

September 30 – October 4
2019

THE ACADEMY
Fall Education
Institute
San Antonio, Texas

Registration Form 8461

Attendee Information

Please print and reproduce for additional registrants. Phone registrations will not be accepted.

Name

Title Organization

Address

City State Zip

Phone Fax E-mail

Authorizing Official

Emergency Contact Phone

Check here if you have a disability and require accommodations to fully participate.

Registration Fees

A light breakfast and afternoon snack will be provided each day. Beverage breaks will be available throughout the day. All other meals are on your own.

	Registration received on/before September 9		Registration received after September 9	
	Members	Nonmembers	Members	Nonmembers
Accounting				
<input type="checkbox"/> Public Utility Accounting, 8799, Sept. 30-Oct. 1	\$995	\$1,990	\$1,045	\$2,040
<input type="checkbox"/> Work Order & Asset Management, 8807, Oct. 2	\$625	\$1,250	\$675	\$1,300
<input type="checkbox"/> Advanced Public Utility Accounting, 8808, Oct. 3-4	\$995	\$1,990	\$1,045	\$2,040
Cost of Service & Rate Design				
<input type="checkbox"/> Basic Cost of Service 8809, Sept. 30	\$625	\$1,250	\$675	\$1,300
<input type="checkbox"/> Intermediate Cost of Service, 8810, Oct. 1-2	\$995	\$1,990	\$1,045	\$2,040
<input type="checkbox"/> Strategic Rate Design: Trends and Distributed Generation Impacts, 8811, Oct. 3-4 (1.5 days)	\$845	\$1,690	\$895	\$1,740
Customer Service Management Certificate Program				
<input type="checkbox"/> Customer Service Management Certificate Program*, 8817	\$2,500	\$5,000	\$2,750	\$5,250
<input type="checkbox"/> Electric Utility Industry Overview 8812, Sept. 30 (half day)	\$350	\$700	\$400	\$750
<input type="checkbox"/> Utilizing Technology to Enhance Customer Service, 8813, Sept. 30 (half day)	\$350	\$700	\$400	\$750
<input type="checkbox"/> Strategies for Successful Customer Service Operations, 8814, Oct. 1	\$625	\$1,250	\$675	\$1,300
<input type="checkbox"/> Utility Collections: Trends & Challenges, 8815, Oct. 2	\$625	\$1,250	\$675	\$1,300
<input type="checkbox"/> Modeling Customer Service in Your Leadership Style, 8816, Oct. 3	\$625	\$1,250	\$675	\$1,300
<input type="checkbox"/> Program Enrollment Fee**\$350	\$350	\$350	\$350	\$350

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Technical Training				
<input type="checkbox"/> Overhead Distribution Systems, 8819, Sept. 30-Oct. 3	\$1,595	\$3,190	\$1,645	\$3,240
<input type="checkbox"/> Overhead Line Design Application Workshop, 8820, Oct. 3-4 (1 day)	\$625	\$1,250	\$675	\$1,300

*Includes all required courses and the program enrollment fee—everything you need to participate in and graduate from the certificate program.

**The program enrollment fee covers the cost of study material, exam grading, and review of the post-course project. This fee is included in the program package price.

Payment Method

All fees payable in U.S. currency. Non-members are required to include registration payment or provide credit card information when registering.

- Enclosed is my check made payable to: American Public Power Association _____.
- Bill me (Members only). Purchase order number is:
- Please charge the following: MasterCard VISA American Express Discover

Name As It Appears on Card	Cardholder Signature
Credit Card Number	Exp. Date

\$ Amount to Charge to Card

Confi

Please e-mail my confirmation to

Mail, Email or Fax Completed Form to:
American Public Power Association
P.O. Box 418617 Boston, MA 02241
Email: Registration@PublicPower.org
Phone: 202/467-2965
Fax: 202/495-7505

Invoicing Fee

If payment is not included with the registration (check, credit card, or wire payment), a \$10 invoicing fee will be added to the registration price.

Code of Conduct

Attendees of American Public Power Association meetings agree to abide by the [APPA Code of Conduct](#). If attendees engage in unacceptable behavior as outlined in the Code of Conduct, the Association may take any action it deems appropriate, including but not limited to,

expulsion from the current and future meetings, with no warning or refund.

Cancellations/No-Shows/Refunds/ Substitutions

Registrants who cancel in writing on or before Sept. 23, 2019, are entitled to a refund of their registration fee, minus a \$50 cancellation fee. Registrants who cancel after Sept. 23 will not receive a refund, but attendee substitutions will be allowed for this event only. Registrants and no-shows who do not cancel by Sept. 23 are responsible for the full registration fee and are not entitled to a refund. Cancellations must be made in writing and emailed to: Registration@PublicPower.org.

Travel Arrangements

Travel arrangements and costs are the responsibility of the participants. The Association will not reimburse for changes in travel expenditures regardless of the cause, including the cancellation of a course, meeting, or workshop.

Questions?

Email EducationInfo@PublicPower.org or call 202/467-2965.