

# 2018 Customer Connections Conference

## Registration Form ID 7580

November 4-7, 2018

**Program Contact:** CustomerConnections@PublicPower.org, 202/467-2973

**Registration Contact:** Registration@PublicPower.org, 202/467-2978

**Assistance with Housing:** Meetings@PublicPower.org, 202/467-2938

Walt Disney World

Swan Hotel

1200 Epcot Resorts Boulevard

Lake Buena Vista, Florida 32830

**Reservation:** (800) 227-1500

**Group Code:** APP18

**Room Rate:** \$214 S/D per night, plus tax

**ATTENDEE INFORMATION** (Please print clearly. Reproduce form for additional registrants. We cannot accept registrations via phone.)

Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ Email \_\_\_\_\_

Emergency Contact \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

[Check here if you have a disability and may require special accommodations to participate.](#)

Please check (✓) the appropriate box(es):

### CUSTOMER CONNECTIONS CONFERENCE REGISTRATION: November 4-7

Customer Connections Conference – ID 7580

#### Registration and Payment Received On/Before Oct. 6

APPA Member \$745

Non-Member \$1,490

#### Registration and Payment Received After Oct. 6

APPA Member \$795

Non-Member \$1,540

### PRECONFERENCE SEMINARS: November 4

#### Morning Seminar • 8:30 a.m. – Noon

Conducting a Customer Service Check Up – ID 8132

#### Afternoon Seminar • 1:30 – 5 p.m.

The Body Language Workshop: Ace Your Communications – ID 8133

Distributed Energy Resources and Energy Efficiency: Emerging Trends and Opportunities – ID 8134

#### Registration and Payment Received On/Before Oct. 6

APPA Members:  \$325 (each)

Nonmembers:  \$650 (each)

#### Registration and Payment Received After Oct. 6

\$375 (each)

\$700 (each)

### CONFERENCE MENTOR PROGRAM

This year first-time attendees, or those traveling to the conference alone, have the option to be paired up with a seasoned conference-goer. Mentors will meet their partner at the opening reception on Sunday night and maintain brief contact throughout the conference. If you're interested in being a conference mentor or being paired up with one, select one of the boxes below:

I would like to be a Mentor ID 8145

I would like to have a Mentor ID 8146

For planning purposes, which sessions are you most likely to attend during the Customer Connections Conference?

- Customer Service
- Energy Services
- Key Accounts
- Public Communications

*The American Public Power Association maintains the right to designate any meeting or session as open only to regular members (public power utilities, rural electric cooperatives, joint action agencies, state/regional associations).*

## 2018 CUSTOMER CONNECTIONS CONFERENCE REGISTRATION PAYMENT

PAYMENT METHOD: *All fees are payable in U.S. currency. Nonmembers are required to include payment or provide credit card information when registering.*

Enclosed is my check made payable to: **American Public Power Association**

Bill me (members only) **\$10 invoicing fee will be applied** Purchase Order # (optional) \_\_\_\_\_

Wire/ACH Payments contact: Katrina Reynolds-Taylor, 202/467-2962

Please charge the following credit card:  MasterCard  VISA  American Express  Discover

Name as It Appears on Card

Name of Attendee

Credit Card Number

Expiration Date

Amount to Charge to Card \$

Cardholder Signature

**Submit completed registration form:** E-mail: [Registration@PublicPower.org](mailto:Registration@PublicPower.org) • Register online at <http://www.PublicPower.org/CustomerConnections>

**If paying by check:** Mail completed form and full payment to our bank lock box: American Public Power Association • P.O. Box 418617 • Boston, MA 02241-8617

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*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.

*NAME BADGES & MATERIALS* — Pick up registration materials and badges at the conference registration desk at the Walt Disney World Swan Hotel.

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

*CANCELLATIONS/NO-SHOWS/REFUNDS/SUBSTITUTIONS* — Registrants who cancel **in writing on or before October 30, 2018**, are entitled to a refund of their registration fee, minus a \$50 cancellation fee. Registrants who cancel after **October 30** will not receive a refund. However, we will accept attendee substitutions for the 2018 Customer Connections Conference only. **Registrants and no-shows who do not cancel on or before October 30 are responsible for the full registration fee and are not entitled to a refund of their registration fee.** Cancellations must be made in writing and mailed or emailed to Registration, American Public Power Association, 2451 Crystal Drive, Suite 1000, Arlington, VA 22202, email: [Registration@PublicPower.org](mailto:Registration@PublicPower.org).

*PHOTOGRAPHS* — By registering for this meeting, I authorize the American Public Power Association to photograph me at this event and use such photographs in marketing pieces (both electronic and print). I understand that I will not be paid for giving this consent.