

# Dispatcher Training

Instructor-Led Training

Dispatcher training helps electric distribution system operators and dispatchers better understand electric power system fundamentals, field operations, common service technical issues, and personnel safety. This course includes discussions on:

- Three-phase power (WYE, Delta, power factor, etc.)
- Substation equipment (transformers, regulators, breakers, etc.)
- Design concepts (feeders, laterals, bus transfer schemes, ground grids, etc.)
- Distribution lines (radial feed, loop, paralleling, underground, overhead, etc.)
- Distribution automation systems (outage management, graphical information, customer information, asset management, and advanced metering infrastructure)

Other relevant topics include protective relaying, fuse coordination, lightning, stray voltages/currents, and switching procedures. Understanding these system parameters is essential for electric distribution system operators to effectively understand field work practices and safety.

As a result of this training, dispatchers should improve corporate safety and risk management, identify with industry best practices, and minimize switching consequences under planned and unplanned (emergency) conditions.



## Dispatcher Training – 3 day Instructor-Led

After completing this class, students will be able to:

- Explain the equipment and basic operations of electric power systems
- Describe the various types of power plants and how distributed generation applies
- Describe distribution facility's design, construction, and operational requirements
- Describe the various system protection devices used in distribution systems
- Discuss safety issues, proper procedures, and personal protection equipment
- Discuss switching, tagging, and work clearances
- Discuss distribution system operations during normal and emergency conditions



10715 Sikes Place, Charlotte NC 28277

**877.767.4685**

**Melanie Payne** : 704.815.7906  
melanie.payne@sosintl.com

**Lori Burk** : 704.815.7907  
lori.burk@sosintl.com

**Kathy Cross** : 704.815.7909  
kathy.cross@sosintl.com



SOS Intl. and NERC ID SOS\_INTL\_001 is recognized by the North American Electric Reliability Corporation as a continuing education provider who adheres to NERC Continuing Education Program Criteria.