

From: renewabletraining@aps.com
Sent: Friday, October 01, 2010 9:29 AM
Subject: REMINDER: Important APS Installer and Dealer Training Announcement

Please sign up for a instructor-led class if you have not already done so. Confirmations with locations will be sent next week

Important APS Installer & Dealer Training

Dear Installer/Dealer

By now we hope you are familiar with the online application that our residential customers are now using to submit Renewable Energy Incentive Reservation Applications. On October 25, APS will launch significant enhancements to our online system that will provide you and our customers with additional online functionality, such as the ability to submit additional documentation online and the ability to track reservation status.

As a part of this launch, we will offer both WebEx (online conference call) and live, instructor-led training sessions that will cover these enhancements. You should plan to have representation from your company at both the WebEx and the in-person training sessions.

- The WebEx will provide a general overview of the system enhancements and will be a **presentation only** opportunity. There will not be an opportunity for a participant Question and Answer session at the WebEx session.
- The instructor-led training will be classroom style and will teach participants how to work with the new system. In addition, participants will have the opportunity to ask questions about the new system.

Below is the schedule for the WebEx and the instructor-led training sessions. The in-class training is offered on a first come, first served basis and will be limited to two representatives per company. There will be additional classes scheduled if necessary after the release of the online system which is scheduled for Monday, October 25th, 2010.

Please plan to attend one WebEx session and one in-class training session. Details regarding the session options **and the sign up process for both WebEx and in-class training are below. Exact locations for the in-class training will be confirmed and communicated within 10 business days.**

Schedule for Training

October 6 th	WebEx System Overview	10:00-11:00a.m.
October 7 th	WebEx System Overview	1:00-2:00p.m.
October 8 th	Yuma -Instructor In-Class Training (Participation limited to first 20 reserved)	11:00-2:00pm
October 14 th	Flagstaff -Instructor In-Class Training (Participation limited to first 20 reserved)	1:00-4:00pm
October 15 th	Phoenix -Instructor In-Class Training (Participation limited to the first 50 reserved)	8:00am-Noon
October 21 st	Phoenix -Instructor In-Class Training (Participation limited to the first 50 reserved)	8:00am-Noon
October 22 nd	Phoenix -Instructor In-Class Training (Participation limited to the first 50 reserved)	8:00am-Noon

Steps to attend WebEx Overview

1. Choose the date for a WebEx
2. Sign in to WebEx on your chosen date using the instructions below

WebEx instructions for October 6

Topic: New APS Online System - Overview

Date: Wednesday, October 6, 2010

Time: 10:00 am, Mountain Time (Arizona, GMT-07:00)

Meeting Number: 822 405 747

Password: (This meeting does not require a password.)

To join the meeting online (Now from the Apple iPhone (R) too!)

1. Go to <https://pnw-meeting.webex.com/pnw-meeting/j.php?ED=140927747&UID=490506367&RT=MIM1>
2. If requested, enter your name and email address.
3. If a password is required, enter the meeting password: (This meeting does not require a password.)
4. Click "Join".
5. If the meeting includes a teleconference, follow the instructions that appear on your screen.

To join the audio conference only

To receive a call back, provide your phone number when you join the meeting, or call the number below and enter the access code.

Call-in toll-free number (US/Canada): 1-866-699-3239

Call-in toll number (US/Canada): 1-408-792-6300

Global call-in numbers: <https://pnw-meeting.webex.com/pnw-meeting/globalcallin.php?serviceType=MC&ED=140927747&tollFree=1>

Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:822 405 747

WebEx instructions for October 7

Topic: New APS Online System - Overview

Date: Thursday, October 7, 2010

Time: 1:00 pm, Mountain Time (Arizona, GMT-07:00)

Meeting Number: 828 963 971

Password: (This meeting does not require a password.)

To join the meeting online (Now from the Apple iPhone (R) too!)

1. Go to <https://pnw-meeting.webex.com/pnw-meeting/j.php?ED=140927772&UID=490506367&RT=MIM1>
2. If requested, enter your name and email address.
3. If a password is required, enter the meeting password: (This meeting does not require a password.)
4. Click "Join".
5. If the meeting includes a teleconference, follow the instructions that appear on your screen.

To join the audio conference only

To receive a call back, provide your phone number when you join the meeting, or call the number below and enter the access code.

Call-in toll-free number (US/Canada): 1-866-699-3239

Call-in toll number (US/Canada): 1-408-792-6300

Global call-in numbers: <https://pnw-meeting.webex.com/pnw-meeting/globalcallin.php?serviceType=MC&ED=140927772&tollFree=1>

Toll-free dialing restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Access code:828 963 971

Steps to Sign-Up for Instructor-Led Class

1. Choose a date
2. Reply to this email renewabletraining@aps.com with the name(s) of the attendees
(Note: Limit of two representatives per company)
3. APS will confirm your reservation and provide location details within 10 business days.