Southwest Power Pool, Inc.
OPERATIONS TRAINING WORKING GROUP
Teleconference
December 6, 2010

● MINUTES ●

Attendees:
Shannon Bolan, NPPD*
Richard Appel, SECI*- Jerry McVey (Proxy)
Robert Hirchak, Cleco*
Michael Crouch, OG&E*
Edgar Rivera, LUS*
Carla Fitzpatrick, OPPD*
Rod Lewis, KCPL*
Misty Revenew, WRI*
Stanley Winbush, AEP*
Mike Hood, AECC*
Jim Gunnell - SPP (Staff Secretary)

* Voting Member

Agenda Item 1: Call to Order and Approval of Agenda
Shannon Bolan called the meeting to order at 1:35 p.m. CDT. Jim Gunnell requested that several items be added to the agenda, and Shannon Bolan asked to add a discussion regarding the ORWG and the status of the secondary communications issue. Misty Revenew asked Jim Gunnell to speak about the realignment of the SPP Training department. Topics added to the agenda for discussion were as follows:
• SPP Training department realignment
• FERC Order 742
• Organizational Effectiveness Survey
• Secondary Communication

Agenda Item 2: Approval of 10/28/2010 Meeting Minutes
The 10/28/2010 meeting minutes were approved by the group.
### 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>Explore vendors who offer consulting services and templates that SPP members can use to meet the requirements of NERC PER-005-1</td>
<td>4/9/2009</td>
<td>Jim Gunnell</td>
<td>In Progress</td>
<td>Jim will research and develop a list of the names of these vendors, and e-mail them to the group for review.</td>
</tr>
<tr>
<td>Follow up with Frank Greitzer with PNNL to determine estimated cost associated with usage of their onsite SPP DTS</td>
<td>03/01/2010</td>
<td>Jim Gunnell</td>
<td>On Hold</td>
<td>The DTS engineer is on board, but has not begun working on this item due to other needs being a higher priority. He will explore working with current ops engineer on this item in the future.</td>
</tr>
<tr>
<td>Schedule JTA process net conference in coordination with PER-005-1 implementation</td>
<td>04/01/2010</td>
<td>Jim Gunnell</td>
<td>Completed</td>
<td>Jim e-mailed the group a notice regarding Order 742. Placeholders were put on the training calendar in the LMS for 2011. Net conferences for informational purposes were scheduled in January for PER-005-1 and JTA. Also net conferences were scheduled in July and October with a Face-to-Face scheduled regarding PER-005-1 and JTA development in June. All can register for these in the LMS.</td>
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<tr>
<td>Action Item</td>
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<td>----------------------------------------------------------------------------</td>
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<tr>
<td>Schedule JTA process net conference in coordination with PER-005-1</td>
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<td>Jim Gunnell will follow-up with a phone call to Carla Fitzpatrick, Misty Revenew, and Rod Lewis to discuss the content of the future JTA net conferences.</td>
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<td>implementation (Continued)</td>
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<tr>
<td>Talk to John Taylor (NERC CE Program Manager) about repository for EOPs</td>
<td>06/07/2010</td>
<td>Carl Stelly</td>
<td>In Progress</td>
<td>Carl Stelly will send a follow-up note to John Taylor regarding the EOPs hours in SOCCED and let the group know the outcome.</td>
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<tr>
<td>hours in the SOCCED</td>
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<td>Investigate ideas on how to approach the market session at the 2011 SOC</td>
<td>09/30/2010</td>
<td>Carl Stelly</td>
<td>In Progress</td>
<td>See Agenda Item 8</td>
</tr>
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<td>Cs</td>
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<tr>
<td>Finalize 2011 SOC content and agenda and send final agenda to OTWG prior to</td>
<td>10/28/2010</td>
<td>Margaret Hebert and Carl</td>
<td>In Progress</td>
<td>See Agenda Item 8</td>
</tr>
<tr>
<td>loading into the SPP Learning Center</td>
<td></td>
<td>Stelly</td>
<td></td>
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</table>
Agenda Item 4: Discuss Upcoming OTWG Vacancies
The OTWG has one vacancy due to term expiration. Carla Fitzpatrick stated she does not want to have her membership extended upon her term expiration in order to allow someone else the opportunity to serve. However, she said she would still be involved with the group as her schedule allows. Shannon thanked her for being such a great asset to the group for the past two years, and said the group would still like her input.

Agenda Item 5: Discuss Nominations for OTWG Vacancy
Arron Wetovick sent Jim Gunnell an e-mail expressing his interest on 11/2/10. Shannon asked if anyone in the group had received any other nominations, and no one had. Edgar Rivera mentioned that Richard Appel and Shannon Bolan’s terms would expire in March, and said he would like Shannon and Richard to extend their terms as members of the OTWG. Edgar Rivera made a motion to add the discussion of retaining Richard Appel and Shannon Bolan as members to the agenda for the January meeting, and Carla Fitzpatrick seconded the motion. Jim Gunnell stated that membership is heavier from the North; he also said that there may be more interest for members to be involved in the OTWG now that Order 742 has been issued. The group agreed to extend the nomination period to December 13th, and Jim Gunnell said he would send another e-mail regarding nominations for membership.

Agenda Item 6: Update Regarding 2011 Enrollment Numbers
Jim Gunnell spoke on behalf of Jane Martin, LMS Administrator, saying that registration for 2011 Customer Training was opened on November 15th, and before noon all the SOCs had full registration with waiting lists. Misty Revenew commended Jane Martin, stating, the administrative rights Jane set up for the member trainers allowing them capability to enroll their people, made the process very easy, and she was able to complete the process for all her people in ten minutes with no one on a wait list. Stanley Winbush echoed Misty, saying it also went very smoothly for him at AEP. Misty said she received all the confirmation notifications for those she registered, and there didn’t seem to be any apparent issue with a number of people using the system all at the same time. Jim Gunnell stated he would pass the good news on to Jane, adding she has worked really hard to make sure it works well for all the members.

Agenda Item 7: JTA Taskforce Update
Shannon Bolan asked Jim Gunnell if the group needed to discuss this agenda item, or wait until the meeting in January. Jim said he had an action item to follow up with Carla Fitzpatrick, Misty Revenew, and Rod Lewis regarding the topics for the JTA net conferences, since they will be addressing a different audience and there will be different content. Rod Lewis concurred.

Agenda Item 8: Final Content/Topics for 2011 SOCs
Margaret Hebert led the discussion regarding the proposed SOC topics and agenda for 2011. She stated that the goal was to include all the topic material discussed at the last Face-to-Face meeting in Little Rock. She gave an overview of each day’s proposed topics that would potentially be covered in the presentations and asked the group for questions or comments regarding the proposal. The group agreed they should have an overview presentation to introduce the participants to the Integrated Marketplace and provide materials regarding the subject on the thumb drives given to each participant. Misty Revenew and Shannon Bolan commended Margaret Hebert and Gay Anthony for a job well done in developing the SOC agenda for the 2011 conferences.
The group briefly discussed the evaluation summaries from the Springfield and Little Rock SOCs. Misty Revenew and Stanley Winbush commented on the number of positive comments made by the participants on the evaluations from the last two SOCs, and Misty said the only negative comments she saw were regarding the markets presentation with emphasis on the use of acronyms that weren’t understood by all.

**Agenda Item 9: Lessons Learned from Audits, JTA Development, etc.**

Bill Bowen commented about the audit at SPS that was in November, expounding on the things they were asked during the audit. Jim Gunnell added that the SPP Compliance department would continue to host the quarterly Compliance Forums in 2011. He encouraged the members of the group to get involved in those forums. April Brooks said if anyone wanted to be on the distribution list they could e-mail her at abrooks@spp.org and they would be added to the e-mail listing so they would receive communications regarding meetings hosted by the SPP Compliance department.

**Agenda Item 10: Review OTWG Scope/Charter**

Jim said the group is required to review the Charter annually and the last review was in June of 2009. He told the group he would send an e-mail to everyone with the Charter attached and give them an opportunity to review it by December 13.

Shannon asked Jim if the OTWG was looking to bring in some trainers for the market side, and Jim said positions were approved for the 2011 budget, stating they are scheduled to be hired by March 1. Jim discussed the realignment of the training department, and announced that Carl Stelly has been promoted to Manager, Operations Analysis and Performance Support. Jim said this was formerly Terry Oxandale’s group which has been combined with six operations analysts that will also report to Carl. Their focus will be JTA development, career succession planning, the desk qualification program, and the internal classroom training associated with these. Carl will report directly to the VP of Operations, Lanny Nickell. He said everyone in this group will eventually be located at the control center in Maumelle until the new facility is complete.


**Agenda Item 11: Schedule 2011 OTWG Meetings**

The group decided on the following dates for the 2011 OTWG meetings:

- January 10 – Teleconference
- February 7 – Teleconference
- March 7 – Teleconference
- March 31 – Face-to-Face in Little Rock, AR (teleconference access)
- April 21 - Face-to-Face in Lafayette, LA (teleconference access)
- May 2 – Teleconference
- June 6 – Teleconference
- July 11 – Teleconference
- August 8 – Teleconference
- September 12 – Teleconference
- September 29 - Face-to-Face in Oklahoma City, OK (teleconference access)
October 20 - Face-to-Face in Springfield, MO (teleconference access)
November 7 – Teleconference
December 5 – Teleconference

Agenda Item 12: Additional Items for discussion

FERC order 742:
Jim Gunnell discussed the fact that PER-005-1 was approved as is. He encouraged the group to review FERC Order 742. He said he will be in contact with Carla, Rod, and Misty before the content is developed for the JTA net conferences so he knows the Customer Training department is heading in the right direction.

Organizational Effectiveness Survey:
Jim Gunnell pointed out that the OTWG survey reflected that the group was doing a good job in terms of effectiveness. He said the group was second to one other group in terms of overall effectiveness but there were several recommendations for improvement. Jim reviewed the comments with the group and asked for input regarding them.

Secondary Communication:
Shannon Bolan asked Jim Gunnell what the status was regarding this project. Jim said it is now an operations initiative and therefore SPP is tracking it and the progress on this project. Jim said he will contact Jason Smith for a progress update.

Agenda Item 13: Summary of New Action Items

-Jim Gunnell will track down information regarding vendors offering consulting services and will generate a list to send to OTWG.

-Jim Gunnell will follow-up with a phone call to Carla Fitzpatrick, Misty Revenew, and Rod Lewis to discuss the content of the future JTA net conferences.

-Carl Stelly will send a follow-up note to John Taylor regarding the EOPS hours in SOCCEED and let the group know the outcome.

-Jim Gunnell will follow up with the Governance Committee to determine how far in advance of a member’s term expiration a term extension can be given.

-Jim Gunnell will send an e-mail to the OTWG with the OTWG Scope/Charter for the group to review and give a response to him by December 13, 2010.

-Jim Gunnell will have Ronda Walters place all the OTWG meetings on the 2011 calendar.

-Jim Gunnell will ask Jason Smith for a report regarding the status from the ORWG regarding secondary communications.

Agenda Item 14: Future Meetings
Teleconference: January 10, 2011
1:30-3:00 p.m. CDT
Register here: http://www.spp.org/event_register2.asp?oID=3160
Agenda Item 15: Adjournment

A motion was made to adjourn, and Misty Revenew seconded the motion. The meeting was adjourned at 3:20 p.m. CDT