## 2011 Customer Training

**Net Conferences – Regional EOPs Class – System Operations Conferences**  
**DTS HandsOn – Drills – Train the Trainer – PER-005 – JTA**

### NOTE: Additional Market training may be added as SPP Integrated Marketplace evolves.

#### Net Conferences (2 hours each)
- Feb 1  
  - TLR  
  - Jun 1  
  - EIS Market Basics
- Feb 2  
  - EIS Market Basics  
  - Jun 2  
  - Congestion Management
- Feb 3  
  - Congestion Management  
  - Jun 7  
  - EOP Standards
- Feb 22  
  - Voltage Control & Stability  
  - Jun 8  
  - Voltage Control & Stability
- Feb 23  
  - Control Performance Standards  
  - Jun 9  
  - Control Performance Standards
- Feb 24  
  - SPP Criteria  
  - Jun 14  
  - SPP Criteria
- Mar 1  
  - RSS  
  - Jun 15  
  - RSS
- Mar 2  
  - EOP Standards  
  - Jun 16  
  - EOP Standards
- Mar 3  
  - Voltage Control & Stability  
  - Sep 20  
  - TLR
- Mar 10  
  - Control Performance Standards  
  - Sep 21  
  - EIS Market Basics
- Apr 5  
  - TLR  
  - Sep 22  
  - Congestion Management
- Apr 6  
  - EIS Market Basics  
  - Oct 25  
  - Voltage Control & Stability
- Apr 7  
  - Congestion Management  
  - Oct 26  
  - Control Performance Standards
- May 3  
  - SPP Criteria  
  - Oct 27  
  - SPP Criteria
- May 5  
  - RSS  
  - Nov 8  
  - RSS
- May 31  
  - TLR  
  - Nov 9  
  - EOP Standards

#### REOPs Classes (20 hours each)
- Feb 15 – 17  
  - May 17 - 19
- Mar 15 – 17  
  - Oct 4 - 6
- Apr 12 – 14  
  - Nov 29 – Dec 1

#### 2011 System Operator Conferences (24 hours each)
- Mar 28 – 31  
  - Little Rock, AR  
  - Sep 26 – 29  
  - Oklahoma City, OK
- Apr 18 – 21  
  - Lafayette, LA  
  - Oct 17 – 20  
  - Springfield, MO

#### Regional and Sub-Regional Restoration Drills (20 hours w 4-hour DTS HandsOn prior to drill)
- Feb 7  
  - DTS Handson  
  - Feb 8 - 9  
  - South Sub-Regional
- Mar 7  
  - DTS Handson  
  - Mar 8 - 9  
  - West Sub-Regional
- Apr 25  
  - DTS Handson  
  - Apr 26 - 27  
  - East Sub-Regional
- May 9  
  - DTS Handson  
  - May 10 - 11  
  - North Sub-Regional
- May 23  
  - DTS Handson  
  - May 24 - 26  
  - Regional Restoration Drill
- Sep 6  
  - DTS Handson  
  - Sep 7 - 8  
  - North Sub-Regional
- Sep 12  
  - DTS Handson  
  - Sep 13 - 14  
  - East Sub-Regional
- Oct 11  
  - DTS Handson  
  - Oct 12 - 13  
  - South Sub-Regional
- Oct 31  
  - DTS Handson  
  - Nov 1 - 2  
  - West Sub-Regional
- Nov 14  
  - DTS Handson  
  - Nov 15 - 17  
  - Regional Restoration Drill

#### Train the Trainer (Net Conferences ,TBD and 24-hour In Person session)
- Feb 10  
  - (NC)  
  - May 12 (NC)
- Jul 20  
  - (NC)  
  - Oct 6 (NC)
- Aug 2 – 4  
  - (IP)

#### PER-005 and JTA (Net Conferences, TBD)
- Feb 22  
  - (PER)  
  - Feb 24 (JTA)
- May 3  
  - (PER)  
  - May 5 (JTA)
- Jul 12  
  - (PER)  
  - Jul 14 (JTA)
- Oct 25  
  - (PER)  
  - Oct 27 (JTA)