

Transmission Policy Communications Update

Transmission Customer Forum 33
October 13, 2011



Communication Mechanisms

- Business Practice website
http://transmission.bpa.gov/ts_business_practices/
- Tech Forum emails
- Customer meetings
- Conference calls
- BPA Agency Events calendar
http://www.bpa.gov/corporate/public_affairs/calendar/
- BPA Transmission Services website
<http://transmission.bpa.gov/>
 - Customer Involvement Pages
 - Doing Business

Recent Efforts

Business Practices Website Phase I

- Implemented new business practice website
 - Conducted a user survey on the business practice website

Business Practice Website – Phase II

- Implemented business practice website improvements based on customer comments from survey
 - Removed the intro page from the Comments & Redline page
 - Began reorganization of table of contents:
 - Renamed index title and moved up to improve visibility
 - Added section numbering to clarify citations
- Implementing additional business practice website improvements based on customer input:
 - Dividing documents into individual PDFs for each business practice
 - Adding a send individual PDF button to the top of each business practice
 - Redesigning two pages on the website: table of contents and the Comments and Redline

Recent Efforts, cont'd

Business Practice Process

- Conference Calls
 - Instituted conference calls for Out for Comment business practices
- Comment Period
 - Extended standard comment period from 15 business days to 20 business days
 - Posting individual customer comments as they are received

Tech Forum

- Elevated information standards to provide more context, format consistency and readability

Monthly Policy Update

- Includes forecasted posting of business practices, customer meetings, website updates and other items of interest

Improving processes for forecasting and coordinating changes to business practices to enable a more manageable workflow

Improving scheduling processes to include coordinating with internal and external entities

Comments?

Suggestions?