trip, record and analyze load readings) particular to feeder protections, in accordance with Protection and Control standards. This course combines one week of theoretical classroom training with one week of practical, hands-on lab training.

Course Outline:

Level 2 will cover the following topics:


- Identify common types of feeder faults and their effects on the power system
- Understand how to apply settings to both electromechanical and IED relays
- Utilize industry standard relay test equipment to test relay parameters
- Perform a feeder reverification (calibrate, function test, test trip, record and analyze readings) in accordance with current procedures and directives as issued within the Protection and Control discipline

Prerequisites:

Successful completion of Protection & Control Level 1

DATES:	April 19 - April 30 October 18 - October 29	COST:	\$12,225 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	10 days	LOCATION:	Mississauga P&C Training Centre

Protection and Control Level 3 – NEW

In Partnership with: 

Course Summary:

This course covers the protection of High Voltage Stations

Course Outline:

Level 2 will cover the following topics:


- Re-verify (calibrate and function test) protections and perform commission tests, record and analyze load readings for relaying at a high voltage station
- Understand high voltage station configurations including breakers, busses and autotransformers
- Discuss high voltage station protection schemes including transform HV bus, breaker failure and transfer/remote trip protection
- modules on control circuits, including breaker trip, close and reclose

Prerequisites:

Successful completion of Protection & Control Level 2

DATES:	March 15 - March 26 November 15 - November 26	COST:	\$12,225 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	10 days	LOCATION:	Mississauga P&C Training Centre

Protection and Control Telecom Level 1 – NEW

In Partnership with: 

Course Summary:

Targeted for P&C Engineers, Technologists and P&C Maintenance Technicians, this one-week course introduces participants to a basic overview of protection assisted telecommunication systems, including standard telecommunication terms (dB, dBm, dBmO, dBrnC and T1 technology overview), telecom test equipment and various jackfields/test points. This course combines theoretical classroom discussion with practical laboratory exercises and hands-on lab training.

Course Outline:

The focus of this course is on Analog Telecommunication equipment and principles with the following topics:

- LENCOURT 937B Tone Equipment
- ABB NSD70
- ABB NSD570
- Testing Telecommunication Circuits
- Telephone cable entrance
- Isolating Transformers
- Neutralizing Transformers
- Optical Isolators

Students also learn the setup, care and use of:

- SPM32 test set
- Auto-Tims test set
- Advanced JDSU HST 3000 test set


The lab exercises on 937B, NSD70 and NSD570 equipment are reinforced in a fully equipped telecom lab setting. Students also perform acceptance test on a 2-wire and 4-wire leased circuits.

Prerequisites:

Protection & Control Telecom Level 1, Protection & Control experience, Telecommunications basic knowledge, Electrical Engineering/Technology.

DATES:	March 22 - March 26 September 13 - September 17	COST:	\$6,750 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	5 days	LOCATION:	Mississauga P&C Training Centre

Protection and Control Telecom Level 2 – NEW

In Partnership with: 

Course Summary:

This one-week course introduced the participant to IMUX Digital Teleprotection Systems. This course combines theoretical classroom discussion with practical laboratory exercises and hands on lab training.

Course Outline:

The focus of this course is on Digital Telecommunication Equipment/Principles with the following topics:

- Digital communication principals
- Various alarm situations: end-to-end
- Troubleshooting and analysis
- Safe operating techniques when working around fibre circuits
- Navigating through visual NMS software
- RFL syntax commands VIA hyper-terminal
- Provisioning RFL IMUX equipment
- Digital SONET equipment
- Commissioning test plans and procedures

Students also learn the setup, care and use of

- Fireberd 6000 Test Set
- VeEx Test Set


Lab exercises on IMUX structure consist of verifying system parameters, change settings and trouble shooting. Participants will also verify T1 data traffic integrity and carry out projects such as installing new digital channels for teleprotection and line differential protection. Participants will also explore different types of traffic such as analog and LAN, and how the data interface affects the existing SONET based teleprotection networks located within the two virtual stations of the Mississauga P&C Telecom lab.

Prerequisites:

Successful completion of Protection & Control Telecom Level 1.

DATES:	June 21 - June 25 August 16 - August 20	COST:	\$6,750 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	5 days	LOCATION:	Mississauga P&C Training Centre

Powerline Technician Red Seal Program

In Partnership with: 

Course Summary:

This two-day course is ideal for established Apprentices who want to learn more about the Red Seal certification and exam process.

Course Outline:

This course has been designed to assist Apprentice Powerline Technicians interested in writing the Red Seal Exam to refresh theoretical knowledge of core skills and competency levels. Participants will be required to demonstrate their ability to answer both verbal and written questions pertaining to the Powerline Technician Apprenticeship Program and write a practice exam that mirrors the Red Seal Exam.

Day 1

- Red Seal Introduction
- Red Seal Exam Process
- Review of Core Skills

Day 2

- Write a three hour practice test
- Review practice test
- Review Red Seal application process




Prerequisites:

Successful completion of Powerline Technician, Level 4.

DATES:	On request	COST:	\$1,285 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	2 days	LOCATION:	Kleinburg Training Centre

Basic Electricity

In Partnership with: 

Course Summary:

One of Hydro One's most popular courses, Basic Electricity is an introduction to electricity basics. The course includes an overview of the electrical supply system, from generation to the customer. Transmission and distribution concepts covered include system control, transformer and distribution stations, service types/sizes and revenue metering. The course will also provide an overview of the basics of house wiring, domestic appliances, fuses, circuit breaker switches and thermostats, energy efficiency in the home and business, savings and payback. This course is an excellent source of hands-on information for those who deal with the public or want a better understanding of the industry.

Course Outline:

The following topics will be covered:

- Demystify electrical terms and industry jargon
- Hands on practice to prove electrical concepts
- Practical applications, Ohm's Law and the Power Law
- Lab tests and demonstrations with real equipment and low voltage test boards
- Half day field trip to identify a selection of equipment, services, metering and points of electrical interest

Who Should Attend?

Operations Dispatchers, Customer Service Staff, Customer Accounts Staff, New Employees as part of training and introduction to the electrical industry.

Onsite Option:

This course is also available onsite in a one-day format. Call for more information.

DATES:	May 26 - May 27	COST:	\$1,295 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	2 days	LOCATION:	Kleinburg Training Centre
		Available onsite	

MEARIE TRADES & TECHNICAL TRAINING

Effective Leadership Skills for Lead Hands

In Partnership with:



Course Summary:

This course is designed to cover a broad range supervisory functions and performance based work processes, with everyday issues of managing/supervising as a Lead Hand in a utility's technical trade's work crew. Through active scenarios and industry related examples, Lead Hands will be initiated to the skill sets required of effective managers.

Course Outline:

Participants (i.e. Lead Hands) will be presented with the skills, best practices and knowledge to improve and manage work place responsibilities and define accountabilities for supervisory roles through proven strategies with work related examples.

- Explain the fundamentals of supervisory levels and roles within the organization
- Define employees, team structures and strategies for motivating staff
- Discuss the benefits and channels of effective communication pertaining to your organization
- Describe utility processes for key areas in performance, expectations and accountabilities for Leadhands, supervisors, managers and work teams
- Discuss and define the important components of a "Tailboard Talk Sheet", site and hazard assessments, and a strong Health and Safety system to address a Lead Hand's "due diligence" accountabilities within a utility
- Interpret and explain skills to effectively deal within a Collective Bargaining Agreement
- Recognize the importance and usage of Time and Stress Management techniques
- Construct an effective job and business model to deal with short term and long term goals, including projects

Who Should Attend?

This course will be of great benefit to current Lead Hands and those who are being considered for the role. This course will also benefit any participants working in a capacity where specific duties and accountabilities require supervision of staff.

Prerequisites:

None required.

Note:

This course will be offered virtually. Login information will be provided prior to the session.



DATES: January 27 - January 28

COST: \$1,950 + HST
Includes materials.

COURSE LENGTH: 2 days

LOCATION: Virtual

Effective Leadership Skills for Supervisors in Technical Trades

In Partnership with:



Course Summary:

This course is designed to cover a broad range of topics dealing with current supervisory functions, performance based work processes and everyday issues of managing a Utilities or Technical trade work crew. Through proven strategies and industry related examples, supervisors and managers will be provided the skills and knowledge to become effective leaders, manage responsibilities, recognize due diligence requirements and related accountabilities within their everyday supervisory roles.

Course Outline:

The following topics will be covered:

- Fundamentals of Leadership – defining your role
- Strategies for motivating your team
- Performance inspections, accountabilities and expectations
- Supervisory assignment reviews
- Effective communication and documentation
- Safety, hazard assessment and due diligence requirements
- Supervising within a unionized environment
- Dealing with generation gaps, difficult people and staff issues
- Scheduling and time management
- How to run a successful tailboard
- Developing an effective job plan
- Individual practical field assignment to be completed after training session

Who Should Attend?

Utility Supervisors, Department Managers and Front Line Supervisors.

Onsite Option:

This course is also available onsite in a one-day format. Call for more information.

Prerequisites:

Participants should be in a supervisory capacity or be in training as a supervisor with specific duties and accountabilities where the supervision of staff is a key function of duties.

Note:

This course will be offered virtually. Login information will be provided prior to the session.



DATES:	May 11 - May 12 November 17 - November 18	COST:	\$1,950 + HST Includes materials, lunch and breaks.
COURSE LENGTH:	2 days	LOCATION:	Virtual or Novotel Hotel Training Facility, Vaughan

NOTES



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MEARIE TRADES & TECHNICAL TRAINING

Certificate Application Process

The MEARIE Group's highly regarded "Certification Program" certifies qualified personnel in five trades. The following summarizes the certificate application process for each of the trades below.

Powerline Technician

Successful completion of the Powerline Technician orientation training and Levels 1 – 4 training with 8,000 hours of related on-the-job experience. All practical work must be documented in the *Powerline Technician Trade Skills Log Book*. An application form is mailed to the employer once the trainee completes the Level 4 Lines training.

Journeyman Underground Power Cable Technician

Successful completion of the Underground Power Cable program Levels 1 – 3 with 6,000 hours of related on-the-job experience. An application form is mailed to the employer once the trainee completes Level 3 training.

Journeyman Electrical Operator

Successful completion of the Operator training program with 8,000 hours of Electrical operating experience. An application form is mailed to the employer once the trainee successfully completes this training program.

Journeyman Substation Electrician

Successful completion of the Substation Electrician Level 1 – 3 training program with 8,000 hours of electrical station work experience. An application form is mailed to the employer once the trainee completes Level 3 training.

Meter Technician

Successful completion of the Meter Technician training program Levels 1 – 3 with 8,000 hours of electrical metering work experience. An application form is mailed to the employer once the trainee completes Level 3 of the training program.

Applying for a Certificate

Mail the original application forms along with the documentation outlined above to:
The MEARIE Group, 3700 Steeles Avenue West, Suite 1100, Vaughan, Ontario L4L 8K8.

Replacement Certificates

Mail payment form to The MEARIE Group, 3700 Steeles Avenue West, Suite 1100, Vaughan, Ontario, L4L 8K8 and specify replacement details.

Cost (Replacement includes Wall Certificate and a laminated Wallet Certificate):

For MEARIE Training program graduates	\$95 + HST
Non-MEARIE Training program graduates	\$265 + HST
Replacement Certificate (specify wall or wallet)	\$65 + HST
Replacement Set (wall & wallet).....	\$105 + HST

For additional information on Trades Certificates, please contact David Ainslie, Marketing Director, Education & Business Services at dainslie@mearie.ca or 905.265.5320 | 1.800.668.9979

MEARIE TRADES & TECHNICAL TRAINING

Hydro One Registration Information

How to Register for Hydro One Courses

Contact Judy Barnett, Hydro One Work Methods & Training at 1.877.647.2872 x 2092, email at apprenticeship@hydroone.com or fax 416.352.5896. An employer representative can register an apprentice by phone or email providing the following details: Apprentice's name; Name of Utility; Utility Contact Information; Name of Course and Level; and, Preferred Date of Course (where there is more than one option).

Payment Options

The utility will be billed by The MEARIE Group prior to the start of training. Payment can be made to The MEARIE Group by cheque, MasterCard, VISA or AMEX.

Cancellation Options

Three weeks notice is required if participant is unable to attend a scheduled session. Contact Judy Barnett, Hydro One Work Methods & Training at 1.877.647.2872 x 2092 or email at apprenticeship@hydroone.com.

Registration Fees

Registration fees include lunch, training manuals and materials unless otherwise noted. Accommodation is the responsibility of the individual registrant and is not included in the course fees. See accommodation listings at mearie.ca/training for recommended options.

Examination Re-writes

If an apprentice/learner is unsuccessful in passing a trades theory written examination in his/her first attempt, one examination re-write attempt will be allowed. The Lead Instructor for the program will contact the employer with specific remedial requirements prior to the examination re-write attempt. Arrangements will be made regarding the timing, proctoring and location of the examination re-write attempt. A fee of \$650 plus applicable taxes will apply.

Cedar waxwings (*Bombicillia cedrorum*) are found only in North America. Their breeding range extends throughout the southern half of Canada and the northern half of the United States. The winter range includes the United States, Mexico and Central America as far south as Panama. They also winter in the Caribbean region. Many birds in the northern United States and extreme southern Canada are year-round residents.*

*https://animaldiversity.org/accounts/Bombicillia_cedrorum/



MEARIE PROGRAM REGISTRATION

EXECUTIVE & PROFESSIONAL TRAINING

TRADES & TECHNICAL TRAINING

How to Register

Go to mearie.ca/training, select the course you want to attend and click the “REGISTER NOW” link beside the course. Complete the online form and submit. Payment can be made by credit card (MasterCard, VISA or AMEX) or cheque.

You will receive email confirmation of your registration and payment.

For **Custom Courses** contact David Ainslie, Marketing Director, Education & Business Services at dainslie@mearie.ca or 905.265.5320 | 1.800.668.9979

Payment Options

CHEQUE Made payable to The MEARIE Group.

Send cheque to: The MEARIE Group, 3700 Steeles Avenue West, Suite 1100, Vaughan, Ontario L4L 8K8

CREDIT CARD MasterCard, VISA or AMEX (Please include card number, name on card, expiry date and card verification number on registration forms.)

Cancellation Options

Full refund less a service fee of 20% of registration fee (plus 13% HST) will be made on cancellations received in writing ten working days (30 days for programs facilitated by Schulich Executive Education Centre) prior to the course dates, after which no refunds will be made. Substitution of registrants from the same company may be made up to the course date. The MEARIE Group reserves the right to postpone or cancel any activity in the event of low enrollment. If this occurs, a full refund will be provided or we can transfer the fee to the next scheduled class.

Registration Fees

Registration fees include continental breakfast, refreshments, lunch, training manuals and materials unless otherwise noted. Accommodation is the responsibility of the individual registrant and is not included in the course fees. See accommodation listings at mearie.ca/training for recommended options.

Diet consists mostly of insects such as carpenter ants, cicadas, caterpillars, scale insects, and cankerworms; also feeds on berries, fruits, maple sap, and flowers. Sometimes becomes intoxicated from eating fermented berries in winter.*

*https://identify.whatbird.com/obj/159/behavior/Cedar_Waxwing.aspx



MEARIE TRAINING LOCATIONS

Training Locations

Hydro One Training Facility Locations

KLEINBURG TRAINING CENTRE

11311 Cold Creek Road, Kleinburg, ON L0J 1C0
905.893.2018

ORANGEVILLE TRAINING CENTRE

125 C-Line, Orangeville, ON L9W 3V2
1.877.647.2872 | 519.942.4128

MISSISSAUGA TRAINING CENTRE

255 Matheson Boulevard West, Mississauga, ON L5R 3G3

BARRIE ONTARIO GRID CONTROL CENTRE

306 Tiffin Street, Barrie, ON L4N 9W7

Vaughan Training Facility Locations

NOVOTEL TORONTO VAUGHAN CENTRE HOTEL

200 Bass Pro Mills Drive, Vaughan, ON L4K 0B9
1.800.NOVOTEL or 1.800.668.6835 | 905.660.0212 | novotel.torontovaughan@accor.com

Onsite

For courses provided onsite, please check with your company for location.

*The MEARIE Group reserves the right to change the location of any course.
Sufficient notice will be provided in the event this occurs.*

Contact Us

The MEARIE Group

3700 Steeles Avenue West, Suite 1100, Vaughan, ON L4L 8K8
1.800.668.9979 | 905.265.5300 | mearie.ca/training

In many areas, nesting is late, not beginning until midsummer.
Only a small area is defended as territory, so birds may nest near
others in small colonies. In courtship, two birds may perch
close together, posturing, touching bills, and passing
food items back and forth.*

*<https://www.audubon.org/field-guide/bird/cedar-waxwing>





MEARIE Training Programs

Paper Performance

This catalogue was printed using 1,500 lbs of Rolland Enviro Satin 100% post-consumer paper. By choosing environmentally friendly paper, we have achieved the following savings:



3 metric tons of wood
18 trees



6 m³ world eq. of water
53 10-minute showers in North America



1,171 kg CO₂
4,664 km driven by car



32 GJ
143,763 60-W light bulbs for one hour



6 kg NMVOC
5,655 km driven by car

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