Southwest Power Pool, Inc.
OPERATIONS TRAINING WORKING GROUP
Teleconference
March 12, 2012

• MINUTES •

Attendees:

Richard Appel, SECI*
Bill Bowen, SPS*
Shannon Bolan, NPPD* (Chairman
Mike Crouch, OKGE*
Robert Hirchak, Cleco*
Misty Revenew, WRI*
Edgar Rivera, LUS*
Stanley Winbush, AEP*
Leslie Sink, SPP Staff Secy.

Denney Fales, KCPL
Karen McGee, AEP
Dave Milam, KCPL
Gay Anthony, SPP
Jane Martin, SPP
John Gunter, SPP
Margaret Adams, SPP
Michael Daly, SPP
P. J. Rose, SPP
Daniel Baker, SPP

* Voting Member

Agenda Item 1: Call to Order and Approval of Agenda
Shannon Bolan called the meeting to order at 1:35 p.m. and the agenda was approved.

Agenda Item 2: Approval of 2/13/2012 Meeting Minutes
The group approved the minutes from the February meeting.
### Agenda Item 3: Review of Previous Action Items

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<td>Jim Gunnell will follow-up with Margaret Hebert, the new Regional Restoration Trainer, and Misty Revenew to develop a process for determining future SOC locations.</td>
<td>07/11/2011</td>
<td>Margaret Hebert, Misty Revenew</td>
<td>In Progress</td>
<td>The group has met and begun the process development. They will follow-up with edits, and have an additional meeting to finalize the process. They will determine a timeline for selecting the areas to hold the SOCs, and conference requirement for the hosting facilities. On 3/12/2012, John Gunter said he received feedback from one member, and has incorporated their suggestions. He will complete the document as soon as the spring SOCs have ended. He encouraged the group to review what was sent and give their feedback. John said he would send it to the group again.</td>
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<td>Leslie Sink to schedule meeting with OTWG members in Spring 2012 to draft “assumptions” for 2013 Training Calendar development</td>
<td>09/29/2011</td>
<td>Leslie Sink</td>
<td>In Progress</td>
<td>To be added to the March 2012 Face-to-Face meeting agenda</td>
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<td>John Gunter will communicate with Lesley Bingham to discuss the security measures regarding VPN security and access: How do you know when/if your VPN password has expired? Could we set up automatic reminders of password renewals</td>
<td>3/12/2012</td>
<td>John Gunter</td>
<td>In Progress</td>
<td>John said Lesley Bingham with SPP told him that VPN accounts do not expire. Therefore, there is no need for concern or for notification of expiration to be sent.</td>
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<td>Eliminate SOC waitlist</td>
<td>12/05/2011</td>
<td>Ronda Walters</td>
<td>In Progress</td>
<td>Jane Martin sent an email in December to the training coordinators who had duplications on the SOC rosters and waitlists. Ronda has been working on removing duplicates as responses have been received. The OTWG members voted to give the training coordinators until January 31 to respond to the second email Jane will be sending regarding their duplications. If they have not responded by that date they will forfeit their duplicate seats or waitlist positions. Ronda reported on 3/12/2012 that she continues removing waitlist duplications as she is able. Lately her main focus has been the two spring SOC participant rosters. She said there are on an average approximately 15 on all the waitlists for the SOCs.</td>
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<td>Coordinate with Misty Revenew, Richard Appel, and any other OTWG members</td>
<td>01/09/2012</td>
<td>John Gunter</td>
<td>In Progress</td>
<td>John said he had received good feedback from this with ideas he could incorporate into the SPP restoration training. He will make revisions possibly in the fall, but more specifically in the 2013 training.</td>
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<td>Send the information on the Emergency Response Drills to the OTWG and will</td>
<td>01/09/2012</td>
<td>John Gunter</td>
<td>Complete</td>
<td>John said he and Jane have gotten the classes loaded into the LMS, but it will not be for open registration since they are brand new. On 3/12/2012, the group agreed the participants should be hand-selected from each entity’s seasoned operators since it’s a pilot course and they can give constructive feedback to the facilitators to help with the development of the course. John stated that he will work with everyone individually regarding their participant selections for the drills that will be held June 26 &amp; 27, and August 28 &amp; 29.</td>
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<td>John Gunter will send out a proposed process for selecting future SOC</td>
<td>2/13/2012</td>
<td>John Gunter</td>
<td>In Progress</td>
<td>John has sent the document, and Leslie Sink will also add this item to the F-t-F agenda for further discussion.</td>
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**Agenda Item 4: Proposed agenda for Face-to-Face meeting**

The group discussed the items to be added to the agenda for the first 2012 Face-to-Face meeting which will be held March 29, 2012. Leslie Sink said she will add the following to the agenda for discussion: the EOP-005-2 standard, the 2013 assumptions and budget considerations, report of training surveys for 2011, numbers left on the SOC waitlists, and upcoming OTWG vacancies. Leslie Sink encouraged the group to email her with any additional items they might like to have on the Face-to-Face agenda for discussion.
Agenda Item 5: Registration/Waitlist Update
Ronda Walters told the group she is still working to clean up the waitlist duplications, but her primary focus has been on the two spring SOC participant rosters. She also said the August SOC participant roster is full with a waitlist and that on an average there are currently 15 people per SOC waitlist.

Agenda Item 6: Overview of Upcoming Training (REOPS and Marketplace)
Margaret Adams (formerly Hebert) gave an update on the REOPS training, saying she was currently preparing for the REOPS training this week with the assistance of Daniel Baker. She said they have had five successful deliveries so far with a few more first runs yet to come.

Agenda Item 7: 2012 SOC Update
John Gunter informed the group that the SOC presentations were completed, and the materials were sent to print last week. He said he would be working with the presenters this week to make sure everyone is prepared for their presentations. He also said he would have a facilitator binder ready next week and will set up a time to meet with all of them collectively to review the manual with them to ensure everyone knows the expectations for their role at the SOCs. He added that the dress rehearsals and scenarios would be completed by next week and all would be ready for the conference beginning the 26th of March.

Agenda Item 8: Dispatch Training Simulator Update
Daniel Baker told the group there were a number of modeling changes on the DTS that will be utilized in a couple of months in order to avoid any disruptions with the training sessions currently scheduled. He said they would be able to obtain “real-time” information from the real-time environment by taking a snapshot of an event and creating a training piece from it. The group discussed the need for Daniel to develop a job aid or net conference to help them learn more about using the DTS and addressing voltage related issues. At their request Daniel will work on developing these training tools.

Agenda Item 9: Integrated Marketplace Participant Training Taskforce Update
Gay Anthony reported they have completed the Integrated Marketplace Overview training which was delivered from October through the first week of March which wrapped up the live level one training. The computer based training for level one will be completed in April, and will be announced via the LMS and the Integrated Marketplace exploder list. Michael Daly announced that they trained 1,394 people in the Integrated Marketplace Module 1 & 2 classes, and trained 27 market participants among which 34 member companies were represented. Counting the mock auction classes added approximately 300 more participants to the head count making the total approximately 1,703 being trained to date. He said there is one more “Preparing for Mock Auction” class planned on March 27. Gay said the phase two of the TCR Mock Auctions will begin on April 2. She also said they have been very pleased with the participation in the classes so far, and the success of those taking the exams. She also said due to some extenuating circumstances it was necessary to reschedule the final class for March 27. Michael ended their report by saying they had sent a survey to the TCR liaisons to evaluate the TCR Mock Auction course, assess whether or not the participants needed additional training regarding the mock auction, and allow them to indicate if they wished to be contacted.

Misty Revenew added that the taskforce had cancelled their meeting for March, and plans to meet next month in order to focus on the level two training. She reiterated that the group was pleased with the outcome of the level one training.
Agenda Item 10: Lessons Learned from Audits, JTA Development, etc.
Richard Appel shared they were currently undergoing an audit and he had met with the auditors regarding his training program. Shannon Bolan asked if anyone in the group had undergone a peer review in 2012. Misty said she would be attending the one for OPPD in the summer of 2012, and said they had one scheduled for Westar in November. Shannon said NPPD had one scheduled for the last week of June this year. Misty Revenew shared she had developed a desk qualifications book for her operators to work through this year, and asked if others were doing something similar. Richard Appel and Shannon Bolan said they would be doing something like that at their companies. The group discussed some common issues regarding the DTS at their respective companies.

Agenda Item 11: Other
Leslie Sink informed the group of the organizational structure changes that would affect the training. She said the decision was made not to fill Jim Gunnell’s position. She said she would be reporting directly to Michael Desselle as the Supervisor of Customer Training, and the department would no longer be called Stakeholder Services Group, but would go back to being referred to separately as the Customer Training, and Customer Relations--lead by Russell Quattlebaum.

Shannon Bolan asked if the Integrated Marketplace trainers would be able come to the SOC in March during a lunch break to do a meet and greet session with the participants and facilitators. Ronda Walters will make arrangements to increase the headcount at Crowne Plaza in order to accommodate the additional guests at lunch for the day they are available to attend.

Agenda Item 12: Summary of New Action Items
- John Gunter will work with everyone individually regarding their participant selections for the drills that will be held June 26 & 27, and August 28 & 29.
- Leslie Sink will follow up with Jason Smith on the ORG, and Terry Oxandale regarding the standard EOP-005-2 requirement 18.
- Leslie Sink will add to the F-t-F agenda in March the following for discussion: the EOP-005-2 standard, the 2013 assumptions and budget considerations, report of training surveys.
- John Gunter will set up a time to meet with the SOC facilitators to review the facilitator manual he has developed for the 2012 SOCs.
- Daniel Baker will develop possible solutions such as individual job aids or a net conference for the DTS.
- Leslie Sink will check the OTWG membership dates to determine term expirations, and will send email to the group. She will send a notification for nomination if one needs to be sent.

Agenda Item 13: Future Meetings
Face-to-Face March 29, 2012 (1:00-5:00 p.m.) CST
Register here: http://www.spp.org/event_register2.asp?oID=3827

Agenda Item 14: Adjournment
Robert Hirchak made a motion to adjourn. The meeting adjourned at 2:55 p.m.