Southwest Power Pool, Inc.

OPERATIONS TRAINING WORKING GROUP

Teleconference
February 4, 2013

• AGENDA •

1:30 – 3:00 p.m. CST

Register here for this meeting:
http://www.spp.org/event_register2.asp?oID=4588

1. Call to Order and Approval of Agenda ................................................................. Shannon Bolan
2. Approval of 1/07/13 Meeting Minutes ................................................................. Shannon Bolan
3. Review of Previous Action Items ............................................................................. John Gunter

<table>
<thead>
<tr>
<th>Action Item</th>
<th>Date Originated</th>
<th>Owner</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>DTS Engineer</td>
<td>10/26/2012</td>
<td>Jim Gunnell</td>
<td>Completed</td>
<td>Katie Mauldin is our new DTS Engineer</td>
</tr>
<tr>
<td>DTS Discrepancy and Progress Reports</td>
<td>10/26/2012</td>
<td>John Gunter, Katie and Ryan</td>
<td>In Progress</td>
<td>Follow up on discrepancy reports and chart progress to updates</td>
</tr>
<tr>
<td>Current snapshot of production model</td>
<td>11/19/2012</td>
<td>John Gunter, Katie and Ryan</td>
<td>In progress</td>
<td>The new model has been created and is currently being tested for accuracy and stability.</td>
</tr>
<tr>
<td>2013 SOC Evaluations</td>
<td>11/19/2012</td>
<td>Leslie Sink, Jane Martin</td>
<td>In progress</td>
<td>For the first SOC we would like to keep a shorter version of the paper evaluation per day – use the LMS for the overall evaluation</td>
</tr>
<tr>
<td>2012 Stakeholder Survey</td>
<td>1/7/2013</td>
<td>Leslie Sink</td>
<td>In Progress</td>
<td>Leslie will have a Webex set up for the March meeting to present these survey results</td>
</tr>
<tr>
<td>RE Mock Audit volunteers</td>
<td>1/7/2013</td>
<td>Leslie Sink</td>
<td>Completed</td>
<td>The entities have been chosen for the NERC PER-005 mock audit based on specific criteria</td>
</tr>
<tr>
<td>Nomination for open OTWG membership</td>
<td>1/7/2013</td>
<td>Leslie Sink</td>
<td>Completed</td>
<td>Emailed nomination form to OTWG members and those in attendance of the February meeting.</td>
</tr>
</tbody>
</table>
4. 2013 SOCs Update ........................................................................................................ John Gunter
5. DTS Update ................................................................................................................... Ryan and/or Katie
6. 2013 Registration Update/Waitlists ........................................................................... Jane Martin
7. Integrated Marketplace Training ............................................................................... Becky Gifford
8. 2012 Customer Satisfaction Surveys ....................................................................... Margaret Adams
9. Lessons Learned from Audits ................................................................................... All
10. Other Items ................................................................................................................ All
    a. Recommendation of Robert Hirchak as Vice Chair vote .................................... All
    b. Nomination and vote for open seat .................................................................. All
11. Summary of New Action Items ................................................................................. John Gunter
12. Future Meetings
    March 4, 2013 (Teleconference)
    1:30 – 3:00 p.m. CST
    Register here: http://www.spp.org/event_register2.asp?oID=4589

    March 21, 2012 Face-to-Face
    1:00 – 5:00 p.m. CST
    Register here: http://www.spp.org/event_register2.asp?oID=4590
13. Adjournment ............................................................................................................ Shannon Bolan