2010 Supplemental SPP Regional Entity Survey

General Information

My organization is:		Response Percent	Response Total
Investor-owned		38.71%	12
Municipal		35.48%	11
Cooperative		9.68%	3
Governmental agency		6.45%	2
Other		9.68%	3
	Privately owned		
	Power Marketer		
	Privately held		

Total # of respondents **31**. Statistics based on **31** respondents; **0** filtered; **0** skipped.

My organization is registered with the SPP RE as a (select all that apply):	Response Percent	Response Total
Reliability Coordinator (RC)	3.23%	1
Balancing Authority (BA)	29.03%	9
Transmission Operator (TOP)	32.26%	10
Transmission Owners (TO)	45.16%	14
Generator Operators (GOP)	48.39%	15
Generator Owners (GO)	48.39%	15
Transmission Service Providers (TSP)	6.45%	2
Planning Authorities (PA)	0%	0
Transmission Planners (TP)	29.03%	9
Resource Planners (RP)	25.81%	8
Load-Serving Entities (LSE)	54.84%	17
Purchasing-Selling Entities (PSE)	58.07%	18
Distribution Providers (DP)	48.39%	15

Total # of respondents **31**. Statistics based on **31** respondents; **0** filtered; **0** skipped.

My organization was registered with the SPP RE in:	Yes	No	Unknown	Response Total
2008	83.87% (26)	12.9% (4)	3.23% (1)	31
2009	90.32% (28)	6.45% (2)	3.23% (1)	31
2010	96.77% (30)	3.23% (1)	0% (0)	31

Total # of respondents **31**. Statistics based on **31** respondents; **0** filtered; **0** skipped.

I (or someone) from my organization submitted a response to the following SPP Regional Entity Stakeholder Surveys:

	Yes	No	Unknown	Response Total
2008	38.71% (12)	12.9% (4)	48.39% (15)	31
2009	48.39% (15)	9.68% (3)	41.94% (13)	31
2010	80.65% (25)	9.68% (3)	9.68% (3)	31

Total # of respondents **31**. Statistics based on **31** respondents; **0** filtered; **0** skipped.

What is your role within your organization?		Response Percent	Response Total
Operations		16.13%	5
Engineering		9.68%	3
Technical/IT		0%	0
Policy/Regulatory/Legal		3.23%	1
Executive (Director or Officer)		3.23%	1
Compliance		61.29%	19
Other		6.45%	2
	Operations & Compliance		
	Supervisor		

Total # of respondents **31**. Statistics based on **31** respondents; **0** filtered; **0** skipped.

How often do you interact with the SPP RE?

	Weekly	Monthly	A few times per year	Rarely	Never	Response Total
2008	9.68% (3)	19.36% (6)	38.71% (12)	6.45% (2)	25.81% (8)	31
2009	9.68% (3)	22.58% (7)	41.94% (13)	6.45% (2)	19.36% (6)	31
2010	16.13% (5)	19.36% (6)	51.61% (16)	12.9% (4)	0% (0)	31

Total # of respondents **31**. Statistics based on **31** respondents; **0** filtered; **0** skipped.

Please identify the SPP email lists, listserv, and/or exploder list to which you are subscribed (select all that apply):	Response Percent	Response Total
SPP Regional Entity Primary Compliance Contact/Authorizing Officer	96.77%	30
Regional Entity Trustee Exploder	25.81%	8
SPP Market Operations Policy Committee (MOPC) Exploder List	29.03%	9
Operating Reliability Working Group (ORWG) Exploder	48.39%	15
SPP BOD Members Committee Exploder	12.9%	4
SPP CIPWG Exploder	35.48%	11
SPP Membership Exploder	19.36%	6
SPP ORWG Exploder	41.94%	13
SPP TWG Exploder	35.48%	11

Total # of respondents **31**. Statistics based on **31** respondents; **0** filtered; **0** skipped.

Please rank, by frequency (with 1 being the most frequent and 5 being the least frequent), the following methods in which you submit/receive information to/from the SPP RE:	1	2	3	4	5	Response Total
Phone Calls	6.45% (2)	22.58% (7)	12.9% (4)	3.23% (1)	54.84% (17)	31
Email Messages- SPP RE Staff Compliance and Enforcement Notifications	54.84% (17)	6.45% (2)	25.81% (8)	9.68% (3)	3.23% (1)	31
Email Messages- webCMDS-generated	20% (6)	46.67% (14)	13.33% (4)	20% (6)	0% (0)	30
Regional Entity Newsletters/News Bulletins	0% (0)	20% (6)	40% (12)	20% (6)	20% (6)	30
Regional Entity general announcements, e.g., notifications of openings on NERC committees and/or working groups, notifications of upcoming meetings	19.36% (6)	6.45% (2)	9.68% (3)	45.16% (14)	19.36% (6)	31

Total # of respondents **31**. Statistics based on **31** respondents; **0** filtered; **0** skipped.

Reliability Standards

(If a question is not relevant to you or your organization, please skip it rather than making a neutral selection.)

Please indicate your entity's level of involvement in the following activities: (1=Not involved; 5= Highly involved)

	1	2	3	4	5	Response Total	Average Score
Monitoring development of NERC and/or SPP Regional Reliability Standards	13.33% (4)	10% (3)	26.67% (8)	20% (6)	30% (9)	**30**	**3.43**
Developing NERC Reliability Standards	43.33% (13)	20% (6)	20% (6)	10% (3)	6.67% (2)	**30**	**2.17**
Developing SPP Regional Reliability Standards	43.33% (13)	20% (6)	23.33% (7)	6.67% (2)	6.67% (2)	**30**	**2.13**
Average rating							**2.58**

Please indicate your agreement with the following statements regarding the Critical Infrastructure Protection (CIP) Reliability Standards: (1=strongly disagree; 5= strongly agree)							
	1	2	3	4	5	Response Total	Average Score
The requirements of the CIP standards are reasonably understandable	11.11% (3)	25.93% (7)	44.44% (12)	7.41% (2)	11.11% (3)	27	2.82
The requirements of the CIP standards serve to improve the reliability and security of the Bulk Electric System	18.52% (5)	11.11% (3)	37.04% (10)	14.82% (4)	18.52% (5)	27	3.04
Monitoring and enforcing compliance with the CIP standards helps maintain and enhance the reliability of the Bulk Electric System	11.11% (3)	33.33% (9)	29.63% (8)	14.82% (4)	11.11% (3)	27	2.82
The application of the requirements of the CIP standards as it relates to compliance monitoring and enforcement activities is consistent among the eight regional entities	15.39% (4)	30.77% (8)	30.77% (8)	15.39% (4)	7.69% (2)	26	2.69
The SPP RE's application of the requirements of the CIP standards as it relates to compliance monitoring and enforcement activities is consistent with that of the other regional entities	11.54% (3)	19.23% (5)	38.46% (10)	23.08% (6)	7.69% (2)	26	2.96
Average rating							2.87

Please indicate your agreement with the following statements regarding the Traditional (693) Reliability Standards: (1=strongly disagree; 5= strongly agree)

	1	2	3	4	5	Response Total	Average Score
The requirements of the 693 standards are reasonably understandable	14.29% (4)	3.57% (1)	39.29% (11)	28.57% (8)	14.29% (4)	28	3.25
The requirements of the 693 standards serve to improve the reliability and security of the Bulk Electric System	7.14% (2)	7.14% (2)	39.29% (11)	28.57% (8)	17.86% (5)	28	3.43
Monitoring and enforcing compliance with the 693 standards helps maintain and enhance the reliability of the Bulk Electric System	7.14% (2)	14.29% (4)	46.43% (13)	21.43% (6)	10.71% (3)	28	3.14
The application of the requirements of the 693 standards as it relates to compliance monitoring and enforcement activities is consistent among the eight regional entities	7.69% (2)	11.54% (3)	53.85% (14)	15.39% (4)	11.54% (3)	26	3.12
The SPP RE's application of the requirements of the 693 standards as it relates to compliance monitoring and enforcement activities is consistent with that of the other regional entities	11.11% (3)	7.41% (2)	48.15% (13)	25.93% (7)	7.41% (2)	27	3.11
Average rating							3.21

Compliance Monitoring Activities- Critical Infrastructure

(If a question is not relevant to you or your organization, please skip it rather than making a neutral selection.)

If your entity participated in SPP RE CIP Self Certification activities, please rate your satisfaction with the SPP RE's overall performance in conducting these activities: (1= poor; 5= excellent)

	1	2	3	4	5	Response Total	Average Score
2009	9.52% (2)	0% (0)	38.1% (8)	28.57% (6)	23.81% (5)	21	3.57
2010	4.55% (1)	9.09% (2)	36.36% (8)	22.73% (5)	27.27% (6)	22	3.59
Average rating							3.58

If your entity participated in SPP RE 2010 CIP Self Certification activities, please rate your satisfaction with the SPP RE performance in the following areas: (1= poor; 5= excellent)

	1	2	3	4	5	Response Total	Average Score
The clarity of instructions and reporting requirements	4.17% (1)	16.67% (4)	25% (6)	37.5% (9)	16.67% (4)	24	3.46
Responsiveness of SPP RE Compliance Staff to your questions and/or concerns	8.33% (2)	12.5% (3)	20.83% (5)	33.33% (8)	25% (6)	24	3.54
Average rating							3.5

If your entity participated in a SPP RE CIP Spot Check, please rate your satisfaction with the SPP RE staff's performance in the following areas: (1= poor; 5= excellent)

	1	2	3	4	5	Response Total	Average Score
Notifying the Entity of the Spot Check	11.77% (2)	5.88% (1)	5.88% (1)	29.41% (5)	47.06% (8)	17	3.94
Preparedness of SPP RE Spot Check Team	6.25% (1)	18.75% (3)	18.75% (3)	12.5% (2)	43.75% (7)	16	3.69
Professionalism of SPP RE Spot Check Team	18.75% (3)	0% (0)	18.75% (3)	18.75% (3)	43.75% (7)	16	3.69
Accuracy of responses to entity's questions	18.75% (3)	0% (0)	25% (4)	43.75% (7)	12.5% (2)	16	3.31
Timeliness in responding to entity's questions and/or concerns	12.5% (2)	0% (0)	18.75% (3)	50% (8)	18.75% (3)	16	3.63
Average rating							3.65

Compliance Monitoring Activities- Traditional (693)

(If a question is not relevant to you or your organization, please skip it rather than making a neutral selection.)

If your entity participated in the SPP RE Traditional (693) Self Certification activities, please rate your satisfaction with the SPP RE's overall performance in conducting these activities: (1= poor; 5= excellent)

	1	2	3	4	5	Response Total	Average Score
2008	5% (1)	5% (1)	15% (3)	45% (9)	30% (6)	20	3.9
2009	4.76% (1)	4.76% (1)	14.29% (3)	42.86% (9)	33.33% (7)	21	3.95
2010	4.17% (1)	0% (0)	25% (6)	41.67% (10)	29.17% (7)	24	3.92
Average rating							3.92

If your entity participated in SPP RE 2010 Traditional (693) Self Certification activities, please rate your satisfaction with the SPP RE performance in the following areas: (1= poor; 5= excellent)

	1	2	3	4	5	Response Total	Average Score
The clarity of instructions and reporting requirements	4% (1)	8% (2)	20% (5)	36% (9)	32% (8)	25	3.84
Responsiveness of SPP RE Compliance Staff to your questions and/or concerns	4.17% (1)	4.17% (1)	12.5% (3)	41.67% (10)	37.5% (9)	24	4.04
Average rating							3.94

If your entity participated in a SPP RE Traditional (693) Compliance Audit, please rate your satisfaction with the SPP RE performance in the following areas: (1= poor; 5= excellent)

	1	2	3	4	5	Response Total	Average Score
Notifying the Entity of the Compliance Audit	0% (0)	14.29% (2)	7.14% (1)	35.71% (5)	42.86% (6)	14	4.07
Preparedness of SPP RE Audit Team	0% (0)	15.39% (2)	15.39% (2)	23.08% (3)	46.15% (6)	13	4
Professionalism of SPP RE Audit Team	0% (0)	14.29% (2)	0% (0)	50% (7)	35.71% (5)	14	4.07
Accuracy of responses to entity's questions	0% (0)	0% (0)	33.33% (4)	25% (3)	41.67% (5)	12	4.08
Timeliness in responding to entity's questions and/or concerns	0% (0)	21.43% (3)	14.29% (2)	28.57% (4)	35.71% (5)	14	3.79
Average rating							4

Enforcement Activities

(If a question is not relevant to you or your organization, please skip it rather than making a neutral selection.)

Did your entity receive a notice from the SPP RE of a possible violation of a Reliability Standard(s)?

	Yes	No	Unknown	Response Total
2008	12.5% (3)	87.5% (21)	0% (0)	**24**
2009	23.08% (6)	76.92% (20)	0% (0)	**26**
2010	33.33% (9)	66.67% (18)	0% (0)	**27**

Total # of respondents **31**. Statistics based on **28** respondents; **0** filtered; **3** skipped.

If your entity received a notice from the SPP RE of a possible violation of a Reliability Standard(s) in 2010, please rate your satisfaction with the SPP RE performance in the following areas: (1= poor; 5= excellent)

	1	2	3	4	5	Response Total	Average Score
Notifying the entity of the SPP RE's finding of a possible violation	0% (0)	11.11% (1)	22.22% (2)	55.56% (5)	11.11% (1)	**9**	**3.67**
Identifying the steps involved in processing the possible violation	22.22% (2)	22.22% (2)	22.22% (2)	33.33% (3)	0% (0)	**9**	**2.67**
Explaining the process for submitting mitigation plans, including emphasizing the importance of mitigation the possible violations as soon as possible	11.11% (1)	11.11% (1)	11.11% (1)	55.56% (5)	11.11% (1)	**9**	**3.44**
Explaining the settlement process	37.5% (3)	12.5% (1)	12.5% (1)	37.5% (3)	0% (0)	**8**	**2.5**
Professionalism of the Enforcement Staff	0% (0)	0% (0)	12.5% (1)	25% (2)	62.5% (5)	**8**	**4.5**
Accuracy of responses to entity's questions	0% (0)	0% (0)	12.5% (1)	50% (4)	37.5% (3)	**8**	**4.25**
Timeliness in responding to entity's questions and/or concerns	0% (0)	0% (0)	44.44% (4)	33.33% (3)	22.22% (2)	**9**	**3.78**
Average rating							**3.53**

Compliance Data Monitoring System (webCDMS)

(If a question is not relevant to you or your organization, please skip it rather than making a neutral selection.)

If your entity participated in the SPP RE compliance and enforcement activities conducted via CDMS (Self Certifications, Self Reports, Mitigation Plan Submissions), please rate your overall satisfaction with the CDMS: (1= poor; 5= excellent)

	1	2	3	4	5	Response Total	Average Score
2008	8.7% (2)	21.74% (5)	21.74% (5)	26.09% (6)	21.74% (5)	23	3.3
2009	3.85% (1)	7.69% (2)	34.62% (9)	30.77% (8)	23.08% (6)	26	3.62
2010	3.33% (1)	0% (0)	33.33% (10)	43.33% (13)	20% (6)	30	3.77
Average rating							3.58

Please rate your satisfaction with the following webCDMS functions: (1= poor; 5= excellent)

	1	2	3	4	5	Response Total	Average Score
Self Certifications	3.23% (1)	6.45% (2)	25.81% (8)	41.94% (13)	22.58% (7)	31	3.74
Self Reports	5.26% (1)	5.26% (1)	15.79% (3)	47.37% (9)	26.32% (5)	19	3.84
Mitigation Plan Submissions	14.29% (3)	9.52% (2)	14.29% (3)	33.33% (7)	28.57% (6)	21	3.52
CMDS-generated notification messages	7.69% (2)	7.69% (2)	19.23% (5)	42.31% (11)	23.08% (6)	26	3.65
Average rating							3.69

Compliance Workshops

(If a question is not relevant to you or your organization, please skip it rather than making a neutral selection.)

I attended SPP RE Compliance Workshop in:

	Yes	No	Response Total
2008	57.69% (15)	42.31% (11)	**26**
2009	57.14% (16)	42.86% (12)	**28**
2010	64.52% (20)	35.48% (11)	**31**

Total # of respondents **31**. Statistics based on **31** respondents; **0** filtered; **0** skipped.

If you attended a SPP RE Compliance Workshop, please rate your satisfaction with the overall quality of the workshop: (1= poor; 5= excellent)

	1	2	3	4	5	Response Total	Average Score
2008	14.29% (2)	0% (0)	21.43% (3)	50% (7)	14.29% (2)	**14**	**3.5**
2009	5.88% (1)	5.88% (1)	17.65% (3)	47.06% (8)	23.53% (4)	**17**	**3.77**
2010	4.76% (1)	0% (0)	23.81% (5)	47.62% (10)	23.81% (5)	**21**	**3.86**
Average rating							**3.73**

If you attended a SPP RE Compliance Workshop in 2010, please rate your satisfaction with the SPP RE's performance in conducting the following workshop activities: (1= poor; 5= excellent)

	1	2	3	4	5	Response Total	Average Score
Notifying entities of the date and location of the workshop	4.76% (1)	0% (0)	0% (0)	61.91% (13)	33.33% (7)	**21**	**4.19**
Presenting material that is relevant to and meets the needs of registered entities	9.52% (2)	0% (0)	14.29% (3)	47.62% (10)	28.57% (6)	**21**	**3.86**
Selecting speakers who are knowledgeable of the subject matter to which they are addressing	4.76% (1)	0% (0)	14.29% (3)	38.1% (8)	42.86% (9)	**21**	**4.14**
Selecting speakers who are able to effectively communicate with the audience	4.76% (1)	0% (0)	9.52% (2)	52.38% (11)	33.33% (7)	**21**	**4.1**
Average rating							**4.07**

Newsletters and News Bulletins:
(If a question is not relevant to you or your organization, please skip it rather than making a neutral selection.)

Please rate your satisfaction with the usefulness of the SPP RE Quarterly Newsletters and News Bulletins: (1= poor; 5= excellent)

	1	2	3	4	5	Response Total	Average Score
2009	4% (1)	8% (2)	24% (6)	52% (13)	12% (3)	25	3.6
2010	3.33% (1)	6.67% (2)	26.67% (8)	53.33% (16)	10% (3)	30	3.6
Average rating							3.6

Please rate your satisfaction with the elements of the 2010 SPP RE Quarterly Newsletters and News Bulletins: (1= poor; 5= excellent)

	1	2	3	4	5	Response Total	Average Score
Content	3.45% (1)	6.9% (2)	17.24% (5)	58.62% (17)	13.79% (4)	29	3.72
Frequency	6.9% (2)	3.45% (1)	20.69% (6)	51.72% (15)	17.24% (5)	29	3.69
Average rating							3.71

SPP RE Web Pages
(If a question is not relevant to you or your organization, please skip it rather than making a neutral selection.)

When is the last time you accessed the SPP RE's web pages?		Response Percent	Response Total
This week		32.26%	10
Last week		25.81%	8
Last Month		16.13%	5
More than a month ago		25.81%	8
			0

Total # of respondents **31**. Statistics based on **31** respondents; **0** filtered; **0** skipped.

Please rate your satisfaction with the usefulness of the SPP RE web pages: (1= poor; 5= excellent)							
	1	2	3	4	5	Response Total	Average Score
2009	8% (2)	8% (2)	24% (6)	40% (10)	20% (5)	25	3.56
2010	6.9% (2)	10.35% (3)	27.59% (8)	37.93% (11)	17.24% (5)	29	3.48
Average rating							3.52