

# Key Messages on Cancellation of ACE20

## Overarching Key Messages (supporting messages below)

1. To protect public health, AWWA has decided to cancel ACE20 in Orlando.
2. AWWA understands this is a great disappointment to attendees and exhibitors.
3. AWWA is ready and excited to help water professionals share knowledge in new ways.
4. Water workers are doing heroic work to stop the spread of COVID-19.

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| <b>To protect public health, AWWA has decided to cancel ACE20 in Orlando.</b> |
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| 1. Public health protection is AWWA's first core principle.   |
| 2. Leading public health authorities are advising against non-essential travel and encouraging social distancing to prevent the spread of COVID-19. |
| 3. It's uncertain when circumstances will be safe for a gathering like ACE.   |

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| <b>AWWA understands this is a great disappointment to attendees, exhibitors and sponsors.</b> |
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| 1. We know many of you have worked very hard to make ACE20 a tremendous success, and AWWA is very grateful for your efforts. |
| 2. We understand that it's the face-to-face interactions with friends and colleagues that make ACE special.                  |
| 3. AWWA is exploring new pathways for you to share your contributions.   |

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| <b>AWWA is ready and excited to help water professionals share knowledge in new ways.</b> |
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| 1. AWWA remains committed to fulfilling its mission during these unusual times.                 |
| 2. Our members and exhibitors have critical knowledge that deserves to be widely shared.        |
| 3. We will soon announce some exciting new opportunities to share and exchange water knowledge. |

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| <b>Water professionals are doing heroic work to stop the spread of COVID-19.</b> |
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| 1. Water workers are essential to preventing the spread of COVID-19. (hand-washing hygiene, staying at home, toilet flushing) |
| 2. Water workers assure water is "there when you need it," and are working around the clock to keep the water flowing.        |
| 3. AWWA is proud of its members' commitment to public health during the pandemic.   |

## Frequently Asked Questions about ACE20 Cancellation

### **Why was AWWA's 2020 Annual Conference & Expo (ACE20) in Orlando cancelled?**

We understand the cancellation of ACE20 is very disappointing for members, exhibitors, sponsors and presenters. Protecting public health is AWWA's first core principle. With the coronavirus pandemic still unfolding, leading health authorities are asking people to avoid travel and to practice social distancing. It's uncertain when these guidelines might change. With the conference less than 10 weeks away, it is hard to imagine a scenario in which we could move forward with full confidence. (Contact Greg Kail, [gkail@awwa.org](mailto:gkail@awwa.org), 303-913-0063, Director of Communications.)

### **Will ACE20 be rescheduled to take place later this year?**

Due to space and timing constraints, AWWA will not be rescheduling ACE20 for a later 2020 date. ACE21 will be held June 13–16, 2021, in San Diego, CA. Visit [awwa.org/Events-Education](http://awwa.org/Events-Education) for a full list of AWWA events.

### ***General Questions (refunds, housing, airline reservations, etc.)***

#### **Will attendee registrations be refunded?**

Yes. Conference registrations will be automatically cancelled and refunded in full. This includes tickets for Pre-Conference Workshops, Water Industry Lunch, Public Officials Courses, Fuller Breakfast, Facility Tours and Golf Tournament. This process may take up to 45 days, and we appreciate your patience and understanding. If you have not received a refund as of May 26, please contact AWWA Customer Service at [service@awwa.org](mailto:service@awwa.org).

#### **Will exhibit booth fees and sponsorship fees be refunded?**

The following options are available for your paid conference booth and/or sponsorship:

**OPTION 1** – Credit your ACE20 booth payment to ACE21, scheduled to be held in San Diego, June 13–16, 2021.

**OPTION 2** – Receive a full refund of your booth payment. Refunds will be issued in the method of the original payment (check, credit card, etc.).

Please email your selection to [exhibitormail@awwa.org](mailto:exhibitormail@awwa.org) by **Wednesday, April 22, 2020**. If we do not hear from you, we will refund your booth payment.

#### **How can I cancel my hotel room reservation?**

If you made your hotel reservation through AWWA Housing (Par Avion), we will automatically cancel your hotel room and you will receive a cancellation confirmation from Par Avion. This process may take

up to 10 business days. You will not be charged any fees for this cancellation. If you have questions about this or do not receive a cancellation confirmation from Par Avion, contact Par Avion directly at 866-364-9515.

**I made my hotel reservations with the hotel directly or through a third-party site (e.g., Expedia, Travelocity)—what should I do?**

You will need to cancel the reservation through the same method. AWWA is not responsible for any cancellation fees incurred for rooms booked outside of our established housing blocks and official housing partner Par Avion.

**Will attendees and exhibitors be refunded for airline tickets or travel expenses?**

Contact your airline to cancel your flight. Many airlines are offering concessions in light of travel concerns associated with COVID-19. AWWA is not responsible for airfare or travel expenses. We apologize for any inconvenience or challenges this may cause you.

**I joined AWWA when registering for ACE20 to take advantage of the member rate for registration. Is my membership still valid?**

Yes. Refunds generated due to event cancellation are limited to registration costs. Membership fees will not be reimbursed, and you will be able to keep the year-round member benefits.

**What happens to my ACE20 exhibitor badges?**

For individuals who are registered for ACE20 with a *complimentary exhibitor badge*, badges will not be transferred to ACE21. ACE20 with an *exhibitor paid badge* will be automatically refunded.

***Exhibiting Questions (ACE21 booth selection, partner refunds, etc.)***

**Will ACE21 booth selection for exhibitors still take place?**

Yes. We will send information by email to the main exhibit contact for each company regarding an appointment for ACE21 booth assignment. The booth selection process will be administered remotely and will proceed according to exhibitor priority point order. If you have any questions, please contact Vanessa Pighetti at [vpighetti@awwa.org](mailto:vpighetti@awwa.org).

**What will happen to my priority points as a result of the ACE20 cancellation?**

Current priority points will carry over for the ACE21 booth selection process. The companies that participated in the ACE20 Sneak Peek preplanning webinar on Feb. 20, 2020, will earn the point for participation.

**Will exhibitors be refunded for services provided by official partners (Freeman, Freeman AV, OCCO, Lead Retrieval, CenterPlate, SmartCity)?**

AWWA has reached out to our official service providers and they are aware we are cancelling the event. ACE20 exhibitors should work directly with their contracted vendors to resolve any questions related to refunds and contracted services. Contact details for official partners can be found in the [Exhibitorzone](#).

**My company purchased tables for the Water Industry Luncheon—what should I do?**

If you would like to transfer your purchase to ACE21, please email [exhibitormail@awwa.org](mailto:exhibitormail@awwa.org) by **Wednesday, April 22, 2020**. If we have not heard from you at that time, your table purchase will automatically be refunded.

## **Technical Content (CE Credits, Program Content, Presentations, etc.)**

### **I had planned to attend ACE20 to meet my Continuing Education Units (CEUs) and/or Professional Development Hours (PDHs) requirement—what other options do I have?**

AWWA has many opportunities that provide CEUs, including eLearning, webinars, future events and more. In addition, we are actively considering options for digital delivering of selected ACE20 content that will allow participants to earn additional CEUs. As information becomes available, updates will be provided at [awwa.org/Events-Education](http://awwa.org/Events-Education). Learn more about CEU credits [here](#).

### **I had planned to attend ACE20 as a presenter—are there other opportunities for my presentation content to be delivered through AWWA?**

Yes, we have several options available:

- Submit your paper to *Journal AWWA* by emailing [journaleditor@awwa.org](mailto:journaleditor@awwa.org). Submission guidelines can be found [here](#).
- Submit your paper to *Opflow* by emailing [opfloweditor@awwa.org](mailto:opfloweditor@awwa.org). Submission guidelines can be found [here](#).
- Submit your paper for peer review to *AWWA Water Science* through the [online submission form](#). Submission guidelines can be found [here](#).
- Update your abstract and submit it for ACE21. The call for abstracts will open in June.
- Submit your abstract for another AWWA conference. Open AWWA calls for abstracts can be found [here](#).

### **I submitted an abstract that was accepted—can I submit it to another organization?**

Yes. Your abstract can be submitted to other organizations.

### **How can I have my presentation selected for digital delivery (webinar, eLearning, virtual event)?**

Our technical staff will be working with the AWWA Technical and Educational Council (TEC) to finalize selected ACE20 program content for future digital delivery. As information becomes available, updates will be provided at [awwa.org/Events-Education](http://awwa.org/Events-Education).

### **Who should I contact with additional questions?**

For conference attendees, please contact [service@awwa.org](mailto:service@awwa.org)

For presenters, moderators and CEU credits, please contact [educationservices@awwa.org](mailto:educationservices@awwa.org)

For exhibitors and sponsors, please contact [exhibitormail@awwa.org](mailto:exhibitormail@awwa.org)

## AWWA20 CANCELLATION LETTER

Dear Colleagues and Friends,

After several weeks of careful consideration and with great sadness, today we are announcing the cancellation of the AWWA Annual Conference and Exposition (ACE20) June 14-17 in Orlando.

Protecting public health is AWWA's first core principle. With the coronavirus pandemic still unfolding, leading health authorities are asking people to avoid travel and to practice social distancing. It's uncertain when these guidelines might change. With the conference less than 10 weeks away, it is hard to imagine a scenario in which we could move forward with full confidence.

Please find details on refunds, hotel and airline cancellations, exhibit and sponsor questions, and other information on the ACE20 web site. [We will link from the letter to the ACE20 site here].

Although the cancellation may feel inevitable, we wish it was not the case. Many of you put a great deal of volunteer time, creativity and passion into making ACE20 an outstanding event. Others have prepared brilliant presentations to be shared in the professional program. Still others have developed innovative technologies and services that should be seen on the exhibit floor. Please know that AWWA is grateful for your efforts and is exploring new pathways to share your contributions.

One of the hallmarks of ACE is the tradition of sharing knowledge and best practices that advance our sector's critical work. The face-to-face conversations that occur following professional sessions, the chance encounters on the exhibit floor, the moments of fellowship at social events – these irreplaceable personal interactions lead to real-world solutions.

Still, AWWA remains laser-focused on its mission to provide solutions to effectively manage water. We are evaluating exciting options to allow members to share their knowledge in new and innovative ways. We will be sending details on that in the weeks ahead. And we are already looking forward to ACE21 in San Diego. As the ACE20 theme suggests, the future is bright.

In closing, we want to thank you all again for your tremendous spirit of self-sacrifice throughout this pandemic. There is not a finer collection of people than water professionals. The quiet, heroic work you are accomplishing on behalf of your communities is literally saving lives.

Sincerely,

Jim Williams  
AWWA President

David LaFrance  
AWWA CEO