Discuss, Collaborate and Listen
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Mid-West Board Meeting
Cody, WY
Continuous Process Improvement

Unlocked Potential

Consolidated Billing Ops: CRSP
$46,111

Logical Access Control
$140,000

Just Do It: AmpJack Tower Raising
$4,300,000

Just Do It: Web Page Approvals
$73,654

$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