

SPP STAKEHOLDER TRAINING REGISTRATION AND PAYMENT REFUND POLICIES

Registration Policy

Southwest Power Pool is committed to providing training and educational activities intended to further develop SPP stakeholders to enhance and retain the knowledge and skills they require for the reliable operation of the bulk power system and participate effectively and efficiently in SPP's energy market(s) within North America. All SPP Stakeholder Training events are available for registration via the [SPP Learning Center](#) (LMS).

Registration Confirmations

Confirmation notices are emailed to participants upon registration. Virtual attendance instructions for all virtual instructor led trainings (VILTs) including SPP's Power Restoration Drills will be emailed upon registration or verification of payment, when applicable.

Course Payment for Non-Members

If an organization is a member of Southwest Power Pool, Inc. its employees may participate in customer training events at no cost. Non-members wishing to participate in SPP training events will be charged a fee associated with a particular training event. Payments will be made at the time of registration in the SPP Learning Center using a credit card. For questions regarding payments, contact LMS@spp.org.

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 SPP Learning Center will generate an email confirming the withdrawal. Substitutions from the same company are permitted. Non-member substitutions are permitted if payment has been received. Please contact LMS@spp.org for all substitutions.

Refund Policy Instructor-Led Events

For our instructor-led classroom training events, our policy is as follows:

Once enrolled, participants are welcome to move to another event date at any time prior to the scheduled training event, where seats are available.

Participants may initiate these changes by contacting LMS@spp.org for assistance. Substitutions are allowed, at no additional cost, *up to 5 business days prior to the scheduled training event*. Participants may initiate substitutions by contacting LMS@spp.org for assistance.

Refunds are available, and will be processed upon withdrawal in the SPP Learning Center, under these guidelines:

- 100% refund upon withdrawal from a training event no less than 10 business days prior to the scheduled event.
- Participants will be responsible for training fees for all instructor-led classroom training sessions for which they are enrolled and from which they do not withdraw at least 10 business days prior to the scheduled training session or make a substitution at least 5 business days prior to the scheduled training session, in accordance with this policy.
- FULL REFUNDS WILL BE ISSUED FOR ALL INSTRUCTOR-LED TRAINING EVENTS CANCELLED BY SPP.

Virtual-Led (VILTs) Events

For our virtual-led training sessions, our policy is as follows:

Once enrolled, our participants are welcome to move to another training session at any time prior to the scheduled training session, where seats are available.

Participants may initiate session changes in the SPP Learning Center or contact LMS@spp.org for assistance.

Substitutions are allowed, at no additional cost, up to 5 business days prior to the scheduled event. Participants may initiate substitutions by contacting LMS@spp.org for assistance.

Refunds are available, and will be processed upon withdrawal in the Learning Center, under these guidelines:

- 100% refund upon withdrawal from an event at any time prior to the scheduled training session.
- Participants may initiate withdrawal in the Learning Center or contact LMS@spp.org for assistance.
- Participants will be responsible for training fees for all virtual-led training sessions for which they are enrolled and from which they do not withdraw prior to the scheduled training sessions, in accordance with this policy.
- FULL REFUNDS WILL BE ISSUED FOR ALL VIRTUAL-LED TRAINING SESSIONS CANCELLED BY SPP.

eLearning Self-Directed (Computer-based) Training

For our eLearning (computer-based) training, our policy is as follows:

Once payment is submitted, learners will need to initiate course changes by contacting LMS@spp.org. Should a request for an eLearning course be made in error, contact LMS@spp.org to inquire about a refund.

FULL REFUNDS WILL BE ISSUED FOR ALL eLearning TRAINING SESSIONS INACTIVATED BY SPP.