

SPP Request Management System Survey (GI Q3, 2019)

Respondents: 24 displayed, 24 total **Status:** Closed

Launched Date: 07-08-2019 **Closed Date:** 10-07-2019

Display: **Manage Filters**

1. Satisfaction

	Response Total	Response Percent
Very Dissatisfied	0	0%
Dissatisfied	0	0%
Satisfied	5	21%
Very Satisfied	19	79%
Total Respondents		24

2. Resolved?

	Response Total	Response Percent
Yes	24	100%
No	0	0%
Total Respondents		24

3. Improve Comment

No responses were entered for this question.

Total Respondents	0
(skipped this question)	24

4. Below are some behaviors and traits we strive to demonstrate in every customer interaction. In addressing your particular issue, how did we do with regard to each?

	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	12% (3)	88% (21)	24
b. Exhibiting professionalism	0% (0)	0% (0)	0% (0)	100% (24)	24
c. Demonstrating sufficient knowledge (or deferring to other experts as appropriate)	0% (0)	0% (0)	8% (2)	92% (22)	24
d. Delivering a timely solution	0% (0)	0% (0)	25% (6)	75% (18)	24
e. Delivering a high-quality solution	0% (0)	0% (0)	12% (3)	88% (21)	24
Total Respondents					120

5. Anything else you'd like to share about your service experience?

	Full Response
1. Lorie was extremely helpful as always.	VIEW
2. Sherry was very professional and resolved my issue very quickly.	VIEW
3. Thanks to Lorie Bailey for the quick response giving me the needed information.	VIEW

SPP Request Management System Survey (NFCQ3, 2019)

Respondents: 34 displayed, 34 total

Status: Closed

Launched Date: 07-08-2019

Closed Date: 10-07-2019

Display:

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1. Satisfaction

	Response Total	Response Percent
Very Dissatisfied	0	0%
Dissatisfied	0	0%
Satisfied	3	9%
Very Satisfied	31	91%
Total Respondents		34

2. Resolved?

	Response Total	Response Percent
Yes	33	97%
No	1	3%
Total Respondents		34

3. Improve Comment

	Full Response
1.	<p>SPP Customer Services always perform admirably with AEP. Cannot say enough positive things about them and all involved. Always very professional, a pleasure to work with, extremely knowledgeable, very responsive to customer need, and always provide excellent resolution in a very timely manner. Keep up the great work.</p> <p>Mike Anderson</p> <p style="text-align: right;">VIEW</p>
2.	<p>I inquired about Pricing Floors/Limits. I get it... there isn't a true Price Max or Price Floor (although I wish there was) in SPP, but it would be nice to see various examples of how the VRL is used. I get it... multiple variables in the market etc... but just some simplified examples going through different scenarios would be nice. In other words, seeing the VRL Types in different examples along with the calculations involved would be educational. At the end of the day... no market participant will be able to sustain \$-50,000 LMPs (unless they're short) over prolonged period of time... it's scary. I still don't understand (perhaps this is by design) how the VRL and Pricing in general works, and I don't want to have a heart attack if I see RT Prices like what we saw on 8/18 18:00 (before the price corrections)... a Price Max/Floor takes some of that fear away. At least with ERCOT you know the Price Max is \$9,000 (still crazy high) and the Min is \$-250. Why can't SPP have a Max of \$1,500 and a Min of \$-250 (or similar pricing)? Thank you very much!</p> <p style="text-align: right;">VIEW</p>
3.	<p>I'm satisfied with my responses, always :)</p> <p style="text-align: right;">VIEW</p>

4. Below are some behaviors and traits we strive to demonstrate in every customer interaction. In addressing your particular issue, how did we do with regard to each?

	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	18% (6)	82% (28)	34
b. Exhibiting professionalism	0% (0)	0% (0)	9% (3)	91% (31)	34
c. Demonstrating sufficient knowledge (or deferring to other experts as appropriate)	0% (0)	0% (0)	18% (6)	82% (28)	34
d. Delivering a timely solution	0% (0)	0% (0)	18% (6)	82% (28)	34
e. Delivering a high-quality solution	0% (0)	0% (0)	12% (4)	88% (30)	34
Total Respondents					170

5. Anything else you'd like to share about your service experience?

	Full Response
1. Lorie Bailey has once again provided outstanding customer service.	VIEW
2. Your team is always very helpful and we are so grateful!	VIEW
3. I appreciate the prompt attention given to this matter.	VIEW
4. SPP Customer Services always perform admirably with AEP. Cannot say enough positive things about them and all involved. Always very professional, a pleasure to work with, extremely knowledgeable, very responsive to customer need, and always provide excellent resolution in a very timely manner. Keep up the great work. Mike Anderson	VIEW
5. Patrick is awesome.	VIEW
6. Michael, Thanks for reaching out and confirming my understanding.	VIEW
7. Michael Ray did a great job explaining the scarcity pricing in SPP. Thank you!	VIEW
8. Thanks for being patient with me and answering all my questions.	VIEW
9. See Response to Question 3	VIEW
10. I appreciated the prompt response, thank you!	VIEW
12. Fast and amazing	VIEW
13. Very fast response, Thank you Jake.	VIEW
14. The SPP team involved in the request were able to address my question swiftly and with a very concise response meeting my needs. Thank you to all involved it was easy experience.	VIEW
15. I'm sorry that I always forget to close my requests, but I always appreciate the detailed & timely responses from you guys. Thanks for helping me out in all my requests!	VIEW

SPP Request Management System Survey (PRJQ3, 2019)

Respondents: 20 displayed, 20 total

Status: Closed

Launched Date: 07-08-2019

Closed Date: 10-07-2019

Display:

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1. Satisfaction

		Response Total	Response Percent
Very Dissatisfied		1	5%
Dissatisfied		0	0%
Satisfied		2	10%
Very Satisfied		17	85%
Total Respondents		20	

2. Resolved?

		Response Total	Response Percent
Yes		19	95%
No		1	5%
Total Respondents		20	

3. Improve Comment

		Full Response
1.	Since SPP didn't indicate that the issue had been addressed until after the completion of the testing period, I not able to verify that the issue has been resolved.	VIEW
2.	Since SPP did not indicate a solution had been found until after the close of the testing period, I have no way to verify that the issue has been fixed.	VIEW
3.	SPP Rocks	VIEW
4.	answer all the questions in the RMS ticket	VIEW

4. Below are some behaviors and traits we strive to demonstrate in every customer interaction. In addressing your particular issue, how did we do with regard to each?

	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	5% (1)	0% (0)	15% (3)	80% (16)	20
b. Exhibiting professionalism	0% (0)	5% (1)	10% (2)	85% (17)	20
c. Demonstrating sufficient knowledge (or deferring to other experts as appropriate)	5% (1)	0% (0)	10% (2)	85% (17)	20
d. Delivering a timely solution	0% (0)	15% (3)	5% (1)	80% (16)	20
e. Delivering a high-quality solution	5% (1)	10% (2)	0% (0)	85% (17)	20
Total Respondents					100

5. Anything else you'd like to share about your service experience?	Full Response
1. Dana provided prompt and clarifying responses! It made things much clearer for us.	VIEW
2. Several times during the process, SPP indicated that the problem had been resolved, only to find out that it really had not. When SPP is asking members to help test changes to the software, this is not a considerate use of our time.	VIEW
3. SPP Rocks	VIEW
4. Dana always provides us with prompt, knowledgeable responses. Thank you!	VIEW
5. Very fast feedback!	VIEW
6. Lorie Baily was able to assist with our issue and help the testing team understand our issues and quickly provide the resolution we were seeking.	VIEW
7. SPP Rocks! Best ISO to work with and most transparent ISO.	VIEW
8. We appreciate the guidance offered by Dana to help us through our SSRP testing questions.	VIEW
9. Thank you.	VIEW