

Short-term Preemption and Competition Automation

Pre-launch Implementation Review
September 16, 2013



Proposed Roll-out

- Implement PCM for monthly firm and non-firm:

9/24/2013 around 9:00 AM

- ❖ Prior to implementation

- ❖ Provide two week notice – 9/9
- ❖ Provide refresher training – 9/18
- ❖ Publish final business practice – 9/9
- ❖ Communications via Tech Forum – Several

- ❖ Following implementation

- ❖ Monitor system performance.
- ❖ Hold weekly customer conference calls.
- ❖ Evaluate technical and customer impacts for at least 60 days before moving to the next phase.

Proposed Roll-out

- **Implement PCM for Weekly firm and non-firm: ~ December 3rd, 2013**
 - ❖ **Prior to implementation**
 - Provide two week notice
 - Publish a summary of the regions experience with Monthly PCM
 - ❖ **Following implementation**
 - Monitor system performance. Hold weekly customer conference calls.
 - Evaluate technical and customer impacts for at least 60 days before moving to the next phase.
- **Following Implementation of Weekly, begin determining whether to implement PCM for daily service before or after the MHFS project and with or without Redirects.**
 - ❖ **Decision will involve further customer engagement.**
 - ❖ **Decision will take into account:**
 - Any clarification on the Redirect issue as stated above.
 - How PCM is working in the monthly and weekly markets. There must be stability for at least 60 days after the implementation of Weekly.
 - What limits and impacts are expected in the hourly firm market.
 - What the best schedule is for implementing Daily PCM considering the MHFS project.

Dealing with Post Implementation Issues

- BPA will keep the customers informed of any PCM issues found via tech_forum and/or its weekly teleconference.
- The weekly teleconferences are designed to be an open dialog between BPA and its customers to determine the severity of any PCM issues that may arrive.
- There may be issues that BPA deems as being major or minor which may not correspond with the customer's evaluation of those issues.
- Though BPA reserves the right to make the final decision on a given action for the PCM issue, it will evaluate the view of the customer in that decision.
- Resolution could involve turning PCM off temporarily or permanently, turning PCM off for only a given product, either temporarily or permanently, or noting the issue and continuing full operation of PCM. Where possible, this decision will involve customer engagement.

PCM Support (A three-legged stool)

- *BPA Application Support* monitors system performance
 - Issues monitored
 - Queue slowdown or stop
 - Hung transactions
 - ATC/AFC encumbrance issues
 - Reports
 - Actions taken
 - Follow normal procedures
 - Notify PCM Project Team if it looks like it could be a PCM issue

PCM Support

- *BPA PCM Implementation Project Team* monitors Preemption for at least 60 days following each product being turned on or until BPA and the region are confident with performance and functionality.
 - Examine any/all competitions:
 - Record competition activity in log
 - Take action on any errors (see below)
 - Log and notify Customers
 - Take appropriate action (see below)
 - Report out at the next weekly customer check in
 - Respond to issues brought forth by the Reservation Desk.
 - Weekly conference call check in
 - Report on PCM activity
 - Report any PCM issues and their resolution
 - Listen to any issues brought forth by the customers
 - Answer PCM specific questions from customers
 - Monitor any NT Preemptions that might have happened had Redirects been allowed to compete.

PCM Customer Monitoring

- *Customer monitors PCM for issues*
 - Issues monitored
 - Queue slowdown or stop
 - Hung transactions
 - Missed Competition
 - Became a defender when they should not have
 - Actions taken
 - Follow normal procedures
 - *Call BPA Reservation Desk (360-418-8499)*
 - Report it at the next weekly customer check in

QUESTIONS?