2010 SPP RE Year-End Highlights

Organization and Administration

- Increased technical expertise of staff
- Completed remaining recommendation from 2008 FERC Audit
- Satisfied NERC Audit
- Negotiated new Regional Delegation Agreement
- Implemented an enhanced version of webCDMS

Compliance Activities:

- Performed 21 Compliance Audits; 17 Spot Checks
- Implemented Process Improvements

Enforcement

- Streamlined Enforcement Processes

Outreach Communication

- 3 Compliance Workshops; 12 webinars
- RE General Manager Participated as Panelist on FERC Panel
- Increased participation at SPP Meetings
- Added SPP NERC Committee Reports to Trustee Meetings

2010 SPP RE - Performance Metrics

	Performance Metric	2009 Actual Performance	2010 Goal	2010 Actual Performance	% Achievement
1	Number of Days to Post Non-Public Audit Report to NERC	86	90	66	132%
2	Number of Days Issue Spot Check Reports[1]	73	90	109[89] [2]	5%[101%][2]
3	Number of Violations to NERC Staff (NOCV/Settlement/Omnibus/Dismissals)	17	50	119	149%
4	Number of NERC BOTCC Approved Violations	15	40	92	174%
5	Average Number of Days to Review Newly Submitted (2010) Mitigation Plans	N/A	30	20	150%
6	Average Number of Days to Review Pending (2009) Mitigation Plans	N/A	60	45	125%
7	Average Number of Days to Issue Preliminary Notice	17	5	9	78%
8	Number of Violations Transitioned to TimeMatters (Data Mgmt Tool)[3]	N/A	200	0	0%

[1] The 2010 CIP spot checks were more significant in scope compared to the scope of the 2009 CIP Spot Checks and involved an on-site review of evidence.

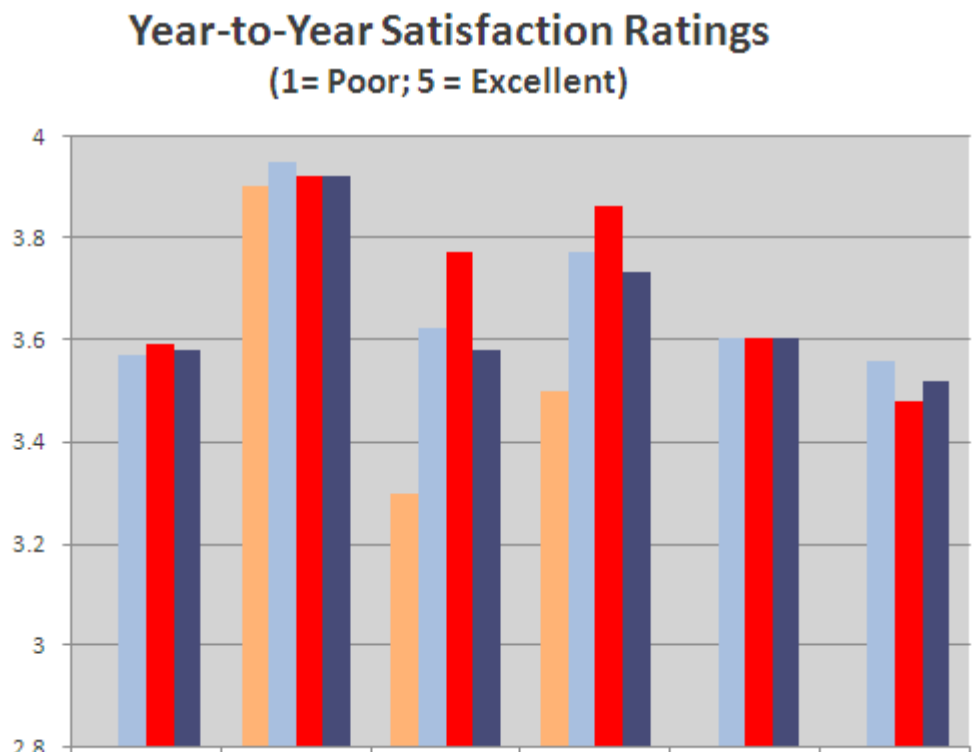
[2] The number of days to issue a spot check report was 109 days if all spot checks are included. The BAL-003 spot checks were held by the SPP RE to await an interpretation from NERC's at NERC's request.

[3] With the implementation of webCDMS in mid-2010, this goal became moot and was not pursued after that point

2010 Supplemental RE Stakeholder Survey

Preliminary Observations

- Supplemental Survey generally more favorable results than initial 2010 survey on same questions



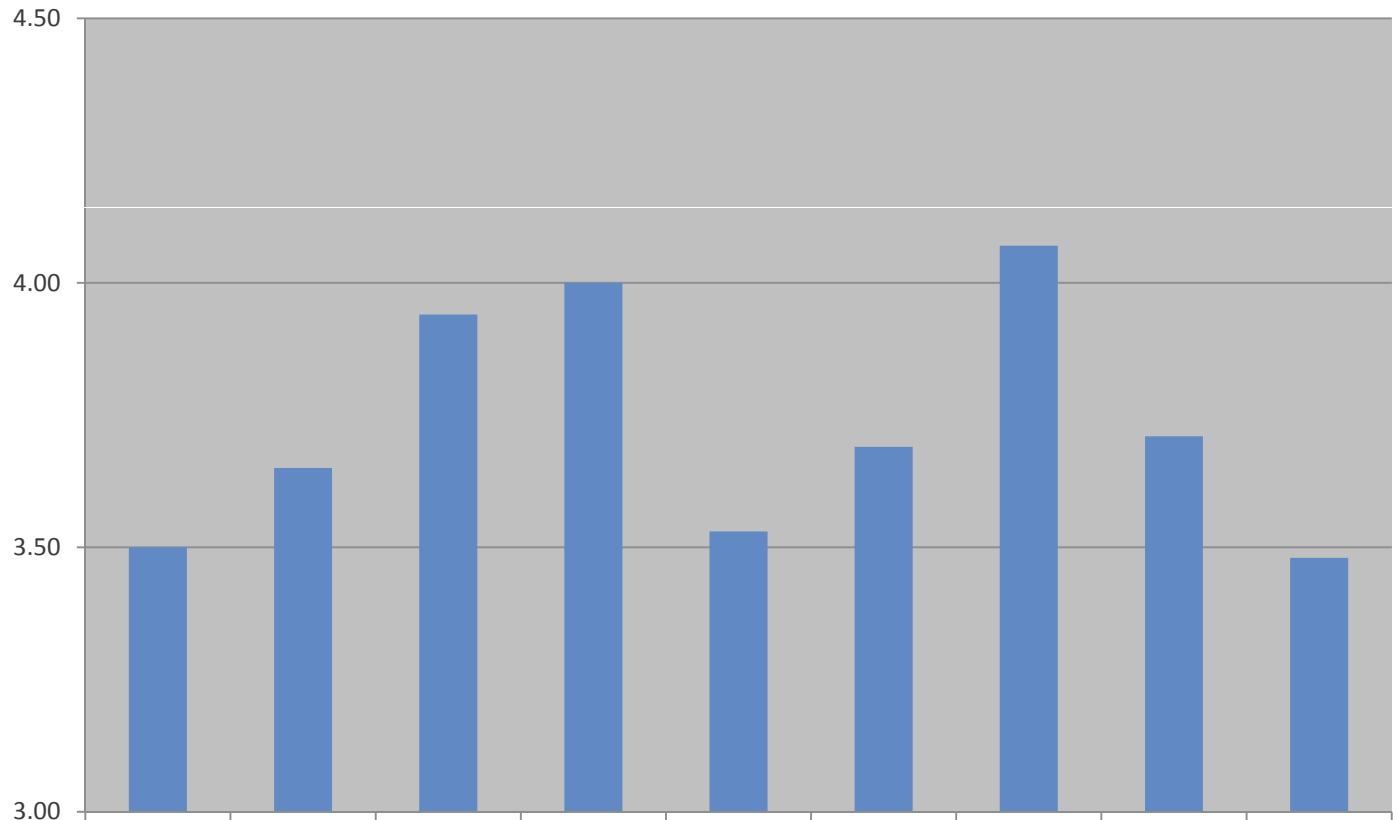
	CIP Self Certification	693 Self Certification	CDMS-Functions	Compliance Workshops	Newsletters	Website
2008		3.90	3.30	3.50		
2009	3.57	3.95	3.62	3.77	3.60	3.56
2010	3.59	3.92	3.77	3.86	3.60	3.48
Average	3.58	3.92	3.58	3.73	3.60	3.52

2010 Supplemental RE Stakeholder Survey

Preliminary Observations

Opportunities for improvement:

- Increasing stakeholder awareness of the Standards Development Process
- Providing specific examples of compliance not just examples of non-compliance
- Increasing pre- audit review on CIP audits
- Ensuring perception of objectivity of CIP auditors
- Explaining CMEP Processes, in particular enforcement processes
- Improving the navigation and website search functions



	CIP Self-Certs	CIP Spot Check	693 Self-Certs	693 Audit	Enforcement Act.	CDMS-Functions	Compliance Workshops	Newsletters	Website
2010 Avg. Rating	3.50	3.65	3.94	4.00	3.53	3.69	4.07	3.71	3.48