Southwest Power Pool, Inc.
OPERATIONS TRAINING WORKING GROUP
Teleconference
March 4, 2012

• AGENDA •
1:30 – 3:00 p.m. CST

Register here for this meeting:
http://www.spp.org/event_register2.asp?oID=4589

1. Call to Order and Approval of Agenda................................................................. Shannon Bolan

2. Approval of 2/4/2013 Meeting Minutes ............................................................... Shannon Bolan

3. Review of Previous Action Items ........................................................................... Leslie Sink

<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>Can an individual sit on more than one working group</td>
<td>2/4/2013</td>
<td>Leslie Sink</td>
<td>Completed</td>
<td>Yes</td>
</tr>
<tr>
<td>DTS Discrepancy and Progress Reports</td>
<td>10/26/2012</td>
<td>John Gunter</td>
<td>Completed/ongoing</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</td>
<td>Completed</td>
<td>New DTS model was used in the last drill. Katie and Ryan are working on a few kinks before the next drill in April</td>
</tr>
<tr>
<td>OTWG open membership and Chair position</td>
<td>2/4/2013</td>
<td>Leslie Sink</td>
<td>In progress</td>
<td>Send information to MOPC representatives indicating OTWG representation</td>
</tr>
<tr>
<td>Scott Labit’s Nomination</td>
<td>2/4/2013</td>
<td>Leslie Sink</td>
<td>Completed</td>
<td>Nick Brown approved Scott’s membership</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/Michael Daly

8. 2012 Customer Satisfaction Surveys ............................................................ Margaret Adams

9. 2012 Stakeholder Satisfaction Survey ........................................................... Leslie Sink

10. Lessons Learned from Audits. ........................................................................... All

11. Other Items ........................................................................................................ All

12. Summary of New Action Items ....................................................................... Leslie Sink

13. Future Meetings
    March 21, 2013 Face to Face (Little Rock)
    1:00 – 5:00 p.m. CST
    Register here: http://www.spp.org/event_register2.asp?oID=4590

14. Adjournment ...................................................................................................... Shannon Bolan