Southwest Power Pool, Inc.
OPERATIONS TRAINING WORKING GROUP
Face-to-Face Meeting
April 21, 2011

• MINUTES •

Attendees:

Shannon Bolan, NPPD*
Edgar Rivera, LUS*
Richard Appel, SECI*
Robert Hirchak, Cleco*
Misty Revenew, WRI*
Mike Hood, AECC*
Rod Lewis, KCPL*
Stanley Winbush, AEP*
Scott Labit, GRDA
John Allen, CUS
Anthony Due, EDE
Jim Gunnell, Secretary

Mike Wech, SWPA
Steve Tegtmeier, LES
Angie Blacketer, LES
Randy Ezzell, ITC Great Plains
Mark Bradley, ITC Great Plains
Margaret Hebert, SPP
Gay Anthony, SPP
Leslie Sink, SPP
Jane Martin, SPP
Brenda Lee, SPP Contractor

* Voting Member

Agenda Item 1: Call to Order and Approval of Agenda
Shannon Bolan called the meeting to order at 1:01 p.m.

Agenda Item 2: Approval of 03/31/2011 Meeting Minutes
The minutes were approved as written.

Agenda Item 3: Review of Previous Action Items

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<tr>
<th>Action Item</th>
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<th>Status</th>
<th>Comments</th>
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<tbody>
<tr>
<td>Jim Gunnell will contact DTS engineer to schedule a meeting with the</td>
<td>01/11/2011</td>
<td>Jim Gunnell</td>
<td>On hold</td>
<td>The DTS Engineer will get the cost estimate from PNNL by end of Q2 2011.</td>
</tr>
<tr>
<td>appropriate contact at PNNL to request a cost estimate for upgrading the SPP Model</td>
<td></td>
<td>Daniel Baker</td>
<td></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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</table>
| 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  
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.  
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>
</tr>
<tr>
<td>Explore providing those on the SOC waitlists 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>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>This will be reviewed on an as-needed basis, but resource constraints will limit the involvement of the SPP Performance Support group</td>
</tr>
<tr>
<td>Visit with Carl Stelly about SOC support from his staff</td>
<td>03/31/2011</td>
<td>Jim Gunnell</td>
<td>Closed</td>
<td></td>
</tr>
<tr>
<td>Work with Jane Martin to track waitlist numbers and determine if individuals registered for multiple SOCs can select one</td>
<td>03-31-2011</td>
<td>Ronda Walters &amp; Jane Martin</td>
<td>In Progress</td>
<td>Ronda identified individuals registered for multiple SOCs. She is in the process of contacting these individuals about the seats they are holding.</td>
</tr>
<tr>
<td>Determine incremental costs associated with additional regional training events</td>
<td>03-31-2011</td>
<td>Jim Gunnell</td>
<td>Complete</td>
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**Agenda Item 4: System Operations Conference Debrief**
The feedback regarding the conference was very positive. All agreed that the handouts were more organized and the presenters did a good job of providing clear instruction for each exercise. Participants enjoyed working together as a group and problem solving. Groups were very engaged. All agreed the conference provided the information and tools the operators needed. The SPP Customer Training staff will review the feedback forms and provide a synopsis for the next meeting.

**Agenda Item 5: Customer Training and Strategic Initiatives (2012-2014)**
Misty Revenew moved to table the discussion about Train-the-Trainer sessions until the September OTWG meeting and later evaluate the option of removing the Instructor-led Train-the-Trainer from the curriculum.
Robert Hirchak seconded the motion.
The OTWG unanimously voted to table the Train-the-Trainer discussion until September.

Misty Revenew moved to create a Market Operations Training Taskforce to include GO and CBA training.
Rod Lewis seconded the motion.
The OTWG unanimously voted to create a Market Operations Training Taskforce.
Misty Revenew volunteered to head the Market Operations Training Taskforce and Mike Hood volunteered to be a member of the group.
The group determined to continue delivering the current regional customer training in 2012 including:

- System Operations Conferences
- Net Conferences (REOPS, PER-005-1, Job Task Analysis, Train-the-Trainer)
- Regional Emergency Operations Classroom Sessions
- Regional and Sub-Regional Restoration Drills
- Emergency Response Drills
- Job Task Analysis In-person Workshop
- Train-the-Trainer Net Conferences

Discussion of training priorities for 2012-2014 included the impact the Integrated Marketplace training will have on resources and schedules. As the training schedule for the Integrated Marketplace is defined, details will be communicated with participants. Jim Gunnell pointed out that the OTWG needs to ensure that both the Market and Regional operations training needs are always considered fairly and equally.

In addition, the OTWG discussed:

- Planning net conferences on a three-year rotational basis, cycling two net conferences out every three years
- Exploring the purchase of a software development tool to use in building online net conferences
- Exploring the purchase of a region-wide license for 360° Training (formerly L & K)
- Exploring the development of scenario-specific restoration drills

Lastly, the group discussed potential locations for the 2012 System Operations Conferences. Potential locations were discussed and determination of the four locations will be made at or before the August 1, 2011 OTWG meeting. Potential locations included:

- Kansas City, MO (KCPL in cooperation with WRI)
- Omaha, NE (Nebraska entities)
- Lafayette, LA (LUS)
- Amarillo, TX (SPS)
- Little Rock, AR (SPP)

**Agenda Item 6: Summary of New Action Items**

1. Ronda Walters will follow up with contacting registrants who are enrolled in multiple System Operations Conferences
2. Jim Gunnell will add the Train-the-Trainer discussion to the September OTWG agenda
3. Jim Gunnell will check with governance on by-laws regarding task force involvement
4. Edgar Rivera will forward data to Misty Revenew on budget considerations for hosting a Systems Operations Conference
5. Jim Gunnell will add a discussion of System Operations Conference location options to June OTWG agenda so that locations can be finalized by the August 1 OTWG meeting
6. Jim Gunnell will send Training Request Form to OTWG
7. Jim Gunnell will add a discussion of the OTWG Charter to the June OTWG agenda

**Future Meetings:**

Teleconference: May 2, 2011
1:30-3:00 p.m. CST

**Adjournment**

Rod Lewis moved to adjourn. Mike Hood seconded the motion. Shannon Bolan adjourned the meeting at 4:02.