1. **How do I register?**

   **ALL REGISTRATIONS MUST BE COMPLETED ONLINE WITH PAYMENT BY CREDIT CARD. CHECKS ARE ACCEPTED IN SPECIAL CIRCUMSTANCES.**

   After you register, you will be able to manage and modify your booth registration, personnel badges, meal tickets etc. online using your confirmation number and email address.

2. **Why can’t I register as both an exhibitor and sponsor online?**

   The conference website will not allow the same email address to be used when registering as an exhibitor and then also as a sponsor or vice versa because the email address is used as a unique identifier in the registration database. We recommend that you use a co-worker’s contact information if you run into this situation.

3. **What is included in my exhibit booth space?**

   The Standard Booth Space is 10’ wide x 10’ deep, set with 8’ high back drape and 36” high side dividers. Each booth will include the following: carpet, 1 six-foot skirted table, 2 chairs, 1 wastebasket, and identification sign. The first booth space includes three (3) exhibit representative badges and each additional 10’ x 10’ booth space thereafter will include two (2) exhibit representative badges.

4. **What is included with the exhibit booth registration fee and the representative badges?**

   You will receive the following:
   - exhibitor representative badges as per Question 3 above.
   - entrance to all conference technical sessions
   - Daily Breakfast and Tuesday Lunch Voucher redeemable at the Exhibition Hall concessions
   - conference program guide
   - conference give-away
   - attendee list emailed two weeks following the show

   **Note:** *Wednesday’s Operator Awards Luncheon and BBQ meal tickets are not included in the exhibit booth registration fees, but may be purchased for additional fees.*

5. **How can I ensure premium placement of my booth?**

   This year we are offering booth spaces in three different zones with three tiers of pricing. This approach gives exhibitors the opportunity to purchase premium placement of booth spaces. Purchase of booth spaces in multiple zones is also available. See the exhibit hall layout for more details.
6. **Can I display heavy equipment in my booth space?** Yes. If you have equipment that requires being driven or trailered into the exhibition hall, you must purchase the number of standard booth spaces that will accommodate your equipment and still allow you to conduct business within the confines of your booth spaces. Trucks and/or trailers cannot be placed side by side. If you plan on displaying 2 or more trucks and/or trailers in a space, they must be inline or offset from each other. A special move-in time will be coordinated with CSI for you. You can expect to be the first one moving into the hall and the last one moving out of the hall.

7. **How do I order electricity, extra furniture, lead retrieval or accessories for my exhibit booth?** You will be emailed an Exhibitor Confirmation Package in March that will include instructions related to ordering all services not included with your booth registration fees. *Note: Standard 500 WATT electricity is available for purchase with your online booth registration. You may also purchase it directly from Commonwealth Electricity.*

8. **Is Wi-Fi going to be available to Exhibitors?** Yes. AZ Water is pleased to be offering a complimentary sponsored Wi-Fi network in the Exhibit Hall for our attendees.

9. **Will a lead retrieval service be available on site?** Yes. AZ Water has partnered with Cvent to provide lead retrieval services through their LeadCapture product. We appreciate your support at our conference and want you to be able to track the impact of your attendance at our event. Using your own device (Android or iOS) the LeadCapture mobile app will allow you to scan leads from badges, capture relevant qualifying information, score leads & take notes. After the conference you can export the leads to any database on demand.

10. **Who do I contact if I need to ship equipment or booth materials into Phoenix?** Arrangements must be made through CSI for shipping/materials handling. The Exhibitor Confirmation Package will include instructions for this and the deadline required by CSI. CSI can be contacted at cs@meetcsi.com or 800-471-7330.

11. **I'm a local exhibitor, where do I offload my equipment and/or booth materials?** Local exhibitors will be able to use the Phoenix Convention Center loading dock located on the East side of the South Building. The loading dock is specifically located on 5th Street between Jefferson and Washington. A move-in and move-out schedule will be utilized based on the amount of time required to setup your booth. Dock security will utilize the parking garage as a staging area to eliminate traffic back-ups on the street. The use of motorized equipment or pallet jacks are prohibited and controlled by dock security. The use of small dollies are encouraged.

12. **What are the move in and move out times?**

   - **Exhibitor Setup:** Monday, April 13 from 1:30 pm – 7:00 pm
   - **Exhibitor Teardown:** Thursday, April 16 from 12:00 pm – 6:00 pm

   *Note: You may not tear down your booth until 12:00 pm on April 16, 2020. The conference does not officially end until Thursday, April 16th at 4:00 pm.*
13. Where do I pick up my exhibit registration materials onsite and where is the Exhibit Hall when I arrive at the Phoenix Convention Center? The Exhibit Confirmation Package contains a map of the Phoenix Convention Center’s South Building and the exhibit layout. The exhibition will take place in Halls F & G. Registration check-in will be setup in the South Ballroom Lobby. Registration will be open from 1:30 pm – 7:00 pm on Monday, April 13 during exhibit move-in and again on Tuesday, April 14 from 6:30 am – 4:00 pm for those who did not check-in on move-in day.

14. I forgot to order extra representative badges, need barbecue tickets, or lunch tickets. If you need extra representative badges and/or meal tickets, you may purchase them at the Registration Desk located in the South Ballroom Lobby.

15. When are exhibiting hours? It is up to each company to determine the amount of time you want to spend in your booth outside of the dedicated exhibition hours below.

**Tuesday, April 14**
- 9:00 am – 6:00 pm: Exhibition Hall Open
- 10:30 am – 1:00 pm: Morning break and exclusive dedicated exhibit time for all conference attendees. There are no conference sessions during this time and qualification rounds of operator competitions will be ongoing in the exhibition hall. Attendee meal vouchers are redeemable at the exhibition hall concession stands.
- 2:30 pm – 3:00 pm: Break and exclusive dedicated exhibit time for all conference attendees. There are no conference sessions during this time and qualification rounds of operator competitions will be ongoing in the exhibition hall along with the finale for Hydrant Hysteria.
- 5:00 pm – 6:00 pm: Exhibition Happy Hour

**Wednesday, April 15**
- 7:00 am – 4:00 pm: Exhibition Hall Open
- 7:00 am – 9:00 am: Breakfast served in the exhibition hall
- 9:30 am – 10:00 am: Break and exclusive dedicated exhibit time for all conference attendees. There are no conference sessions during this time and qualification rounds of operator competitions will be ongoing in the exhibition hall.
- 2:30 pm – 3:30 pm: Break and exclusive dedicated exhibit time for all conference attendees. There are no conference sessions during this time. The finale of Meter Mania will be hosted.

**Thursday, April 16**
- 7:00 am – 12:00 pm: Exhibition Hall Open
- 7:00 am – 9:00 am: Breakfast served in the exhibition hall
- 9:30 am – 10:30 am: Break and exclusive dedicated exhibit time for all conference attendees. There are no conference sessions during this time.
16. When and where is the Annual AZ Water Conference & Exhibition Golf Tournament? The golf tournament will be held at the Legacy Golf Resort located near 32nd Street & Baseline on Monday, April 13, 2020. The registration deadline is April 13, 2020 and you can register by visiting www.azwater.org/events.

17. Where is lodging available? AZ Water's host hotel for the conference is the Hyatt Regency Phoenix located at 122 N. 2nd St., Phoenix, AZ 85004. AZ Water has negotiated a Group Rate of $195 per night. Reservations must be made by March 25, 2020. The hotel will continue to accept reservations at the group rate after the cut-off date, but only if rooms are still available. To receive this rate call 1-888-421-1442 or visit https://www.hyatt.com/en-US/group-booking/PHXRP/G-AZW2 and mention the AZ Water Conference. The conference hotel is only 2 blocks away from the Phoenix Convention Center South Building and easily accessible using the PHX Sky Train at Sky Harbor International Airport which connects to the METRO Light Rail.

18. When will the attendee list be available? A final attendee list will be emailed two weeks following the conference and exhibition.

19. Who do I contact if I have questions about exhibiting at the 93rd Annual AZ Water Conference & Exhibition? Please contact the AZ Water Conference Exhibit Committee Chair, Mike Ambroziak at 602-228-5040 or exhibitor@azwater.org.