

1:29 am, Tuesday, April 3, 2007

C: = Cathy Schaufelberger, BPA-PGSD Duty Scheduler on Night Shift at the Hydro desk, April 2 6pm to April 3 6am

M: =Bill MacBean is a BPAT Dispatcher in Vancouver

M: "AGC, MacBean."

Cathy: "Yeah, this is Cathy over here. I have a question for ya. It's looking kind of tight in the morning as far as picking up, you know, to serve load with what Coolie is going to limit me to and all I have for instructions are cut firm blocks. Do you initiate that at my request? Do you happen to know anything about that?"

M: "Cut firm blocks?"

C: "Yeah, kind of really vague and I didn't know if you...I mean all it says well actually reduce firm blocks of power, to reduce load and I\_"

M: "Oh, reducing firm load?"

C: "Right."

M: "I have nothing to do with that."

C: "So you wouldn't have anything to do with that"

M: Unintelligible word

C: "ok, and there's no..um..agreement between like TBL and the ISO or anything that if we're needing power they would send us anything?"

M: "You're going to have to schedule before sometime."

C: "That would all be scheduled, ok so. Ok, I'm just\_"

M: "You got plenty of time for it right?"

C: "Right, yeah. We're just saying that my marketer is kind of saying we can't buy at any price so I'm looking at like ok I can't buy... and now unfortunately since we've started fish passage so I can't use those units, but I didn't know if you knew anything so I thought I would check."

M: "Nope."

C: "Thank you. Bye."

3:55:26 am Call #254145

Cathy Schaufelberger calling Cindy Hutchison

Cindy is in Schedule Planning at BPAP. Cathy is the hydro duty scheduler working the night shift.

Cindy: Hello.

Cathy: Hi Cindy, this is Cathy. I'm real sorry to bother you. We're trying to buy as much as we can but PAC keeps picking up and Coulee is hitting his foot and half draft and telling me I probably can't pick him up past 3500 which is where he's at now. And I was hoping to be able to use him for the pick up. I'm looking at my list. I've gone through everything and I'm practically down to the reduced firm load and I don't understand reply reduced firm block (?) – how we do that. (pause) Sorry to wake you up and hit you with all these questions.

Cindy: I'm not sure what the priority is either.

Cathy: Oh it's down near the bottom of them. It's (?). And I talked to dispatch a little earlier and said well I'm not sure, I might have some issues with the morning load and he kind of said well that's a scheduling issue you need to schedule it. So, I didn't know if dispatch can declare an emergency to drop load or how all that works.

Cindy: I'm not sure either (???? *Can't hear well*)

Cathy: Okay. Nobody seems to.

Cindy: Well, it really needs to come from the marketing.

Cathy: Well, he hasn't sold anything. I don't know if you're talking about cutting anything he's sold. But he hasn't sold, he's just been buying all night. And I'm trying to get him to buy the next few hours. Because I think we're going to be fighting this all day long. Because I was hoping to pick Coulee up figuring, okay, I'd back them...because I had to drop about 1200MW one hour. And I thought, okay...we're down a little bit...I could have maybe another 5 or 600...I was hoping to pick them up another 1000...but he's going, "Oh no, we're at 3500 that about were we want to be." I'm like, "Oh, great."

Cindy: (????)

Cathy: He's hitting a foot now. Which reminds me – I was going to ask if we could get a 2 foot draft limit. That would be really nice.

Cindy: What were supposed to be able to do...I thought we has a little bit of balance(?) there.

Cathy: I don't know. He might've given me everything he could've. I don't know. I guess if it comes down to it there is a pick up. Marketer can't buy. I've got everyone going. I could take Coulee as high as he'll let me. Chief stays...everyone's full load...what are my options? (pause) Besides run out of the room.

Cindy: They had talked about making sure that everybody...that we had a little bit of push on the foot and a half.

Cathy: I guess I'm afraid if I try it and he says dump the load off me now there's no where to go...Chief's full load...everybody...

Cindy: You've already been requested to stay there.

Cathy: Right. And the Snakes, unfortunately, are killing us here by going to spill. I'm trying to push Chief harder. He told me he could do almost 2350. But now I see they've blocked us to almost 2300...22 something. I'm not sure what to do, I guess. If it comes to it...he can't buy and I can't meet load.

Cindy: (????)

Cathy: Is that through dispatch, do you know? Because the loads desk didn't seem to have a procedure or anything and when I talked to dispatch saying that I might have an issue and did he do that, he just kind of said, "Nope, that's a scheduling issue." But I didn't talk to a senior so I don't know if he would know.

Cindy: Well, I wonder if Canada would (????)

Cathy: Per the treaty?

Cindy: (????) And what I would suggest would be that (????)

*(there's a lot that can't be heard here. Cindy believes they were talking about the Non-Treaty Storage)*

Cathy: Okay...if they could reduce that?

*(there's a lot that can't be heard here)*

Cindy: You could ask them to reduce the whole thing...(????)

*(there's a lot that can't be heard here)*

Cathy: I'm just afraid that if I try and pick up Coulee then he's going to call me and say, "Nope you've got to dump load right now." And then I'm like, "oh there's no where to go." That's my question. Do I call dispatch and say 'hey, I can't meet load'...there's no way. I know we can't violate fish spill, that's not my call. It would be nice if we could.

Cindy: (????) declare emergency.

Cathy: I could do that or does the dispatch have to?

Cindy: I'm not sure (???)

Cathy: Oh, maybe if I told dispatch I can't meet load unless we stop fish spill. I wonder if they would be willing to do that. (pause) Okay, I'll have loads or the marketer call and ask if they would do that. (????) and I can give dispatch a call and ask them if I can't meet load does that become an emergency and we can stop fish spill then.

Cindy: How much are you looking...

Cathy: Well, right now it's a 1200 MW pick up and PAC, of course, has prescheduled a zero. So if they come in at 1700 mw then I'm basically...I've got...190 I think I can squeeze out of Little Goose...hope to get 180 off the Willamettes. Maybe I can get Goose to 210...I might be able to pick up Lower Granite a little bit...there all kind of sitting at the bottom. They were the ones that kind of got screwed when Coulee made me drop generation. That'll take 400 out of...what was the number...1300 or something. So if PAC would cut...I mean if NTSA would cut 200 (????) to purchase it. The market won't close on California until quarter after but I'm just trying to figure out where to (????) it. But I can ask dispatch if I can't meet load can they declare an emergency and stop fish spill. I can always get an answer.

Cindy: Well, have your marketer figure out what the priority (???)

Cathy: So he would know that if I asked?

Cindy: He'd better.

Cathy: Okay. I will ask him.

Cindy: (????)

Cathy: Well, I didn't know if that was just like a (????) stuff and then they would cut or something but he hasn't sold anything. I didn't know if that was still good.

Cindy: (????)

Cathy: Hmm...200...200...oh, no...yuck...(???) 300 in hour 7, 450 in hour 8. (????) happening for 6!

Cindy: (????)

Cathy: Oh, okay.

Cindy: (????)

Cathy: Well, that's what I think, but he just pushed it back on me and just said it's scheduling. But I'll mention that I'm looking at not being able to meet load (????).

(long pause)

Cindy: Okay, (????) on my clipboard there's a bunch of papers that are stacked in behind. It's kind of like little reference pages (????). and if you look in there I think that that is where I may have got the emergency thing stuck.

Cathy: Okay. I'll take a look then I'll have Phil call the (???) and reduce that NTSA.

Cindy: The earlier you probably do that the better so that they have some maneuvering room.

Cathy: Right. Okay.

Cindy: Have we got bids in down to the ISO?

Cathy: Yeah, we got bids in but we won't know for another 8 minutes if they pick up or not.

Cindy: Did we get any of that yesterday...do you know?

Cathy: I don't know. He's been doing it this morning, I know.

Cindy: Oh, and getting some?

Cathy: Yeah.

Cindy: Like how much?

Cathy: Well, pretty much whatever I've asked for. He's been pretty much able to get. I know we blocked stuff in early in the morning...a little last night...we thought maybe 500 would work. But then as PAC keeps picking up...Coulee won't budge...then it's kind of like pick up each hour...or buy each hour which of course pushes it out next hour...then have to buy and then have to buy some more.

Cindy: Darn it, I thought that we had some maneuvering room as we're drafting for flood control here, but maybe they were talking about it for the tenth through the thirtieth. But I can't remember.

Cathy: Well, I don't know. He was, I think, saying he's right at the edge and he was kind of like I have to...I'm right here...I'm doing it...cutting and drop to 1200 and so then I was, like, okay good. When I get out here I'll have a couple tenths come the morning. And I realize that's not a lot. But I was counting on being able to pick them up 1000 MW or something. Cause if we could do that...if we could pick up Coulee 1000 we'd be fine. I got the impression from him that he was not going to do that.

Cindy: Yeah, (???) I remember where we were on that (???)

Cathy: And like I say, he could've been given 1.5...a little over 1.5 or whatever and just said hey, I've done as much as I can do.

Cindy: And what did...I'm just trying to remember...who it was that might've remembered whether or not we could do the 1 point...cause we had talked about maybe doing 1.7 (???) draft for flood control. But I've got to remember who it was so I say the right name of the person at Coulee. So they can unlock the gate, so to speak.

Cathy: (????) ...talk to Phil...Maybe Coulee will let me squeak a little bit out of them. (????) I'm afraid that if I take them up to hardly anything he's going to drop down his forebay and then say I told you...you can't do that....take your load off.

Cindy: Well, the other...I guess what I would do is go ahead and...I'd say this cause I'm going to bump it up a notch here...and I'm going to say what we should do probably is call Steve Kerns and ask him if there is any variance on the foot and half and if so whose name we need to drop so that we can have some variance or is there some way that we could set up an emergency so where we can draft more than the...Cause I remember hearing somebody say that we...but I couldn't remember the name...maybe Steve can remember. And then secondly, the other thing to ask that was maybe discussed after I left yesterday afternoon was...if we don't have the...anything more than a foot and a half...that we need to possibly drop load and what are we set up for...if it gets to that point. I don't have any more rabbits to pull out of the hat.

Cathy: Then what to do to drop load...

Cindy: Well, what the priority is for dropping current load. (????) in marketing had talked about that after I had left.

Cathy: Okay. I don't know if his phone number is on our little Aftec or not.

Cindy: It's on the card.

Cathy: It is?

Cindy: Oh! It's on the bottom of the UFN.

Cathy: Oh, okay.

Cindy: It seems like we had that...I can't remember...I think what it's going to take is dropping a name and if your dispatch...if you push back and say according to so and so we have that capability you need to call him because we need it right now. And you're pretty much squeezing everything you can out of the Willamettes already?

Cathy: I think so. I'm counting on that 190 because their supposed to pick up. I'm pushing Little Goose as hard as I can. I'm (???) on Lower Granite cause they're only at .2 right now and they're only getting about 45 in. I'm thinking how high can I pick them up. I'm kind of leery of pushing Coulee too much cause if they drop it I've got nowhere to go.

Cindy: Well, and if you're asking for the non treaty storage reduction I'd sure ask for it across those three hours.

Cathy: Oh yeah, I'd do it for three hours. I think we should do it for 6 through 10 or something. Cause I don't have any authority to deny PAC or anything, do I?

Cindy: No.

Cathy: Okay, well, sorry to bother you and your husband.

Cindy: Well, that's okay.

4/3/07 4:21:02 AM (Cathy S and Steve K) Cathy had left a phone message with Steve at 4:17 am, and here he is calling back.

CS: BPA scheduling, this is Cathy

SK: Hi Cathy, this is Steve

CS: Hey, sorry to wake you up

SK: That's all right.

CS: Cindy mentioned you might know... she talked about there was possible variance for the foot and a half at Grand Coulee?

SK: I hadn't heard that, so are you worried about that or are you worried about capacity

CS: No, I'm worried about the foot and a half draft because the operator made me drop 400 MW earlier tonight and when I asked them "OK, what do you think I can pick up Coulee, you know, going into the morning pick up?" She said "I don't want you going up any higher than I am at".

SK: And we are not able to buy anything?

CS: Phil has been buying everything and we're...I'm not sure we can get enough to do it. So then the question becomes "OK, what happens next?"

SK: So did you see the UFN about being able to pick up Horse?

CS: Um, right, we can't call until 6:00 on that.

SK: Yeah, well that's when the lady gets in. I would go ahead and call the project and see if you can't get that started.

CS: And Dworshak is supposed to come up but it won't come up until 7, really...

SK: Yeah, but that's not going to help you much with energy over the course of the day

CS: No, so there was an...I'm not sure how much we can get at Hungry Horse, but I can give them a call.

SK: Um, one unit for sure, maybe both units you may be able to get. There could be maybe another couple hundred

CS: OK. And then I was just kind of going through load priorities and all it basically says is "Cut firm blocks", but there is no explanation on how to do it...

SK: I know, I know, I know.

CS: ...and who does it

SK: I know. That is, unfortunately, an issue we have been dodging for about five years.

CS: You know, it's coming real quick. Because, I called dispatch earlier to say "Hey, I'm looking at some maybe problems in the morning and he is kind of like "Well, that's a scheduling, you know, and if you need to make some schedule changes, do schedule changes"

SK: OK, somebody will call John Roache when we get in

CS: So...but you don't have any, like load procedures or anything?

SK: No we don't

CS: Oh great.

SK: No we don't, um...

CS: OK....I wonder if I'd call dispatch and say that I can't meet load, do you know if he'll say "OK you can stop fish pill"? I mean, we don't have that authority.

SK: Oh my gosh, no, we can't do that yet. No, buy everything we absolutely can at any price.

CS: OK

SK: Um, we'll try to call...so how close do you think we'll come to pushing the foot and a half right now?

CS: Well, see I'm seeing a 1.3 and I think he should be able to pick up a little bit, but I guess I'm a little gunshy because...

SK: Are you looking at the instantaneous stuff?

CS: Yeah, and hourly he could be...let's see we're going into hour 5 so he could go to 65.1, and he's sitting at 65.3 on the instantaneous. So, but since I'm afraid if I do pick it up, he is going to turn around and say "Nope, I told you 'no, drop it' " and then, I'm like, I have no where to go.

SK: Wow....um

CS: So, I'm gonna push him a little because I think he can do some

SK: Yeah, go ahead and keep pushin', uh, try to get a hold of somebody at the Horse. Um...let me think. Yeah, nontreaty, there probably isn't any...no, no there really isn't anything you can do.

CS: Cindy said maybe they'd be willing to reduce it

SK: Yeah, are we buying from Canada right now?

CS: I think we are, so I don't know that they would, because, you know, that we're buying...

SK: And will we might be able to get anything else out of California?

CS: Um, he's got bids in, and I guess this last one they called part of it back, so...

SK: Nothing happened with the intertie, did it?

CS: I don't know, he didn't say anything about that. He just said that they wanted to call part of it back.

SK: How many megawatts is able to bring in?

CS: Last one, looks like 4 and a quarter

SK: How many did he get for the first 6?

CS: Let me refresh this. I guess everyone else wants power, too, so. And I just...you know, Pac prescheduled 0, so I can just see them coming in at 500 and giving me a big 1100 megawatt pick up, so

SK: Yeah

CS: Right at the moment, I don't know where I'm going to put it.

SK: Yeah...yeah

CS: OK, so we really don't have procedures then?

SK: No, we don't. I'll push Oliver on that when I see him this morning.

CS: OK, so I guess I can just call dispatch and tell them that if I can't meet load, what does he want me to do? I don't know what to do.

SK: It shouldn't be an issue for the next couple of hours, right?

CS: Well, I don't know. We're looking at, you know, like I was saying, a 600 MW pick up this hour. I...if Pac picks up it becomes 1100. Part of that's got to go on Coulee and if Coulee tells me "no", then it becomes an issue.

SK: OK...Uh...yeah, yeah, OK. I'll be in soon anyway

CS: OK

SK: I'll talk to you in about an hour

CS: OK, thanks

SK: All right, bye

CS: bye

Call 2

4:27 am Tuesday April 3, 2007

C: = Cathy Schaufelberger, BPA-PGSD Duty Scheduler on Night Shift at the Hydro desk, April 2 6pm to April 3 6am

Mcdean and Rick are BPAT Dispatchers in Vancouver

M: "AGC, Mcdean."

C: "Hey, this is Cathy over here. Um ... I was just wondering what does it take them to declare a system emergency? Cause I'm looking at some real chance of not being able to meet all the load in the morning and we can't buy, we've tried everything everywhere to purchase and at any price, no one has anything to sell us."

M: "OK, um.."

C: "So..."

M: "Hold on a second."

C: "OK."

2 minute and 20 second pause

Rick: "Hi this is Rick."

C: "Yeah Rick, Cathy over here."

R: "Yes Cathy."

C: "Yeah, I'm trying to get some clarification on what it takes to declare a system emergency and dropping load just because I'm looking at some big pick ups and earlier coolie was kind of really restricting how much I could put on them so we didn't violate the foot and half draft."

R: "Right."

C: "I'm going to try picking them up a little bit more and but I'm afraid if he says 'nope you can't do it' then I've got like literally no where to go. We've tried to purchase everywhere at any price. All the other projects except The Dalles, which is on response like you know, are at full load. So I'm trying to just do a little ahead of time what it takes to...you know the procedures and stuff?"

R: "Uh...You know we, we can't declare a system emergency from a point (we already have that in)?" *Words in parenthesis unsure of.*

C: "So you can't declare it until what?"

R: "Well there's no system emergency is there?"

C: "Well if I can't meet load doesn't that become an emergency?"

R: "Not for us. I mean, you can't buy anywhere at any price?"

C: "Right, the marketer has tried, he's gone out there tried to purchase and nobody will sell us anything at any price. So I guess, I'm saying so now there's a thousand pick up, if I can't meet that... is there any procedure to cut load anywhere, that you're aware of or anything?"

R: "No, no there isn't"

C: "So what happens?"

R: "Um...Cathy, let me uh...let me look at some things here and well call you back"

C: "Ok, appreciate it. Thanks. Bye."

ID #254159 4:41:59 am April 3, 2007

C: Cathy Schaufelberger, BPA hydro duty scheduler working night shift

R: Rick, BPAT Dispatcher (probably the senior dispatcher)

C – This is Cathy.

R – This is Rick.

C – Hey.

R – Any luck?

C – On? Oh.

R – On more generation.

C – No, um, I don't, I don't put the numbers in. I'm trying to. . .

R – How 'bout, uh, we got like Dworshak has another unit they can run.

C – Right. They're coming up. They're already scheduled to ramp up and I don't know if. . .

R – On the 3<sup>rd</sup> unit?

C – Right. We're gonna go up to, um, I wanta say 450.

R – 450?

C – Right – and I don't know if we can get them. . .I've called a couple of the. . .like my Willamettes to see if they can come up early.

R – OK. How 'bout Hungry Horse and Libby?

C – Right, well, Hungry Horse, you know you said you could do 50. I asked on that and was told the ramp rate was only 50 MW for (pause) an hour.

R – 50 MW an hour?

C- Yeah, or 1800 CFS or something of 1800 (unintelligible) ramp rate.

R – Have we got that moving up yet?

C – Um, yes, I asked them.

R – And Libby? OK. Have we talked to, uh, Centralia?

C – Yeah? We don't have any dealings with them, so-o-o

-2-

R- You don't have any dealings with them?

C – Right. I, uh, I, we never talked. I don't. . .

R – Well, I don't want to talk about Centralia.

C – Well, uh, I mean the marketing. . .we talk to the marketer asking if they'd let us back down 13. . .I mean. . .

R – If they could back down?

C – Well, I'm sorry, (unintelligible) if they could sell to us in, you know. . .the, my marketers tell me is there's nothing so I'm looking at how high I can take, you know, everybody up and I'm afraid to put load on Coulee and I'm afraid he's gonna sit there and say, "Oh, you know, I'm hitting my foot-and-a-half draft, can't do that. . ."

R – And how about exceeding the 1% at MCN and (unintelligible) plant?

C – (pause) Uh-h-h, see, I don't. . .if I'm allowed. . .see, I don't know if I can do that. I don't know if the operator will do that. I. . .always under the impression that had to be a declared system emergency and that, that. . .

R – Well, now there are a lot of times we run that 1% if it's not a system emergency back where the fish passage starts.

C – Now we're supposed to be in 1% starting, you know, the 1<sup>st</sup> of this month.

R – April?

C – Yeah. So. . .

R – So, why don't we call them to see if we can go outside the 1%.

C – So-o-o, I. . .

R – Just for this couple hours.

C – I can give McNary and John Day a call and see if they're willing. . .yeah.

R – Lower Granite? Lower Monumental? Ice Harbor? Can they do it?

C – I don't know 'cause they're spilling for fish so I'm afraid they're going to be very restrictive.

-3-

R – Well, we can give them a call and, you know, get what we can out of them.

C – Yeah, and I'm looking at picking them up a little bit here.

R – Well, why don't we ask them if we can look past that 1% and, uh, (unintelligible) that would be for Lower Granite, Lower Monumental, Ice Harbor.

C – Well, mainly I look, maybe like the lower river if I could do it since they aren't spilling for fish. I don't know if that makes or not but, like. . .

R – Well, if they got plenty of water, what. . .can they still do it?

C – Um, McNary's got a lot of water, you know, if he could go up another 100 MW or something and John Day. . .I don't know. He could probably. . .

R – Why don't we try that?

C – OK.

R – Ready. . .want to call those plants and talk to 'em?

C – So, yeah. I'll call McNary, John Day and The Dalles.

R – And if there's more room try the Snake too.

C – Yeah.

R – Alright.

C – OK. Thanks. Goodbye.

Call 254160, April 3, 2007. 4:44:56  
Cathy Schaufelberger (BPAP hydro duty scheduler)  
Nick at McNary Dam

Nick: McNary Control, Nick

Cathy: Hey Nick, Cathy at Bonneville

Nick: Hey Cathy

Cathy: Hey, I know we're supposed to be in 1%, but can you go out of that without with needing any declaration from anybody or anything?

Nick: Um, No

Cathy: No

Nick: We'd have to have it, ah

Cathy: Who would have to request that?

Nick: You guys! Somebody over there.

Cathy: So if I requested you to go outside 1% for a couple of hours...

Nick: Yeah, you'd have to go up to the, you know, on the screen that says fish violation plan, and ah, 'cause right now we're in fish criteria *where it says planned* violation in 1%, you'd have to go to that [words in italic weren't perfectly clear]

Cathy: Oh, so you'd go outside if I can request that.

Nick: Uh huh [*implying yes*]

Cathy: OK. What's your maximum outside 1%?

Nick: Oh...

Cathy: 'Cause I am desperate for generation somewhere

Nick: Oh, right, let's see, right now we're bucking a little bit, ah maybe a thousand or so

Cathy: OK, that's what I would... *mumble*

Nick: I'm kind of guessing without looking at some charts, because you know, we've got the ah..., we're bucking right now. If we were at unity, I'd say we could do almost 1100

Cathy: OK. We'll try for that I'll go for the 1000 then.

Nick: OK

Cathy: Thank you so much

Nick: You're welcome

Cathy: Good bye

Nick: Bye

Call #254162 April 3, 2007 at 4:46:18 am

Cathy Schaufelberger with the John Day Operator discussing going out of 1% but there isn't much more generation there.

JDA: John Day Control Room, Scott speaking

Cathy: Yeah; Scott, its Cathy here at Bonneville Power

JDA: Yeah

Cathy: I'm requesting you to go outside 1% because I am desperate for generation. And, I don't know, how high could you go if you're out

JDA: *laughs*... about 5MW a unit maybe

Cathy: Oh, so you're pretty much maxed out on

JDA: Yeah, I'm maxed at a 155 on my units, I'm sitting at 150 so

Cathy: OK, so you're pretty much there

JDA: Yeah, I'm ah, I'm ah, [chuckle]

Cathy: OK

JDA: If I had more I'd give it to you

Cathy: OK

JDA: But I've got no more

Cathy: All right

JDA: All right

Cathy: Thank you

JDA: Bye

Call #254166 April 3, 2007 at 4:47:10 am

Cathy Schaufelberger with Operator at The Dalles discussing going out of 1%

TDA: The Dalles Control, Larry

Cathy: Hey, Larry. It's Cathy here at Bonneville Power. Um, I'm very desperate for generation. I'd like you to go outside 1%. What could you do outside 1%?

TDA: OK. Let me look out. Yeah. *I'm sorry I gave* you that swing there. {←words in italics not very clear]

Cathy: Yeah, it was kind of bad. Coulee has, was running up against the tailwater, and they're not wanting to pick up anything, and..

TDA: OK, Well ah. Our 1% limit right now is about 1400 MW, and if we go outside of that we can go up to 1715.

Cathy: 1715. OK. I'll try something like a 1650 or something.

TDA: Yeah. You know you got to throw a switch over there to allow us to do this.

Cathy: Right, ah, I set a violation flag...

TDA: OK

Cathy:... on the 1%

TDA: O.K.

Cathy: O.K. Thank you so much

TDA: You bet

Cathy: Bye

TDA: Bye