

2019 Customer Connections Conference

Registration Form ID 8062

October 27-30, 2019

Program Contact: EducationInfo@PublicPower.org, 202/467-2973
Registration Contact: Registration@PublicPower.org, 202/467-2978
Assistance with Housing: Meetings@PublicPower.org, 202/467-2941

Ritz-Carlton New Orleans

921 Canal St.

New Orleans, LA 70112

Reservation: (504) 524-1331

Group Code: WHSWWSA

Room Rate: \$249 S/D per night, plus tax

[Make your hotel reservations online.](#)

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: October 27-30

Customer Connections Conference – ID 8062

Registration and Payment Received On/Before Sept. 27

APPA Member \$775
 Non-Member \$1,550

Registration and Payment Received After Sept. 27

APPA Member \$825
 Non-Member \$1,600

PRECONFERENCE SEMINARS: October 27

Morning Seminars • 8:30 a.m. – Noon

Crisis Communications: What Every Leader Must Know – ID 8842

Talent Wars: Are You Ready for the Next Generation? – ID 8843

Registration and Payment Received On/Before Sept. 27

APPA Member \$350
 Non-Member \$700

APPA Member \$0
 Non-Member \$350

Registration and Payment Received After Sept. 27

APPA Member \$400
 Non-Member \$750

APPA Member \$0
 Non-Member \$400

Afternoon Seminars • 1:30 – 5 p.m.

Your Leadership at Work – ID 8844

Efficient Electrification: Electric Vehicles and the Evolving Grid – ID 8845

APPA Member \$400
 Non-Member \$800

APPA Member \$350
 Non-Member \$700

APPA Member \$450
 Non-Member \$850

APPA Member \$400
 Non-Member \$750

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 8462

I would like to have a Mentor ID 8463

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).

2019 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 • 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

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 Ritz-Carlton New Orleans.

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 21, 2019**, are entitled to a refund of their registration fee, minus a \$50 cancellation fee. Registrants who cancel **after October 21** will not receive a refund. However, we will accept attendee substitutions for the 2019 Customer Connections Conference only. **Registrants and no-shows who do not cancel on or before October 21 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.

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.

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.