Southwest Power Pool, Inc.
OPERATIONS TRAINING WORKING GROUP
Teleconference
April 8, 2013

• AGENDA •
1:30 – 3:00 p.m. CST

Register here for this meeting:
http://www.spp.org/event_register2.asp?oID=4591

1. Call to Order and Approval of Agenda..............................................................Denney Fales

2. Approval of 3/21/2013 Meeting Minutes............................................................Denney Fales

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>Make changes to the 2/4/2013 meeting minutes and repost</td>
<td>3/4/2013</td>
<td>Leslie Sink</td>
<td>Completed</td>
<td>Minutes posted and approved on 3/21/2013</td>
</tr>
<tr>
<td>Post all Customer Training and Stakeholder satisfaction surveys to SPP.ORG</td>
<td>3/4/2013</td>
<td>Leslie Sink and Margaret Adams</td>
<td>Completed</td>
<td>The results of the 2012 satisfaction surveys have been posted</td>
</tr>
<tr>
<td>QTS/QTD offered PER005 workshop</td>
<td>3/4/2013</td>
<td>Misty Revenew</td>
<td>In progress</td>
<td>Misty will contact QTS/QTD to see about a PER005 workshop for members</td>
</tr>
<tr>
<td>Submit Sheldon Hunter’s nomination for membership to Nick Brown</td>
<td>3/21/2013</td>
<td>Leslie Sink</td>
<td>Completed</td>
<td>Nick Brown approved Sheldon Hunter’s nomination for a two year term</td>
</tr>
<tr>
<td>Submit Denney Fales’ nomination for Chairperson to BOD and Nick Brown for approval</td>
<td>3/21/2013</td>
<td>Leslie Sink</td>
<td>Completed</td>
<td>Denney Fales was approved as the new Chairperson of the OTWG for a two year term</td>
</tr>
<tr>
<td>AEP template for facilitators</td>
<td>3/21/2013</td>
<td>Stanley Winbush</td>
<td>Completed</td>
<td>Stanley will share his facilitator’s template with the group that is currently used by AEP.</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 .................................................................................. Amy Casavechia/Michael Daly
8. 2014 – 2016 Strategic Planning Updated .................................................................... Leslie Sink
9. Lessons Learned from Audits ...................................................................................... All
10. Other Items .................................................................................................................. All
11. Summary of New Action Items ..................................................................................... Leslie Sink
12. Future Meetings
   April 18, 2013 Face to Face (Lafayette)
   1:00 – 5:00 p.m. CST
   Register here: http://www.spp.org/event_register2.asp?oID=4592
13. Adjournment ................................................................................................................ Denney Fales