

Section II

CUSTOMER AND STAKEHOLDER INPUT

Introduction

As described in Section I, ATC held annual planning zone meetings during the fall of 2003 to describe the 2003 10-Year Assessment and to solicit feedback on ATC's public planning process. In addition, ATC has received additional comments on the 2003 10-Year Assessment from a number of customers and stakeholders. This section summarizes the feedback received from the planning zone meetings and from ATC customers. While ATC acknowledges the supportive or complimentary comments received and will strive to continue to do those things that our customers or stakeholders indicated are valuable, the focus of feedback solicitation is on suggestions for improving the reports or the meetings themselves.

At the planning zone meetings, ATC staff facilitated breakout sessions with smaller groups to solicit responses to the following questions:

TOPIC 1: YOUR LOCAL ZONE – WHAT ELSE SHOULD WE KNOW?

Given that the information presented is only a small part of all that could be used to describe your local area,

- What is your reaction to the zone description information presented?*
- What do the implications seem to be?*
- Are those implications the right ones or does part of the story seem to be missing?*
- What else is important for us to know about your zone or about working with the people and businesses in it perhaps compared to other zones?*
- What is most important to you as a resident/business in this zone with respect to transmission?*

TOPIC 2: REACTION TO TRANSMISSION PROJECTS

- What is your overall reaction to the projects presented here today?*
- Do you have any specific comments on or issues with any projects?*
- What other kinds of information/activities would you like to see as part of the transmission planning process?*
- What kind of questions should we be asking you, and when?*

In addition, ATC solicited comments via comment cards and meeting evaluation forms. Key suggestions from all of these sources have been incorporated into the following summary.

Key Customer/Stakeholder Input

Focus on audience

- ❑ Consider separate, more tailored meetings and communications to encourage greater participation from all stakeholders including the general public and industrial customers that are large consumers of electricity.

Active information sharing

- ❑ Make coordination with local entities a priority in the planning and project processes.
- ❑ Consider regional/county/town planning organizations, local government, local business, industry and economic development groups, and Smart Growth plans.
- ❑ Hold public meetings to discuss planning process.

Economic information

- ❑ Discuss project costs in more detail.
- ❑ Communicate ATC's place in the energy industry.
- ❑ Explain ATC's rate structure and the impact of projects on rates.
- ❑ Explain the short- and long-term effects of the existence and activities of ATC.

Public education

- ❑ Educate the public on the needs of the transmission system.
- ❑ Correlate electrical demands of modern living with the reliability of the transmission system.
- ❑ Make the case that attracting new industry depends in part on reliable and cost-effective electric service, and describe the role of the transmission system in achieving that.

Corridor sharing

- ❑ Lessen environmental impacts.
- ❑ Coordinate with local development plans.
- ❑ Seek project cost savings.

Environmental impacts

- ❑ Provide more information on how ATC evaluates the environmental impacts of its projects.
- ❑ For major projects, develop communication materials to describe environmental considerations, decisions and actions.

Project Planning and Decision Processes

- ❑ Describe solution-screening process.
- ❑ Discuss alternatives considered.
- ❑ Explain how projects move from concepts to firm plans.
- ❑ Get the attention of the public on industry issues and seek involvement.

Planning zone meeting format

- ❑ Continue use of slides and PowerWorld.
- ❑ Continue interactive format.

Changes/Additions to the 2004 Assessment

Based on the comments received from stakeholders and customers, ATC plans to incorporate the following changes and additions to the 2004 Assessment:

- ❑ Provide information related to increasing access for customers
- ❑ Enhance the information provided regarding generation redispatch costs
- ❑ Address the issue of lost opportunity costs (for energy transactions) due to transmission limitations
- ❑ Provide geographical references to substation names
- ❑ Incorporate findings from more detailed dynamic stability analyses

In addition, ATC will be modifying its approach to the planning meetings for 2004 based on comments received, and will also be hosting various meetings to discuss the “Access” topic. Additional feedback and suggestions regarding ATC planning reports and meetings are welcome at any time and can be sent to planning@atcllc.com.