Southwest Power Pool, Inc.
OPERATIONS TRAINING WORKING GROUP
Teleconference
August 22, 2011

• MINUTES •

Attendees:

Shannon Bolan, NPPD*
Della Amstutz, WFEC*
Richard Appel, SECI*
Bill Bowen, SPS*
Mike Crouch, OKGE*
Mark Eastwood, CUS*
Robert Hirchak, Cleco*
Misty Revenew, WRI*
Edgar Rivera, LUS*
Stanley Winbush, AEP*
Jim Gunnell, SPP Secretary
John Allen, CUS
Angie Blacketer, LES
Dan Ewing, AEP
Randy Ezzell, ITC
Denney Fales, KCPL

Carla Fitzpatrick, OPPD
Scott Labit, GRDA
Karen McGee, AEP
Gary Plummer, BPU
Steve Tegtmeier, LES
Mike Wech, SWPA
Arron Wetovick, OPPD
Keeth Works, SWPA
Gay Anthony, SPP
Michael Daly, SPP
Dwayne Dush, SPP
John Gunter, SPP
Margaret Hebert, SPP
Jane Martin, SPP
Ronda Walters, SPP

* Voting Member

Agenda Item 1: Call to Order and Approval of Agenda
Shannon Bolan called the meeting to order at 1:30 p.m.

Agenda Item 2: Approval of 07/11/2011 Meeting Minutes
The group approved the July, 11, 2011 meeting minutes.
### 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>In Progress</td>
<td>The DTS Engineer will get the cost estimate from PNNL by end of Q2 2011. Jim stated it doesn’t look as though it is going to be feasible to get the new model into the PNNL update, but that they would continue working on it.</td>
</tr>
<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>ORWG – formation of Blackstart/Restoration Taskforce. Jim said he is in conversation with the SPP compliance group and security. He said he would also follow up with the RE. He said he would get information from compliance and would share it with the group.</td>
</tr>
<tr>
<td>Summarize Customer Training Program Evaluation Results for August 22, 2011 OTWG teleconference</td>
<td>07/11/2011</td>
<td>Margaret Hebert</td>
<td>Complete</td>
<td></td>
</tr>
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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>Margaret will bring an outline to the September 29th face-to-face OTWG meeting for the group to begin discussions regarding this process/policy.</td>
</tr>
<tr>
<td>Jim Gunnell will edit the June minutes to add the details regarding the selection of the 2012 SOCs</td>
<td>07/11/2011</td>
<td>Jim Gunnell</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>Jim Gunnell will follow-up to find out the target move-in date for the new SPP facility in 2012 and will email the answer to the group</td>
<td>07/11/2011</td>
<td>Jim Gunnell</td>
<td>Complete</td>
<td>The building is scheduled to be complete by June 2012</td>
</tr>
<tr>
<td>Jim Gunnell will send an email to the OTWG members with suggested dates and times to hold a teleconference in order to develop the agenda for the face-to-face discussion of replacing retiring operators. Members will respond to Jim with their date/time preferences.</td>
<td>07/11/2011</td>
<td>Jim Gunnell</td>
<td>Complete</td>
<td>The group has met twice and has a third meeting scheduled for September 19, 2011 from 3:00 – 4:00 p.m.</td>
</tr>
<tr>
<td>Misty Revenew will email those who have volunteered to participate on the Integrated Marketplace Participant Training Task Force about meeting dates/times, and will also encourage them to enroll in the Integrated Marketplace training</td>
<td>07/11/2011</td>
<td>Misty Revenew</td>
<td>In Progress</td>
<td>A meeting is scheduled for September 19th from 9:00 – 11:00 a.m.</td>
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</table>
Agenda Item 4: 2012 System Operations Conference Dates
The group discussed the proposed meeting dates that Margaret Hebert presented.
The final determination is as follows:

Little Rock, AR    March 26-29
Lafayette, LA     April 23-26    (Easter is April 8)
Omaha, NE         September 24-27
Kansas City, MO   October 22-25

Agenda Item 5: SPP Train-the-Trainer Debrief
Jane Martin shared the participant evaluation results of the recent Train-the-Trainer course
led by Leslie Sink. She read some of the comments which were very positive, and added
that the overall marks were high. The group commended Leslie Sink for a job well done.

Agenda Item 6: 2012 Train-the-Trainer Sessions (format and frequency)
Jim Gunnell asked the group whether they preferred the Train-the-Trainer net conferences or
face-to-face classes. Jane Martin said according to the evaluations the participants really
 gained from the presentation portions at the face-to-face class this year. Richard Appel said
he thought the presentation portion was excellent, and Shannon Bolan added he believes the
new requirement that NERC is considering which will be focusing on what qualifies someone
to train will most likely require trainers to be skilled in presentation which could only be done
in a face-to-face class. The group decided to leave the schedule like it is this year, offering
one face-to-face class and four net conferences in succession throughout the year in 2012.

Agenda Item 7: Customer Training Program Evaluation Summary
Margaret Hebert shared the evaluation summary from the mid-year Customer Training
Program survey saying there were 186 respondents who completed the survey out of the
approximate 400 who were invited to participate. She said of the 186 there were 56 SPP
employees, 123 SPP member employees, and 7 in the “other” category. She said in
general, there were 94 percent who were at least somewhat satisfied with the Sub Regional
Drills, Regional Drills, REOPS classes, and the System Operations Conferences. She
commented that the Restoration Principles and DTS Hands-on class was the only one falling
beneath that at approximately 84%. She said she has spoken with the new regional trainer
who will be working to further develop the class in order to make improvements. She
stated the goal is to design the class so the facilitator will cover both subjects about half and
half with the first two hours being the Restoration Principles and the second two hours
covering the DTS hands-on in order to give participants the opportunity to have more
practice. Misty Revenew with Westar commented that taking the Restoration Principles and
DTS Hands-on class will be mandatory for all of their operators next year.

Margaret ended the discussion by giving the group a report of the detail concerning the
overall CE hours for the 2011 program, saying, there are at least 96 participants who plan
to get at least 51% of their CE hours from the customer training program with about 130
planning to get at least 26% of their CE hours in 2011 from SPP training.

She said overall good marks were received with a lot of positive feedback.
Agenda Item 8: Integrated Marketplace Participant Training Taskforce Discussion
Misty Revenew reported the group would have their first teleconference on September 19, 2011, to define the scope of the taskforce, and review the current training plan that SPP already has in place. She said everyone on the taskforce had already taken the introductory training so they would all be on the same page with the information that is being presented. She also said she would be including Gay Anthony in the group discussions.
Misty said CBA and Integrated Marketplace were having ripple effects throughout the organization with operational plans and decisions, etc. She hopes to discuss some of these types of things. Gay Anthony commented that 2012 is a huge year for marketplace development from a market participant and SPP perspective so development of systems and people will be important. Steve Tegtmeier with LES asked Gay if the training would be available online, and she said it will roll out sometime in September. She mentioned when it’s made available a communication would be sent via the LMS and the Integrated Marketplace exploder email list. She said it would be available to launch from the LMS. Misty asked Gay if an email could be sent to the training administrators at the organizations for a heads up on the training being offered before it is announced to everyone for registration so they could be better prepared. Gay said the enrollment for the Marketplace Overview net conferences taking place starting in October going through March of next year will open on September 12, 2011. She said they are encouraging everyone to share phone lines if they can to minimize their use and keep them from being jammed during the net conferences.

Agenda Item 9: Lessons Learned from Audits, JTA Development, etc.
Keeth Works asked how the EOP hours should be justified if they plan to use the hours from the SPP training for their operators. Shannon Bolan explained that the SPP Power System Restoration methodology originally came from the NERC methodology so the hours are basically all the same. Misty Revenew said Westar made a list of all the courses and course descriptions from all their vendors which included the courses at SPP, then they determined if they applied to each of their operators. She said they only found a few they weren’t able to count. The group discussed scheduled vs. unscheduled backup drills.

Agenda Item 10: Other
Shannon Bolan discussed the CROW outage schedule saying it will run parallel with the SPP OPS1 page for two weeks beginning the last week of August. Robert Hirchak confirmed that is was, and he commented that the OPS1 for Transmission and Generation Scheduling outages will be removed from the OPS1 page September 15 or 16 according to the ORWG. He said the user guide could be found by going to the SPP documents page and typing in a search for CROW.
Misty Revenew asked Gay Anthony if there would be a CBT for this, and she said no. Dwayne Dush announced that he has developed four documents for use as a guide through the four different types of transactions that would be entered by the members. It is a step by step guide with screen shots to provide a visual aid to reinforce what should be seen at each step. He said additionally there is a checkbox to the left of each numbered step so it can be used by operators for documentation when following each step. Jim Gunnell reminded the group that the training solution would include: The performance support piece that Dwayne has developed, and the user’s guide along with access to the ITE that the employees should have so they can practice. Richard Appel asked when these would be available, and Dwayne said the ORWG is working to determine where the best place would be to store the documents, but that it should be available soon. Misty Revenew suggested they be stored in a folder specifically for training support materials in the training area on SPP.org.
The group decided to hold the September 12th teleconference in order to discuss the calendar review.

Shannon Bolan shared an update that came from the Emergency Preparedness Power System Restoration Working Group with MISO that stated they were doing away with version 2 or 3 and working to develop a plan for 2012 to replace existing backup voice telecommunications systems for emergency communications. Shannon asked if anyone had heard anything about it, and asked if Jim Gunnell had heard anything about the secondary communications for SPP. Jim said it was still in discussion by the ORWG, but that he had not seen it on the agenda in a while. He said he would follow up with Jason Smith from the ORWG regarding the status.

Bill Bowen informed the group about two of his operators who were under the five year certificate renewal on their NERC certificates. He said when they viewed their hours in SOCCED it only went back three years which means they will lose a number of hours. The group had a discussion about it, and it was recommended that Bill contact John Taylor with NERC.

Jim Gunnell gave the group a hiring update. He said he has the on-boarding position posted, and said that person would be also handling the EIS market until it converts. He said the new restoration trainer, John Gunter, started two weeks ago, and the instructional designer, Michael Daly has also come onboard to work predominantly with the market materials.

**Agenda Item 11: Summary of New Action Items**

- Margaret Hebert will bring an outline to the September face to face meeting for the group to begin discussions regarding a process and policy for determining System Operations Conference host sites.

- Ronda Walters will send Jim Gunnell and Shannon Bolan the invite to the Integrated Marketplace Participant Training taskforce meeting on September 19, 2011.

- Margaret Hebert will forward the email with the 2012 SOC dates to Ronda Walters so she can get things started with the SPP Event Planner to begin negotiations for discounted rates and room blocks for the 2012 conferences.

- Jim Gunnell will send the tentative training calendar to the group after the SPP training dept. meets to determine the tentative dates for 2012 training classes. This will be discussed by the group at the September 12th meeting.

- Jane Martin and Gay Anthony will work together to send an email with the dates of the Integrated Marketplace training sessions to all training administrators and the OTWG prior to the announcement going to everyone for registration.

- Jim Gunnell will contact Jason Smith to get an update from the ORWG discussion regarding secondary emergency communication solution.

**Agenda Item 12: Future Meetings**

OTWG Teleconference – September 12, 2011


**Agenda Item 13: Adjournment**

Robert Hirchak made a motion to adjourn, and Misty Revenew seconded the motion. The meeting adjourned at 2:52 p.m.