

**Southwest Power Pool**  
**OPERATIONS TRAINING WORKING GROUP**  
**May 9, 2019**  
**Teleconference**

**• Summary of Action Items •**

1. Amy Casavechia will provide members a list of eLearning courses to prioritize prior to the face-to-face meeting.
2. SPP Staff will finalize the dates for 2020 System Operation Conferences (SOCs) and notify the OTWG members and training contacts in the SPP footprint.
3. OTWG members will send in feedback to the questions in the Training and Course Needs presentation by 12:00 p.m. on June 14, 2019.

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• M I N U T E S •

**Agenda Item 1 – Call to Order**

Russell Moore (SPRM) called the meeting to order at 9:35 a.m. CDT. The following members were in attendance:

Russell Moore, SPRM, Chair  
Michael Gaunder, OKGE, Vice-Chair  
Tina Adams, WFEC  
Kevin Ballany, AECC  
Janelle Marriott-Gill, TSGT  
Robert Hirschak, CLECO  
Sheldon Hunter, SECI  
Joel Robles, OPPD  
Derek Stafford, GRDA  
Steve Tegtmeier, LES

A quorum was present for the meeting, and the following proxies were received:

- Mark Ellis (AEP) was absent and was not represented by proxy.
- Denney Fales (KCPL) was absent, and Derek Stafford (GRDA) represented him by proxy.
- Danny Johnson (XCEL) was absent, and Michael Gaunder (OKGE) represented him by proxy.
- Kevin Reed (NPPD) was absent, and Shannon Bolan (NPPD) represented him by proxy.
- Dave Waag (WAPA) was absent and was not represented by proxy.

**Agenda Item 2 – Statement and Attendance**

Michael Daly (SPP) read the introductory language from the Chair/Staff Secretary training, the anti-trust notice, and then took attendance. (See Attachment 1)

**Agenda Item 3 – Consent Agenda**

Russell Moore presented the consent agenda that included the May 9<sup>th</sup> meeting agenda as well as the meeting minutes from the February 20, 2019, face-to-face meeting. Robert Hirschak (CLECO) made a motion to approve the consent agenda as presented. Derek Stafford (GRDA) seconded the motion. The motion passed with no opposition or abstentions.

**Agenda Item 4 – Review of Previous Action Items**

Michael Daly provided an update on the action items from the previous meeting. His update can be found [here](#).

**Agenda Item 5 – eLearning Update**

Amy Casavechia (SPP) updated members on the eLearning team and their work. She reviewed the nature of eLearning updates and work completed in 2018. The work completed from the first quarter of

2019 was reviewed, and the status of work from the second quarter was noted. Amy explained that there are 41 projects in the eLearning queue for the third quarter and beyond. In an effort to help guide eLearning development in 2020, she stated that a list of courses/topics would be provided to members in advance of the next face-to-face meeting. Members will review that list and offer prioritization input during the next face-to-face meeting.

#### **Agenda Item 6 – Marketplace Training Update**

Michael Daly reviewed the current Marketplace training initiatives. He noted that the Settlement System Replacement Project had been delayed until February 2020, which also will delay the implementation of some other market enhancements that were planned for this year. The next member-impacting Market release will be in late August and will add enhancements to the Contingency Reserve Requirement calculation as well as Multi-Configuration Combined Cycle resources. Development of this year's Marketplace Symposium content is underway and will be presented in two sessions in early October. Members were reminded that registration for the Marketplace Fundamentals course as well as the Marketplace Symposium would open in mid-June.

#### **Agenda Item 7 – Reliability Training Update**

##### **A. 2019 System Operations Conference (SOC) Feedback (Little Rock and Kansas City conferences)**

Gay Anthony (SPP) reviewed the feedback for the Little Rock and Kansas City SOCs. The feedback is generally positive and offers suggestions for improvement. Gay noted that several adjustments to the content and delivery had been made as a result of this feedback in preparation for the upcoming Denver SOC. Russell Moore asked if the evaluations for the attendees of the SOC could include some questions regarding the proctor/table facilitator. He thinks that proctors need feedback on how to be a better proctor. Jennifer Farley (SPP) and Gay will work to accommodate this request at future SOCs.

##### **B. Reliability Communications Tool Training**

Russell Moore noted that this new application resulted in City Utilities of Springfield having to retrain and re-qualify its system operators. He wanted to know how other entities were implementing this application in their shops and whether the ad hoc group on training documentation should further discuss this topic. Derek Stafford and Tina Adams (WFEC) agreed that topic should be further discussed with the ad hoc group. Their next meeting will be May 29, 2019, at 2:00 p.m. CDT.

#### **Agenda Item 8 – 2018 Customer Training Program Evaluation Results**

Gay Anthony presented the results of the annual customer training program evaluation. This evaluation is required for entities that are authorized to provide continuing education hours (CEHs). The survey was launched in January 2019 and covered the 2018 training year. Recipients were given six weeks to respond to the survey, which helped accommodate shift personnel. The format for this year's survey was changed to a Google form and focused on providing comments rather than percentages of satisfaction. The survey responses were provided in the meeting materials and will guide future development of courses.

The response rate was just above 12%, which was lower than last year. This fact sparked some discussion as to whether the right respondents were being targeted and how attendees were being reminded to complete the survey. It was suggested to promote the survey at all reliability training courses, specifically when discussing the OTWG members in attendance. John Gunter (SPP) asked if just the training staffs at member companies should be asked to respond rather than all attendees. These ideas will be considered further before the development and launch of the 2019 survey.

#### **Agenda Item 9 – 2020 Planning**

##### **A. 2020 SOC Host Site Selection Process**

Gay Anthony reminded members about the host site selection process for SOC's. Customer training plans to offer 6 conferences again with 50 seats per conference. To plan for the 2020 conferences, Gay will send members the proposed dates by June 14, 2019. Interested parties wishing to host the SOC can then nominate locations until July 5, 2019. The OTWG members will approve the host locations at their next face-to-face meeting on July 31.

Members were encouraged to begin thinking about the content for next year's SOC's now and submit any feedback by August 16, 2019. The content will be further discussed during the September teleconference and approved at the October 17 meeting.

### **B. Training Course Needs**

In an effort to understand the training needs of members from throughout the footprint, members were asked to submit topics for consideration for the 2020 training year. Michael Daly reviewed those topics with members and asked questions to further understand the detail needed around each suggestion. Members were tasked with answering the questions and providing more feedback by June 14, 2019.

The known training deliverables for 2020 for Marketplace and Reliability training were discussed and will be further reviewed to see where suggested content can be added for development.

### **C. OTWG Strategic Plan Development**

Russell Moore spoke to the group about the need to begin a new strategic plan for the OTWG. The Markets and Operations Policy Committee (MOPC) is looking for a strategic plan from working groups, and the strategic plan we developed in 2016 is expiring. Previous strategic plans for the group resulted in positive outcomes for training courses. Russell concluded by asking the group if it was satisfied with the changes implemented to date, or if we desired further changes to how the group guides training for the SPP footprint. The group was tasked with thinking on that question and continuing the conversation at the face-to-face meeting on July 31.

## **Agenda Item 10 – Training Documentation Discussion**

### **A. Ad Hoc Group Update**

The group has not met so far this year, but their next meeting is scheduled for May 29, 2019, and will include discussion of the MRO PER-005 audit.

### **B. Compliance Concerns**

No items were shared.

## **Agenda Item 11 – Round Table**

Robert Hirschak asked about the status of NERC Personnel Certification Governance Committee (PCGC) proposal to move to one certificate for system operators. Leslie Sink (SPP) shared that the proposal is going to the NERC board later this year for approval.

## **Agenda Item 12 – Working Group Effectiveness Survey**

Michael Daly provided the QR code and link for attendees to assess the effectiveness of the meeting. Russell Moore noted that candid comments were welcome.

## **Agenda Item 13 – Summary of New Action Items**

1. Amy Casavechia will provide members a list of eLearning courses to prioritize prior to the face-to-face meeting.
2. SPP Staff will finalize the dates for 2020 System Operation Conferences (SOC's) and notify the OTWG members and training contacts in the SPP footprint.

3. OTWG members will send in feedback to the questions in the Training and Course Needs presentation by 12:00 p.m. on June 14, 2019.

**Agenda Item 14 – Discussion of Future Meetings**

Russell Moore shared that the next meeting will be a face-to-face meeting in Dallas, Texas, on Wednesday, July 31 and Thursday, August 1, 2019. The meeting will begin at 1:00 p.m. CDT on Wednesday, July 31, and conclude by 12:00 p.m. on Thursday, August 1.

**Agenda Item 15 – Adjournment**

Russell Moore adjourned the meeting at 11:51 a.m. CDT.

Respectfully Submitted,

Michael Daly, Secretary

Attachments: Attachment 1—Meeting Attendance Record

<b>First Name</b>	<b>Last Name</b>	<b>Company</b>
Tina	Adams	Western Farmers Electric Cooperative
Gay	Anthony	Southwest Power Pool
Kevin	Ballany	Arkansas Electric Cooperative Corp.
Shannon	Bolan	Nebraska Public Power District
Amy	Casavechia	Southwest Power Pool
Michael	Daly	Southwest Power Pool
Jennifer	Farley	Southwest Power Pool
Michael	Gaunder	Oklahoma Gas & Electric
Becky	Gifford	Southwest Power Pool
Janelle	Marriott-Gill	Tri-State Generation and Transmission Assn., Inc.
John	Gunter	Southwest Power Pool
Robert	Hirchak	Cleco
Sheldon	Hunter	Sunflower Electric Power Corp
Karen	McGee	American Electric Power
Russell	Moore	City Utilities of Springfield, MO
Joel	Robles	Omaha Public Power Distrcit
Leslie	Sink	Southwest Power Pool
Derek	Stafford	Grand River Dam Authority
Steve	Tegtmeier	Lincoln Electric System
Stephen	Vaillancourt	Western Area Power Administration