



Western  
Area Power  
Administration

# Discuss, Collaborate and Listen

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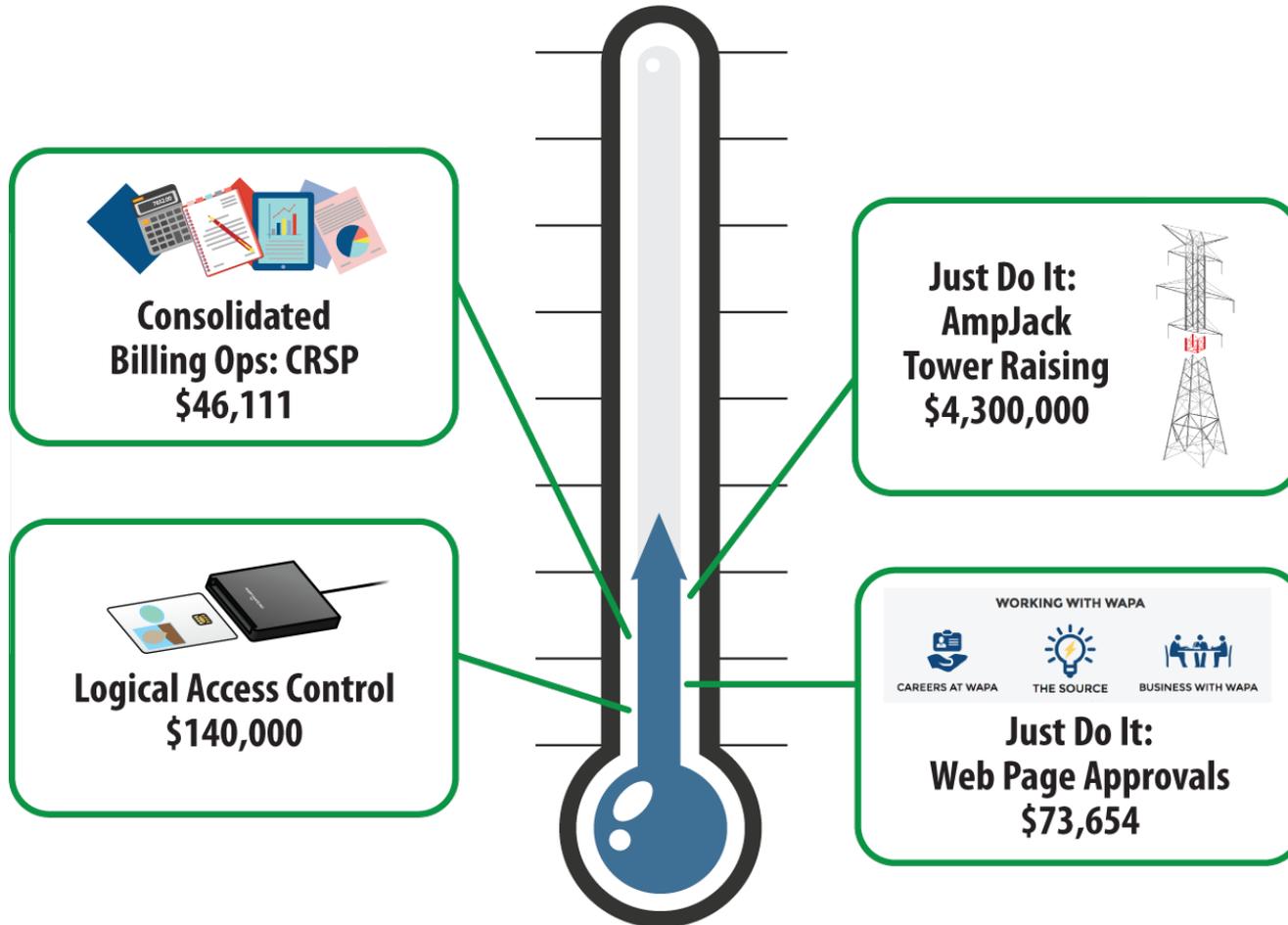
June 20, 2016

Mid-West Board Meeting

Cody, WY

# Continuous Process Improvement

## Unlocked Potential



**\$8.5 million program cost avoidance to date**



# Customer Service Survey

- Sought input to better understand needs
- 857 customers, stakeholders, generating agencies
  - 123 total responses (response rate: 14.35%)
  - 64 complete – 59 partial
  - All 123 responses are included in results



# Five Most Important Services—Pick Sloan

▶ 1. **Transmission planning:** Operations/Transmission Services

▶ 2. **Cyber security:** Regulatory Compliance Services

▶ 3. **Equipment and supplies sharing:** Maintenance and Construction Services

▶ 4. **Reliability compliance:** Regulatory Compliance Services

▶ 5. **Crews for emergency restoration:** Maintenance and Construction Services



# Five Least Important Services—Pick Sloan

▶ 1. **Project development assistance (distribution level):** Training Use

▶ 2. **Load/resource analysis:** Energy Portfolio and Buy/Sell Services

▶ 3. **Fall protection:** Training Use

▶ 4. **Renewable Energy Credit (REC) purchases:** Energy Portfolio and Buy/Sell Services

▶ 5. **Renewables purchases:** Energy Portfolio and Buy/Sell Services



# Industry Trends: WAPA Survey

*Convergence of technology, rates, customer engagement and regulations are driving significant changes in the utility industry*

- Key trends:
  - Regulatory burdens / environmental concerns
  - Cyber
  - Coal plant closures
  - Aging infrastructure / Asset Management
  - Transmission reliability
- Importance of WAPA services to customers (all > 60% important/very)
  - *Cyber*
  - *Reliability compliance*
  - *Transmission operator / Planning / Provider*
  - *Balancing Authority*
  - *Purchased power*
  - *Scheduling*
  - *Emergency crews (Disaster Recovery?)*
  - *Facilitating Multiparty Agreements*
  - *Advanced funding*
  - *Bill crediting*

