

Overview of Customer Assistance Process

In order to provide a single point of contact for transmission service requests (TSRs) involving both the Entergy and Southwest Power Pool, Inc. (SPP RTO) OASIS nodes, the SPP Customer Relations (CR) group will act as a liaison between the requesting company (Transmission Customer) and both the SPP RTO (Tariff Studies) and SPP Independent Coordinator of Transmission (ICT) (Planning) Engineering groups. Transmission Customers, requesting service on the Entergy system, can continue to use points of contact within the Entergy transmission organization or ICT depending on their needs (*e.g.*, Transmission Project Development group for generation interconnection-related issues or Transmission Services group for transmission service-related issues). At any point during the TSR process, the Transmission Customer may contact the appropriate Entergy or ICT point of contact. Below is a detailed process of the potential interactions between Transmission Customers from the initiation of the TSR to the grant or denial of service.

1. The Transmission Customer contacts the SPP CR group regarding potential TSRs to be entered on both the SPP RTO and Entergy OASIS nodes or TSRs that have been entered on both the SPP RTO and Entergy OASIS nodes. Information that will be requested from the Transmission Customer at this time will include the source/sink (POR/POD) for each TSR as well as a designated point(s) of contact and contact information for future communications regarding the TSRs and accompanying studies.
2. SPP CR will provide to both the RTO Tariff Studies and ICT Planning groups the obtained information regarding the TSRs.
3. RTO Tariff Studies and ICT Planning groups will relay the study timelines/aggregate study dates to the SPP CR group.
4. The SPP CR group will provide the study timelines/aggregate study dates to the Transmission Customer. The provision of such data for the ICT process shall be specific to the potential or existing TSRs as set forth in 18 CFR 358.7(a) and (b). If the information is always TSR-specific, there will not be question regarding the potential need to post especially given that the process could be utilized by affiliates.
5. Based upon the information received, the Transmission Customer will submit the requests for SPP RTO and Entergy transmission service in accordance with each Transmission Provider's tariffs.
6. RTO Tariff Studies and ICT Planning groups will post the study reports on the corresponding OASIS and provide the status of the requests to the SPP CR group including notification of the need for additional iterations of the Facility Study in the RTO Tariff Studies Aggregate Study process or the need to proceed to a Facilities Study in the ICT Planning study process, if necessary.
7. SPP CR will alert the Transmission Customer to any status changes of both RTO Tariff Studies and ICT Planning studies. [For the ICT studies, is this beyond current obligations?] Until the TSR enters the current RTO Tariff Studies, Aggregate

Transmission Service Study phase periodic, updates will be provided to the Transmission Customer.

8. The Transmission Customer will communicate all questions, concerns, or comments regarding the studies to the SPP CR group. The Transmission Customer can continue to communicate with the appropriate points of contact within the Entergy/ICT groups regarding its request on the Entergy system.
9. The SPP CR group will coordinate and provide the required responses to the Transmission Customer.
10. Once both TSRs have been submitted, corresponding studies have been completed, and associated contracts have been signed, the process for that TSR coupling will be deemed completed.

The key points of the process are:

1. Communication is received and provided through the SPP CR department directly to designated point(s) of contact within the Transmission Customer Company.
2. Key dates and study status information, subject to each Transmission Provider's tariff provisions, 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. These will be specific to the Transmission Customer's proposed or existing TSRs.
3. All questions or concerns submitted by the Transmission Customer to the SPP CR group will be conveyed to the RTO Tariff Studies and ICT Planning groups for direction, and responses will be communicated by the SPP CR group to the Transmission Customer directly. **Note:** The Transmission Customer still has the option to contact Entergy/ICT personnel directly.