

Registration Form

Winter Education Institute 7574

January 29 – February 2, 2018 ■ Hilton Anaheim ■ Anaheim, California



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 Jan. 8		Registration received after Jan. 8	
	Members	Nonmembers	Members	Nonmembers
Accounting				
<input type="checkbox"/> Public Utility Accounting, 7733, Jan. 29-30	\$845	\$1,690	\$895	\$1,740
<input type="checkbox"/> Work Order & Asset Management, 7734, Jan. 31	\$545	\$1,090	\$595	\$1,140
<input type="checkbox"/> Advanced Public Utility Accounting, 7735, Feb. 1-2	\$845	\$1,690	\$895	\$1,740
Cost of Service & Rate Design				
<input type="checkbox"/> Basic Cost of Service: Concepts and Rate Planning, 7737, Jan. 29	\$545	\$1,090	\$595	\$1,140
<input type="checkbox"/> Intermediate Cost of Service: Implementation and Best Practices, 7738, Jan. 30-31	\$845	\$1,690	\$895	\$1,740
<input type="checkbox"/> Advanced Cost of Service: Rate Trends and Distributed Generation Impacts, 7739, Feb. 1-2 (1.5 days)	\$745	\$1,490	\$795	\$1,540
Customer Service Management Certificate Program				
<input type="checkbox"/> Customer Service Management Certificate Program*, 7721	\$2,200	\$4,400	\$2,450	\$4,650
<input type="checkbox"/> Electric Utility Industry Overview 7720, Jan. 29	\$545	\$1,090	\$595	\$1,140
<input type="checkbox"/> Strategies for Successful Customer Service Operations, 7722, Jan. 30	\$545	\$1,090	\$595	\$1,140
<input type="checkbox"/> Utility Collections: The Complete Process, 7723, Jan. 31	\$545	\$1,090	\$595	\$1,140
<input type="checkbox"/> Technology: From Distribution to Meter Reading and Customer Information Systems, 7724, Feb. 1 (1/2 day)	\$325	\$650	\$375	\$700
<input type="checkbox"/> Modeling Customer Service in Your Leadership Style, 7725, Feb. 1 (1/2 day)	\$325	\$650	\$375	\$700
<input type="checkbox"/> Customer Service Management Certificate Program Enrollment Fee**, 7726	\$350	\$350	\$350	\$350

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

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Technical Training				
<input type="checkbox"/> Distribution System Economics, 7741, Jan. 29	\$545	\$1,090	\$595	\$1,140
<input type="checkbox"/> Overhead Distribution Systems, 7740, Jan. 30 – Feb. 2	\$1,245	\$2,490	\$1,295	\$2,540

Registration Fee Discount

- 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 Key Accounts Certificate Program, 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). 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, 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.

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 Association registration desk at the hotel starting at 7:30 a.m.

Cancellations/No-Shows/Refunds/Substitutions

Registrants who cancel in writing on or before January 8, 2018 are entitled to a refund of their registration fee, minus a \$50 cancellation fee. Registrants who cancel after Jan. 8, will not receive a refund, but attendee substitutions will be allowed for this event only. Registrants and no-shows who do not cancel by Jan. 8 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. The American Public Power 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 202/467-2919.