

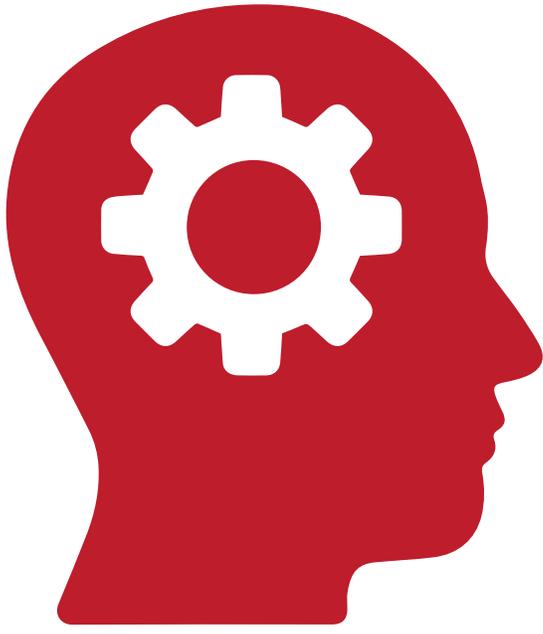
Your utility is one of your community's greatest assets. Show it with a **Reliable Public Power Provider** designation.



American Public Power Association



Powering Strong Communities



**Is your utility an asset to your community?**

**Are you doing an outstanding job of keeping the lights on?**

**Is your workforce committed to customer service and safety?**

If you answered yes, apply for an American Public Power Association Reliable Public Power Provider designation.

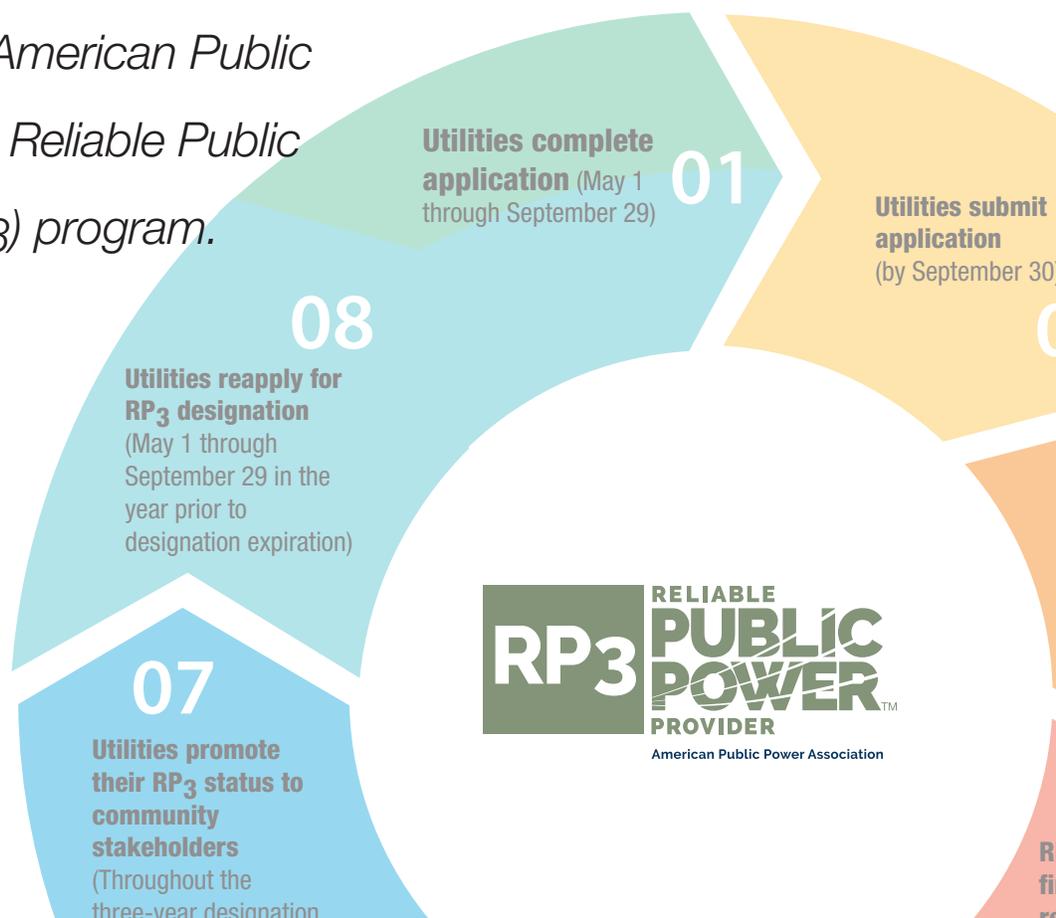
*You know how hard everyone at your utility works to serve your customers. From lineworkers and engineers to customer service representatives and HR professionals, everyone on your team is committed to safely and reliably powering your community's homes and businesses.*

*Show your utility's value to your customers with the American Public Power Association's Reliable Public Power Provider (RP3) program.*



**Apply to discover your strengths and areas for improvement.**

**90% of utilities have benefited simply by applying for RP3.**



## What is the RP3 program?

RP3 is the regular operational check-up your utility needs in four critical areas.



Reliability

Show that you provide reliable day-to-day service. Collect and analyze reliability data, have a mutual aid agreement, put in place a system-wide disaster management plan, and ensure the proper cyber and physical security measures are in place.



Safety

Implement a safety culture that starts at the top and diffuses through all personnel and services. Benchmark safety metrics, focus on frontline workers, and implement rigorous safety training. Prove that you use an accepted safety manual and follow safe work practices throughout your utility.



Workforce Development

Offer staff training through workshops, college courses, and in-house programs. Give your team members opportunities to network with peers from across the nation and hear from experts. Encourage them to join state, regional, and national committees.



System Improvement

Demonstrate stewardship of utility assets to maintain system integrity. Initiate programs for system improvement and future proofing. Participate in research and development, implement system planning and improvement projects, and focus on long-term utility financial health.

**“We’ve learned of several outstanding industry best practices from fellow RP3-designated utilities and have incorporated them into our daily work processes.”**

Neil James, Manager, Distribution Operations, Santee Cooper, S.C.

# Reliable Public Power Provider (RP3) Program Application/Designation Process





**Your RP<sub>3</sub> designation is good for 3 years.**

**99% of RP<sub>3</sub> utilities plan to re-apply on expiry.**

## **What does it take to earn a designation?**

You must complete a rigorous online application to show evidence of best practices in reliability, safety, workforce development, and system improvement. An 18-member panel of national public power experts will score your application and award the RP<sub>3</sub> designation based on the extent to which you meet program criteria:

- Diamond: 98-100%
- Platinum: 90-97%
- Gold: 80-89%

## **What are the benefits of an RP<sub>3</sub> designation?**

Along with increased community support and customer appreciation, RP<sub>3</sub>-designated utilities report many benefits, including national and local recognition as a safe, reliable utility, national and local media attention, and improved teamwork as employees fully understand their role in supporting the utility's mission.

Utilities also experience financial benefits from their RP<sub>3</sub> designation - improved bond ratings, savings on workers compensation and insurance, and increased economic development opportunities as commercial and industrial prospects learn about the utility's success.

## Is earning an RP<sub>3</sub> designation worth the effort?

More than likely, you are already doing many of the things necessary to earn an RP<sub>3</sub> designation. By going through the application process, you'll discover what you're doing well and what you could improve. In fact, 90% of utilities said that they benefited simply by going through the application process. And, because the application process and designation are so valuable, 99% of RP<sub>3</sub>-designated utilities plan to re-apply when their current designation expires!

## We serve fewer than 5,000 meters. Is RP<sub>3</sub> for us?

Absolutely! RP<sub>3</sub> is not just for "the big guys." Up to 26% of the applications the Association receives are from small public power utilities.

## Learn more and apply online

Visit [www.PublicPower.org/RP3](http://www.PublicPower.org/RP3)

Email [RP3@PublicPower.org](mailto:RP3@PublicPower.org)

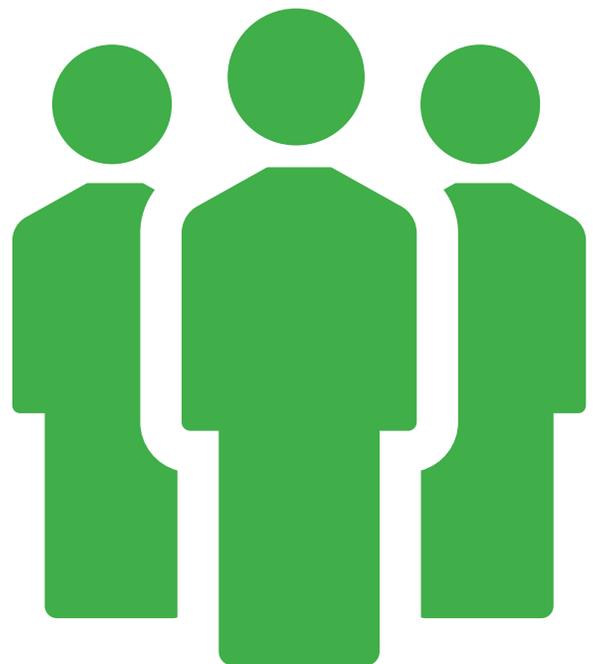
Call 202.467.2945

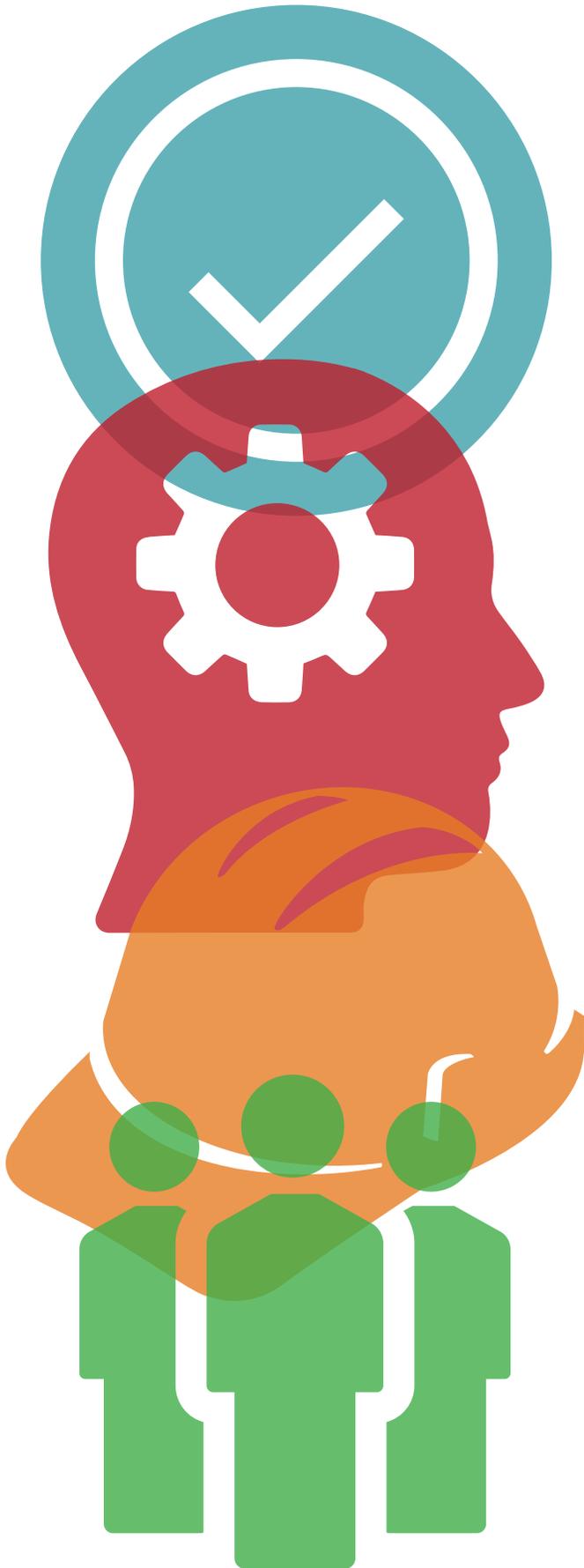
**Applications are accepted May 1 – Sept. 30.**

Utilities will be designated in year following their application.

**"Results from your RP<sub>3</sub> application are highly valuable in determining next steps in improving system performance, in demonstrating proficiency to your customers, and in seeking approval of utility budgets that improve system reliability."**

Janet McTague, Electric Utility  
Project Manager, Fort Collins  
Utilities, Colo.





**“Our utility has a long-term commitment to the RP3 program designation. This commitment allows us to focus our processes and continue to improve our performance. We do not rest on our laurels; we strive to improve our best practices and maintain competencies because our customers count on us to provide safe, reliable, and affordable electric service.”**

David A. Lynch, Assistant Director – Utility Operations, Marquette Board of Light and Power, Mich.



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