

SPP Training Department Registration Policies

Regional Registration Policy

SPP is committed to providing quality programs that meet the regional training needs of our members. Registration for SPP regional classes is ongoing and available via the SPP online registration system at www.spp.org.

Cut off Dates

Classes are filled on a first-come, first-served basis. Registration cut off dates for SPP sponsored classes are as follows:

- **Regional EOPs Net Conferences:** three days prior to the training event
- **Regional EOPs Training Class:** two weeks prior to the training event
- **System Operations Conferences:** thirty days prior to the start date of the conference
- **System Restoration Drills** – two weeks prior to the drill

Registration Confirmations

Confirmation notices are emailed to paid participants upon registration. All Net Conferences require registration on our web conferencing tool. Teleconference instructions will be given upon completed registration on the web conferencing tool.

Course Payment

If an organization is a member of Southwest Power Pool, Inc. they may participate in the regional training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event. Non-members that send participants for training hosted at the SPP's facility will be charged the fee associated with the event plus an additional \$20 per person per day to cover meals and materials.

If course payment is required, payment must be made before the registration cut-off date to guarantee a seat in the classroom. Payments may be made by credit card (all major credit cards accepted) and are due upon registration. Please contact Ronda Walters @ 501-614-3550 regarding payment. **SPP does not invoice.** Any training materials and/or Net Conference information will be sent after payment has been received by SPP.

Cancellations, Withdrawals and Substitutions

SPP reserves the right to reschedule, combine, or cancel any class based on minimum enrollment requirements. To withdraw from a class, participants should send an email to rwalters@spp.org. Substitutions from the same company are permitted, if payment has been received; please notify SPP in advance.

Refunds

In the event that SPP cancels a class, full refunds will be given unless otherwise noted. If a participant withdraws from a class before the registration cut off date, full refunds will be given. After the cut-off dates, no refunds will be given.