

Midwest ISO – Tracking Inquiries



*By Eugene Mauk
Manager- Customer Accounts – Midwest ISO
Michigan Public Service Commission
February 27, 2009*

Information Request Tracking at the Midwest ISO

1. State Regulatory Affairs
2. System Planning
3. Stakeholder Relations
4. Customer Management

Information Request Tracking at the Midwest ISO

1. State Regulatory Affairs

Questions regarding State Regulatory Affairs –
contact Bill Malcolm – State Regulatory Affairs
Midwest ISO (317) 249 – 5426

bmalcolm@midwestiso.org

Information Request Tracking at the Midwest ISO

1. State Regulatory Affairs
2. System Planning
3. Stakeholder Relations
4. Customer Management

Information Request Tracking at the Midwest ISO

2. System Planning

What is the process to request System Planning information?

Send an e-mail to Digaunto Chatterjee – Lead Expansion Planning - Transmission Asset Management dichatterjee@midwestiso.org with a cc to:

Amanda Brower abrower@midwestiso.org of Stakeholder Relations

Information Request Tracking at the Midwest ISO

2. System Planning

What is the process to **track** System Planning information requests related to Michigan?

Stakeholder Relations – Amanda Brower

- * Tracks issues on Excel
- * Post current list on Midwest ISO's expansion planning website
 - Includes SPM and other Michigan specific technical stakeholder meetings including MITSTF (Michigan Technical Study Task Force)

Information Request Tracking at the Midwest ISO

2. System Planning

Where on the Midwest ISO's website is the System Planning information for Michigan?

The SPM document may be found at this link:

http://www.midwestmarket.org/publish/Document/1d44c3_11e1d03fcc5_7e400a48324a?rev=4

More specifically, <http://MidwestMarket.org>

- * Planning
- * Expansion Planning
- * MTEP09 Subregional Planning Meetings & Pre-planning meetings
- * SPM Issues Tracking
- * SPM Issues Tracking.pdf

Information Request Tracking at the Midwest ISO

1. State Regulatory Affairs
2. System Planning
3. Stakeholder Relations
4. Customer Management

Information Request Tracking at the Midwest ISO

3. Stakeholder Relations

What is the **role** of Stakeholder Relations in the System Planning process?

Stakeholder Relations organizes and tracks meeting action items. The Michigan contact for System Planning is:

Amanda Brower abrower@midwestiso.org who tracks and posts action items and issues.

Information Request Tracking at the Midwest ISO

1. State Regulatory Affairs
2. System Planning
3. Stakeholder Relations
4. Customer Management

Information Request Tracking at the Midwest ISO

4. Customer Management

What is the **role** of Customer Management in the System Planning process?

Customer Management serves as a liaison between Market Participants and the Midwest ISO to address and resolve issues. There are two functions under Customer Management.

1) Customer Managers

2) Client Relations

Information Request Tracking at the Midwest ISO

4. Customer Management

What is the **role** of **Customer Managers**?

Customer Managers are assigned large market participants and facilitate understanding of market and reliability issues. In Michigan there are two Managers:

- 1) Eugene Mauk – ITC – emauk@midwestiso.org
- 2) Ray Beaver – Consumers, Detroit Edison, MPPA, Wolverine – rbeaver@midwestiso.org

Information Request Tracking at the Midwest ISO

4. Customer Management

What is the **role** of **Client Relations**?

Client Relations responds to generic questions addressed to the Midwest ISO and may be contacted in two ways:

- * Call 1-866-296-MISO (6476), option 1 for general questions to speak with a Client Relations Representative; OR
- * Send an e-mail to clientrelations@midwestiso.org

Information Request Tracking at the Midwest ISO

Summary

1. State Regulatory Affairs – Government questions
2. System Planning – SPM questions
3. Stakeholder Relations – SPM status and updates
4. Customer Management – Generic Midwest ISO questions

Questions??

Visit our website for further information:
midwestmarket.org or contact:

bmalmcol@midwestiso.org,

dichatterjee@midwestiso.org

abrower@midwestiso.org

emauck@midwestiso.org,

rbeaver@midwestiso.org

317 409 3674 – State Reg Affairs

317 249 5635 – System Planning

317 249 5973 – Stakeholder Relations

317 249 5397 – Other MISO issues

317 249 5167 – Other MISO issues