

# AGENDA

## Transmission Reliability Program Customer Workshop

**DATE:** July 28, 2011

**TIME:** 1:00 – 5:00

**LOCATION:** BPA Rates Hearing Room

**Phone Bridge:** 888-622-5357, passcode 562378

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<b>1 p.m.</b>	<b>Welcome – BPA Internal Operations Manager</b> Overview	<i>John Quinata</i>
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<b>1: 30 p.m.</b>	<b>O &amp; M agreement update</b>	<i>Transmission Reliability Program Manager Lorissa Jones</i>
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<b>1:45 p.m.</b>	<b>LSE/DP Discussion</b> Potential Updates/Revisions of the Delegation Agreements	<i>Lorissa</i>
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<b>2:30 p.m.</b>	<b>BPA – Customer Annual System Review Letters</b>	<i>Matt Donald Transmission Reliability Program Staff</i>
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**Break**

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<b>3: 30 p.m.</b>	<b>Improvements to the Transmission Reliability Program</b> Improved methods of customer communication Quarterly newsletter Bi-annual customer workshop Enhanced External Website	<i>Lorissa Matt</i>
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<b>4:00 p.m.</b>	<b>BPA obligations and response times for reliability request</b>	<i>Lorissa</i>
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<b>4:30 p.m.</b>	<b>Open Forum</b> BPA staff will remain to answer outstanding questions or issues	<i>Transmission Staff</i>
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