
Date: August 12, 2011
To: Texas Reliability Entity, Inc. Board of Directors (Board)
From: Susan Vincent, General Counsel
Subject: Approval of 2011 Stakeholder Survey and Texas RE Feedback Implementation Plan

Texas Reliability Entity Board of Directors Meeting Date: August 23, 2011

Agenda Item No.: 6

Issue:

Approval of Stakeholder Feedback Implementation Plan and 2011 Texas RE Stakeholder Survey.

Background/History:

Texas RE and the Board of Directors (Board) are seeking input from registered entities regarding the perceived and actual performance and effectiveness of the Texas RE staff. Texas RE has prepared a proposed Stakeholder Feedback Implementation Plan, which is comprised of a combination of a periodic relationship survey to be completed by all registered entities and several “transaction” surveys to be completed by registered entities with significant interaction with Texas RE staff in certain areas.

At the direction of the Board, Texas RE and the Member Representatives Committee (MRC) worked together to develop the relationship survey to gather feedback on all Texas RE staff areas for the prior year, except for those areas specifically covered by specific transaction surveys. The 2011 Stakeholder Survey that was developed by Texas RE staff and MRC is submitted to the Board for its approval. Texas RE proposes to send the 2011 Stakeholder Survey to all registered entities, via an electronic tool, in mid-September.

Texas RE’s Stakeholder Feedback Implementation Plan also includes several transaction surveys that Texas RE will send to registered entities after they have had a significant interaction with Texas RE staff on certain topics, including Audits, Registration (new or asset sale/purchase) and Significant Events (Category 3 or higher, according to the current ERO Event Analysis Program). Texas RE’s plan proposes to implement the Audit surveys in September (to replace the current paper post-audit surveys) and to implement the other transaction surveys by January 2012. As discussed in the plan, the transaction surveys will be developed by External Relations, with assistance by the applicable subject area management, and will be approved by the applicable officer and NERC (if the survey replaces a current NERC survey). All surveys will be conducted electronically, using the Survey Monkey tool.

Conclusion/Recommendation:

Texas RE respectfully requests that the Board approve the proposed 2011 Stakeholder Survey and Stakeholder Feedback Implementation Plan.

**RESOLUTION OF THE BOARD OF DIRECTORS OF
TEXAS RELIABILITY ENTITY, INC.**

August 23, 2011

WHEREAS, the Board of Directors (Board) of Texas Reliability Entity, Inc. (Texas RE), a Texas non-profit corporation, deems it desirable and in the best interest of Texas RE to approve the 2011 Stakeholder Survey and Stakeholder Feedback Implementation Plan that are attached hereto as Exhibits A and B;

THEREFORE be it RESOLVED, that the Board hereby approves the 2011 Stakeholder Survey and Stakeholder Feedback Implementation Plan that are attached hereto as Exhibits A and B, and incorporated herein for all purposes.

CORPORATE SECRETARY'S CERTIFICATE

I, Susan Vincent, Corporate Secretary of Texas Reliability Entity, Inc. do hereby certify that, at the August 23, 2011 Texas Reliability Entity, Inc. Board Meeting, the Board of Directors approved the above referenced Resolution. The Motion passed by _____ vote.

IN WITNESS WHEREOF, I have hereunto set my hand this 23rd day of August, 2011.

Susan Vincent
Corporate Secretary