

PCM Performance Management Plan (including the Deactivation Measures)

PCM Systems monitoring from BPA's point of view:

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

- 2) *BPA PCM Implementation Project Team* monitors Preemption for at least a month following the final product being turned on or until confident with performance and functionality.
 - a) Examine all competitions:
 - i) Record competition activity in log
 - ii) Take action on any errors (see below)
 - (1) Log and notify Customers
 - (2) Take appropriate action (see below)
 - iii) Report out at the next weekly customer check in
 - b) Respond to issues brought forth by the Reservation Desk:
 - c) Weekly conference call check in
 - i) Report on PCM activity
 - ii) Report any PCM issues and their resolution
 - iii) Listen to any issues brought forth by the customers

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

Dealing with PCM operational issues

BPA will keep the customers informed of any PCM issues found via techforum 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 are issues that BPA may deem 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.

Issues of major concern

- 1) Queue Stoppage
- 2) Taking capacity that should not have been taken
- 3) PCM ATC/AFC encumbrance issues.
- 4) "Major" market disruption as determined via customer dialog

Possible Actions

- 1) Systematic (multiple and predictable)
 - a) Turn PCM off or,
 - b) Turn off a single product
 - c) Determine and communicate length of PCM outage
 - d) Fix problem and retest
 - e) Reinstall and remonitor
- 2) Rare case scenario:
 - a) May not turn off PCM
 - b) Investigate and communicate the issue
 - c) Fix problem and retest
 - d) Reinstall and Monitor for problem reoccurrence
- 3) Other

Implementation Schedule

June 18th/19 th	Turn on Monthly Firm
July 8 th	Turn on Weekly Firm
July 15 th	Turn on Monthly/Weekly Non Firm
July 22 nd	Turn on Daily Firm and Non Firm