

AGENDA

Operations and Maintenance (O & M) Project - Customer Outreach Workshop

DATE: July 28, 2011

TIME: 9:00 – 12:00

LOCATION: BPA Rates Hearing Room

Phone Bridge: 888-622-5357, passcode 562378

9:00 a.m.	Welcome Overview	<i>Brian Silverstein</i> <i>Senior VP, Transmission Services</i>
9:15 a.m.	Overview of Issue Background	<i>Brian</i>
9:30 a.m.	BPA Project Plan	<i>Lorissa Jones</i> <i>Transmission Reliability Program</i> <i>Manager</i> <i>Paul Fiedler</i> <i>Customer Service Engineer</i>
10:30	Accurate Billing of Customer Contracts Project (ABC)	<i>Sue Walsh</i> <i>Project Manager</i>
10:40 a.m.	O & M template review	<i>DeeDee Vanderzanden</i>
11:10 a.m.	Next Steps	<i>Lorissa</i> <i>Paul</i>
11:30 a.m.	Open Forum BPA staff will remain to answer outstanding questions or issues	<i>BPA Staff</i>

**Agenda is subject to change*