Southwest Power Pool, Inc.
OPERATIONS TRAINING WORKING GROUP
Face-to-Face Meeting
March 31, 2011

• MINUTES •

Attendees:

- Shannon Bolan, NPPD*
- Edgar Rivera, LUS*
- Richard Appel, SECI*
- Robert Hirchak, Cleco*
- Misty Revenew, WRI*
- Mike Hood, AECC*
- Rod Lewis, KCPL*
- Mike Crouch, OG&E*
- Jim Gunnell, Secretary
- John Allen, CUS
- John Mason, INDP
- Rick VanMeter, SECI
- Gary Plummer, BPU
- Keith Works, SWPA
- Randy Ezzell, ITC Great Plains
- Mark Bradley, ITC Great Plans
- Rick Favret, AEP
- Steve Tegtmeier, LES
- Angie Blacketer, LES
- Bill Bowen, SPS
- Jim Williams, SPP RE
- Margaret Hebert, SPP
- Scott Labit, GRDA
- Jane Martin, SPP
- Gay Anthony, SPP

* Voting Member

Agenda Item 1: Call to Order and Approval of Agenda
Richard Appel chaired this meeting. Richard called the meeting to order at 1:08 p.m.

Agenda Item 2: Approval of 03/07/2011 Meeting Minutes
Misty Revenew made a motion to approve the 03/07/2011 meeting minutes and Robert Hirchak seconded the motion. The minutes were approved.

Agenda Item 3: Review of Previous Action Items

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<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, Daniel Baker</td>
<td>On hold</td>
<td>The DTS Engineer will get the cost estimate from PNNL by end of Q2 2011.</td>
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<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</td>
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| Jim Gunnell will collect more information regarding PJM’s Generator Operator certification program | 01/11/2011 | Jim Gunnell | In Progress | The main certification information page for PJM is: [http://www.pjm.com/training/certification/sys-op-cert.aspx](http://www.pjm.com/training/certification/sys-op-cert.aspx)  
A description of the Certification requirement can be found in Section 1 of PJM’s [Manual on Certification and Training](http://www.pjm.com/training/certification/sys-op-cert.aspx).  
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.  
Ray Gross is the leader of this Certification effort for PJM.  
Ray Gross, grossrc@pjm.com, 610-666-8890 |
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<td>Jim Gunnell will follow up and give report to the group regarding status of the secondary communications solutions.</td>
<td>02/07/2011</td>
<td>Jim Gunnell</td>
<td>In Progress</td>
<td>The follow-up meeting will be to determine what needs to be drafted in the proposal to management and who will be responsible for which sections/action items, and a timeline for completion of this proposal. Daniel and I felt that the scope of this initiative would be complete once this proposal is complete as this will ultimately be tracked by the PRPC.</td>
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<td>Explore providing those on the SOC waitlist an informational tool relating to the SOC presentations</td>
<td>03/07/2011</td>
<td>Jim Gunnell</td>
<td>In Progress</td>
<td>Will discuss after March SOC. The group discussed this question and determined that the content of the conference would provide little benefit unless it is conducted in small groups as designed for critical decision making. The group determined that more information could be published to the LMS for review prior to the meeting, but too much information ahead of time could diminish the value of the learning experience.</td>
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<td>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.</td>
<td>03/07/2011</td>
<td>Jim Gunnell</td>
<td>Complete</td>
<td></td>
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<td>Determine how many surveys were sent out for feedback on the customer training in 2010</td>
<td>03/07/2011</td>
<td>Jim Gunnell</td>
<td>Complete</td>
<td></td>
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<td>Arrange and facilitate a phone call regarding the process of planning for the replacement of retiring operators</td>
<td>03/07/2011</td>
<td>Jim Gunnell</td>
<td>Pending</td>
<td></td>
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<td>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</td>
<td>03/07/2011</td>
<td>Ronda Walters</td>
<td>Pending update from Mark Eastwood</td>
<td>Waiting for an update from Mark Eastwood. We need 11 facilitators. We will have 50 participants. We can only seat 61 total.</td>
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**Agenda Item 4: System Operations Conference Debrief**

- The overall comments were positive.
- Richard Appel mentioned that he was concerned with the quality of the microphones. A boom microphone might be helpful. Explore positioning the microphones differently.
- The paperwork was difficult to move through and refer back to in the course of the event.
- The overall concept and process went well.
- Provide facilitators with scenarios and logistics ahead of time.
- Highlight numbers in sections that will need to be carried forward.
- CDM and discussions were better than ever.
- The format was so much more focused and everyone was more engaged.
- Margaret requested volunteers from the OTWG to conduct presentations in the Fall.
- Edgar Rivera encouraged SPP to continue to include Carl Stelly and John Kerr in future SOCs.
- Rick VanMeter said it went very well.
- Rick Favre liked the exercises building upon one another.
Agenda Item 5: Discuss Nominations for OTWG Vacancies
Edgar Rivera moved to recommend Richard Appel and Shannon Bolan continue as voting members of the OTWG. The motion was seconded by Robert Hirchak.

The motion passed unanimously. Jim Gunnell will recommend Shannon Bolan and Richard Appel to continue as voting members on the OTWG.
The group will discuss Chair and Vice Chair positions at its April 21st meeting.

Agenda Item 6: Customer Training Vacancies
Jim Gunnell provided a status regarding filling the customer training vacancies.

Agenda Item 7: Training for Generator Operators
Shannon Bolan shared information about the GO training at NPPD. Robert Hirchak discussed the GO training at Cleco. Rick Favret discussed AEP’s GO training.
Jim Williams discussed how NERC defines “generator operator”. NERC will determine how the entity defines the function. Please see section below.

Jim Gunnell made the group aware that the GO function and job tasks may be impacted by the implementation of the Integrated Marketplace. That being the case, the development of a GO curriculum may be in order.

Project 2010-16: Definition of System Operator
NERC’s Functional Model generally defines the responsibilities of the Generator Operator as “operat(ing) generating unit(s) and perform(ing) the functions of supplying energy and reliability related services.” Given this limited scope, the Generator Operator (GOP) cannot be considered as operating on the same level as the Reliability Coordinator, Transmission Operator or Balancing Authority when it comes to real time information on the status of the BES. The GOP does not monitor and control the BES, rather the GOP only monitors and controls the generators that it operates and relays information to other operating entities.

This project proposes revising the existing definition of System Operator to remove the inclusion of “Generator Operator.” This change would avoid the confusion caused by the use of the term “System Operator” in reference to the real-time operating personnel who work for Generator Operators. Inaccurate definitions results in misconception of responsibilities and expectations which can negatively impact reliability.

Agenda Item 8: Comments from Annual Program Evaluation
Jim Gunnell discussed comments/suggestions from the Annual Customer Training Survey. Jim Gunnell recommended that the OTWG think about utilizing the concepts associated with the Job Task Analyses to drive future courses.
It was recommended that SPP archive the net conferences on the LMS. The group will review the comments at their strategic planning session on April 21st.

Agenda Item 9: Customer Training and Strategic Initiatives
The group discussed high-level considerations in preparation for the April 21st agenda.

Agenda Item 10: Lessons Learned from Audits, JTA Development, etc.
No new audits to report. JTA Workshop with Conrad Gottfredson was very beneficial. The group discussed utilizing a consultant across the footprint to guide in the curriculum mapping process.
Agenda Item 11: Summary of New Action Items
- Jim Gunnell to visit with Carl Stelly about continued support for the SOCs
- Ronda Walters to work with Jane Martin to track waitlist numbers (including those on the waitlist and those who were offered a spot at the last minute but couldn’t take it)
- Ronda Walters to determine if individuals registered for multiple SOCs can select one
- Jim Gunnell will determine the incremental costs associated with additional regional training events (i.e., REOPS classroom, SOC, net conference, etc.)

Future Meetings:
Face-to-Face Meeting: April 21, 2011
Lafayette Utilities System
Lafayette, LA
1:00-5:00 p.m. CST

Adjournment
Rod Lewis moved to adjourn. Mike Hood seconded the motion. Richard Appel adjourned the meeting at 3:51.