AMERICAN PUBLIC POWER ASSOCIATION ACADEMY

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FALL EDUCATION INSTITUTE

October 2–6, 2017
Charleston, South Carolina

Courses:

Accounting

Electric Utility 101

Cost of Service & Rate Design NEW!

Overhead Distribution Systems

Distribution System Economics NEW!

Executive Leadership

Certificate Programs:

Key Accounts Certificate Program NEW!

LEARN TOGETHER, GROW TOGETHER

The American Public Power Association's seasonal education institutes offer in-depth training courses for all skill levels. Institutes allow attendees to focus on a single topic or spend the week in multiple classes for more comprehensive training.

Classes are designed by instructors who have decades of industry experience and understand the specific needs of public power utilities. The Institute format also provides an excellent opportunity to network with industry peers and earn continuing education credits.

Accreditation

Earn While You Learn!

Participate in the Fall Education Institute to earn Continuing Education Units (CEUs), Professional Development Hours (PDHs) and Continuing Professional Education credits (CPEs).

Continuing Education Units
The American Public Power Association is accredited by the International Association for Continuing Education and Training (IACET) and is authorized to issue the IACET CEU. For information regarding certification status, attendance requirements and obtaining attendees transcripts, visit www.PublicPower.org/Academy or contact EducationInfo@PublicPower.org or 202/467-2919.

Professional Development Hours (PDHs)
The American Public Power Association's educational practices are consistent with the criteria for awarding Professional Development Hours (PDHs) as established by the National Council of Examiners for Engineering and Surveying (NCEES). Course eligibility and number of PDHs may vary by state.

Continuing Professional Education Credits
The American Public Power Association is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.learningmarket.org. There are no prerequisites for the courses offered; no advance preparation is required for any courses. All courses are group-live offerings. Credit hours and areas of study for the courses are listed in this brochure. For more information regarding administrative policies, such as clarification of requirements, complaints, and refunds, please contact EducationInfo@PublicPower.org.

FALL EDUCATION INSTITUTE

Oct. 2–6, 2017 ■ Charleston, South Carolina

	Monday 10/2	Tuesday 10/3	Wednesday 10/4	Thursday 10/5	Friday 10/6
Accounting	Public Utility Accounting		Work Order & Asset Management	Advanced Public Utility Accounting	
Cost of Service & Rate Design **NEW CONTENT!**	Basic Cost of Service: Concepts and Rate Planning	Intermediate Cost of Service: Implementation and Best Practices		Advanced Cost of Service: Rate Trends and Distributed Generation Impacts (1.5 days)	
Key Accounts Certificate Program **NEW CONTENT!**	Electric Utility Industry Overview	Implementing a Customer-Focused Key Accounts Program	Developing Your Key Accounts Representative	The Effective Key Accounts Toolbox	Developing Your Customer Action Plan
Technical Training	Distribution System Economics **NEW!**	Overhead Distribution Systems (3.5 days)			
Executive Leadership Training			Public Power Leadership Workshop (2.5 days)		

For detailed course and instructor information, visit www.PublicPower.org/Academy.

Save $100 when you attend more than one course!

1

Utility Accounting Courses

A great way to earn CPE credits

Registration Fees
Prices increase by $50 after September 11

	Members	Nonmembers
1 day class	$545	$1,090
2 day class	$845	$1,690

Public Utility Accounting

Monday, October 2–Tuesday, October 3
Monday: 8:30 a.m. – 5 p.m.
Tuesday: 8 a.m. – 4 p.m.

Recommended CEUs 1.3/PDHs 13/CPEs 15

Field of Study: Accounting

Course Overview
This course highlights the development of a utility accounting system that is compatible with Federal Energy Regulatory Commission (FERC) guidelines. It examines accounting theory, the role of accounting in public utilities, FERC accounting procedures, the uniform systems of accounts, and utility accounting subsystems.

Course Topics
- Accounting for operating revenues and expenses
- Introduction to utility property and plant accounting
- Introduction to FERC uniform system of accounts
- Applicability of generally accepted accounting principles to public utilities
- Financial statement structure and presentation
- Capital vs. expense determination
- Allocation of indirect or common costs
- Accounting for unbundled services

Course Level
Basic: No prerequisites; no advance preparation.

Who Should Attend
Designed for those who are new to public utility accounting practices or unfamiliar with the FERC accounting structure.

Instructor
Jerry McKenzie, Senior Associate, MGT Consulting Group

Work Order and Asset Management Accounting

Wednesday, October 4
8:30 a.m.–4:30 p.m.

Recommended CEUs .7/PDHs 6.5/CPEs 7.8

Field of Study: Accounting

Course Overview
Utility construction is one of the major activities at your utility and has a significant impact on developing equitable rates for your customers. This interactive course covers basic and intermediate utility work asset management accounting concepts and applications. Work through the necessary steps to report utility construction costs and differentiate between capital construction and maintenance costs. Learn about practical industry processes, through real-world utility examples of accounting for utility construction costs.

Course Topics

- Work order and asset management processes and the importance of accurate plant accounting and reporting
- Accounting for utility construction and impacts on customer rates
- Accounting standards that apply to work order accounting
- Using construction standards and compatible units
- Evaluating construction accounting business processes
- Methods of allocating overhead costs
- Unitizing construction costs and closing work orders
- Developing capital budgets and capital retirement accounting
- Software selection and implementation considerations
- Process improvement and personnel training
- Developing informative reporting to help implement strategy
- Overcoming organizational barriers

Course Level
Basic/Intermediate: No prerequisites; no advance preparation.

Who Should Attend
Designed for utility accounting, finance and operations personnel who are part of the work order process.

Instructor
Russ Hissom, CPA, CIA, CISA, Partner, Energy and Utilities Group, Baker Tilly Virchow Krause

Advanced Public Utility Accounting

Thursday, October 5 – Friday, October 6
Thursday: 8:30 a.m. – 4 p.m.
Friday: 8 a.m. – 3:30 p.m.

Recommended CEUs 1.2/PDHs 11.75/CPEs 14

Field of Study: Accounting

Course Overview
Most of the crucial decisions that electric utilities make require financial information. Utility accounting staff must understand how accounting principles and practices impact financial reporting to internal and external stakeholders. This course examines complicated aspects of accounting theory and practice to inform planning and decision-making by management.

Course Topics

- Using regulatory accounting to mitigate ratepayer and financial reporting impacts
- Presentation of financial statements
- Using benchmarking and key performance indicators
- Strategies to maintain or improve your utility's bond rating
- Capital structure and its importance in utility strategic planning
- Utility debt options
- Establishing strong internal controls to efficiently allocate resources and deter fraud
- Governmental accounting pronouncements update
- Accounting for contingencies, capitalized interest, asset impairments and asset retirement obligations
- Update on implementing the new GASB Pension Standard

Course Level
Intermediate/Advanced: Recommended as a follow up to the Public Utility Accounting course.

Who Should Attend
Designed for accounting and finance personnel with a basic knowledge of utility accounting theory and practice.

Instructors
Russ Hissom, CPA, CIA, CISA, Partner, Energy and Utilities Group, Baker Tilly Virchow Krause

Bethany Ryers, CPA, Manager, Energy and Utilities Group, Baker Tilly Virchow Krause

What to Bring
Bring a copy of your annual financial statement. Instructors will answer your questions on presentation and application of accounting policies and practices.

NEW CONTENT!

2

Cost of Service & Rate Design

Highly interactive courses full of real-world examples and exercises

Registration Fees
Prices increase by $50 after September 11

	Members	Nonmembers
1 day class	$545	$1,090
1.5 day class	$745	$1,490
2 day class	$845	$1,690

Basic Cost of Service: Concepts and Rate Planning

Monday, October 2
8:30 a.m. – 4:30 p.m.

Recommended CEUs .7/PDHs 6.5/CPEs 7.8

Field of Study: Specialized Knowledge

Course Overview
Explore the ins and outs of cost of service — from basic concepts to leveraging data for decision making. Learn how to determine revenue requirements and key financial targets and relate them to cost of service. Find out how to develop a long-term rate plan and use financial targets to determine customer rates, borrowing needs, and capital improvements.

Course Topics

- Basic cost of service concepts, terminology, and processes
- Collect and use of cost of service data
- Determine revenue requirements using cash and utility-based approaches
- Set key financial targets related to cost of service
- Develop a cash reserve policy
- Determine rate policies and long-term rate plans
- Communicate rate changes to policymakers and customers
- Use customer rates to fund infrastructure replacements

Course Level
Basic Level: No prerequisites; no advance preparation.

Who Should Attend
Generation managers, finance and accounting personnel, rate analysts, financial planners, as well as policymakers.

Instructor
Dawn Lund, Vice President, Utility Financial Solutions

What to Bring
Participants are encouraged to bring a laptop to work through in-class exercises.

Intermediate Cost of Service: Implementation and Best Practices

Tuesday, October 3 – Wednesday, October 4
8:30 a.m. – 5 p.m. both days

Recommended CEUs 1.3/PDHs 13/CPEs 15

Field of Study: Specialized Knowledge

Course Overview
Understand how to apply cost of service and rate design principles and processes to electric, water, sewer, gas, and other municipal services. Develop a fully functional and unbundled cost of service study. Do a cost analysis deep dive and learn from real-world examples and best practices.

Course Topics
- Identify, collect, and organize costs
- Allocate municipal facilities and expenses
- Classify generation, transmission, and distribution expenses
- Categorize generation types and primary cost components
- Collect and apply load research data
- Develop cost allocation factors
- Gauge customer voltage levels and cost allocation
- Apply cost allocation factors in a cost of service model
- Determine monthly customer facilities and billing costs
- Identify bundled and unbundled primary cost components
- Apply cost of service components to rate designs
- Understand the limitations of a traditional cost-of-service model

Course Level
Basic/Intermediate: Recommended as a follow-up to the Basic Cost of Service course and as a prerequisite to Advanced Cost of Service.

Who Should Attend
This course is designed for utility staff who want to learn how the cost of service process is completed and applied.

Instructors
Phil Euler, P.E., Manager of Engineering Services, NMPP Energy

Dan Kasbohm, Rates Manager, Utility Financial Solutions

What to Bring
Participants are required to bring a laptop with Excel and PowerPoint, to work through in-class exercises.

Advanced Cost of Service: Rate Trends and Distributed Generation Impacts

Thursday, October 5 – Friday, October 6
Thursday: 8:30 a.m. – 4:30 p.m.
Friday: 8:30 a.m. – Noon

Recommended CEUs 1/PDHs 10.25/CPEs 12.2

Field of Study: Specialized Knowledge

Course Overview
Review the latest industry rate trends, evaluate new rate structures, and learn how to recover fixed costs and fund infrastructure investments. Hear how other utilities are integrating distributed energy resources and restructuring rates. Gain hands-on experience by designing rates for a sample utility.

Course Topics
- Analyze industry rate trends and future rate structures
- Determine the role of a monthly customer charge in rate design
- Develop rates that reflect utility costs, maintain financial stability, and promote energy conservation
- Develop time-of-use rate structures and real-time pricing rates
- Develop marginal cost-based price signals
- Design economic development rates
- Understand power cost adjustment mechanisms
- Determine the value of renewable generation
- Design rates that recover utility costs for rooftop solar installations
- Develop standby rates for customers installing combined heat and power generators
- Get buy-in from governing bodies and the public on rate designs

Course Level
Intermediate/Advanced: Follow up to the Basic and Intermediate Cost of Service courses.

Who Should Attend
Utility staff and policymakers looking for advanced knowledge of cost of service and ratemaking processes.

Instructor
Mark Beauchamp, CPA, CMA, MBA, President, Utility Financial Solutions

NEW CONTENT!

3

Key Accounts Certificate Program

Courses can be taken individually or as part of the certificate program.

For detailed course and instructor information, visit www.PublicPower.org/Academy.

Program Description

Discover how to support and grow businesses in your community to enhance your reputation and revenue. Your commercial and industrial key accounts need special attention—the Key Accounts Certificate Program is designed to show you how to nurture strategic relationships and build trust and loyalty. Whether you plan to start a utility key accounts program or want to take your current program to the next level, this curriculum provides the skills, knowledge and tools for success.

Join the program to learn from real-world examples, get tools and templates, practice skills, and network with public power peers from across the nation. Participate in the program's five courses and get a free copy of our Key Accounts Field Manual: A Guide for Public Power Professionals. Courses can also be taken individually.

Who Should Attend

This program is designed for public power key account managers and representatives. Other utility staff involved in key accounts, or those looking for professional development credentials, will also benefit.

Registration Fees

After September 11: Individual course prices increase by $50; certificate program prices increase by $250.

	Members	Nonmembers
1 day class	$545	$1,090
Certificate program enrollment fee*	$350	$350
Certificate Program**	$2,200	$4,400

*Covers the cost of study material, exam grading and review of the post-course project.

**Includes the five courses and the enrollment fee.

Program Requirements

To earn this certificate, participants must complete the following requirements within one year:

1. Complete the five required courses

- Electric Utility Industry Overview*
- Implementing a Customer-Focused Key Accounts Program
- Developing Your Key Accounts Representative
- The Effective Key Accounts Toolbox
- Developing Your Customer Action Plan

2. Pass an online exam

3. Submit a customer action plan

*Participants who can demonstrate knowledge of the utility industry, through work experience or coursework, may opt-out of this course.

Contact EducationInfo@PublicPower.org for more information.

Electric Utility Industry Overview*

Monday, October 2
8:30 a.m.–4:30 p.m.

Recommended CEUs .7/PDHs 6.5/CPEs 7.8

Field of Study: Specialized Knowledge

Course Overview

Understand basic power supply and delivery operations. Get a non-technical overview of how system components work together to provide electricity. Learn about industry structure and get up to speed on trends and issues.

Course Topics

- Industry players — public power, investor-owned, and rural electric cooperative utilities; joint action agencies; merchant generators
- Public power's unique business model and advantages
- Electric utility regulatory structure at the federal, state and local levels
- Generation — historical use and new developments
- Transmission — wholesale electricity markets and participants
- Distribution — substations, transformers, wires, and meters
- Industry issues and challenges

Course Level

Basic: No prerequisites; no advance preparation.

Instructor

Tim Blodgett, President & CEO, Hometown Connections

*Participants who can demonstrate knowledge of the utility industry, through work experience or coursework, may opt-out of this course. Alternatively, participants can take a four-webinar series in place of the in-person course.

Contact EducationInfo@PublicPower.org for more information.

Implementing a Customer-Focused Key Accounts Program

Tuesday, October 3
8:30 a.m. – 4:30 p.m.

Recommended CEUs .7/PDHs 6.5/CPEs 7.8

Field of Study: Specialized Knowledge

Course Overview
The electric industry is in constant flux and changes are causing many large commercial and industrial customers to modify their operations. Public power utilities need to stay ahead of these decisions and position themselves as customized service providers for key account customers.

Discover how to engage key accounts customers and build programs around their needs, while focusing on the strategic needs of the utility. Learn how to build and implement a successful key accounts program—develop a clear and concise plan of action, assure adequate resources, get leadership and business community support, and procure commitment to maintaining and growing the program.

Course Topics
- Identify key accounts and their value to the utility
- Determine financial, budget and resource requirements
- Conduct customer research to determine needs and expectations
- Obtain buy-in from management, colleagues, and the business community
- Develop measurable program goals
- Launch a key accounts program
- Apply the four phases of key accounts program development
- Revitalize an existing key accounts program

Course Level
Basic: No prerequisites; no advance preparation.

Instructor
Erick Rheam, Vice President, Business Development, Automated Energy, Inc.

Developing Your Key Accounts Representative

Wednesday, October 4
8:30 a.m. – 4:30 p.m.

Recommended CEUs .7/PDHs 6.5/CPEs 7.8

Field of Study: Specialized Knowledge

Course Overview
Simply having a key accounts program does not ensure success. As customers become more sophisticated, trained account executives offer the utility a competitive advantage in managing and retaining key accounts. Learn essential account management and customer relationship skills.

Course Topics
- Identify the characteristics of a successful key accounts representative
- Assemble an effective key accounts team
- Create strong relationships between key account staff and customers
- Establish account-specific goals and strategies
- Develop an action plan to meet with customers and solve operational issues
- Lead an effective on-site customer meeting
- Review communications and follow-up
- Get tips and techniques for focus and organization

Course Level
Basic: No prerequisites; no advance preparation.

Instructor
Erick Rheam, Vice President, Business Development, Automated Energy, Inc.

The Effective Key Accounts Toolbox

Thursday, October 5
8:30 a.m. – 4:30 p.m.

Recommended CEUs .7/PDHs 6.5/CPEs 7.8

Field of Study: Specialized Knowledge

Course Overview
As public power utilities face increasing competition, it is important to leverage every resource to obtain a competitive advantage. Key account staff must understand the challenges business customers are facing and partner to develop solutions and strategies. Learn about resources and tools you can use to build relationships, provide customized services, and add value for your key accounts.

Course Topics

- Determine where you stand with the customer
- Use customer relationship management tools and surveys to measure and enhance relationships
- Facilitate a key accounts annual meeting
- Leverage the power of customer advocacy
- Evaluate the latest key accounts programs and tools
- Work with other utility departments and associations, power suppliers, and joint action agencies

Course Level
Basic: No prerequisites; no advance preparation.

Instructor
Erick Rheam, Vice President, Business Development, Automated Energy, Inc.

Developing Your Customer Action Plan

Friday, October 6
8:30 a.m. – Noon

Recommended CEUs .3/PDHs 3.25/CPEs 3.8

Field of Study: Specialized Knowledge

Course Overview
Use this workshop-style session to identify the key action items you'll implement back at your utility. Ask questions and share best practices and success stories.

Complete the post-course exam and work through a template to start building your customer action plan. Bring information on one key account—contact and business information and relevant contact history—to include in your customer action plan.

Course Topics

- Review critical key account principles from all courses
- Address utility-specific obstacles and issues
- Discuss utility issues and the impact on key accounts development
- Develop and review your own customer action plan

Course Level
Basic: No prerequisites; no advance preparation.

Instructor
Erick Rheam, Vice President, Business Development, Automated Energy, Inc.

4 Technical Training

Earn Professional Development Hours

Registration Fees

Prices increase by $50 after September 11

	Members	Nonmembers
1 day class	$545	$1,090
3.5 day class	$1,245	$2,490

Distribution System Economics: Making the Business Case

NEW!

Monday, October 2
8:30 a.m. – 4:30 p.m.

Recommended CEUs .7/PDHs 6.5/CPEs 7.8

Field of Study: Specialized Knowledge

Course Overview

As the bread and butter of all public power systems, the distribution system is essential to business success. Is your distribution system reliable; resilient; and nimble enough to meet changing policies, technologies, and customer expectations? Does your utility have a plan and budget for expansion, renovation, and replacement of aging components?

Dive into the business management side of electrical distribution. Learn how to present a compelling business case to your management and board for effective distribution management and investment.

Review the basics of distribution management, then work through exercises and case studies to identify the key factors that will ensure your system's continued success through the evolutionary years ahead.

Course Topics

- Business and regulatory imperatives and best practices for a safe and functional distribution system
- Fiduciary responsibility for managing distribution assets
- Engineering economics applied to loss evaluation, investment alternatives, financial risk management, customer contributions, etc.
- Application exercises — transformer purchasing with loss evaluation, circuit re-conductoring economics, customer contributions for line extensions, etc.

Course Level

Basic: no prerequisites; no advance preparation.

Who Should Attend

Designed for engineers, designers, technicians and field personnel; those involved in the management, construction, safety and operational aspects of transmission and distribution systems; and accountants and business managers who are involved in the economics of distribution.

Instructor

R. John Miner, P.E., President, Collaborative Learning, Inc.

What to Bring

Participants are required to bring a scientific/business calculator or mobile calculator app.

Overhead Distribution Systems

Tuesday, October 3 – Friday, October 6
Tuesday – Thursday: 8 a.m. – 4:30 p.m.
Friday: 8 a.m. – Noon

Recommended CEUs 2.5/PDHs 24.75/CPEs 29.6

Field of Study: Specialized Knowledge

Course Overview
Learn about the planning, design, installation, and maintenance principles that drive today's overhead distribution practices. Learn how to update your utility's overhead line design and construction standards, make better design decisions, reduce construction costs, and enhance safety and service reliability.

Course Topics
- Overview of overhead distribution
- Overhead conductors
- NESC general requirements for overhead lines
- Overhead line clearances and structure loading (with NESC requirements)
- Overhead line structure types and design
- Guying and anchoring for overhead line structures
- Insulation, insulation coordination and lightning protection
- Basic calculations related to overhead distribution systems
- Overhead line grounding

Course Level
Basic/Intermediate: no prerequisites; no advance preparation.

Who Should Attend
Designed for public power professionals and skilled personnel including: engineers, designers, technicians and field personnel, as well as for all those involved in the management, construction, safety and operational aspects of transmission and distribution systems.

Instructor
R. John Miner, P.E., President, Collaborative Learning, Inc.

What to Bring
Participants are required to bring either a print or digital copy of the 2017 National Electric Safety Code® (ANSI C2-2017) to the course. Copies can be purchased from IEEE (www.ieee.org; 800/701-4333). Print copies can also be purchased through APPA (EducationInfo@PublicPower.org; 202/467-2919).

Technology Requirements
Participants should bring a calculator, as well as digital photographs of typical installations and standards, along with print samples of their overhead distribution standards, design guidelines, and work packages to share with the group.

A laptop or tablet will also be helpful for accessing overhead distribution references from utilities and other sources.

5 PUBLIC POWER LEADERSHIP WORKSHOP

Wednesday, October 4 – Friday, October 6
Wednesday and Thursday: 8:30 a.m. – 4:30 p.m.
Friday: 8:30 a.m. – Noon

Recommended CEUs 1.8/PDHs 16/CPEs 19

Field of Study: Specialized Knowledge

Workshop Overview

This workshop focuses on the changes and challenges facing public power today; and the skills, knowledge and techniques leaders need to guide their organizations and governing bodies through the evolutionary years ahead.

Who Should Attend

- General managers and CEOs (particularly those new to their jobs)
- Senior managers and those on track for executive leadership positions
- Others who are interested in the issues and processes that face utility chief executives

Registration Fees

Prices increase by $50 after Sept. 11.

	Members	Nonmembers
2.5 day workshop	$745	$1,490

Wednesday, October 4

8:30 – 8:45 a.m.
Welcome and Introductions

Tim Blodgett, *President & CEO, Hometown Connections*

8:45 – 10:15 a.m.
Leadership in a Time of Change

Lonnie Carter, *President and CEO, Santee Cooper, S.C.*

10:30 a.m. – Noon
Understanding the Changing Business Environment: Our Industry's Outlook for the Future

Girish Balachandran*, General Manager, City of Riverside Public Utilities, Calif.*

1:30 – 4:30 p.m.
Positioning Your Utility to be Competitive in the Future

Girish Balachandran; Tim Blodgett; and Lonnie Carter

Thursday, October 5

8:30 a.m. – Noon
Financial Operations and Performance Planning for Management

Phyllis Currie, *Executive Consultant, Hometown Connections (Retired General Manager, Pasadena Water & Power, Calif.)*

1:30 – 4:30 p.m.
Working Effectively With Your Governing Body

Tim Blodgett and Phyllis Currie

Friday, October 6

8:30 a.m. – Noon
The Power of Collaboration

Carol Zizzo, *Partner, Henley Leadership Group*

Registration and Hotel Information

Register online at www.PublicPower.org/Academy under Courses/Workshops.

Hotel Information
All courses will be held at the:

Francis Marion Hotel
387 King Street
Charleston, South Carolina 29403

APPA Room Rate
$199 Single/Double

Room Rate Cut-off Date
September 7, 2017

Reservations
Contact the hotel directly at 843/722-0600 or visit www.PublicPower.org/Academy to make reservations online.

Please note: APPA's block of rooms to sell out prior to Sept. 7, so make your hotel reservations early.

Location
All courses will be held in the Francis Marion Hotel. The hotel is located 12 miles from the Charleston International Airport (CHS). Airport shuttles, taxis, and rental cars are the most popular ways of getting from the airport to the hotel.

Cancellations/No-Show/Refunds/Substitutions
Registrants who cancel in writing on or before September 25, 2017, are entitled to a refund of their registration fee, minus a $50 cancellation fee. Registrants who cancel after September 25, will not receive a refund, but attendee substitutions will be allowed for this event only. Registrants and no-shows who do not cancel by September 25 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 (including hotel parking, WiFi, incidentals, etc.). The Association will not reimburse for changes in travel expenditures regardless of the cause.

Confirmations
Confirmations will be sent via e-mail.

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.

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

Internet Access
WiFi may only be available in hotel common areas (sleeping rooms and hotel lobby), and will not be available in APPA meeting rooms. Please make arrangements to use cellular data on your device, or bring a MiFi or Internet hotspot for personal use.

Questions?
Email EducationInfo@PublicPower.org or call 202/467-2919.

The **American Public Power Association** is the voice of not-for-profit community-owned utilities that power 2,000 towns and cities nationwide. We represent public power before the federal government to protect the interests of the more than 49 million people that public power utilities serve, and the 93,000 people they employ. Our association advocates and advises on electricity policy, technology, trends, training and operations. Our members strengthen their communities by providing superior service, engaging citizens, and instilling pride in community-owned power.

The **American Public Power Association's Academy** is public power's complete resource for professional education and certification, helping electric industry employees stay abreast of rapidly evolving technologies, regulations, and customer needs. Learn more about our conferences, webinars, special events, continuing education and custom in-house trainings at: www.PublicPower.org/Academy.

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Powering Strong Communities

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