



2021 Regional Meetings



Frequently Asked Questions

REGISTRATION QUESTIONS

What does registration include?

Attending in-person, registration includes full access to your Regional Meeting, including your Region's Business Meeting.

Participating online, registration includes access to your Regional Meeting general sessions, Resolutions Committee Meeting and your Region's Business Meeting.

Note: The business meeting is for NRECA voting members only, and participation is complimentary. Voting members who wish to participate in the business meeting only online (and do not plan to register for the full event) should contact katia.cruz@nreca.coop.

More information regarding NRECA Voting Delegates, including how to certify a voting delegate and alternate delegate, can be found on the [Voting Delegate FAQs page](#).

Can I register my guest/spouse?

While we typically have a guest/spouse fee for the regional meetings, we will not have that this year as we focus on providing a safe and comfortable setting for attendees. We understand the spouses/guests may still travel with attendees, and we are asking that spouses/guests consider alternatives to attending meal functions and general sessions.

Can I register for the event in-person?

No. You must pre-register for the [event online on your Regional Meeting page](#).

Let's say I register several attendees online for the meeting and receive a confirmation. What is the procedure if I need to register another attendee?

You may register additional attendees through cooperative.com at any time. Simply go to the Regional Meeting website on cooperative.com and click on the "Register" button.

What is the process to make a change to an existing registration?

Members with a cooperative.com login account can make changes such as cancellations, adding tickets, and courses to an existing registration online as long as they are the registrant or the registration contact. Simply visit [My Registrations](#) (log-in required). If you do not have a cooperative.com login, need to make a substitution or you are not the registration contact, the changes need to be sent to Accounts Receivable via email at accountsreceivable@nreca.coop or faxed to 703-907-5951.

If I register by fax or snail mail, how can I check to see if my registrations and ticket orders have been processed?

Simply visit [My Registrations](#) (log-in required). If the registrations have been processed, a list of your



2021 Regional Meetings



registrants should appear, as well as any tickets purchased. You will receive an email confirmation from accountsreceivable@nreca.coop after the registration has been processed.

How is Regional Meeting registration handled for VIP groups?

NRECA will register members of the NRECA board of directors. These individuals will be contacted directly. Statewide officials (president, manager and editor) and platinum associate members should register themselves. (For VIP hotel reservations, see Hotel Questions below.)

What is the deadline for Regional Meeting registration?

Depending on the meeting, registration is available at least a day before the start date of the meeting. However, the early-bird meeting registration discount ends at least four weeks before the start date of the meeting. See the registration information on the meeting website for more detailed information. The hotel cutoff is the same day. After the specific date, regular registration fees apply.

In-Person Registration Early Bird Dates

NRECA Regional Meeting	Event Dates	Early Bird Date Ends at 9 p.m. ET
Regions 1&4	9/8/2021-9/10/2021	8/6/2021
Regions 2&3	10/5/2021-10/7/2021	9/3/2021
Regions 5&6	9/15/2021-9/17/2021	8/13/2021
Regions 7&9	9/28/2021-9/30/2021	8/27/2021
Regions 8&10	10/19/2021-10/21/2021	9/17/2021

Registration for online participants will close one week before the event.

NAME BADGE QUESTIONS FOR THOSE ATTENDING IN-PERSON

When will I receive badges for the people I register?

You won't! Attendees will be able to print badges on-site at each Regional Meeting, same as in previous years.

How does it work?

An email confirmation will be sent to the registrant and registration contact (provided that there is an email address) at least two weeks before the start of the meeting. The confirmation email will include a bar code that can be scanned at any of the badge pick-up stations. If for any reason the bar code does not appear on the email confirmation, you can use the four- or five-digit confirmation ID that is provided in the same email or you can simply type in your name. Registration assistants will be there to help.

What happens if I forget to bring the email confirmation with bar code?

No problem. You can still print your badge by simply typing in your first and last name.



2021 Regional Meetings



Where will the Badge Pick-Up stations be located?

Exact locations will be included in the confirmation email.

What time will the stations be open for printing badges?

Stations will be available starting on the day before (pre-education day) the start of each meeting. The exact location and times will be included in the confirmation email.

I have registered 15 people. Am I going to get 15 e-mails with bar codes?

Yes, a confirmation email will be sent to the registrant's email address (primary email listed in cooperative.com if one is available) as well as the "registration contact" (the person who registered the attendee). It could be if you register 15 people, you will receive one email for each person (if an email address was provided).

How does the system prevent one person from getting two name badges or tickets?

Attendees will be allowed to print their name badge **only once** from the stations. If they lose or need a replacement name badge, they need to go to the on-site registration desk to request a reprint.

Can I print badges for people in my group?

Yes, you may print a badge on site for attendees in your group. Each person's badge can only be printed once from the stations, so please coordinate accordingly.

HOTEL QUESTIONS FOR THOSE ATTENDING IN-PERSON

NRECA HOUSING CENTER

Fax: (330) 425-4983 (for all events)

Email: To expedite your email requests, please direct all email inquiries to the respective Regional Meeting event as listed below:

NRECA Regional Meeting	NRECA Housing Toll-Free Number	NRECA Housing Center Email
Regions 1&4	(864) 342-6305	nrecareg1_4@maritz.com
Regions 2&3	(864) 342-6308	nrecareg2_3@maritz.com
Regions 5&6	(864) 342-6306	nrecareg5_6@maritz.com
Regions 7&9	(864) 342-6307	nrecareg7_9@maritz.com
Regions 8&10	(864) 342-6309	nrecareg8_10@maritz.com

Important Housing Dates to Know

NRECA Regional Meeting	Hotel Cut-Off Date at 9 p.m. ET	Direct Calls to Hotel
Regions 1&4	8/6/2021	8/18/2021
Regions 2&3	9/3/2021	9/15/2021
Regions 5&6	8/13/2021	8/25/2021
Regions 7&9	8/27/2021	9/8/2021
Regions 8&10	9/17/2021	9/29/2021



2021 Regional Meetings



What should I do if rooms are not available *before* the cut-off date?

If rooms are available at other convention hotels, you will be advised to secure a reservation at a hotel with current availability. If no rooms are available at any of the convention hotels listed, "Hotel Pending" should be selected as a hotel option. Selecting this option ensures that the reservation request will be processed as soon as additional inventory is secured and/or an alternate hotel has been identified. Members who secure a reservation using "Hotel Pending" will receive an email confirmation identifying the hotel name, location and rate once the hotel has been confirmed. *NRECA guarantees a guestroom to all members who have secured a guestroom through the NRECA Housing Center prior to the published cut-off date.*

Whom do I contact to obtain room nights outside of the room block pattern provided?

Members wishing to extend their stays beyond the dates provided online may do so on an availability basis only. Reservations for the nights preceding the meeting and afterwards may not be available. Please make a reservation online for any available dates; then, contact the Housing Center via email to request a date change to the reservation. The Housing Center works closely with NRECA's convention hotels to accommodate all requests and confirmation of these additional nights will be provided as quickly as possible. Extended stay requests will be confirmed based on hotel availability and are not guaranteed.

What if I have problems securing my online hotel reservations?

Contact the Housing Center at (800) 424-5249 (toll free) or (847) 996-5829. The customer support team is trained to answer your questions. However, if challenges are encountered and appropriate resolutions are not obtained, please contact NRECA at nrechousing@nreca.coop.

How are reservations secured for member VIPs?

As a courtesy to NRECA's Board of Directors, reservations will be secured at the designated headquarters hotel using a separate reservation process. These individuals (and/or their assistants) will be contacted directly for date information. Members may opt out of this process and secure reservations using the online system.

May I contact the hotel directly to secure my reservations?

The NRECA Housing Center is set up to manage all reservations for the Regional Meetings programs. Only reservations received by the hotels from the NRECA Housing Center will be accepted into the NRECA room block. Room reservations secured in ways other than through the NRECA Housing Center (via cooperative.com) may be in jeopardy of: cancellation from the NRECA room block, increase in room rate, and/or transfer to a neighboring hotel. Only after the hotel cut-off date will members be able to secure reservations directly with the hotels. NRECA will not be held responsible for rooms reserved outside of the NRECA block.

Should I expect to receive a hotel confirmation number?

An immediate confirmation of your hotel request will be forwarded via e-mail to the contact provided from the Housing Center once the reservation request has been completed. Completed reservation requests require the appropriate payment information. The reservation confirmation email will be the only notice you will receive from the Housing Center regarding your reservation request. This notice guarantees your reservation at the hotel. Please review all information for accuracy. If a reservation confirmation email is



2021 Regional Meetings



not received within two to three business days of completing your reservation request, please contact the Housing Center.

The Housing Center can assist members with gathering hotel confirmation numbers for groups of 10 or more reservations. Otherwise, hotel confirmation numbers may be obtained by contacting the hotel at the date specified in the program materials to contact the hotel directly for each meeting.

When I enter my credit card information, a prompt is forwarded stating that my credit card is invalid. What's going on?

To ensure that valid credit card information is provided when the rooming lists are forwarded to the hotels, credit cards cannot expire 60 days prior to the start of the Regional Meeting. Otherwise, the hotel may not accept the reservation since they will not be able to charge the one-night's deposit due at the cut-off date.

Are the hotels within walking distance to the meeting venue?

Currently, and with the exception of the Regions 2&3 Meeting, all events are held in the assigned hotel. Hotels for the Regions 2&3 Meeting are located adjacent to the meeting venue. In the event additional overflow properties are required, NRECA will make every effort to ensure it is within proximity to the primary meeting venue.

Will shuttle service be provided to and from the Meeting venue and the convention hotel(s)?

Only in cases where a convention hotel is located more than three blocks from the meeting venue will shuttle service be provided. At this time, all convention hotels are conveniently located near the meeting venues. If shuttle services are required, information will be posted at the overflow hotel(s) and at the meeting venue. Requests to accommodate, transportation services for special requirements, i.e., ADA circumstances, may be requested by forwarding an email to nrechousing@nreca.coop.

What is NRECA's room cancellation policy?

All cancellations must be submitted in writing to the Housing Center by 9 p.m. ET on the published hotel cut-off date identified for each Regional Meeting to avoid a cancellation fee. A non-refundable deposit equal to one (1) night's room and tax will be charged for cancellations made after the hotel cut-off date to the credit card used to guarantee the reservation. *NRECA's housing cancellation policy overrides any hotel policies concerning room cancellations.* Please note if you do not cancel your reservation and/or do not arrive at the hotel on the check-in date requested, the first night's deposit will be forfeited, and your entire reservation may be cancelled.

NRECA VOTING DELEGATE QUESTIONS

To certify an NRECA voting delegate, please visit the [NRECA Voting and Alternate Delegate Certification page](#). If you don't wish to change your current voting delegate or alternate, no action is needed.

Note: This page is accessible by NRECA voting member CEOs, general managers, board presidents/chairs, board secretaries or executive assistants only.

Please see the [Voting Delegate FAQs page](#) for other general information.



2021 Regional Meetings



PARTICIPATING ONLINE

I am registered to participate online. If I can't participate every day of my Regional Meeting, do I have access to the recorded material?

Yes, you will have access to the sessions that were recorded. The Business Meeting will not be recorded. Please see the [Regional Meeting Resolutions Process page](#) for other, general information and details on how to participate in the business meeting online.

When can I expect my login information in order to participate online?

If you are registered to participate online, you will receive your login information about one week before the start of the event.