



Southwest Power Pool, Inc.
OPERATING EFFICIENCY TASK FORCE MEETING
May 6, 2010
Via Teleconference Call

• MINUTES •

Introductions

Operating Efficiency Task Force (OETF) Chair, Dowell Hudson, with the ICT, called the teleconference to order at 9:02 a.m. There were 8 people in attendance. (See the attendance list at the end of this document.)

Customer Assistance Process (Phase 1 of TRAAC)

Mr. Hudson stated he will provide an update on the Customer Assistance Process (CAP) at the Stakeholder Policy Committee (SPC) meeting next week in Baton Rouge, LA. He asked if committee members had any issues or concerns with the process overview he planned to present. All the committee members present endorsed the process. When asked when the new process would be available, Mr. Hudson responded that it can begin immediately.

Kim Gorter will post the CAP contact information on the OETF website. Don Martin, with SPP Customer Relations, is the contact person for this new process. His information is:

Don Martin
Email: DMartin@spp.org
Phone: 501.614.3309

Since there were no additional comments or discussion, the meeting adjourned at 9:11 a.m.

Attendees:

Mark Hicks, Attorney – Arkansas Cities
Jason Shook, GDS Associates
Jody Holland, SPP
Henry Thompson, Arkansas Cities
Will Tootle, SPP
Steve Purdy, SPP
Dowell Hudson, SPP
Kim Gorter, SPP

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