SPP Training Department Registration Policies

Customer Registration Policy

SPP is committed to providing quality programs that meet our members’ training needs. Registration for SPP Customer Training classes is available via the SPP Learning Center.

Registration Confirmations

Confirmation notices are emailed to participants upon registration. Teleconference instructions for all Net Conferences will be emailed upon verification of payment, when applicable.

Course Payment

If an organization is a member of Southwest Power Pool, Inc., its employees may participate in the customer 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 SPP’s facilities will be charged – in addition to the fee associated with the event – $20 per person per day to cover meals and materials.

If payment is required, payment must be made before the registration deadline to guarantee a seat in the classroom. If payment has not been made by the registration deadline date, the individual will be withdrawn from the event and emailed notification of such. Payments may be made by credit card (all major credit cards are accepted) and are due upon registration. Please contact Ronda Walters (phone: 501.614.3550) regarding payment. SPP does not invoice. Any training materials and/or Net Conference information will be sent after SPP receives payment.

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 access their transcript in the SPP Learning Center and click the Withdraw link to the right of the training item. The Learning Center will generate an email confirming the withdrawal. Substitutions from the same company are permitted if payment has been received. Please notify Ronda Walters in advance (phone: 501.614.3550).

Refunds

In the event SPP cancels a class, full refunds will be given unless otherwise noted. If a participant withdraws from a class before the registration deadline, a full refund will be given. Refunds will not be given for participant that withdraw after the training event’s deadline date.