



**Southwest Power Pool, Inc.
SPP and Entergy Stakeholder Meeting
March 16, 2010
Hilton Hotel, Little Rock, AR**

• MEETING MINUTES •

Introductions

Operating Efficiency Task Force (OETF) Chair, Dowell Hudson, with the ICT, called the meeting to order at 1:00 p.m. There were 21 people in attendance: 16 in person and 5 by phone. A list of attendees is included as Attachment 1.

Mr. Hudson gave a brief overview of the Task Force's effort in developing and facilitating the review of the TRAAC proposal. The TRAAC proposal was approved by the ICT OETF and forwarded to the ICT SPC on September 18, 2009 and subsequently approved by the SPC on October 6, 2009. Entergy and SPP provided a joint response that requested additional information on the proposal in February 2010. As part of the Entergy and SPP joint response, a meeting was requested to discuss the original proposal and specific information needed. This meeting was intended to meet that request.

Review of the TRAAC Proposal

Dave Wilson and Henry Thompson, with Arkansas Cities, provided further information on the history, scope, and intended result of the TRAAC proposal (see attachment 2). They emphasized stakeholder frustration over the timing disparity between Entergy and SPP's tariff in regard to submitting requests that cross the seam between Entergy and SPP RTO. They stated that stakeholders commonly encountered significant delays in processing requests for transmission service due to the separate tariffs and study processes involved in granting service across the seam. For example, Entergy has a 60-day deadline for providing a final response to a request while SPP's response can take up to several years.

Rick Henley, with the City of Jonesboro, asked why SPP took so long in responding to these type requests. This position was supported by several individuals on the phone. Bruce Rew, SPP Vice President of Engineering, acknowledged that the aggregate study process needed some improvement and added that he hoped the TRAAC function would help educate customers more about the process.

Other issues addressed in Mr. Wilson's presentation included:

- Inconsistent Load Flow Models
- Lack of synchronism in study and reservation procedures
- Identifying generation redispatch alternatives
- Unnecessary transactional costs for customers

Mr. Hudson added that the TRAAC function was developed as an interim solution (Phase 1) to address the immediate concerns of the stakeholders. A long-term solution (Phase 2) would involve a comprehensive Entergy-SPP seams agreement that incorporates formal One Stop Shop functionality.

Relationship-Based • Member-Driven • Independence Through Diversity

Evolutionary vs. Revolutionary • Reliability & Economics Inseparable

SPP – Entergy Questions

Carl Monroe, SPP Executive Vice President and COO, requested that the OETF clarify the type of reporting data the TRAAC proposal envisioned and asked whether this data was in addition to data already provided on OASIS. Mr. Thompson stated that some of the data would be dates about study processes and status information but he was not knowledgeable on the data posted on both the SPP and Entergy OASIS. Mr. Wilson responded that, as an example, he would like to see a quarterly report of study activity occurring on both sides of the seam. Mr. Monroe added that if additional OASIS data was required, SPP must first determine if they can access the data and then determine if it is customer-specific and therefore confidential. Kham Vongkhamchanh, with Entergy, agreed that the sensitivity of the data must be considered before posting any additional information.

Jody Holland, with ICT Planning, said the current study data is posted; however, the project information is not. Mr. Rew added that it was possible that the historical study data could be used by the customer to determine how long past requests took to process.

Customer Service Whitepaper

In response to the original TRAAC proposal and further discussions with OETF members, SPP prepared a whitepaper that defines the roles and responsibilities of a new function within the SPP Customer Relations group.

R.J. Robertson, Manager, SPP Customer Relations, presented a whitepaper overview of the Customer Assistance Process (see attachment 3). This new function would provide for a 'One Call--One Contact' approach and is SPP's recommended solution to Phase 1 of the TRAAC proposal. As mentioned in the Process document, the key points are:

- Communication is received and provided through the SPP CR department directly to designated point(s) of contact within the Transmission Customer Company.
- Key dates and study status information will be provided by both the RTO Tariff Studies and ICT Planning groups to the SPP CR group to be communicated to the Transmission Customer.
- All questions or concerns submitted by the Transmission Customer will be received by the SPP CR group, passed to the RTO Tariff Studies and ICT Planning groups for direction, and responses communicated to the Transmission Customer directly.

Mr. Robertson added that his team is ready to begin the process once Entergy, the OETF, and SPP sign off on the proposal. Don Martin, with SPP Customer Relations, stated that the specific details of the Service Level Agreement were not included in the whitepaper. He asked for additional input on how to define the terms of the agreement.

Dave Wilson responded that the overview of the whitepaper was a step in the right direction to meet the stated needs of Entergy's and SPP's customers, but he will need to see the details of the process and evaluate the service delivered. Henry Thompson recommended that this new customer service begin as soon as possible.



Mr. Vongkhamchanh, with Entergy, indicated he would complete his review of the Customer Service proposal by the end of the week (3/19). Mr. Monroe responded that once he received comments from Entergy, he would provide feedback within 1-2 weeks. Mr. Hudson said he would collect the feedback from all parties and forward it to the OETF for review. He will then arrange a teleconference call to discuss the comments.

Christina Bigelow, with Entergy, shared that the issue of coordinating TSRs that cross multiple systems is currently being addressed in the NAESB subcommittee process as required by Order No. 890. She indicated there could be significant changes to business practices, protocols, and TSR processing software to address this directive. Mr. Monroe recommended that Entergy and SPP stakeholders interested in these issues get involved in the NAESB process to help drive the solutions.

After review of the Actions Items and no additional comments, the meeting adjourned at 2:15 p.m.

Respectfully submitted by
Kim Gorter

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 Hilton Metro Center – Little Rock, AR

• ATTENDANCE LIST •

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Proposal for the Development of the Transmission Request Advocacy Assistance and Coordination (“TRAAC”) Function

I. Purpose

The intent of this proposal is to facilitate an agreement between SPP and Entergy that authorizes the creation of an independent, customer-focused TRAAC function to enhance the ability of both SPP and Entergy stakeholders to understand the process for requesting transmission service on each party’s system and to track any such requests. TRAAC personnel will perform all responsibilities independent of Entergy and SPP. The TRAAC function will be available for monthly and yearly TSRs that involve both Entergy and SPP systems as an interim measure to a comprehensive Entergy-SPP seams agreement that incorporates formal One Stop Shop functionality.¹

II. Specific Contracting Issues

a. Reporting Structure

The TRAAC function will report through the current ICT. If Entergy proposes independent Tariff Administration at the end of the current ICT arrangement, the TRAAC function will report through this entity and coordinate transmission service under the Entergy OATT and SPP OATT.

b. Budgeting

The cost of the TRAAC function will be jointly allocated between Entergy and SPP.

c. General Development

- i. SPP and Entergy will jointly agree to the design and functionality of the TRAAC organization as further defined herein.
- ii. After the TRAAC function becomes operational, the Entergy Stakeholder Policy Committee (“Entergy SPC”) and the SPP Markets and Operations Policy Committee (“SPP MOPC”) will be notified of any material changes to the TRAAC function at least 30 days prior to the effectiveness of any such change.

¹ One Stop Shop is defined as the ability to utilize a single point of contact to populate both SPP and Entergy OASIS sites and to provide a transmission customer with a single decision regarding the acceptance or denial of transmission service across both Entergy and SPP transmission systems.

d. Term

The TRAAC function shall remain in effect until such a time as a comprehensive Entergy-SPP seams agreement that includes One Stop Shop software capabilities is implemented, upon the effective date of Entergy's membership in the SPP RTO as a transmission owner, and/or Entergy and the SPP agree that the TRAAC function is no longer necessary.

e. Reporting

The TRAAC function is required to prepare a quarterly report that documents its activities, including any recommendations or findings presented to either Entergy or SPP during the preceding quarter and summaries of all bi-weekly status reports as required herein. The quarterly report will be provided to SPP, Entergy, the SPC and the MOPC.

III. TRAAC Specifications

Proposed Responsibilities and Duties of the TRAAC Function:

- a. At the customer's request, serve as the contact for the TSR requirements and assist customers in their completion of TSRs and related obligations to reserve monthly or yearly transmission that involves both the Entergy and SPP systems.
- b. Query both Entergy and SPP OASIS for complimentary requests and provide information to customers regarding these requests and any Entergy or SPP response to maximize the availability of transmission service arrangements.
- c. Review and understand both Entergy and SPP processes for the studying and denying/granting of monthly and yearly TSRs.
- d. Develop recommendations for the coordination of transmission service processes between Entergy and SPP.
- e. Assist the customer in complying with the Tariff timelines and deadlines under both the Entergy and SPP processes to reserve transmission involving both the Entergy and SPP systems.
- f. Assist the customer with the execution of contracts to reserve transmission involving both the Entergy and SPP systems.
- g. Assist the customer in coordinating timing in the study processes to ensure equitable treatment under both the Entergy and SPP OATTs to reserve transmission involving both the Entergy and SPP systems.

- h. Prepare bi-weekly status reports regarding any informal or formal requests to Entergy or the SPP for information or data. Each status report will document the subject matter of the request, the date and time the information was requested and any response provided by either Entergy or SPP. The status reports will be provided to Entergy and SPP as well as included in the quarterly reports as defined herein.



**Helping our members work together
to keep the lights on...
today & in the future**



1 Stop Shopping w/ Customer Relations

RJ Robertson

March 16, 2010

ONE STOP SHOPPING

- **Systems** **No**
- **Information** **Yes**

Current Process

- **Submit requests on both OASIS nodes**
- **Check the status of both studies and determine to either stay in the study or withdraw**
- **Resubmit as needed until both studies are completed and an informed decision can be made regarding the service**
- **Contact appropriate personnel in both the RTO and ICT groups with questions**

New Process

- **Single point of contact for the status of all study information for both RTO and ICT**
- **Single point of contact for all questions related to both RTO and ICT study processes**

Benefits to Customer

- **One Call.....One Contact**
- **Customer Relations will:**
 - **Facilitate Flow of Information**
 - **General Information, Questions, Conference Calls**
 - **Provide Updates - request entered but not yet in study**
 - **Provide Updates - request in study**
 - **Provide the most current information to help you make the best decision you can**



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