

RELIABILITY ACTION PLAN

Clair Moeller

Vice President St. Paul Operations

Midwest ISO

July 15, 2004

MISO

We are committed to provide value to our customers by:

- Managing the reliable operation and capacity utilization of the interconnected electric system.
- Providing dependable and predictable Electric Energy market services which maximize the value of the electric system.
- Define and justify the transmission capacity requirements to meet the energy delivery needs of the region we serve.
- Ensuring fair and comparable access to the wholesale marketplace for suppliers and customers.
- Distributing unbiased information, training, and analysis to Regulators, Customers, and other Stakeholders.



Five Key Areas

- **Reliability Tools**
- **Visualization Tools**
- **Operator Training**
- **Communications**
- **Operating Agreements**

MISO