



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

Beverage breaks are included in the registration fee. All meals are on your own.

	Registration received on/before January 14		Registration received after January 14	
	APPA Members	Nonmembers	APPA Members	Nonmembers
Accounting				
<input type="checkbox"/> Public Utility Accounting, Feb. 4-5, 8318	\$845	\$1,690	\$895	\$1,740
<input type="checkbox"/> Work Order & Asset Management, Feb. 6, 8319	\$545	\$1,090	\$595	\$1,140
<input type="checkbox"/> Advanced Public Utility Accounting, Feb. 7-8, 8320	\$845	\$1,690	\$895	\$1,740
Cost of Service & Retail Rate Design				
<input type="checkbox"/> Basic Cost of Service: Concepts & Rate Planning, Feb. 4, 8321	\$545	\$1,090	\$595	\$1,140
<input type="checkbox"/> Intermediate Cost of Service: Implementation & Best Practices, Feb. 5-6, 8322	\$845	\$1,690	\$895	\$1,740
<input type="checkbox"/> Strategic Rate Design Trends & Distributed Generation Impacts, Feb. 7-8, 8323	\$745	\$1,490	\$795	\$1,540
Customer Service Management Certificate Program				
<input type="checkbox"/> Customer Service Management Certificate Program*, Feb. 4-8, 8324	\$2,200	\$4,400	\$2,450	\$4,650
<input type="checkbox"/> Electric Utility Industry Overview Feb. 4, 8325	\$545	\$1,090	\$595	\$1,140
<input type="checkbox"/> Strategies for Successful Customer Service Operations, Feb. 5, 8326	\$545	\$1,090	\$595	\$1,140
<input type="checkbox"/> Utility Collections: Trends & Challenges Feb. 6, 8327	\$545	\$1,090	\$595	\$1,140
<input type="checkbox"/> Modeling Customer Service in Your Leadership Style Feb. 7, 8328	\$545	\$1,090	\$595	\$1,140
<input type="checkbox"/> Technology: From Distribution to Meter Readings And Customer Information Systems, Feb. 8, 8329	\$325	\$650	\$375	\$700
<input type="checkbox"/> Customer Service Management Certificate Program Enrollment Fee**, 8330	\$350	\$350	\$350	\$350
Technical Training				
<input type="checkbox"/> Constructing, Operating and Maintaining Underground Distribution Systems Feb. 4-7, 8331	\$1,245	\$2,490	\$1,295	\$2,540
<input type="checkbox"/> Advanced Topics in Underground Distribution, Feb. 7-8, 8332	\$545	\$1,090	\$595	\$1,140

* Includes all required courses and the program enrollment fee.

**The program enrollment fee covers the cost of study material, exam grading, and review of the post-course project



Registration Fee Discounts

Only one discount may be taken, when applicable.

- Participants who take more than one course at the Institute may subtract \$100 from their registration fee total.*

*Please note: This discount does not apply to the Customer Service Management Certificate Programs, as it is already discounted.

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). A \$10 invoicing fee will be applied. 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	

Confirmations

Please e-mail my confirmation to

Mail, E-mail or Fax Completed Form to: American Public Power Association • P.O. Box 418617 • Boston, MA 02241
Email: Registration@PublicPower.org • Phone: 202/467-2919 • 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.

Meals

Beverage breaks are included in the registration fee. All meals are on your own.

Name Badges

Name badges can be picked up at the APPA registration desk at the hotel starting at 7:30 a.m. on the first day of each course.

Cancellations/No-Shows/Refunds/ Substitutions

Registrants who cancel in writing on or before January 28, 2019 are entitled to a refund of their registration fee, minus a \$50 cancellation fee. Registrants who cancel after January 28, will not receive a refund, but attendee substitutions will be allowed for this event only. Registrants and no-shows who do not cancel by January 28 are responsible for the full registration fee and are not entitled to a refund.

Cancellations must be made in writing and e-mailed to:
Registration@PublicPower.org.

Travel Arrangements

Travel arrangements and costs are the responsibility of the participants. APPA 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 202/467-2919.