

AGENDA

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

DATE: November 22, 2011

TIME: 9:00 – 12:00

LOCATION: BPA Rates Hearing Room

Phone Bridge: 877-322-9648, passcode 888227

Invitees: Customers who are involved in the BPA Transmission Operations and Maintenance Project

| | | |
|-------------------|---|---|
| 9:00 a.m. | Welcome Overview | <i>Lorissa Jones</i> <i>Transmission Reliability Program</i> <i>Manager</i> |
| 9:15 a.m. | Overview of Issue Background (BPA Project Plan) | <i>Lorissa Jones</i> |
| 9:30 a.m. | O & M template review | <i>DeeDee Vanderzanden</i> <i>Manager, Transmission Account</i> <i>Services</i> |
| 11:15 a.m. | Next Steps | <i>Lorissa Jones</i> <i>Paul Fiedler</i> <i>Customer Service Engineer</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*