



# **Ontario Energy Board Commission de l'énergie de l'Ontario**

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## **OEB STAFF SUMMARY OF COMMUNITY MEETING**

**EB-2018-0028**

**Energy+ Inc.**

**Application for 2019 Rates**

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**August 13, 2018**

## **TABLE OF CONTENTS**

<b>1</b>	<b>INTRODUCTION.....</b>	<b>1</b>
<b>2</b>	<b>THE PROCESS .....</b>	<b>2</b>
<b>3</b>	<b>SUMMARY OF THE MEETING .....</b>	<b>3</b>

## **ATTACHMENTS**

**SCHEDULE A - ONTARIO ENERGY BOARD PRESENTATION**

**SCHEDULE B - ENERGY+ INC. PRESENTATION**

**SCHEDULE C - TMMC NOTES**

# 1 INTRODUCTION

Energy+ Inc. (Energy+) filed a cost of service application with the Ontario Energy Board (OEB) on April 30, 2018 seeking approval for changes to the rates that Energy+ charges for electricity distribution, to be effective January 1, 2019. Energy+ has applied to harmonize the rates and charges in the Cambridge and North Dumfries (CND) and Brant County (Brant) service areas. For a typical residential customer in the CND service area, beginning January 1, 2019, the proposed increase was \$2.43 per month. For a typical residential customer in the Brant service area, beginning January 1, 2019, the proposed decrease was \$2.76 per month.

A Notice of Hearing was issued on May 28, 2018.

Further to the Notice of Hearing, the OEB hosted one community meeting on July 11, 2018 in Cambridge, Ontario regarding Energy+'s 2019 application.

This is an OEB staff report summarizing the outcomes of this community meeting. This report will be placed on the public record of the OEB hearing of this application along with copies of any written presentations made at the meeting. This report includes a summary of comments, questions and concerns raised during the community meeting by customers who attended the meeting. This summary is intended to capture the range of perspectives that were shared, rather than to provide a verbatim transcript of the meeting.

Customers are also able to submit individual written letters of comment with the OEB, either during a community meeting or any other time during the course of the OEB's review of an application. The OEB places written letters of comment on the public record of the specific proceeding. All comments must be submitted to the OEB before the decision-makers in that case begin to consider their decision on the application. In making its decision, the OEB considers everything on the public record, including all comments when determining whether to grant the requests made by Energy+ in this application.

## 2 THE PROCESS

The OEB convenes community meetings in the service territories of local distribution companies that have applied to the OEB to change their rates through a cost of service proceeding.

Community meetings are part of the OEB's process of reviewing a rate application. The OEB has established a [Consumer Engagement Framework](#) to ensure that the perspectives of customers served by rate-regulated entities are considered in the OEB's decision-making process.

Community meetings are hosted by OEB staff who inform customers about the role of the OEB in rate-setting and the processes involved. OEB representatives explain the various ways that customers can become involved in the adjudicative process. A copy of OEB staff's presentation is attached to this report as Schedule A.

To assist customers in better understanding the application, the utility makes a presentation explaining its proposals for capital, operations and other spending that result in the requested rate change. A copy of Energy+'s presentation is attached to this report as Schedule B.

Customers and municipal officials are also invited to make presentations outlining their thoughts on the utility's proposals.

Following the presentations, customers have the opportunity to ask questions of the OEB and the utility about the application and the regulatory process. The issues raised by customers in the community meetings are documented and used by OEB staff in reviewing the application, asking interrogatories and making submissions to the OEB panel hearing and deciding the application. Any verbal comments provided to OEB staff at the community meeting are summarized in this report with no attribution.

In addition to providing verbal comments to OEB staff, customers attending the meetings may express their concerns directly to the OEB by providing individual comments (with attribution) through an online form on the computers provided or by filling in a hard copy comment form, which is then submitted to the OEB by OEB staff.

### 3 SUMMARY OF THE MEETING

The Energy+ meeting was held at the Galt Legion in Cambridge, Ontario on July 11, 2018 from 6:30 p.m. to 8:30 p.m. Approximately 26 customers attended the meeting to hear presentations from OEB staff and Energy+. Prior to the presentations, OEB staff and Energy+ staff were available to informally talk to attendees and answer questions. OEB and Energy+ representatives responded to questions from attendees during and following the presentations.

The following OEB staff and Energy+ representatives attended the meeting:

#### OEB Staff

Ljuba Djurdjevic, Counsel, Legal Services

Rudra Mukherji, Associate Registrar

Shuo Zhang, Advisor, Major Applications

Lynn Ramsay, Senior Advisor, Community Relations & Outreach

#### Energy+

Ian Miles, President & CEO

Jeff Brown, Vice-President, Operations

Ed Glasbergen, Vice-President, Business Development

Jane Hale-McDonald, Vice-President, Human Resources

Sarah Hughes, Chief Financial Officer

Paul Martinello, Vice President, Information Technology Services

Barbara Shortreed, Vice-President, Customer Care & Communications

Ron Sinclair, Vice-President, Engineering

The OEB and Energy+ presented at the meeting.

A representative from the Toyota Motor Manufacturing Canada Ltd. (TMMC) expressed concern about a new standby charge and new billing methodology pertaining to retail transmission charges proposed by Energy+ that will affect TMMC.

Meeting participants had questions related to the amalgamation of the former Cambridge and North Dumfries Hydro Inc. (CND) and Brant County Power Inc. (BCP), rate harmonization and bill impacts, standby charge, and new office buildings.

### Specific Concerns Raised

- Amalgamation – Questions regarding amalgamation included why Brant County decided to sell the former BCP and why the former CND was interested in the transaction.
- Rate Impacts – Clarification was requested regarding the proposed rate harmonization plan and impacts of the plan on distribution rates. Customers in CND service area raised concerns that the proposed harmonization plan would adversely affect them.
- New Office Buildings – Customers asked questions about the function of the new office buildings; whether Energy+ owns the land; and what other options were considered.
- Standby Charge and Gross Load Billing – TMMC asked questions regarding the new standby charge and change in billing methodology for charging retail transmission service rates. Questions include what is Energy+'s cost of providing backup facility to TMMC; whether the proposed methodology of setting standby charge properly reflects Energy+'s cost; and whether Energy+ should implement standby charge and gross load billing methodology before the completion of OEB's generic policy initiatives.
- Customers inquired why Energy+ applied for rate increase in the CND service territory when the new government has announced a plan to reduce electricity bills by 12%.

**SCHEDULE A**  
**ONTARIO ENERGY BOARD PRESENTATION**  
**ENERGY+ INC.**  
**EB-2018-0028**  
**AUGUST 13, 2018**



# Getting Involved

## OEB Review of Energy+'s Rate Application

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OEB Community Meeting  
July 11, 2018



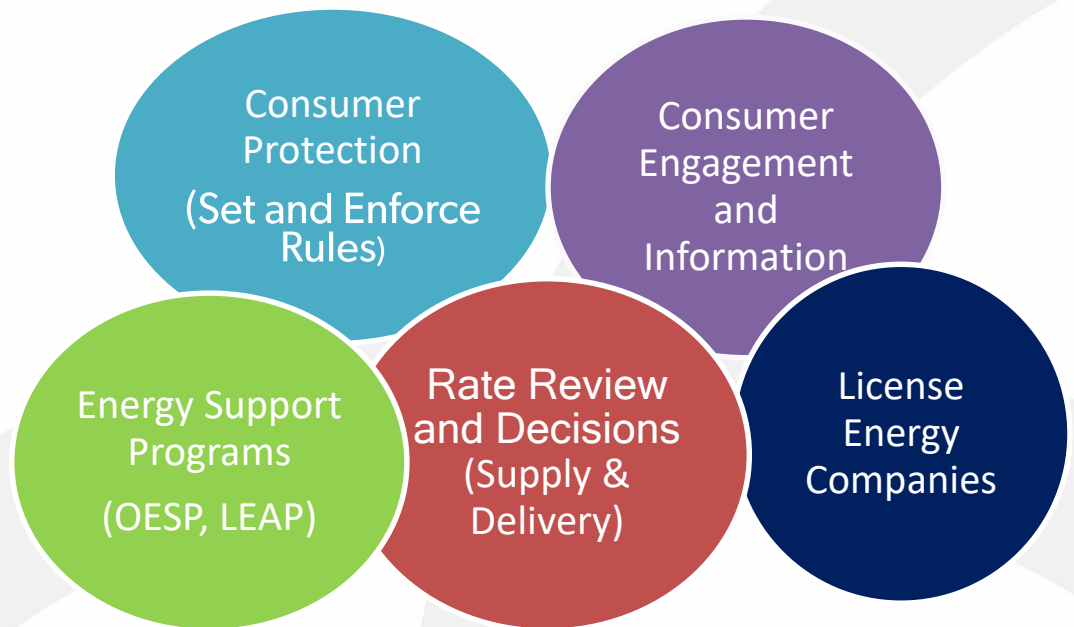
# Every Voice Matters

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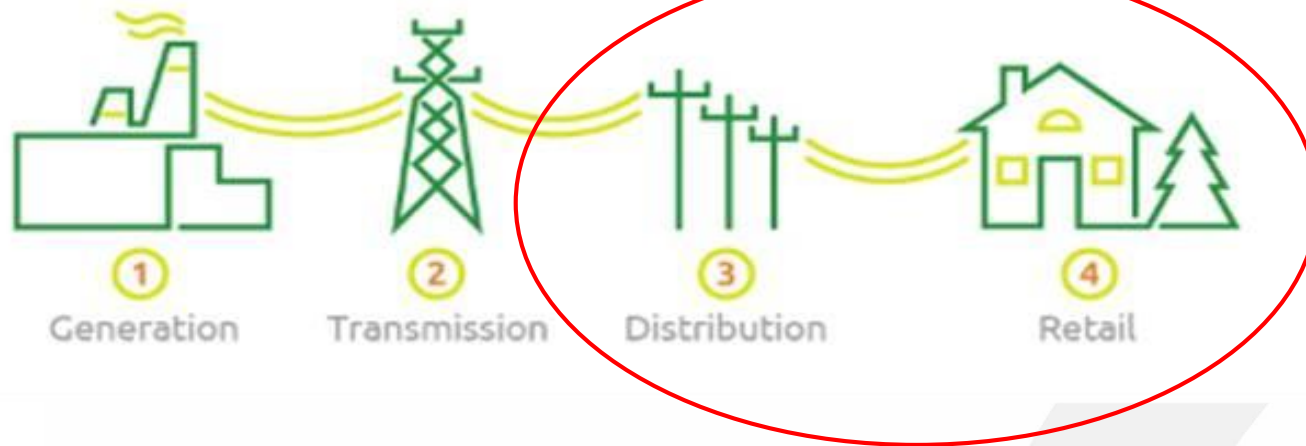
- The OEB wants to hear from you to ensure we take your concerns into account as we make a decision about this application.
- OEB Community Meetings are held to give you an opportunity to:
  - Learn more about your utility's costs and rate application
  - Find out how to get involved in the OEB's process
  - Provide your comments to us about your utility's application.

# OEB – Regulating Ontario's Energy Sector

- **The OEB is Ontario's independent energy regulator.** We work to ensure a sustainable, reliable energy sector that helps consumers get value from their natural gas and electricity services – for today and tomorrow.



# Reviewing Distribution Rates



# Delivering Value – Ensuring Reliability

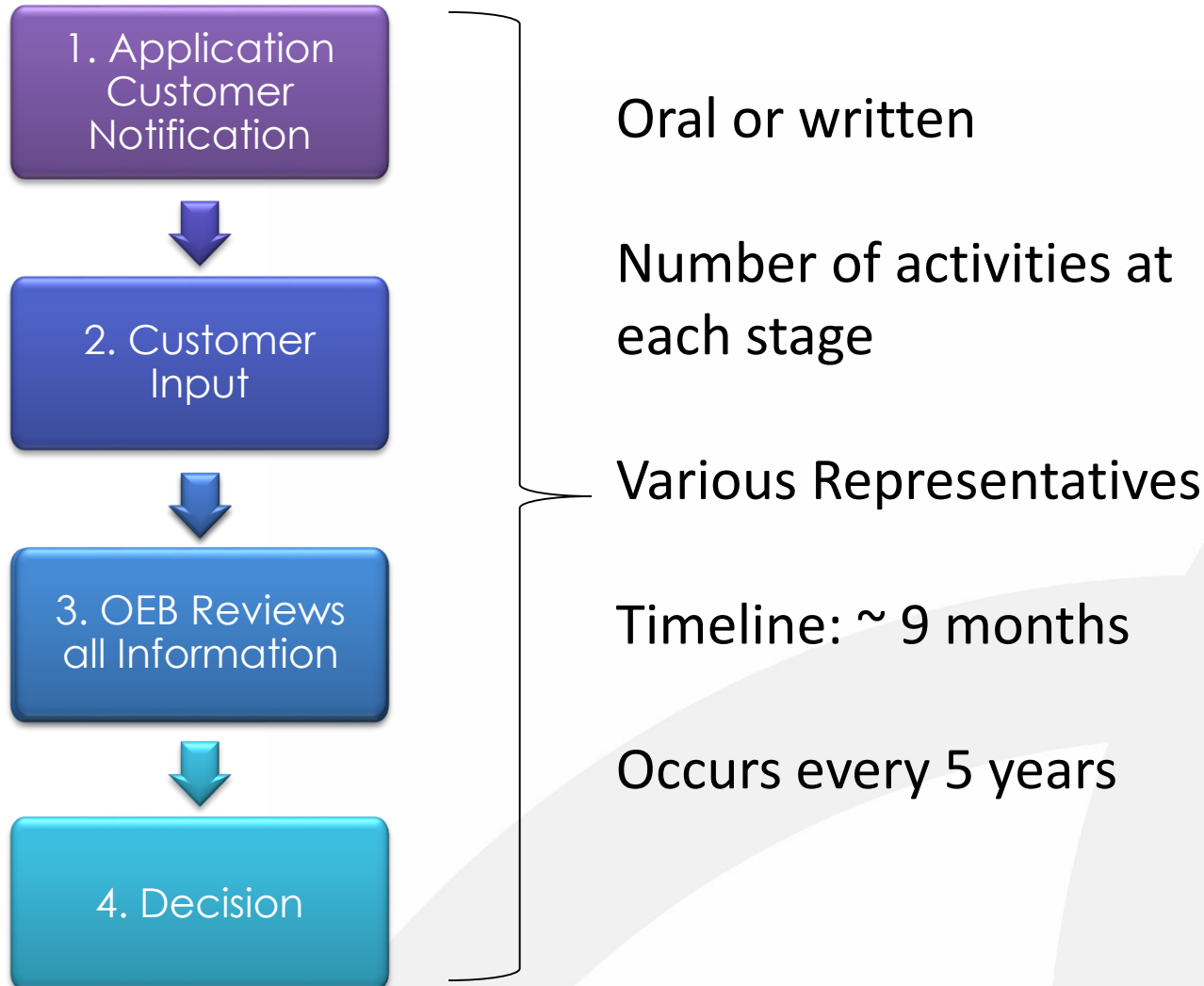
The OEB's job is to align various objectives to ensure reliability



Prices, reliability  
and quality of  
service

Financially viable  
energy sector

# Be Heard in the OEB's Process



# Be Heard in the OEB's Process



# What Can You Do?

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- OEB wants to hear from you. We encourage you to:
  - Ask questions
  - Provide comments (via post or email)
  - Follow the proceeding
- Your voice helps the OEB do our job:

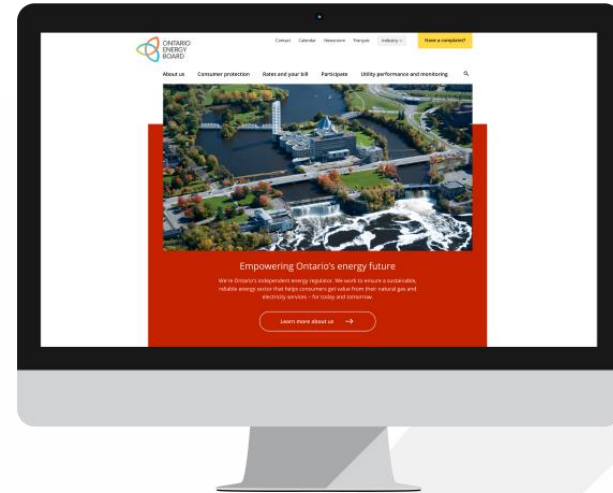
*Ensuring utilities deliver value by focusing on  
what matters most to you*

# Your Voice Matters – Thank You

Visit our  
website



**416-314-2455**  
**Toll Free 1-877-632-2727**



**www.oeb.ca**



**Twitter: @OntEnergyBoard**



**Ontario Energy Board, 2300 Yonge Street,  
Suite 2701, Toronto, Ontario M4P 1E4**



**SCHEDULE B**  
**ENERGY+ INC. PRESENTATION**  
**ENERGY+ INC.**  
**EB-2018-0028**  
**AUGUST 13, 2018**



# 2019 Distribution Rate Application Overview

July 11, 2018

# Overview of Energy+ Inc.

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Ian Miles | President and CEO

# Vision & Mission

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## ✕ OUR VISION

Be the energy company most admired for its **innovative people**, **RELIABLE SERVICE** & outstanding performance.

## OUR MISSION

A team dedicated to **providing ideas**, **SOLUTIONS** & value-added services that benefit our customers, stakeholders and communities.



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# Growing *Better Together*

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- Purchased Brant County Power (Nov. 2014)
- 20% Growth – Customers, Service Territory
- \$1.2MM in Annual Operating Savings
- Savings Shared Across Entire Customer Base
- Rate Harmonization Approach

# Request to the Ontario Energy Board

- \$1.5MM or 4.3% increase in annualized Distribution Revenue
- Distribution rate and total bill impact for customers:

Customer Class	Monthly Distribution Rate Only	Monthly Delivery Impact	Total Bill (excl. HST)	Total Bill Impact %
<b>Residential (750 kWh/ Month)</b>				
Cambridge and North Dumfries	\$27.33	\$2.43	\$101.82	6.0%
Brant	\$27.33	(\$2.76)	\$101.82	(1.1%)
<b>GS &lt; 50 kW (2,000 kWh/Month)</b>				
Cambridge and North Dumfries	\$47.58	\$3.91	\$255.75	4.9%
Brant	\$47.58	\$(10.57)	\$255.75	(2.7%)

- Effective date January 1, 2019

# Standby Rate

- A “Standby Rate” or charge applies only to commercial customers with generation facilities.
- The charge would only apply, if the customer wants Energy+ to act as a “back-up” to deliver power to the customer’s facilities, if their generation is not able to generate the energy that they need. A form of “insurance policy” for the customer.
- Energy+ is required to maintain the wires, poles, and infrastructure “on standby” in case the customer needs to draw on an agreed upon block of power. There is a cost to keeping the infrastructure in place.
- A Standby Rate has been proposed in the interest of being fair to all customers in the service territory – residential, small business and commercial, industrial customers.
- Energy+ is also proposing to pass through the Retail Line and Transmission Costs (third party costs) charged on the generation to the customers with generation through the use of gross load billing methodology.



# Customer Input - Building Our Plan

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Gathered feedback from **1,582 Customers**:

- Online Portal Survey
- Telephone Surveys
- Focus Groups
- Customer Workshops
- Large Customer Meetings



# What We Heard

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- Keep Costs Reasonable
- Maintain Reliable Service
- Improve Outage Communication
- More Energy Saving Tools
- Continue to deliver value added services – without increasing rates



# How We Responded

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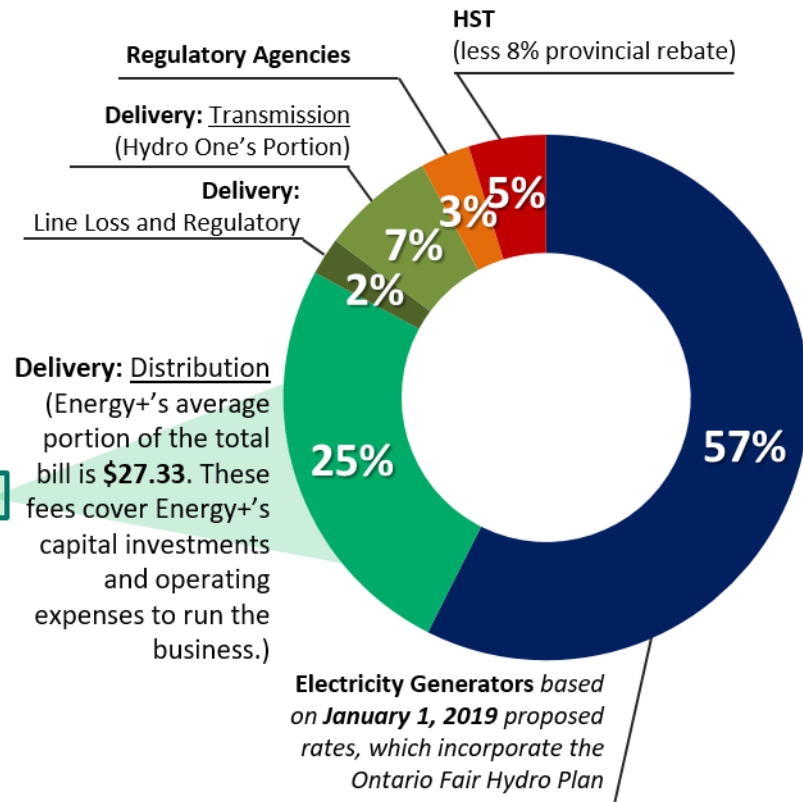
- Reduced operating budgets for 2018/2019 before submission for Board approval.
- Reduced capital expenditures in 2019.
- Changed timelines on some projects over a 5 year period.
- Revisited our approach to capital rebuilds and replacements.
- Transitioning to 24/7/365 System Control Room.
- Introducing 24/7/365 toll free customer outage line.
- Introducing a Key Account Advisor role using existing resource.

# 2019 Residential Bill

## Sample Residential Monthly Bill (Energy+ Inc.)

Sample Energy+ Monthly Bill (Based on consumption of 750 kWh)	
Account Number: 000 000 000 000 0000	
Meter Number: 00000000	
<b>Your Electricity Charges</b>	
<b>Electricity</b>	
Off-Peak @ 6.500 ¢/kWh	31.69
Mid-Peak @ 9.400 ¢/kWh	11.99
On-Peak @ 13.200 ¢/kWh	17.82
<b>Delivery</b>	<b>37.22</b>
<b>Regulatory Charges</b>	<b>3.26</b>
<b>Total Electricity Charges</b>	<b>\$101.98</b>
HST	13.26
<b>8% Provincial Rebate*</b>	<b>(-\$8.16)</b>
*The Ontario government is providing a rebate on your electricity costs equal to the provincial portion of the HST	
<b>Total Amount</b>	<b>\$107.08</b>

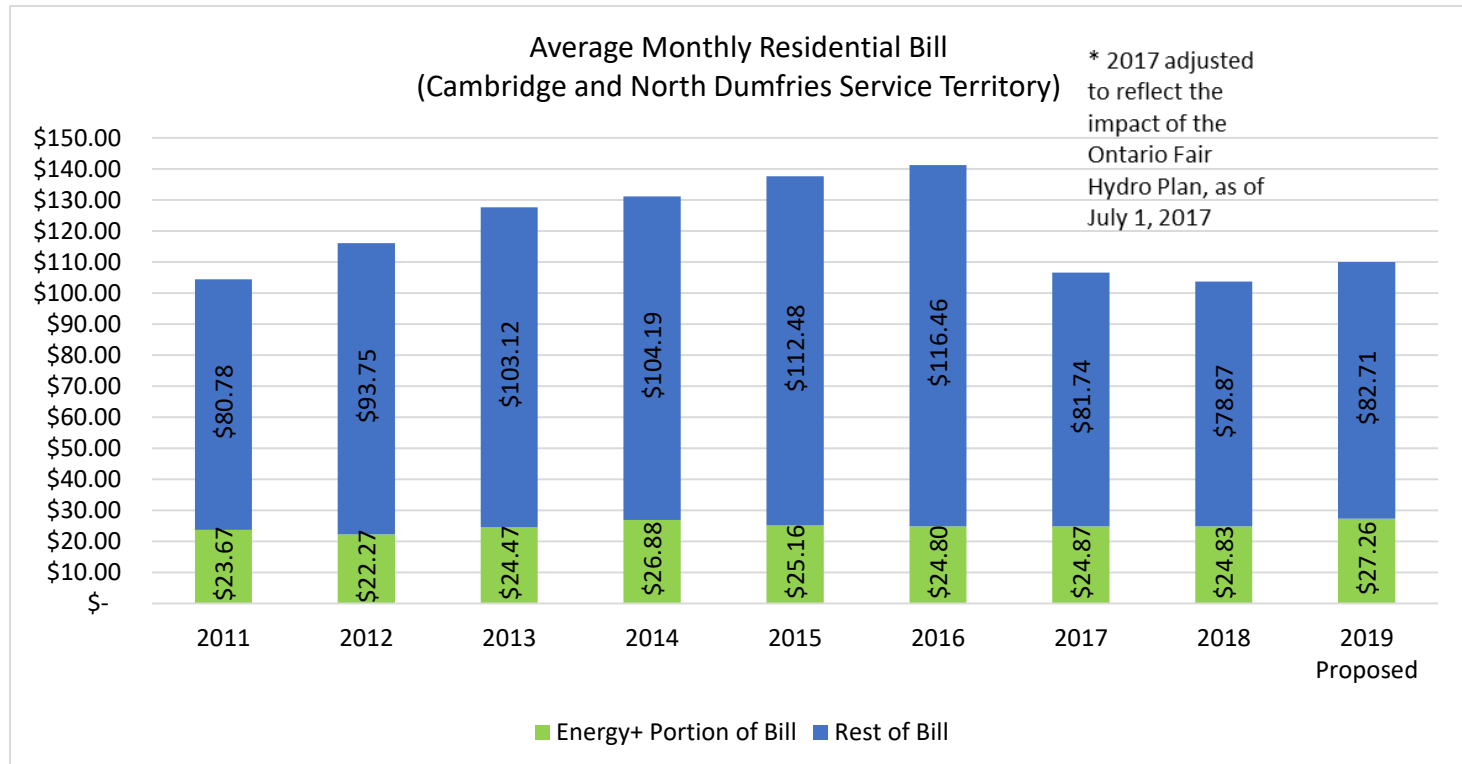
Energy+'s portion:  
**\$27.33**



**Note:** Graphs may not always total 100% due to rounding rather than any error in data.

# Historical Residential Distribution Charges

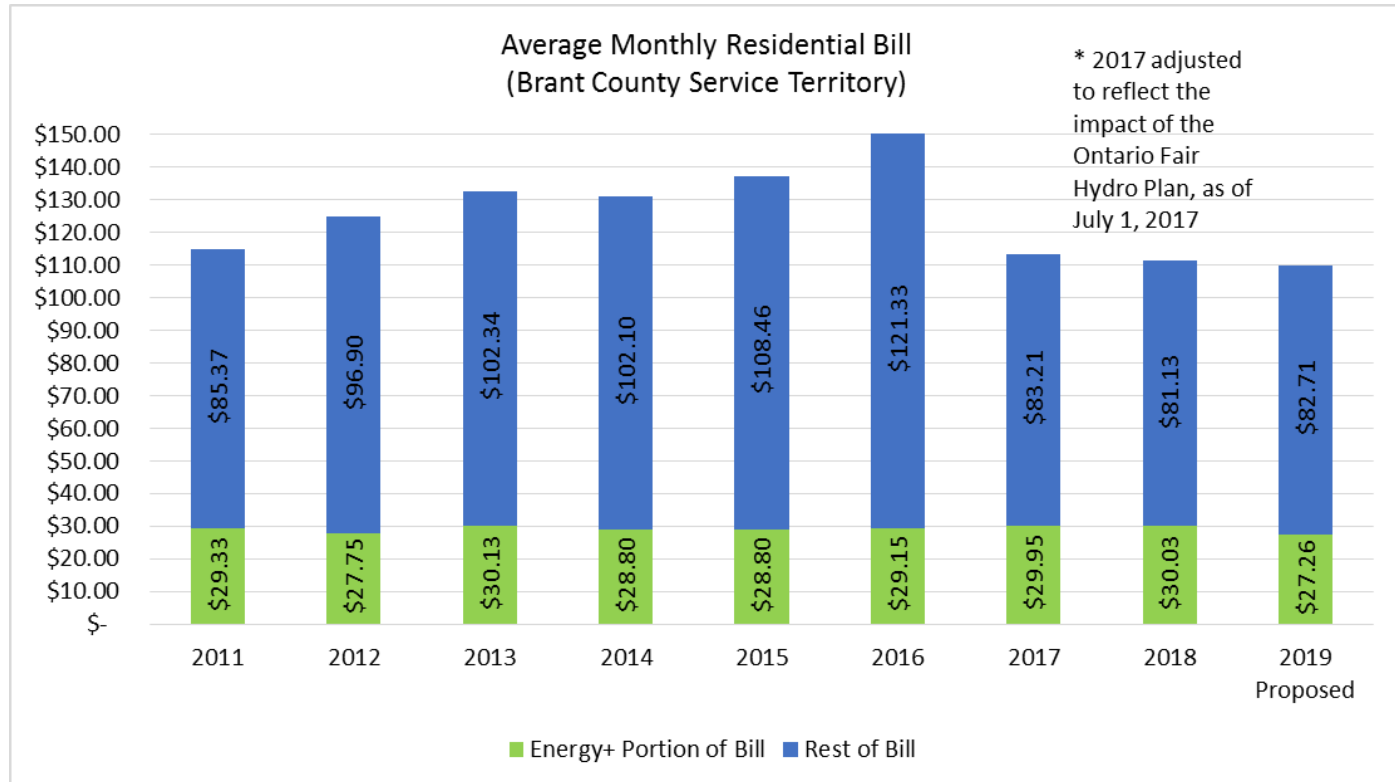
## Cambridge and North Dumfries Service Territory



Note: Energy+ Portion of Bill includes: Distribution rates plus specific Rate Riders (LRAM, Accounts 1575/1576, Smart Meter Riders, etc.)

# Historical Residential Distribution Charges

## Brant Service Territory



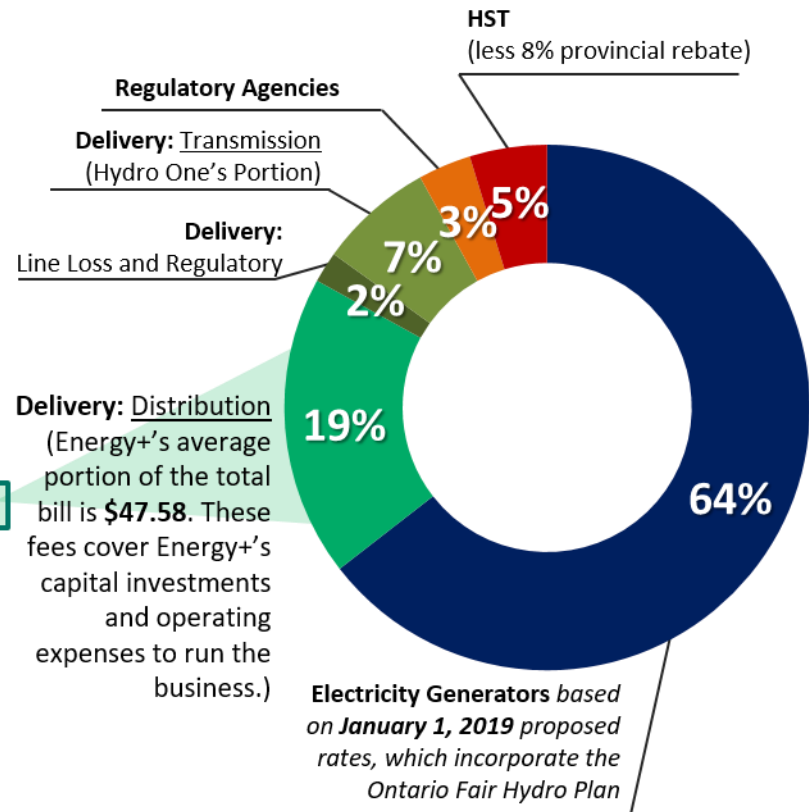
Note: Energy+ Portion of Bill includes: Distribution rates plus specific Rate Riders (LRAM, Accounts 1575/1576, Smart Meter Riders, etc.)

# 2019 Small Business Bill

## Sample Small Business Monthly Bill (Energy+ Inc.)

Sample Energy+ Monthly Bill (Based on consumption of 2,000 kWh)	
Account Number: 000 000 000 000 0000	
Meter Number: 00000000	
<b>Your Electricity Charges</b>	
<b>Electricity</b>	
Off-Peak @ 6.500 ¢/kWh	84.50
Mid-Peak @ 9.400 ¢/kWh	31.96
On-Peak @ 13.200 ¢/kWh	47.52
<b>Delivery</b>	<b>69.91</b>
<b>Regulatory Charges</b>	8.29
<b>Total Electricity Charges</b>	<b>\$242.18</b>
HST	31.48
<b>8% Provincial Rebate*</b>	<b>(-\$19.37)</b>
*The Ontario government is providing a rebate on your electricity costs equal to the provincial portion of the HST	
<b>Total Amount</b>	<b>\$254.29</b>

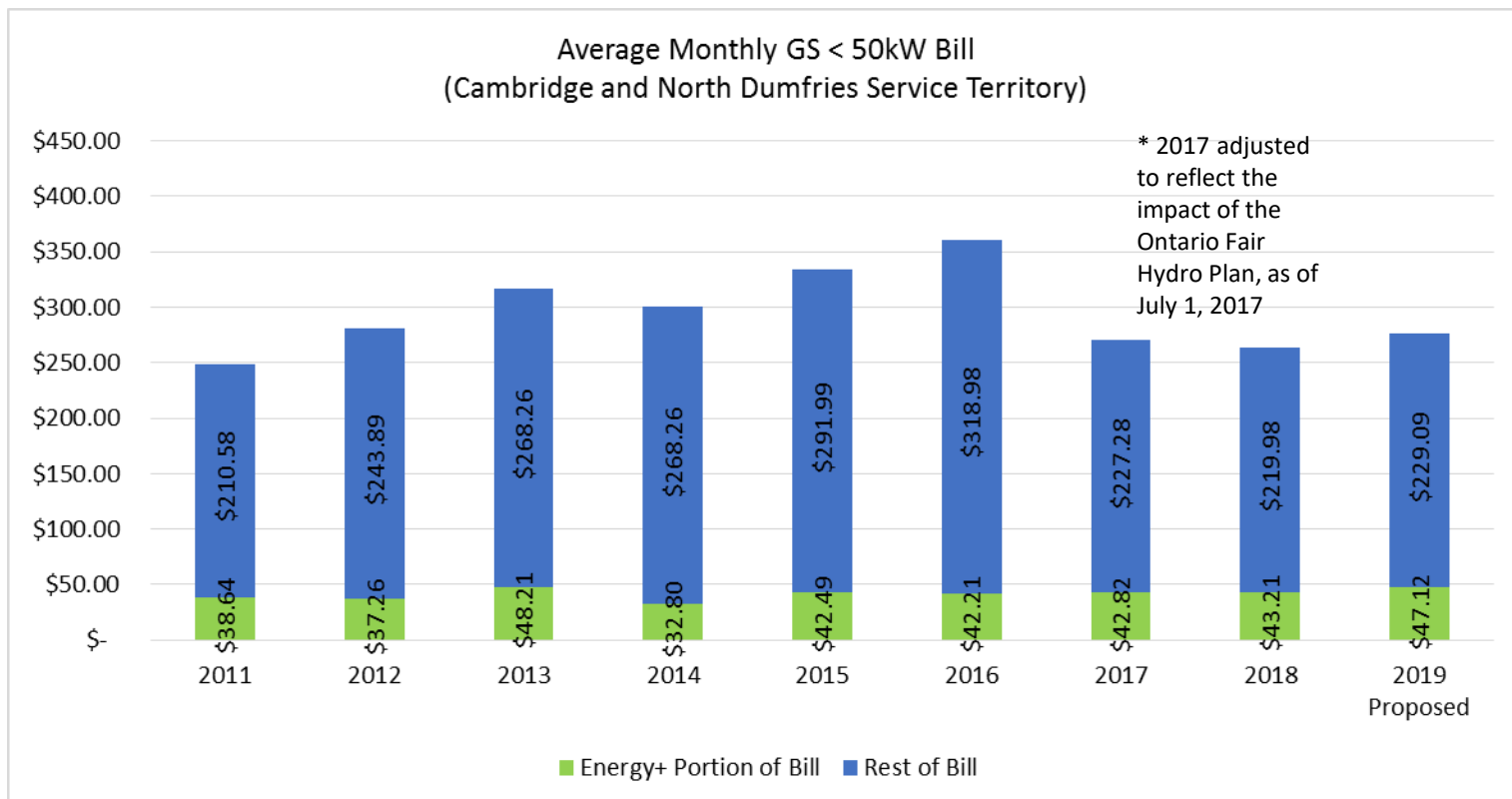
Energy+'s portion:  
**\$47.58**



**Note:** Graphs may not always total 100% due to rounding rather than any error in data.

# Historical Business Distribution Charges

## Cambridge and North Dumfries Service Territory

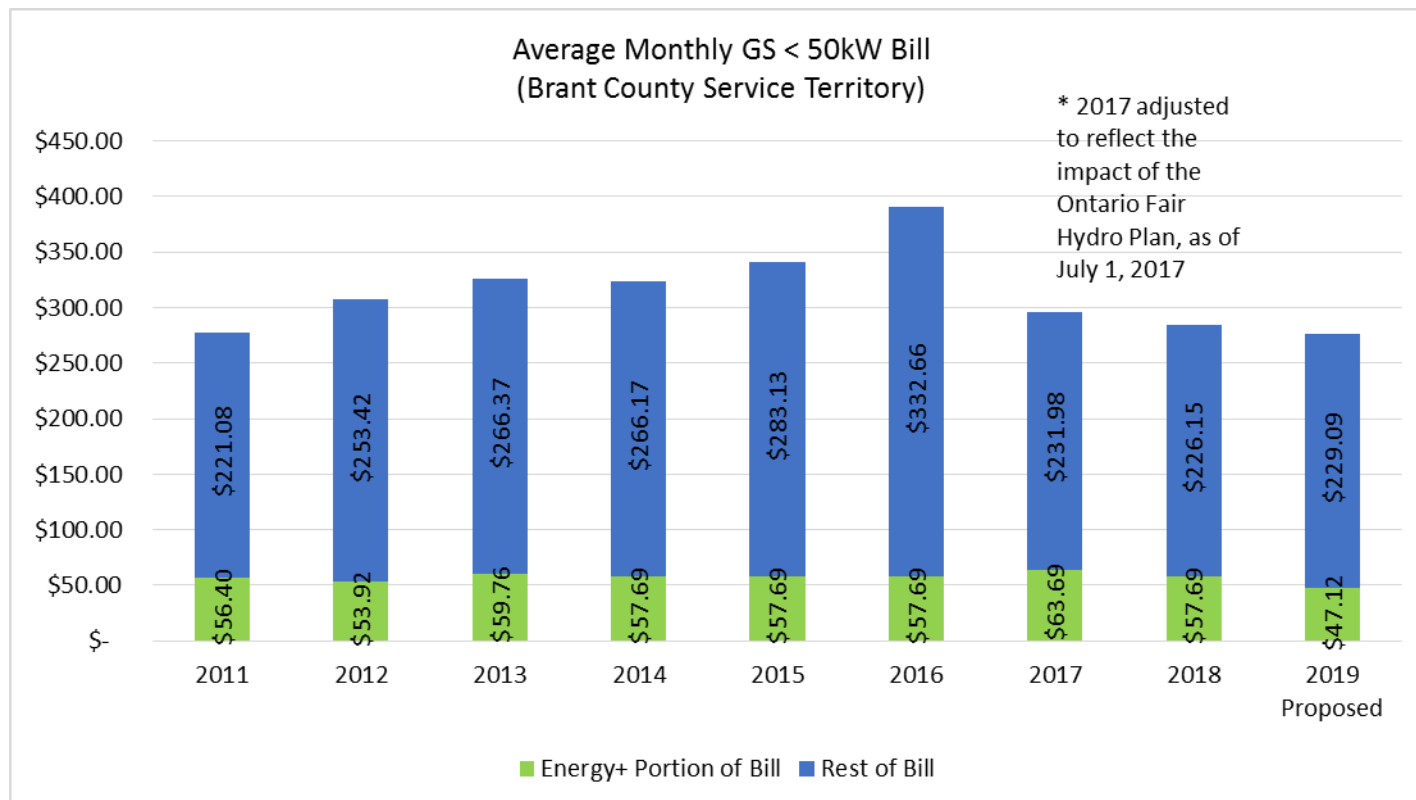


Note: Energy+ Portion of Bill includes: Distribution rates plus specific Rate Riders (LRAM, Accounts 1575/1576, Smart Meter Riders, etc.)



# Historical Business Distribution Charges

## Brant Service Territory

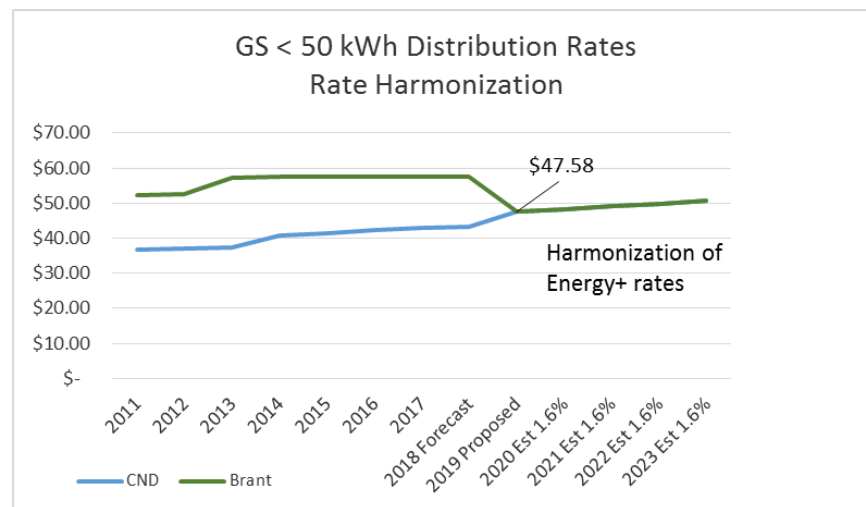
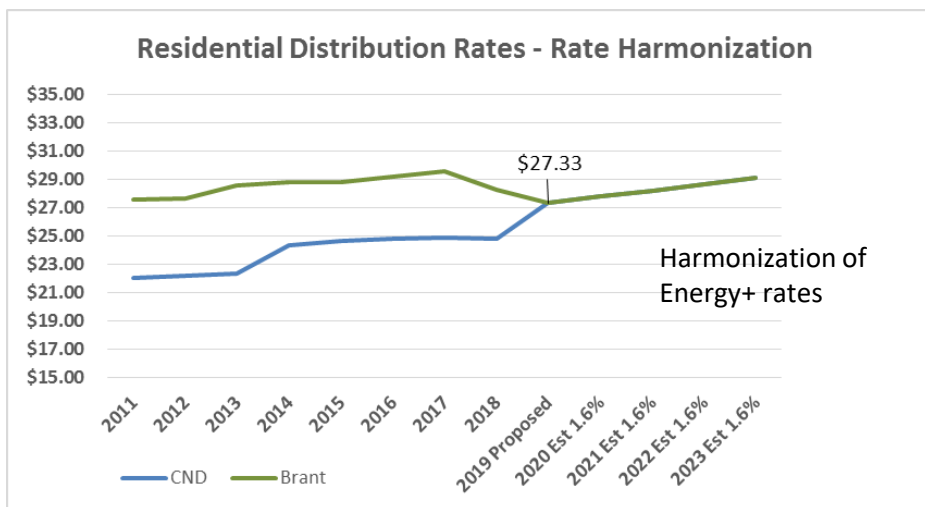


Note: Energy+ Portion of Bill includes: Distribution rates plus specific Rate Riders (LRAM, Accounts 1575/1576, Smart Meter Riders, etc.)

# 2019 Rate Harmonization

## What is Rate Harmonization?

Rate harmonization means bringing these two sets of distribution rates into one harmonized rate so that all Energy+ customers in the same rate class are paying the same for their electricity distribution. This ensures customers pay the same cost for receiving the same level of service.



## Why Now?

The OEB rules only allow rate harmonization to be done through a Cost of Service Application such as the one that is the focus of this consultation.

# Putting New Rates Into Context

Energy+ delivers competitive rates to customers:

**Distribution Rate Comparisons with Neighbouring LDCs**

2018 Distribution Portion of Electricity Bill						
	<b>E+ 2019 Proposed</b>	<b>Kitchener</b>	<b>Waterloo</b>	<b>Guelph</b>	<b>Brantford</b>	<b>Hydro One Networks*</b>
<b>Residential</b> [Avg. 750 kWh]	<b>\$27.33</b>	\$22.75	\$31.47	\$29.41	\$23.45	\$31.83
<b>GS &lt; 50 KW</b> [Avg. 2,000 kWh]	<b>\$47.58</b>	\$53.59	\$65.36	\$44.74	\$46.41	\$75.70

Source: Distributor websites and 2018 Schedules of Tariffs. (\* Hydro One Networks based on January 1, 2017 rates as 2018 rates are pending final approval by the OEB).

# Key Factors for Rate Change

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## **Energy+ needs the rate changes to pay for:**

- Capital Investments \$16.0M in 2019
  - Renewal - end of life infrastructure \$6.6MM
  - Customer Projects/Growth \$4.1MM
  - Shared Operations Facility \$4.4MM
  - Other \$0.9MM
- Incremental Operating Expenditures
  - Monthly Customer Billing (mandated) \$0.4MM
  - 24/7/365 System Control Centre \$0.2MM
  - IT Cybersecurity, software, support costs \$0.2MM

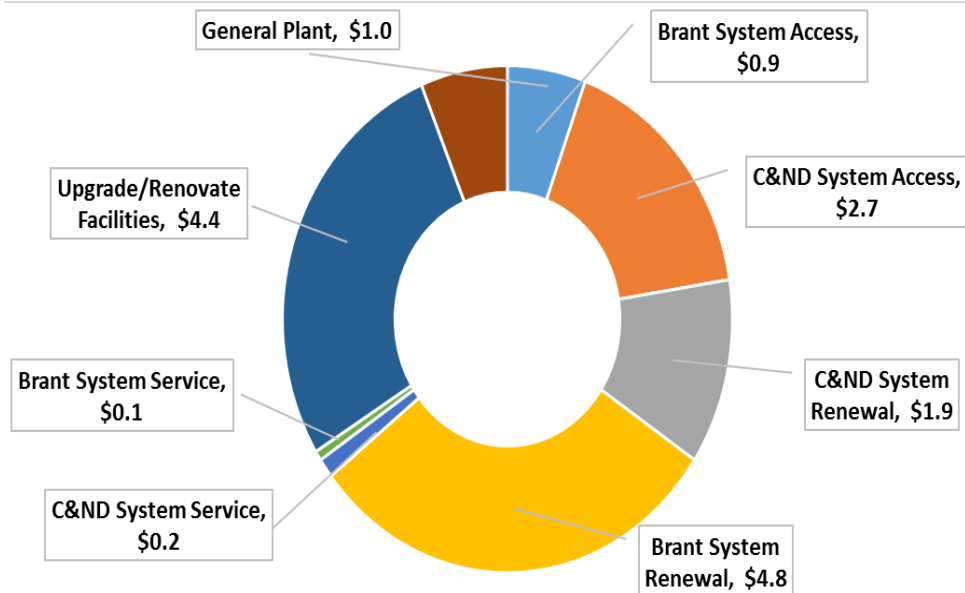
# Why We Need to Invest

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**Careful planning and consistent investment in our assets and business, will reduce the risk of deteriorating reliability and reduced levels of customer service. Energy+ invests to ensure we:**

- Keep our infrastructure maintained and well-functioning
- Improve responsiveness and timeliness for outage restoration.
- Improve customer communication during outages.
- Deliver customer services to respond to stated needs.
- Ensure customer data is secure and safeguarded.
- Strengthen our infrastructure to thwart cyber-attacks.

# 2019 Capital Expenditures



**\$16.0M Proposed**



**System Access (\$3.7MM)**  
“Must do” customer requests.  
Ie: New subdivisions, new padmount customer transformers, moving assets.



**System Renewal (\$6.6MM)**  
Both end of life and emergency replacement investments. Ie: Replace poles, transformers, wires, underground cables.

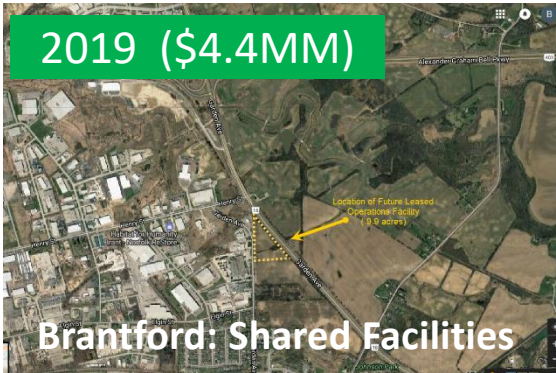


**System Service(\$0.4MM)**  
Projects to improve access, reliability and customer service. Ie: Automated switches, feeder extensions.



**General Plant (\$5.3MM)**  
Investments supporting the distribution system. Ie: tools, physical buildings and renovations, vehicles, IT Systems

# 2019 - 2022 Facilities



## Brantford: Shared Facilities

- Shared construction/lease agreement with Brantford Power for Operations Centre
- Central location - access to major arterial roads
- Future opportunities for efficiencies in shared services
- Facilitate emergency preparedness



## Galt: Renovate Southworks

- Acquire existing building \$1 /renovate
- Corporate and Administration Office and Staff
- Central location in expanded service territory
- Greater efficiency and use of space
- Significantly less cost than new construction

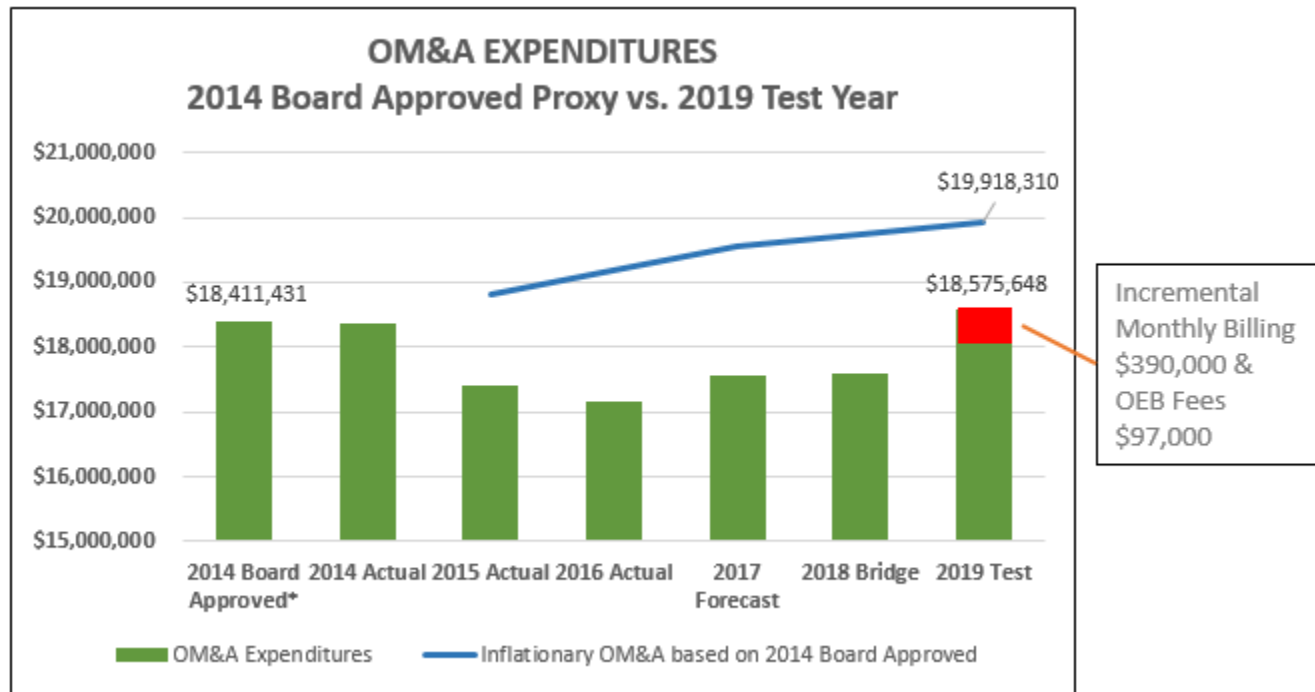


## Cambridge: Renovate Bishop

- Renovate and update existing building
- Operations Centre for customers in CND service territory
- Central location and good access to major arterial roads
- Utilize an existing asset
- Significantly less than new construction



# 2019 Operating Expenditures



- 2019 proposed operating expenditures of \$18.6MM
  - \$0.2MM or 0.9% higher than operating expenditures in 2014 on a combined basis
    - \$1.2MM in annual savings achieved as a result of amalgamation
  - \$0.4MM or approx. 40% of the overall increase in operating expenditures in 2019 due to mandated implementation of monthly billing.



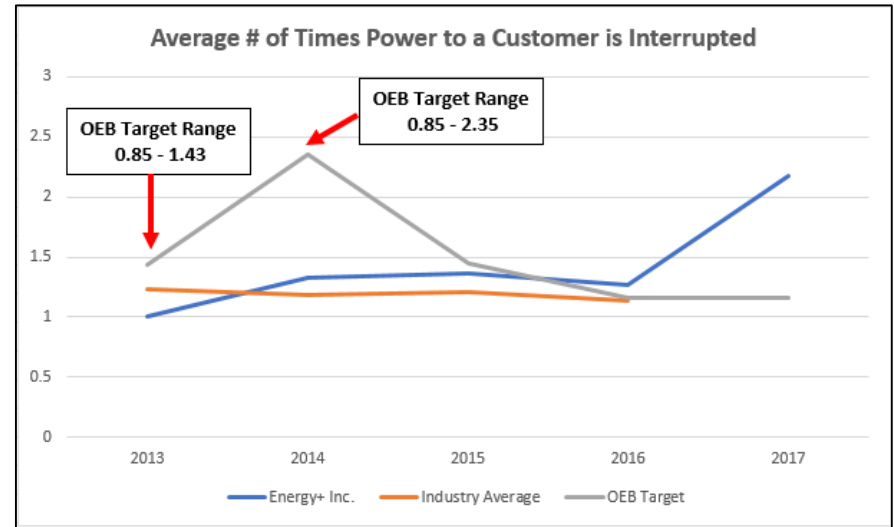
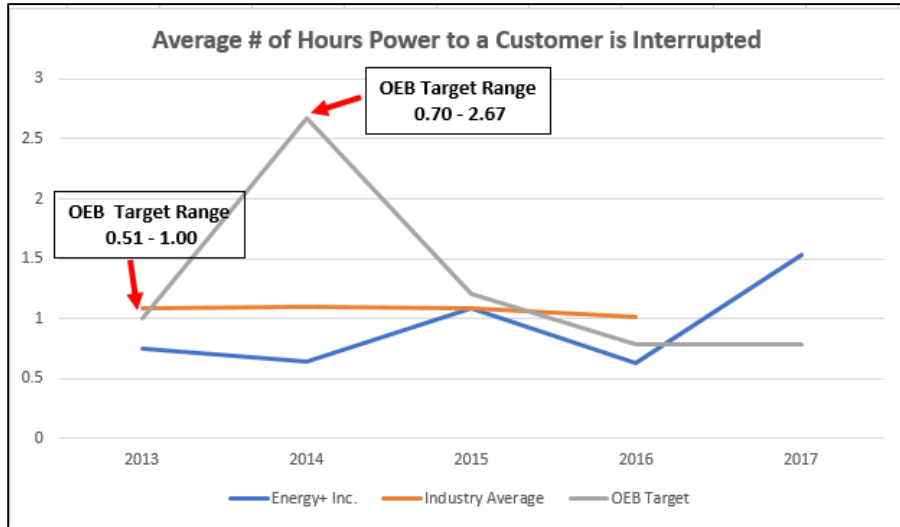
# Energy+ Scorecard Highlights

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- Exceeded All Service Quality Metrics on Corporate Scorecard
  - New Residential/Small Business Services Connected on Time 100%
  - Scheduled Appointments Met on Time 97%
  - Telephone Calls Answered on Time 80%
- Zero (0) Serious Public Safety Incidents
- Ranked 4th across Ontario for exceeding Conservation targets
- Ranked 28<sup>th</sup> out of 68 LDC's on Efficiency Assessment Benchmark
  - Reduced Total Cost per Customer by 9.9% (2016)
- Improved Customer Satisfaction Rating – A

# Energy+ Scorecard Highlights

- Reliability metrics compared to Industry and OEB targets



- Large outage in Brant County due to critical equipment failure at Powerline municipal station
  - Response: Engineering study underway to implement future changes to reduce likelihood of a similar future event
- Multiple outages due wind and rain conditions along Franklin Boulevard in Cambridge.
  - Response: Installation of spacers and dampers on 27.6kV lines to prevent a similar occurrence.

*\*All values above are Excluding Loss of Supply and Major Events*

*\*Energy+ 2013 to 2015 values are for the CND area, 2016 are for E+ area*

*\*Industry values are adjusted for Loss of Supply and Major Events. Numbers also exclude Hydro One. These values are obtained from the 2016 OEB Yearbook of Electricity Distributors Page 14 . 2017 Industry Average values are not yet available.*

# Reporting on Progress

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## How Energy+ keeps customers updated:

- Direct Conversations with our customers
- Website – [www.energyplus.ca](http://www.energyplus.ca)
- Social Media – Twitter @EnergyPlusInc Facebook Energy+ Inc.
- Community Meetings
- Bill Inserts, Messages

# For More Information

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Energy+ Inc. shares many documents, reports and information for customers on the corporate website: [www.energyplus.ca](http://www.energyplus.ca)

- Energy+ Inc.'s Corporate Scorecard
- 2019 Distribution Rate Application
- Customer Engagement: Priorities Needs and Preferences
- Fast Facts
- Corporate Structure
- Newsroom

Ask us your questions or comments online:

[Communications@energyplus.ca](mailto:Communications@energyplus.ca)

Ask us your questions or comment by calling us:

Barbara Shortreed, VP Customer Care & Communications  
519-621-3530 Ext. 2227



# Thank You

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TO GET MORE INFORMATION

Customer Care  
519-621-3530 or 1-877-871-2215  
[customercare@energyplus.ca](mailto:customercare@energyplus.ca)



**SCHEDULE C**

**TMMC NOTES**

**ENERGY+ INC.**

**EB-2018-0028**

**AUGUST 13, 2018**

*TMMC operates three automotive manufacturing facilities in Southwestern Ontario – two in Cambridge and one in Woodstock.*

*We directly employ more than 8000 team members, and have an accumulated investment of more than \$8 billion dollars.*

*TMMC has grown to be one of the largest automotive manufacturing facilities in the world, and the single largest Toyota facility (by volume) in the Americas.*

*In 2017, TMMC produced more than 570,000 vehicles, the most of any OEM in Canada.*

*TMMC competes for investment with other Toyota facilities in Japan and the United States. Energy costs are a key contributor to cost per vehicle and energy costs lag other jurisdictions in North America where Toyota manufactures vehicles.*

*In support of Toyota's corporate "Environmental 2050 Challenge" TMMC has undertaken more than 40 projects to help reduce electricity consumption including lighting, HVAC, and manufacturing equipment upgrades as well as steam system revisions.*

*In 2014 TMMC invested \$27 million to build a Combined Heat and Power plant in Cambridge – a gas fired cogeneration facility designed to reduce demand on local and provincial power grids. Some key points from a press release at the time:*

- For Toyota, the increased efficiency should create a cost savings for our company, helping us stay competitive in the global manufacturing landscape*
- The project was designed to reduce emissions and save enough energy each year to power more than 7,400 homes.*
- The project will benefit our community by reducing TMMC's demand and freeing up energy for our neighbours to use.*

*TMMC worked closely with Cambridge Hydro when planning this initiative.*

*Ian Miles is quoted as saying "Through this collaboration, our community will benefit from improved system reliability and avoided power generation costs. Toyota's leadership has been pivotal to the success of working towards meeting our mandated energy and demand reduction targets."*

*We were formally introduced to Energy Plus's standby rate proposal in January 2018.*

*As TMMC went through the material that Energy Plus provided at the January meeting some items became apparent:*

- First was that Energy Plus was proposing a number of changes that would adversely affect TMMC.*
- Second was that the proposed changes were extremely complicated and were not readily understandable from the presentation or the materials that Energy Plus provided to us*
- Third was that Energy Plus wanted to meet an end of April filing deadline. Because consultation only started a couple of months earlier, TMMC would have very limited time to climb a steep learning curve and suggest changes to Energy Plus as part of its consultation with stakeholders.*

*TMMC tried to accommodate Energy Plus and compiled a list of questions aimed at gaining a better understanding of the impact Energy Plus's application would have on TMMC.*

*Energy Plus's responses raised even more questions and highlighted ambiguities in Energy Plus's proposals.*

*TMMC retained an expert in rate design and cost allocation to help us understand the standby rate proposal.*

*TMMC compiled another, more detailed set of questions which sought to clarify and follow-up on the first set of responses.*

*Energy Plus submitted their 40-page response to our second set of questions yesterday.*

*In April TMMC wrote a detailed letter to Energy Plus outlining its concerns and inviting meaningful dialog that could lead to acceptable outcomes for both TMMC and Energy Plus.*

*Energy Plus's acknowledged our concerns and invited TMMC to intervene in the OEB hearing. On April 30th Energy Plus then formally submitted its 1500-page application to the OEB.*

*Energy Plus's current COS application raises concerns that TMMC feels have not been fully investigated or properly explained.*

- *Energy Plus's standby rate proposal does not appear to take into account factors such as how often and how much backup electricity Energy Plus would be called upon to deliver to TMMC or the system benefits attributable to TMMC's load displacement facilities.*
- *Further, TMMC does not have the information required to determine whether a standby charge based on contract capacity, properly reflects Energy Plus's costs of providing the standby service.*

*More generally, TMMC is concerned that Energy Plus has applied for standby rate and gross load billing methodology before the OEB develops generic policies and procedures on these two matters.*

*We believe that the development of common principles across the province is necessary prior to individual distributors developing methodologies and setting rates.*

*As TMMC (and other consumers) evaluate new projects aimed to reduce electricity consumption, common, well-understood policies will help guide these choices and level the playing field between Toyota and its competitors who are connected to other distribution systems.*