SPP 2011 Customer Training Course Offerings

This document provides course descriptions and sessions scheduled as of November 15, 2010 for the 2011 calendar year. To register for any of the classes, please go to the SPP Learning Center (spp.csod.com) and locate the session on the Session Calendar. Note: You must have an account in the Learning Center in order to log on. Information on how to create an account can be found on the sign-on page of the Learning Center.

Schedule of Classes
(Click the title to view the course description, NERC continuing education hours, course fees, contact information and dates offered.)

Note: As of January 1, 2011, any Emergency hours provided by the Southwest Power Pool, Inc. (SPP) Customer Training department are intended to be applicable to SPP employees only. Participating entities, including but not limited to SPP member organizations, are responsible to determine whether SPP Emergency hours are applicable to its organization and satisfy the requirements and measurements of PER-005-1 as the standard pertains to their individual organization.

### January, 2011

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>Net Conference – PER-005-1 – Informational Session</td>
</tr>
<tr>
<td>20</td>
<td>Net Conference – Job Task Analysis – Informational Session</td>
</tr>
<tr>
<td>25</td>
<td>Net Conference – PER-005-1 – Informational Session</td>
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<tr>
<td>27</td>
<td>Net Conference – Job Task Analysis – Informational Session</td>
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</tbody>
</table>

### February, 2011

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Net Conference – Transmission Loading Relief (TLR)</td>
</tr>
<tr>
<td>2</td>
<td>Net Conference – SPP EIS Market Basics</td>
</tr>
<tr>
<td>3</td>
<td>Net Conference – Congestion Management</td>
</tr>
<tr>
<td>7</td>
<td>Restoration Principles and DTS Hands-On</td>
</tr>
<tr>
<td>8-9</td>
<td>Sub-Regional System Restoration Drill SOUTH</td>
</tr>
<tr>
<td>10</td>
<td>Train-the-Trainer Net Conference</td>
</tr>
<tr>
<td>15-17</td>
<td>Regional Emergency Operations Training (Classroom Simulation)</td>
</tr>
<tr>
<td>22</td>
<td>Net Conference – Voltage Control and Stability</td>
</tr>
<tr>
<td>23</td>
<td>Net Conference – Control Performance Standards</td>
</tr>
<tr>
<td>24</td>
<td>Net Conference – SPP Criteria</td>
</tr>
</tbody>
</table>

### March, 2011

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Net Conference – Reserve Sharing System</td>
</tr>
<tr>
<td>2</td>
<td>Net Conference – NERC EOP Standards</td>
</tr>
<tr>
<td>3</td>
<td>Net Conference – Voltage Control and Stability</td>
</tr>
<tr>
<td>7</td>
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</tr>
<tr>
<td>8-9</td>
<td>Sub-Regional System Restoration Drill WEST</td>
</tr>
<tr>
<td>10</td>
<td>Net Conference – Control Performance Standards</td>
</tr>
<tr>
<td>15-17</td>
<td>Regional Emergency Operations Training (Classroom Simulation)</td>
</tr>
<tr>
<td>28-31</td>
<td>System Operations Conference (SOC) – Little Rock, AR</td>
</tr>
</tbody>
</table>
April, 2011
5  Net Conference – Transmission Loading Relief (TLR)
6  Net Conference – SPP EIS Market Basics
7  Net Conference – Congestion Management
12-14 Regional Emergency Operations Training (Classroom Simulation)
18-21 System Operations Conference (SOC) – Lafayette, LA
25  Restoration Principles and DTS Hands-On
26-27 Sub-Regional System Restoration Drill EAST

May, 2011
3  Net Conference – SPP Criteria
5  Net Conference – Reserve Sharing System
9  Restoration Principles and DTS Hands-On
10-11 Sub-Regional System Restoration Drill NORTH
12  Train-the-Trainer Net Conference
17-19 Regional Emergency Operations Training (Classroom Simulation)
23  Restoration Principles and DTS Hands-On
24-26 Regional System Restoration Drill
31  Net Conference – Transmission Loading Relief (TLR)

June, 2011
1  Net Conference – SPP EIS Market Basics
2  Net Conference – Congestion Management
7  Net Conference – NERC EOP Standards
8  Net Conference – Voltage Control and Stability
9  Net Conference – Control Performance Standards
14  Net Conference – SPP Criteria
15  Net Conference – Reserve Sharing System
16  Net Conference – NERC EOP Standards
21-23 Job Tasks Analysis and Assessment Workshop

July, 2011
12  Net Conference – PER-005-1 – Informational Session
14  Net Conference – Job Task Analysis – Informational Session
20  Train-the-Trainer Net Conference

August, 2011
2-4  Train-the-Trainer (In person)
September, 2011
6  Restoration Principles and DTS Hands-On
7-8 Sub-Regional System Restoration Drill NORTH
12 Restoration Principles and DTS Hands-On
13-14 Sub-Regional System Restoration Drill EAST
20 Net Conference – Transmission Loading Relief (TLR)
21 Net Conference – SPP EIS Market Basics
22 Net Conference – Congestion Management
26-29 System Operations Conference (SOC) – Oklahoma City, OK

October, 2011
4-6 Regional Emergency Operations Training (Classroom Simulation)
6  Train-the-Trainer Net Conference
11 Restoration Principles and DTS Hands-On
12-13 Sub-Regional System Restoration Drill SOUTH
17-20 System Operations Conference (SOC) – Springfield, MO
25 Net Conference – Voltage Control and Stability
25 Net Conference – PER-005-1 – Informational Session
26 Net Conference – Control Performance Standards
27 Net Conference – SPP Criteria
27 Net Conference – Job Task Analysis – Informational Session
31 Restoration Principles and DTS Hands-On

November, 2011
1-2 Sub-Regional System Restoration Drill WEST
8  Net Conference – Reserve Sharing System
9  Net Conference – NERC EOP Standards
14 Restoration Principles and DTS Hands-On
15-17 Regional System Restoration Drill
29-1 Regional Emergency Operations Training (Classroom Simulation)

December, 2011
No training scheduled
Course Descriptions

SPP System Operations Conference

SPP will be offering four System Operations Conferences to provide system operators an opportunity to receive training with their peers from other SPP member companies. These conferences help operators accomplish training objectives and give them an opportunity to network and meet with other system operators with whom they interact.

The 2011 SOC Training topics are currently under review. If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event.

This is Intermediate level training, designed primarily for persons who have some previous experience in system operations.

Course Fee for Non-members:
System Operator Conference - SOC (24 hours) - $1320/per person includes meals and conference materials.

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

Other Details
NERC ILA ID: NERC ILA (pending approval) is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

Estimated NERC CE Hours Breakdown:
24 Operating Topics hrs; (hours are subject to change pending NERC approval and final agenda).

Partial Credit may be awarded per session

Other Details: Details TBA.

Event Contact: Ronda Walters - 501-614-3550

2011 Dates and Cities:
March 28-31 Little Rock, AR
April 18-21 Lafayette, LA
September 26-29 Oklahoma City, OK
October 17-20 Springfield, MO
Sub-Regional System Restoration Drill East

SPP will be conducting sub-regional system restoration drills of the Southwest Power Pool footprint with the Eastern Interconnection in a total blackout. These sub-regional drills, like the regional drills, are to provide a high level test of coordination, communication and restoration for the SPP regional participants.

The sub-regional system restoration drills will be conducted via net conference with each entity participating from its own facility. The SPP Dispatcher Training Simulator (DTS) will be available at participating member sites for the drills, with preliminary training for participants in using the simulator to take recovery actions per a member’s system restoration procedures. The drills will emphasize NERC Standards and SPP Criteria on the system recovery.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event. Non-members that send participants for training hosted at the SPP’s facility will be charged the fee associated with the event plus an additional $20 per person per day to cover meals and materials.

This is Intermediate level training.

Course Fee for Non-members:
Sub-regional Restoration Drills (16 hours) - $560/entity or $35/Continuing Education Hour

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

Other Details
NERC ILA ID – NERC ILA SPP_025_E_SR_Drill_2011 is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

NERC CE Hours Breakdown:
Totals: 16 Operating Topics hrs, 16 Standards hrs, 16 Simulation hrs, 16 EOPs hrs, 16 Professional Related hrs

Partial Credit available – Partial credit will only be awarded for participation in full day increments.

Day 1 - 8 hrs EOPs, 8 hrs Sim, 8 hrs Op Topics, 8 Prof Related hrs, 8 Standards
Day 2 - 8 hrs EOPs, 8 hrs Sim, 8 hrs Op Topics, 8 Prof Related hrs, 8 Standards

Event Contact: Ronda Walters - 501-614-3550

2011 Dates:
April 26-27 September 13-14
Sub-Regional System Restoration Drill North

SPP will be conducting sub-regional system restoration drills of the Southwest Power Pool footprint with the Eastern Interconnection in a total blackout. These sub-regional drills, like the regional drills, are to provide a high level test of coordination, communication and restoration for the SPP regional participants.

The Sub-regional System Restoration Drills will be conducted via net conference with each entity participating from its own facility. The SPP Dispatcher Training Simulator (DTS) will be available at participating member sites for the drills, with preliminary training for participants in using the simulator to take recovery actions per a member’s system restoration procedures. The drills will emphasize NERC Standards and SPP Criteria on the system recovery.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event. Non-members that send participants for training hosted at the SPP’s facility will be charged the fee associated with the event plus an additional $20 per person per day to cover meals and materials.

This is Intermediate level training.

Course Fee for Non-members:
Sub-regional Restoration Drills (16 hours) - $560/entity or $35/Continuing Education Hour

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

Other Details
NERC ILA ID: NERC ILA SPP_025_N-SR_Drill_2011 is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

NERC CE Hours Breakdown:
Totals: 16 Operating Topics hrs, 16 Standards hrs, 16 Simulation hrs, 16 EOPs hrs, 16 Professional Related hrs

Partial Credit available – Partial credit will only be awarded for participation in full day increments.

Day 1 - 8 hrs EOPs, 8 hrs Sim, 8 hrs Op Topics, 8 Prof Related hrs, 8 Standards
Day 2 - 8 hrs EOPs, 8 hrs Sim, 8 hrs Op Topics, 8 Prof Related hrs, 8 Standards

Event Contact: Ronda Walters - 501-614-3550

2011 Dates:
May 10-11 September 7-8
**Sub-Regional System Restoration Drill South**

SPP will be conducting sub-regional system restoration drills of the Southwest Power Pool footprint with the Eastern Interconnection in a total blackout. These sub-regional drills, like the regional drills, are to provide a high level test of coordination, communication and restoration for the SPP regional participants.

The Sub-regional System Restoration Drills will be conducted via net conference with each entity participating from its own facility. The SPP Dispatcher Training Simulator (DTS) will be available at participating member sites for the drills, with preliminary training for participants in using the simulator to take recovery actions per a member’s system restoration procedures. The drills will emphasize NERC Standards and SPP Criteria on the system recovery.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event. Non-members that send participants for training hosted at the SPP’s facility will be charged the fee associated with the event plus an additional $20 per person per day to cover meals and materials.

This is *Intermediate level* training.

**Course Fee for Non-members:**

**Sub-regional Restoration Drills (16 hours)** - $560/entity or $35/Continuing Education Hour

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

**Other Details**

**NERC ILA ID:** NERC ILA SPP_025_S_SR_Drill_2011 is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

**NERC CE Hours Breakdown:**

Totals: 16 Operating Topics hrs, 16 Standards hrs, 16 Simulation hrs, 16 EOPs hrs, 16 Professional Related hrs

*Partial Credit available – Partial credit will only be awarded for participation in full day increments.*

Day 1 - 8 hrs EOPs, 8 hrs Sim, 8 hrs Op Topics, 8 Prof Related hrs, 8 Standards
Day 2 - 8 hrs EOPs, 8 hrs Sim, 8 hrs Op Topics, 8 Prof Related hrs, 8 Standards

**Event Contact:** Ronda Walters - 501-614-3550

**2011 Dates:**

February 8-9
October 12-13
**Sub-Regional System Restoration Drill West**

SPP will be conducting sub-regional system restoration drills of the Southwest Power Pool footprint with the Eastern Interconnection in a total blackout. These sub-regional drills, like the regional drills, are to provide a high level test of coordination, communication and restoration for the SPP regional participants.

The Sub-regional System Restoration Drills will be conducted via net conference with each entity participating from its own facility. The SPP Dispatcher Training Simulator (DTS) will be available at participating member sites for the drills, with preliminary training for participants in using the simulator to take recovery actions per a member’s system restoration procedures. The drills will emphasize NERC Standards and SPP Criteria on the system recovery.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event. Non-members that send participants for training hosted at the SPP’s facility will be charged the fee associated with the event plus an additional $20 per person per day to cover meals and materials.

This is *Intermediate level* training.

**Course Fee for Non-members:**  
**Sub-regional Restoration Drills (16 hours)** - $560/entity or $35/Continuing Education Hour  
Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

**Other Details**  
**NERC ILA ID:** NERC ILA SPP_025_W_SR_Drill_2011 is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

**NERC CE Hours Breakdown:**  
Totals: 16 Operating Topics hrs, 16 Standards hrs, 16 Simulation hrs, 16 EOPs hrs, 16 Professional Related hrs

*Partial Credit available – Partial credit will only be awarded for participation in full day increments.*

Day 1 - 8 hrs EOPs, 8 hrs Sim, 8 hrs Op Topics, 8 Prof Related hrs, 8 Standards  
Day 2 - 8 hrs EOPs, 8 hrs Sim, 8 hrs Op Topics, 8 Prof Related hrs, 8 Standards

**Event Contact:** Ronda Walters - 501-614-3550

**2011 Dates:**  
March 8-9  
November 1-2
Regional System Restoration Drill

These region-wide system restoration drills are to provide a high level test of coordination, communication and restoration for SPP regional participants. The regional system restoration drills will be conducted via net conference with each entity participating from its own facility. The SPP Dispatcher Training Simulator (DTS) will be available at participating member sites for the drills, with preliminary training for participants in using the simulator to take recovery actions per a member’s system restoration procedures. The drills will emphasize NERC Standards and SPP Criteria related to system recovery.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event. Non-members that send participants for training hosted at the SPP’s facility will be charged the fee associated with the event plus an additional $20 per person per day to cover meals and materials.

This is Intermediate level training.

Course Fee for Non-members:
Regional System Restoration Drill (24 hours) – $840/entity or $35/Continuing Education Hour

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

Other Details
NERC ILA Number: NERC ILA (pending approval) is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and that Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

Estimated NERC CE Hours Breakdown:
Totals: 24 Operating Topics hrs, 24 Standards hrs, 24 Simulation hrs, 24 EOPs hrs, 24 Professional Related hrs

Partial Credit available – Partial credit will only be awarded for participation in full day increments.

Day 1 - Approx. 8 EOPs hrs, 8 Sim hrs, 8 Op Topics, 8 Standards hrs, 8 Prof Related hrs
Day 2 - Approx. 8 EOPs hrs, 8 Sim hrs, 8 Op Topics, 8 Standards hrs, 8 Prof Related hrs
Day 3 - Approx. 8 EOPs hrs, 8 Sim hrs, 8 Op Topics, 8 Standards hrs, 8 Prof Related hrs

Event Contact: Ronda Walters - 501-614-3550

2011 Dates:
May 24-26
November 15-17
Restoration Principles and Dispatch Simulator (DTS) Hands-On

This four hour net conference session will provide operators the essential training needed for using the Dispatcher Training Simulator (DTS) during System Restoration Drills. During this introduction to the DTS, participants will review key system restoration concepts such as identifying black start generating units, practicing proper communication techniques, verifying data prior to interconnection, and maintaining adequate voltage and frequency levels during system restoration. The DTS User Guide will also be reviewed to ensure the participants are familiar with commonly used displays and navigation techniques prior to beginning independent simulation practice.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event.

This is Intermediate level training.

Course Fee for Non-members:
Restoration Principles and DTS Hands-On (4 hours) – $140/entity or $35/Continuing Education Hour

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

Other Details
NERC ILA ID: NERC ILA SPP_025_RP_DTS_2011 is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

NERC CE Hours Breakdown:
Totals: 4 Operating Topics hrs, 2 Standards hrs, 2 Simulation hrs, 4 EOPs hrs 4 Professional Related hrs

Event Contact: Ronda Walters - 501-614-3550

2011 Dates:
February 7
March 7
April 25
May 9
May 23
September 6
September 12
October 11
October 31
November 14
Net Conference - Congestion Management

This two-hour net conference session will describe the process and procedures used by the SPP Reliability Coordinator in mitigation of flowgates affected by energy flows into and throughout the SPP footprint.

The purpose of this course is to familiarize the participant in the methods, tools, communications, and procedures used by the SPP Reliability Coordinator. The session will cover elements associated with the SPP congestion management process and delve into the roles and responsibilities of the SPP Reliability Coordinators.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event.

This is Intermediate level training.

Course Fee for Non-members:
Net Conference (2 hours) - $90/per person or $45/Continuing Education Hour

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

Other Details
NERC ILA ID: NERC ILA SPP_025_NC_CM_2011 is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

NERC CE Hours Breakdown:
2 Operating Topics hrs; 1 Standards hr; 2 EOPS hrs, 2 Professional Related hrs

Net conference instructions will be provided to registered participants prior to the date of the class.

Event Contact: Ronda Walters - 501-614-3550

2011 Dates:
February 3
April 7
June 2
September 22
Net Conference – SPP EIS Market Basics

This two-hour net conference provides a general overview of the SPP Energy Imbalance Service (EIS) Market and its key components and concepts. Topics covered in the session include energy imbalance service, market benefits, locational imbalance pricing (LIP), resource plans, ancillary service plans, load forecasts, offer submission, native load schedules, dispatchable range, market deployment and uninstructed resource deviation (URD).

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event.

This is Intermediate level training.

Course Fee for Non-members:
Net Conference (2 hours) - $90/per person or $45/Continuing Education Hour

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

Other Details
NERC ILA ID: NERC ILA SPP_025_NC_EIS_2011 is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

NERC CE Hours Breakdown:
2 Operating Topics hrs

Net Conference Instructions will be provided to registered participants prior to the date of the class.

Event Contact: Ronda Walters - 501-614-3550

2011 Dates:
February 2
April 6
June 1
September 21
Net Conference - NERC EOP Standards

This two-hour net conference session will describe the NERC EOP Standards, with specific attention to the Energy Emergency Alert process including the use of energy emergency alerts during capacity deficiencies and other emergency situations. Participants will also review each of the NERC EOP Standards, including Load Shedding Plans and Disturbance Reporting.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event.

This is Intermediate level training.

Course Fee for Non-members:
Net Conference (2 hours) - $90/per person or $45/Continuing Education Hour

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

Other Details
NERCILA ID: NERC ILA SPP_025_NC_EOP_2011 is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

NERC CE Hours Breakdown:
2 Operating Topics hrs, 2 Standards hrs, 2 EOPS hrs, 2 Professional Related hrs

Net Conference Instructions will be provided to registered participants prior to the date of the class.

Event Contact: Ronda Walters - 501-614-3550

2011 Dates:
March 2
June 7
June 16
November 9
**Net Conference - Reserve Sharing System**

SPP uses the OATI Reserve Sharing System (RSS) to notify the Reserve Sharing Group that a member of this group has suffered a sudden and unexpected loss of capacity. Reserves held by the Reserve Sharing Group will be distributed by the system for recovery of this loss.

This two-hour net conference session will discuss the allocation, distribution, and reports within the SPP RSS as well as Disturbance Control Standards (DCS) implications. Participants will learn to analyze data and respond to reserve sharing situations.

This is *Intermediate level* training.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event.

**Course Fee for Non-members:**
*Net Conference (2 hours)* - $90/per person or $45/Continuing Education Hour

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

**Other Details**

**NERC ILA ID:** NERC ILA SPP_025_NC_RSS_2011 is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

**NERC CE Hours Breakdown:**
2 Operating Topics hrs; 1 Standards hr; 2 EOPS hrs, 2 Professional Related hrs

Net Conference Instructions will be provided to registered participants prior to the date of the class.

**Event Contact:** Ronda Walters - 501-614-3550

**2011 Dates:**
- March 1
- May 5
- June 15
- November 8
Net Conference - SPP Criteria

This two-hour net conference session will describe some of the SPP Criteria that deal primarily with emergency operations issues including the use of energy emergency alerts and Other Extreme Conditions processes.

Participants will also review some of the SPP Criteria and how those policies reflect the relationship between member operators and SPP coordinators.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event.

This is Intermediate level training.

Course Fee for Non-members:
Net Conference (2 hours) - $90/per person or $45/Continuing Education Hour

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

Other Details
NERC ILA ID: NERC ILA SPP_025_NC_Criteria_2011 is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

NERC CE Hours Breakdown:
2 Operating Topics hrs, 1, Standards hr, 2 EOPS hrs, 2 Professional Related hrs

Net Conference Instructions will be provided to registered participants prior to the date of the class.

Event Contact: Ronda Walters - 501-614-3550

2011 Dates:
February 24
May 3
June 14
October 27
**Net Conference - Transmission Loading Relief (TLR)**

This two-hour net conference session will describe the various levels of TLR. It will step participants through the decisions that Reliability Coordinators and Balancing Authorities make in selecting a particular TLR level, curtailment amounts, and NNL relief by following the NERC and SPP procedures that will help mitigate the constrained facility.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event.

This is *Intermediate level* training.

**Course Fee for Non-members:**
*Net Conference (2 hours)* - $90/per person or $45/Continuing Education Hour

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

**Other Details**
**NERC ILA ID:** NERC ILA SPP_025_NC_TLR_2011 is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

**NERC CE Hours Breakdown:**
2 Operating Topics hrs, 2 Standards hrs, 2 EOPS hrs, 2 Professional Related hrs

Net Conference Instructions will be provided to registered participants prior to the date of the class.

**Event Contact:** Ronda Walters - 501-614-3550

**2011 Dates:**
- February 1
- April 5
- May 31
- September 20
Net Conference – Voltage Control and Stability

This two-hour net conference session presents a high level view of how reactive power influences power flow in a transmission system. The session will include discussion of the ability of an electric system to maintain a state of equilibrium during normal and abnormal conditions. The need to monitor controls and maintain adequate voltage levels and reactive resources will also be discussed.

The material in this course is designed to provide the participant with a conceptual understanding of the relationships of voltage, apparent power, real power, power transfer, and voltage stability in practical applications. Participants will also develop a conceptual understanding of the principles associated with system stability in order to resolve real-time interconnected operations problems and issues.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event.

This is Intermediate level training.

Course Fee for Non-members:
Net Conference (2 hours) - $90/per person or $45/Continuing Education Hour

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

Other Details
NERC ILA ID: NERC ILA SPP_025_NC_VCS_2011 is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

NERC CE Hours Breakdown:
2 Operating Topics hrs, 1 Standards hr, 2 EOPS hrs, 2 Professional Related hrs

Net Conference Instructions will be provided to registered participants prior to the date of the class.

Event Contact: Ronda Walters - 501-614-3550

2011 Dates:
February 22
March 3
June 8
October 25
Net Conference – Control Performance Standards

This two-hour net conference session is designed to ensure participants develop an understanding of the three Control Performance Standards: CPS1, CPS2, and DCS (Disturbance Control Standard). Applicable concepts such as ACE, frequency, and $L_{10}$ will also be discussed as well as the parameters for compliance with each of these standards.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event.

This is Intermediate level training.

Course Fee for Non-members:
Net Conference (2 hours) - $90/per person or $45/Continuing Education Hour

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

Other Details
NERC ILA ID: NERC ILA SPP_025_NC_CPS_2011 is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

NERC CE Hours Breakdown:
2 Operating Topics hrs, 2 Standards hrs, 1 EOPS hr, 2 Professional Related

Net Conference Instructions will be provided to registered participants prior to the date of the class.

Event Contact: Ronda Walters - 501-614-3550

2011 Dates:
February 23
March 10
June 9
October 26
Net Conference – PER-005-1 - Informational Session

This two-hour net conference session will review the purpose of PER-005-1 (System Personnel Training Standard), define and discuss "competency", identify different types of competency gaps, distinguish between job task analyses and job task assessments, describe the impacts on operations personnel regarding the requirements and measures of PER-005-1, and discuss effective dates.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event.

This is Intermediate level training.

Course Fee for Non-members:
Net Conference (2 hours) - $90/per person or $45/Continuing Education Hour

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

Other Details
NERC ILA ID: NERC ILA SPP_025_NC_PER005_2011 is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

NERC CE Hours Breakdown:
2 NERC Standards hrs, 2 Professional Related hrs

Net Conference Instructions will be provided to registered participants prior to the date of the class.

Event Contact: Ronda Walters - 501-614-3550

2011 Dates:
January 18
January 25
July 12
October 25
Net Conference - Job Task Analysis - Informational Session

This two-hour net conference session will review the process for conducting a job task analysis (JTA), review the templates used to document JTA development, identify one method for conducting a job task assessment, and describe the impacts JTA development and assessment will have on operations and training personnel.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event.

**Course Fee for Non-members:**
*Net Conference (2 hours)* - $90/per person or $45/Continuing Education Hour

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

**Other Details**
*No NERC CE Hours available*

Net conference instructions will be provided to registered participants prior to the date of the class.

**Event Contact:** [Ronda Walters](#) - 501-614-3550

**2011 Dates:**
January 20
January 27
July 14
October 27
Regional Emergency Operations Training (Classroom Simulation)

This 2.5 day Regional Emergency Operations classroom session will focus on activities that take participants through experiences in the electrical system simulating activities dealing with such topics as transmission loading relief, voltage control, system stability, and reactive power flow. Concepts such as Human Error Prevention Skills, Situational Awareness, Communication, and the Critical Decision Making Process will also be addressed.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event. Non-members that send participants for training hosted at the SPP’s facility will be charged the fee associated with the event plus an additional $20 per person per day to cover meals and materials.

This is Intermediate level training.

Course Fee for Non-members:
EOPs Training (20 hours) – $900/per person or $45/Continuing Education Hour and $20/per day for meals

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

Other Details
NERC ILA ID: NERC ILA SPP_025_REOPS_2011 is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

NERC CE Hours Breakdown:
20 Operating Topics hrs, 20 Standards hrs, 19 Simulation hrs, 20 EOPS hrs, 20 Professional Related hrs

Location: Southwest Power Pool
Address: 415 N. McKinley
City: Little Rock
State: Arkansas
Zip: 72205

Event Contact: Ronda Walters - 501-614-3550

2011 Dates:
February 15-17       May 17-19
March 15-17          October 4-6
April 12-14          November 29-December 1
Job Tasks Analysis and Assessment Workshop

PER-005-1 requires entities to provide training that is tailored to prepare each individual operator to perform his/her job and the training should address gaps between the skills necessary to accomplish a particular job task and an operator's competency to carry out the task.

This three-day workshop will focus on the development and implementation processes necessary for a training program to identify, analyze, and assess company-specific, reliability-related tasks relevant to BES operation.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event. Non-members that send participants for training hosted at the SPP’s facility will be charged the fee associated with the event plus an additional $20 per person per day to cover meals and materials.

Who should attend this workshop?

- Individuals responsible for designing, developing and/or conducting training at their respective entity
- Individuals responsible for the development of Job Tasks Analyses
- Individuals responsible for the assessment of operator competency in performing assigned job tasks
- Individuals responsible for creating a list of company-specific, reliability-related tasks relevant to BES operation and performed by their System Operators
- Individuals responsible for the evaluation and compliance with PER-005-1
- Other individuals who own the responsibility of ensuring compliance with PER-005-1

Course Fee for Non-members:

**JTA Workshop (24 hours)** - $1140/person or $45/Continuing Education Hour and $20/per day for meals

Other Details:

NERC ILA ID: NERC ILA *(pending approval)* is recognized by the North American Electric Reliability Corporation as an approved learning activity for which NERC CE hours can be awarded, and Southwest Power Pool adheres to NERC Continuing Education Program Criteria.

Estimated NERC CE Hours Breakdown:
Totals: 24 Standards hrs, (hours are subject to change pending NERC approval)

Location: Little Rock, Arkansas (specific venue to be determined)
Event Contact: Ronda Walters - 501-614-3550

2011 Dates:
June 21 - 23
**SPP Train-the-Trainer**

Southwest Power Pool’s Train-the-Trainer series offers Operations Trainers opportunities to enhance their professional skills as they prepare and develop quality training programs using a Systematic Approach to Training (SAT). Not only is using an SAT an anticipated NERC Standard, but it is an essential component in developing world class training events.

The **2011 Train-the-Trainer** curriculum will consist of four net conferences and one instructor-led training event in Little Rock, Arkansas. Each course is designed as a stand-alone training event, however interconnected for a total curriculum. Attending all courses in order is encouraged but not mandatory.

If an organization is a member of Southwest Power Pool, Inc. they may participate in the 2011 customer training events at no additional cost. Non-members wishing to participate in SPP training events will be charged the fee associated with a particular event. Non-members that send participants for training hosted at the SPP’s facility will be charged the fee associated with the event plus an additional $20 per person per day to cover meals and materials.

**Who should attend these sessions?**
- Individuals responsible for conducting training at their respective entities
- System Operators and other operations personnel who play a role in training

**Course Fee for Non-members:**
- Train the Trainer (24 hours) - $1140 – this includes meals and materials.
- Train-the-Trainer Net Conferences - $67.50

Please contact Ronda Walters @ (501) 614-3550 regarding payment. SPP does not invoice but accepts all major credit cards for payment.

**Event Contact:** Ronda Walters - 501-614-3550

**2011 Dates:**
- February 10 (Net Conference)
- May 12 (Net Conference)
- July 20 (Net Conference)
- August 2-4 (In Person – Little Rock, AR)
- October 6 (Net Conference)