Southwest Power Pool, Inc.
OPERATIONS TRAINING WORKING GROUP
Teleconference
March 7, 2011

● MINUTES ●

Attendees:

Shannon Bolan, NPPD*
Edgar Rivera, LUS*
Richard Appel, SECI*
Robert Hirchak, Cleco*
Misty Revenew, WRI*
Stanley Winbush, AEP*
Mike Hood, AECC*
Mark Eastwood, CUS*
Della Amstutz, WFEC*
Rod Lewis, KCPL*
Mike Crouch, OG&E*
Jim Gunnell, Secretary

Dan Ewing, AEP
Karen McGee, AEP
Steve Tegtmeier, LES
Angie Blacketer, LES
Bill Bowen, SPS
Arron Wetovick, OPPD
Jim Williams, SPP RE
Scott Labit, GRDA
Jane Martin, SPP
Leslie Sink, SPP
Ronda Walters, SPP

* Voting Member

Agenda Item 1: Call to Order and Approval of Agenda
Shannon Bolan called the meeting to order at 1:39 p.m.

Agenda Item 2: Approval of 02/07/2011 Meeting Minutes
Misty made a motion to approve the 02/07/2011 meeting minutes and Richard Appel seconded the motion. The minutes were approved.
## Agenda Item 3: Review of Previous Action Items

<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>Jim Gunnell will contact DTS engineer to schedule a meeting with the appropriate contact at PNNL to request a cost estimate for upgrading the SPP DTS Model</td>
<td>01/11/2011</td>
<td>Jim Gunnell</td>
<td>On hold</td>
<td>The new DTS Engineer is working to get things ready for the spring Drills and REOPs classes so this item has not been a high priority. He will begin working on this as time allows.</td>
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<tr>
<td>Jim Gunnell will put a GO training item on the Face-to-Face agenda for March 31, 2011</td>
<td>01/11/2011</td>
<td>Jim Gunnell</td>
<td></td>
<td>Jim has put the GO training item on the agenda for the Face-to-Face meeting 3/31/2011. He has also begun internal discussions regarding it.</td>
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<tr>
<td>Jim Gunnell will contact the staff secretary for the Operating Reliability Working Group regarding who will be responsible for maintaining the information requirements of EOP-006-2</td>
<td>01/11/2011</td>
<td>Jim Gunnell</td>
<td>In Progress</td>
<td>e-mail request sent on 01/24/2011; ORWG to discuss at 01/26-27/2011 meeting; Jason Smith will follow up with the RE regarding the interpretation of the CIP standard. Jim sent Jason Smith a note last week about discussing the interpretation of this standard with the RE. He will update the group as soon as he hears from Jason.</td>
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<tr>
<td>Jim Gunnell will collect more information regarding PJM’s Generator Operator certification program</td>
<td>01/11/2011</td>
<td>Jim Gunnell</td>
<td>In Progress</td>
<td>The main certification information page for PJM is: <a href="http://www.pjm.com/training/certification/sys-op-cert.aspx">http://www.pjm.com/training/certification/sys-op-cert.aspx</a> On this page is the content outline, sample tests, and candidate bulletin. A description of the Certification requirement can be found in Section 1 of PJM’s Manual on Certification and Training. PJM formed a group of operators (subgroup of Dispatcher Training Task Force) to serve as the Steering Committee as well as test Item Writers. PJM also employed Applied Measurement Professionals (AMP) as consultants for the startup of their Certification exams. Obviously, the startup and exam updates are more labor intensive. For the ongoing facilitation of this program, PJM estimates about .25 - .5 FTE. Ray Gross is the leader of this Certification effort for PJM. Ray Gross, <a href="mailto:grossrc@pjm.com">grossrc@pjm.com</a>, 610-666-8890</td>
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<tr>
<td>Jane Martin will gather LMS roster data for all 2011 Customer Training</td>
<td>01/11/2011</td>
<td>Jane Martin</td>
<td>In Progress</td>
<td>Jane Martin will have this information ready for the March 31, 2011 meeting.</td>
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<td>courses so that the OTWG can discuss at their March Face-to-Face meeting.</td>
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<td>Jim Gunnell will send a note requesting nominations for the OTWG vacancies</td>
<td>02/07/2011</td>
<td>Jim Gunnell</td>
<td>Complete</td>
<td></td>
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<td>to be discussed at the March 31st Face-to-Face meeting</td>
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<td>Margaret Hebert will e-mail an SOC update to the OTWG</td>
<td>02/07/2011</td>
<td>Margaret Hebert</td>
<td>Complete</td>
<td></td>
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<td>Ronda Walters will e-mail the SOC facilitator rosters to the OTWG</td>
<td>02/07/2011</td>
<td>Ronda Walters</td>
<td>Complete</td>
<td></td>
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<td>Jim Gunnell will summarize and group the information from the annual survey</td>
<td>02/07/2011</td>
<td>Jim Gunnell</td>
<td>Complete</td>
<td></td>
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<td>and present it at the next meeting</td>
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<td>Jim Gunnell will work with Jane Martin and Conrad Gottfredson to get the</td>
<td>02/07/2011</td>
<td>Jane Martin</td>
<td>Complete</td>
<td>Jim said there has been internal SPP follow-up with MISO and there will be another meeting to determine what needs need to be put into a proposal for management to review. Tools are being explored by two SPP personnel, Emily Davis and Daniel Baker, and they are preparing to draft a proposal.</td>
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<td>JTA rapid task analysis seminar on the LMS for registration to take</td>
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<td>Jim Gunnell</td>
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<td>advantage of Conrad’s training</td>
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<tr>
<td>Jim Gunnell will follow up and give report to the group regarding status</td>
<td>02/07/2011</td>
<td>Jim Gunnell</td>
<td>In Progress</td>
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<td>of the secondary communications solutions.</td>
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Agenda Item 4: Discuss Nominations for OTWG Vacancies
Jim Gunnell stated there are currently three nominations for the two vacancies that will occur when Shannon Bolan’s and Richard Appel’s terms expire at the end of March. Jim said he had sent another email announcing the vacancies and has asked to have the nominations to him by March 21st. He said the nominations would be discussed at the March 31st Face-to-Face meeting, and that he had received a nomination for both Shannon and Richard to continue in their roles with the OTWG. He also said he had received a nomination from Mike Stafford with GRDA for Scott Labit who is also with GRDA.

Agenda Item 5: Customer Training Vacancies
Jim Gunnell discussed the two vacancies for the Market Trainer, and Customer Trainer (responsible for the Regional and Sub-regional restoration drills). He said there is a possible internal solution for the Market Trainer vacancy, and stated that he has received a couple of resumes he’s reviewing for the Customer Trainer position. He commented he’s gotten several resumes for the Instructional Designer position which will provide support to the other two. He said the positions are still posted on the SPP website and resumes continue being received.

Agenda Item 6: System Operations Conference Update
Leslie Sink gave an update regarding the SOC saying the print materials are being reviewed one last time before going to the printer. Ronda Walters added that there are still 17 on the waitlist for the Little Rock conference. She also commented that due to space limitations and logistics of the break out groups, Margaret Hebert asked that the group size remain at 52 for the Little Rock and Oklahoma City conferences, and at 50 for the Lafayette and Springfield conferences. Richard Appel and Shannon Bolan pointed out that there are some space issues at the Springfield conference due to some remodeling that is occurring at SWPA. Ronda said she would look at the facilitator roster to see if the roster could be adjusted. Arron Wetovick asked if there could be an informational tool that could be given to those on the waiting list. The group discussed it briefly, and Jim said he would add this item to the agenda for further discussion at the Face-to-Face on March 31st.

Agenda Item 7: Personnel Subcommittee Update
Dan Ewing gave a brief report concerning the Personnel Subcommittee meeting. He stated that John Taylor gave an update on the continuing education program comparing the 2009 and 2010 figures saying CEHs are up approximately 17,000, the number of available courses are up by 25, and the number of courses reviewed are down by about 300. He said that John Taylor and Neil Lindgrin are in the process of revising the Continuing Education manual with a target date for completion at the beginning of the fourth quarter in 2011. He also commented that John Taylor discussed in detail the certificate maintenance. He told the group that John uses Appendix A in the System Operator Certification manual for a list of categories that can be counted and he also uses the content outlines from the PCGC website for a general list of tasks performed by the RCs, BAs, and TOs when determining whether a course can be counted toward certificate maintenance. He said course audits are coming up for the fourth quarter of 2011 beginning around March 15th and completing at end of May. Dan said a topic entitled “Industry Experience” was presented, giving the various percentages of certified system operators in the following categories: 55% are over age of 45 and nearing retirement age, 61% have 10 years or less experience,
8.9% have no experience, 67% have six years or less experience in their current position, 58% have three years or less, and the average experience is 5.2 years in a position. He said a future discussion for the June meeting will be developing a standardized training curriculum for NERC certification exam prep.

**Agenda Item 8: COM-002-3 Comment Period to March 7, 2011**
Jim Gunnell reminded the group that the comment period ends today unless it has been extended. He said he had not seen anything saying it had been. Jim said companies have been sending comments through the SPP RTO Compliance group rather than SPP Training. Several in the group pointed out that Robert Rhodes at SPP was also collecting comments.

**Agenda Item 9: Summary of Annual Program Evaluation Results**
Jim Gunnell stated that this item would be further discussed at the OTWG Face-to-Face on March 31. He said the results were very positive this year with many comments being satisfied or very satisfied. He presented an overview of the results and stated that the group would discuss more in detail at the March meeting.

**Agenda Item 10: Customer Training and Strategic Initiatives**
Jim Gunnell encouraged the group to be thinking about where they wanted to go in the next three years or so in order to meet the training needs of the members.

**Agenda Item 11: JTA Taskforce Update**
Rod Lewis and Misty Revenew did not have any updates to report to the group.

**Agenda Item 12: Lessons Learned from Audits, JTA Development, etc.**
There was nothing to report regarding this topic.

**Agenda Item 13: Summary of New Action Items**
- Jim Gunnell will add the following item to the March 31st Face-to-Face agenda: providing those on the SOC waitlists an informational tool relating to the SOC presentations.

- Jim Gunnell will invite Dan Ewing of AEP to the OTWG meeting following the Personnel Subcommittee meeting being held June 1st and 2nd in order for Dan to give the OTWG a report from that meeting.

- Jim Gunnell will meet with Jane Martin to discuss the LMS roster data she will be extracting for all 2011 Customer Training courses to ensure she is capturing all that is needed for the discussion at the OTWG Face-to-Face on March 31st.

- Jim Gunnell will check with Derek Wingfield to see how many surveys were sent out for feedback on the customer training in 2010.

- Jim Gunnell will arrange and facilitate a phone call regarding the process of planning for the replacement of retiring operators.

- Ronda Walters will look at the facilitator roster for the Springfield conference to see if it can be reduced due to space limitations created by the new construction at SWPA.
Agenda Item 14: Future Meetings
Face-to-Face Meeting: March 31, 2011
Crowne Plaza
Little Rock, AR
1:00-5:00 p.m. CST
Register here: http://www.spp.org/event_register2.asp?oID=3222

Agenda Item 15: Adjournment
Misty Revenew made a motion to adjourn, and Edgar Rivera seconded the motion. The meeting adjourned at 2:46 p.m.