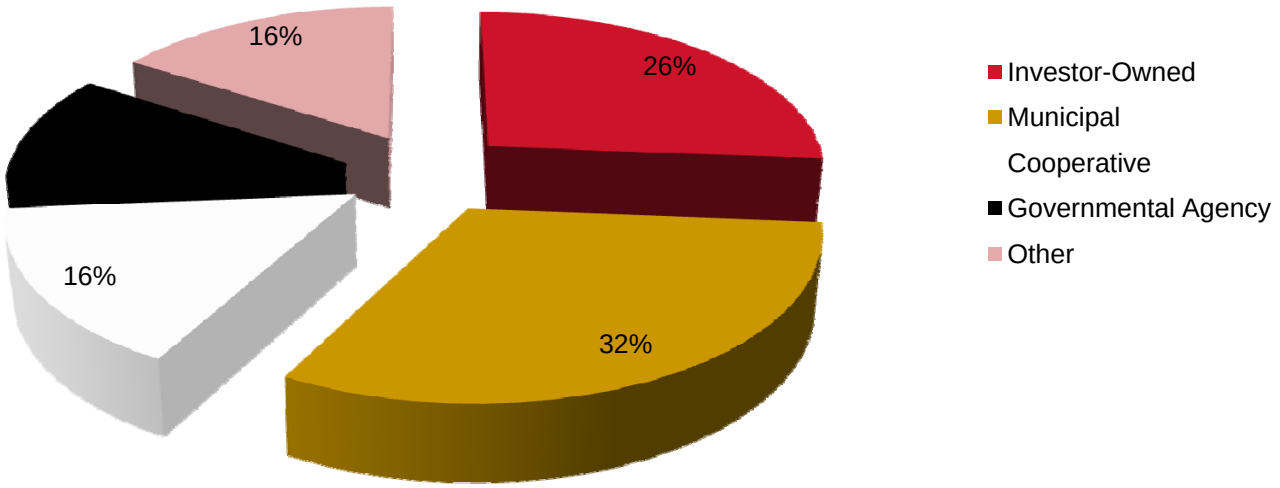
Southwest Power Pool
Regional Entity

2010 Regional Entity Stakeholder Survey
October 25, 2010

Stacy Dochoda
SPP RE General Manager

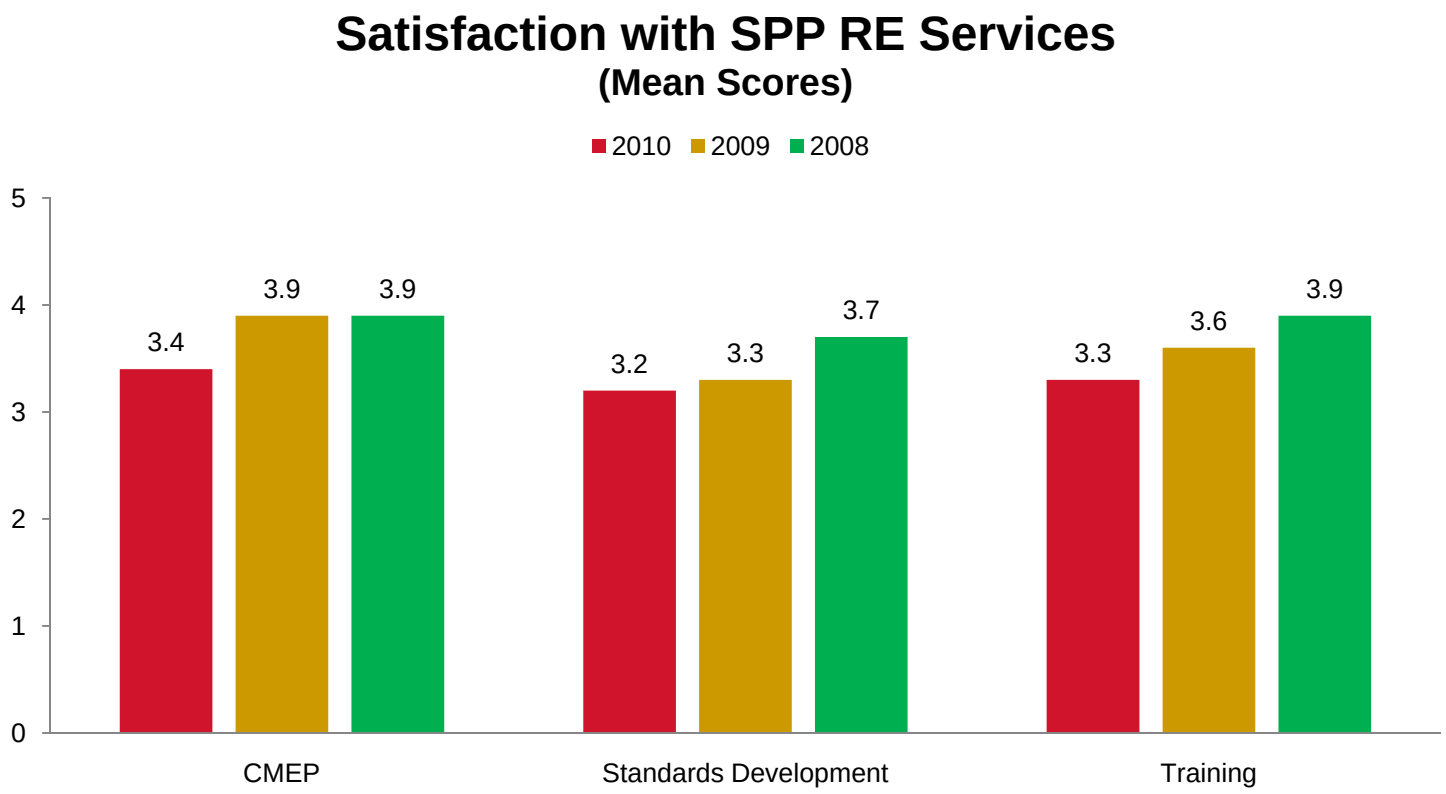
Regional Entity 2010 Survey

- **Majority of Responding Entities were IOUs and Municipals**



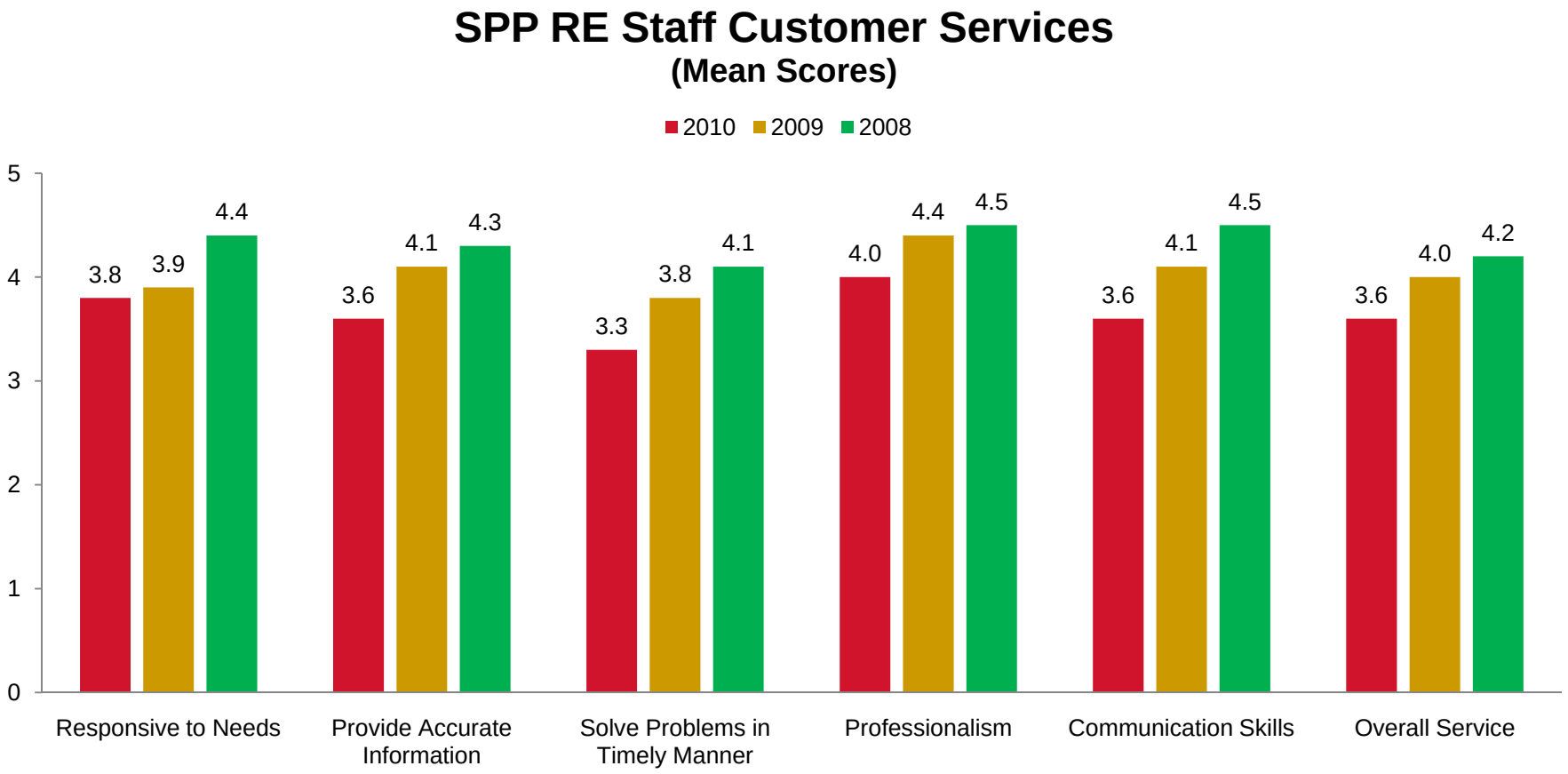
- **Majority of Respondents worked in Compliance or Operations**
- **The majority of the respondents interact with SPP RE only a few times per year**

Regional Entity 2010 Survey



Rating Scale: 1 to 5, with 1= Poor and 5= Excellent

Regional Entity 2010 Survey



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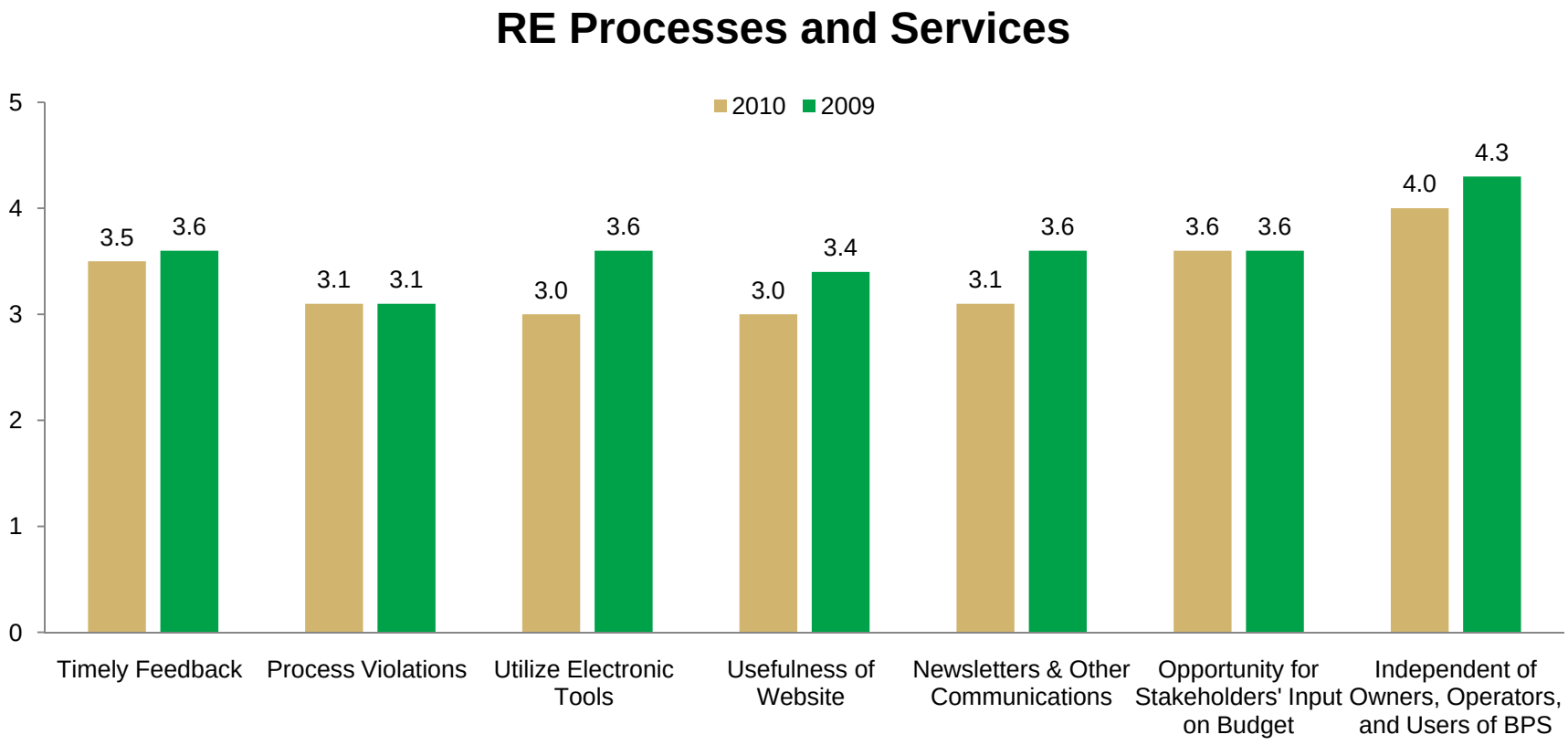
Regional Entity 2010 Survey



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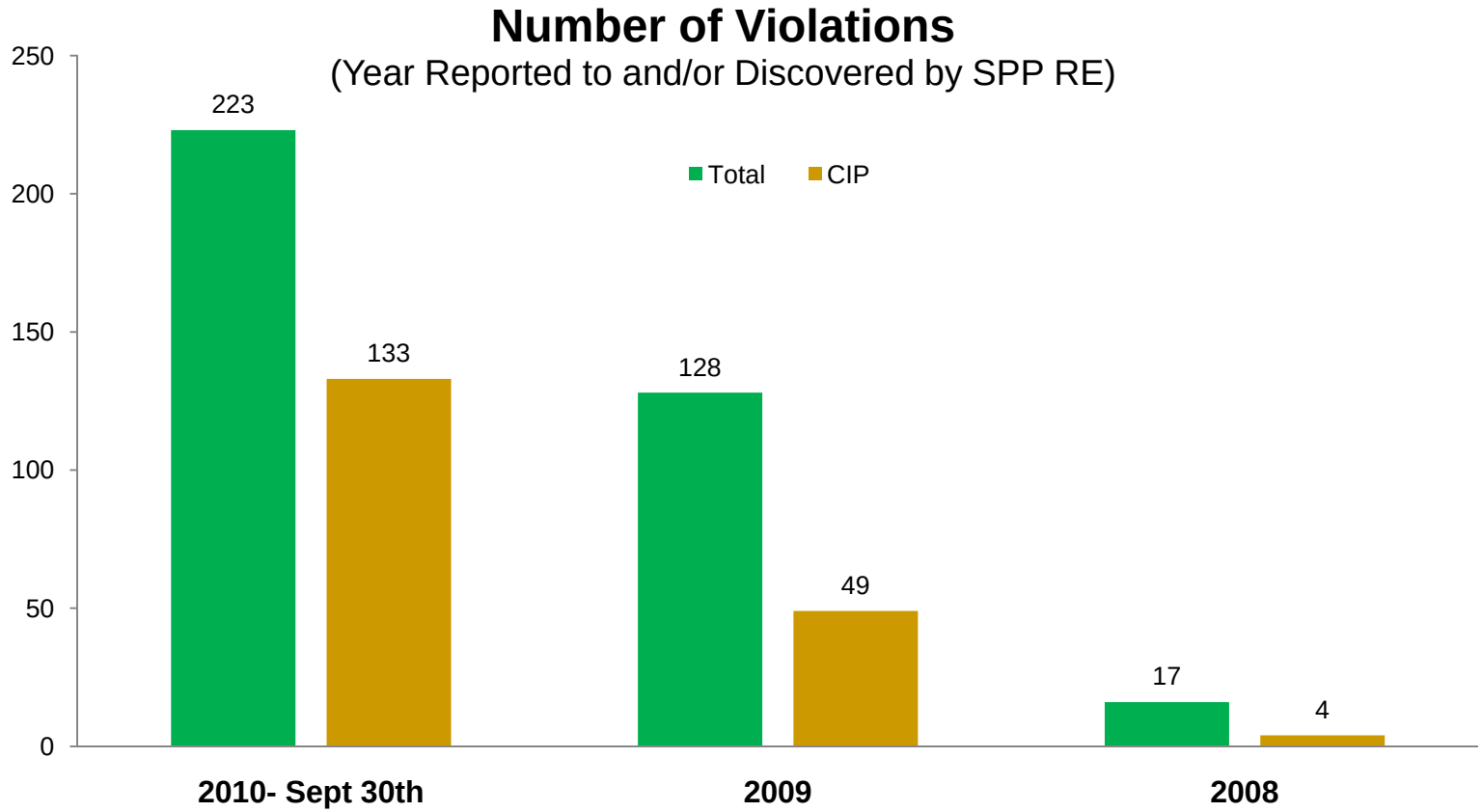
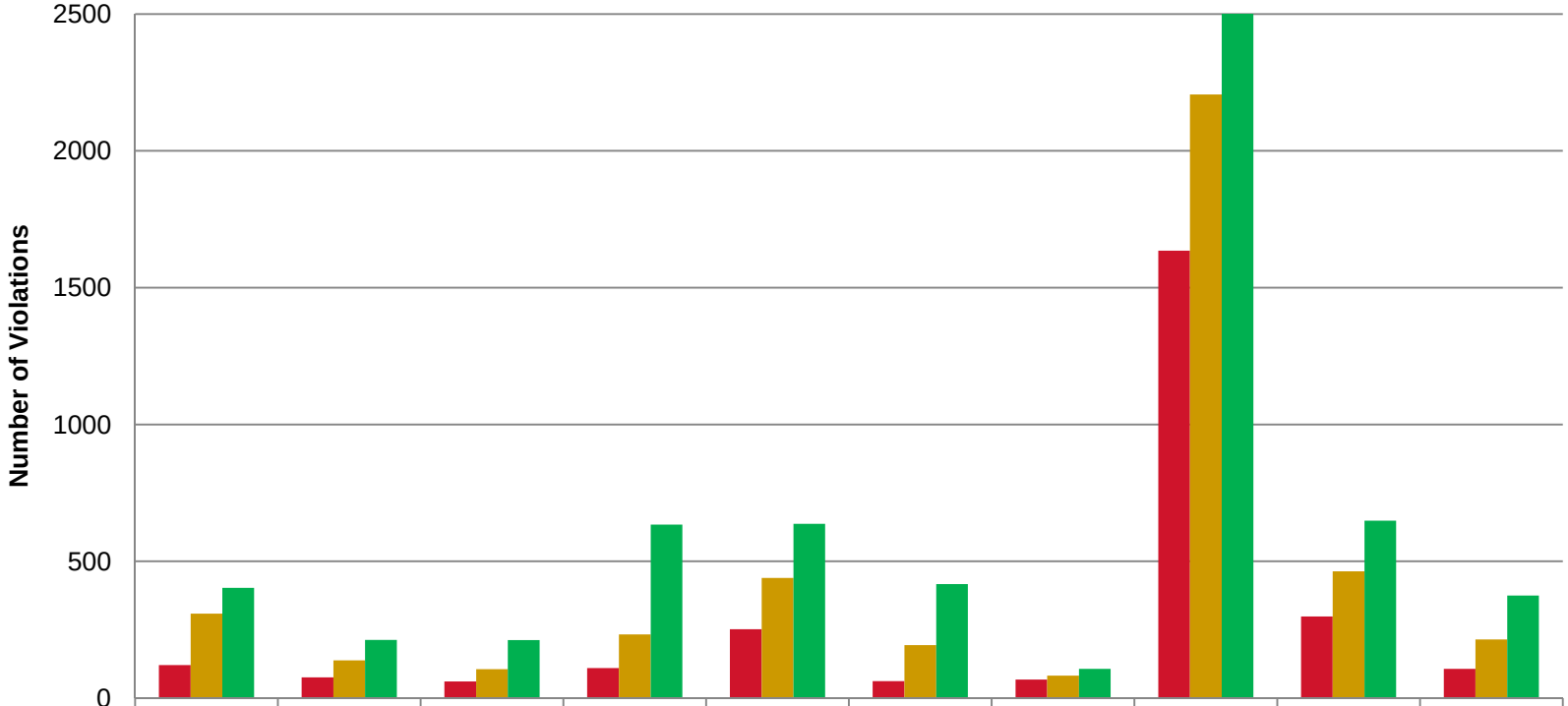
SPP Regional Entity



- Total NOPs filed with FERC- 11
- Total Number of Violations Included in those NOPs- 41
- Total Amount of Fines- $206,500

Cumulative Violations by Regions

(Total Violations Reported to NERC)



	FRCC	MRO	NPCC	RFC	SERC	SPP	TRE	WECC	8-Region Avg	8-Region Avg Excluding WECC
2008	121	76	61	110	252	62	68	1635	298	107
2009	309	138	106	233	439	194	82	2206	463	214
2010	403	213	212	634	637	417	107	2566	649	375

Regional Entity 2010 Survey Summary

- **Modest Downward Trend in Satisfaction Ratings**
- **Planned Actions to Address Survey Results**
  - **Response to 2009 Survey Results**
    - Increased Resources to reduce backlog and improve timeliness of responses
    - Increased communications
  - **Response to 2010 Survey Results**
    - Continue to improve website and other tools used to communicate with entities
    - RE Senior Management will observe several audits/spot checks, both CIP and 693
    - RE CIP Staff members will participate in another region's CIP audit
    - Increase number of Webinars and CIP Training Opportunities

QUESTIONS