



Customer needs

Our customers provide us with input on their needs and suggestions about areas on which we should focus. Some of the most prevalent issues are described below.

- ❑ **Improved access** – Virtually all of our customers have indicated a desire to have better transmission access to out-of-state markets as well as fewer constraints in transacting with their neighboring utilities within the ATC footprint. In response, we launched an Economic Planning Initiative, taking a comprehensive look at the technical feasibility and economic impacts of constructing new transmission lines within ATC and/or to neighboring states.
- ❑ **Transmission-distribution interconnection process** – In response to the relatively large number of proposed T-D interconnections, we have developed a process that provides guidelines for our joint Best Value Planning (BVP) efforts. Four BVP levels have been identified to help ATC and its customers identify the appropriate effort to develop potential interconnections. BVP levels are determined based on the assumed scope of work for ATC according to the most likely option for interconnecting the customer facility(ies). A level one BVP assumes that ATC has virtually no capital costs to interconnect the customer. A level four BVP assumes that ATC has to develop a project that requires PSCW regulatory approval (CA or CPCN). Please refer to [ATC's D-T Interconnection Business Practice](#) for details.
- ❑ **Control of transmission construction costs** – Our customers desire reliable access to the transmission system as cost-effectively as possible. To accomplish this, ATC has partnered with the industry's leading design, construction, and materials sourcing companies. Our partners' expertise helps ATC maintain and construct transmission system assets with a focus on low long-term costs. Also, our recent addition of a Project Controls Office ensures that we are continually reviewing projects for cost-saving opportunities.
- ❑ **Integration of transmission and generation planning** – Our transmission system does not have significant transmission capacity beyond current network needs. As a consequence, generation interconnections cannot be effectively pre-analyzed on a generic basis. Further complicating the issue, construction of generation facilities can occur through regulated or unregulated entities, subject to varying levels of state regulatory requirements. Federal regulations require that we be responsive to all requests for generation interconnection in a consistent and non-discriminatory manner.

We continue to explore potential methods to allow more effective integration of generation and transmission planning in a way that recognizes the limitations of generic analysis and is consistent with federal regulatory obligations. In addition, we continue to work concurrently with our customers to balance market-sensitive long-range plans, confidential market-sensitive information, and the desire to better integrate these plans.