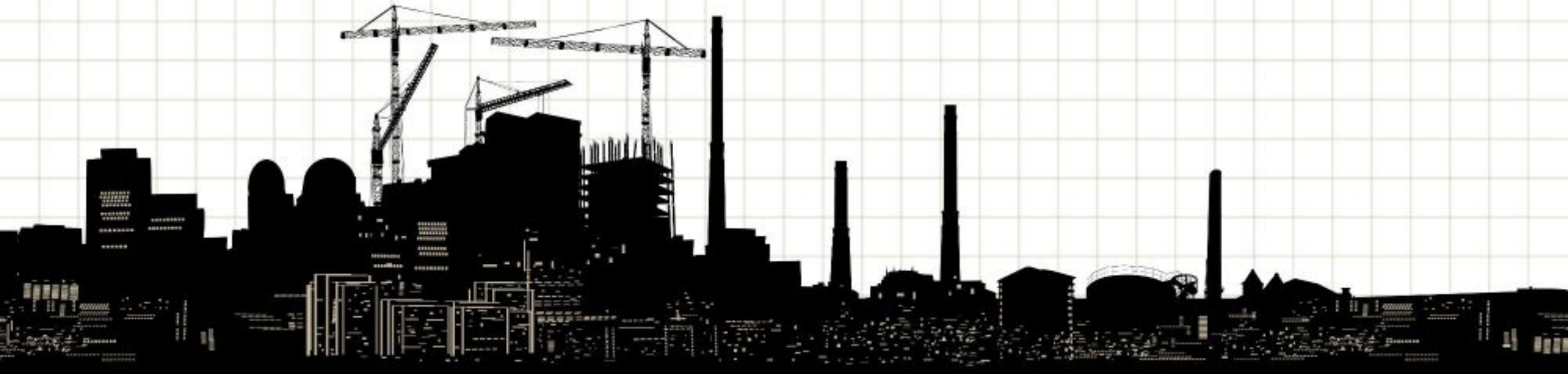




NEW YORK DEMAND RESPONSE

Seasonal Readiness

4/23/2020



HOUSEKEEPING ITEMS

- Webinar is in listen only mode
- Use the Q&A panel to submit questions
- Webinar will be recorded and available at:
CPowerEnergyManagement.com/Ready20



AGENDA ITEMS

- 2019 Market Overview
- Program Information Review
- Updating Information
- Curtailment Planning Review
- Communications Alerts and Notifications
 - All Call System
- Recap

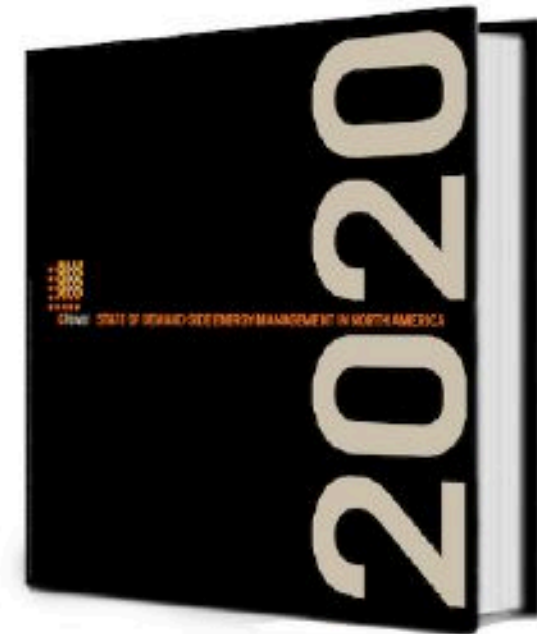
MARKET UPDATES – NEW YORK

What You Need To Know

The definitive guide for organizations that use energy...**is back for 2020.**



13 CPower experts. 250 years of energy industry experience. One book.



Download CPower's State of the Demand Side Energy Market White Paper to see all major New York updates.

PROGRAM INFORMATION

NY Demand Response Programs

Program Snapshots

- [Installed Capacity Special Case Resources \(SCR-ICAP\)](#)
- [ConEd Distribution Load Relief Program \(DLRP\)](#)
- [ConEd Commercial System Relief Program \(CSRP\)](#)
- [Upstate Utilities Distribution Load Relief Program \(DLRP\)](#)
- [Upstate Commercial System Relief Program \(CSRP\)](#)
- [National Grid, NYSEG, RG&E, Central Hudson, Orange & Rockland, PSEG-Long Island](#)



Program Snapshots provide a very quick review and reference of all of the New York demand response programs. Access any time and share.



PROGRAM PARAMETERS

Special Case Resource

MINIMUM SIZE	100 kw
PARTICIPATION	Customer has the option to enroll for Summer (May-Oct), Winter (Nov-Apr), or both
NUMBER & DURATION OF RESPONSE EVENTS	Participants agree to provide the load reduction for 4 hours. Events are typically called on working-days between 10AM -7PM. There is no limit to the number or start time of events.
NOTIFICATION	Day Ahead: Notification of possible event 21 hours prior to the start. Day Of: Up to 2 hours prior to the start of the event.
COMPENSATION	Monthly Capacity Payment (\$/kw-Month) + Event Energy Payment (\$/kWh)
CAPACITY PAYMENTS	Prompt Monthly Auction Clearing Prices
BASELINE (ACL)	Average Coincident Load (ACL): Average of the highest 20 one-hour peak loads of the SCR from the top 40 SCR load zone peak hours during the 11am-8pm time period of the prior equivalent capability period. It is used to determine capacity reduction/payments.
BASELINE (CBL)	Customer Baseline Load (CBL): Average of the usage of each hourly interval of the top 5 days out of last 10 eligible weekdays. It is used to determine energy reduction/payments.
SETTLEMENTS	Customers are paid seasonally their portion of the capacity or energy payments. Payments are issued 60 days after we have received payment from NYISO.
COMPLIANCE	Customers are required to curtail at least their committed load during events and test events.
CONSEQUENCES OF NON-PERFORMANCE	De-rating: Customer's committed load curtailment is based upon their reported average performance during curtailment events (including tests) in previous 12 months. Potential penalty up to 150% of Spot Auction price for deficient kW reduction.
TESTING	A mandatory 1-hour test event is called during each seasonal capability period.
ENROLLMENT DEADLINE	Sign-up at least 30 days prior to be enrolled for the following month.
METERING	Each account must have an hourly interval or utility AMI meter

EVENT HISTORY

Special Case Resource

YEAR	EVENTS	ZONE										
		A	B	C	D	E	F	G	H	I	J	K
2013	FREQUENCY	2	2	2	2	2	2	5	5	5	5	5
	TOTAL HRS.	10	10	10	10	10	10	22	22	22	22	22
2014	FREQUENCY	0	0	0	0	0	0	0	0	0	0	0
	TOTAL HRS.	0	0	0	0	0	0	0	0	0	0	0
2015	FREQUENCY	0	0	0	0	0	0	0	0	0	0	0
	TOTAL HRS.	0	0	0	0	0	0	0	0	0	0	0
2016	FREQUENCY	1	1	1	1	1	1	1	1	1	1	1
	TOTAL HRS.	5	5	5	5	5	5	5	5	5	5	5
2017	FREQUENCY	0	0	0	0	0	0	0	0	0	0	0
	TOTAL HRS.	0	0	0	0	0	0	0	0	0	0	0
2018	FREQUENCY	0	0	0	0	0	0	0	0	0	3	0
	TOTAL HRS.	0	0	0	0	0	0	0	0	0	17	0
2019	FREQUENCY	0	0	0	0	0	0	0	0	0	0	0
	TOTAL HRS.	0	0	0	0	0	0	0	0	0	0	0
7-YEAR Summary	AVG FREQUENCY	0.5	0.5	0.5	0.5	0.5	0.5	1	1	1	1.5	1
	TOTAL HRS.	15	15	15	15	15	15	27	27	27	44	27

PROGRAM PARAMETERS

ConEd CSR/DLRP

MINIMUM SIZE	50 kw
PARTICIPATION	Customer participates for summer season from May 1 through September 30
NUMBER & DURATION OF RESPONSE EVENTS	DLRP: Participants agree to provide the load reduction for a minimum of 4 hours. Customer can be called anytime from 6AM - 12AM CSR/ Participants agree to provide the load reduction for a minimum of 4 hours. (Morning networks: 11AM-3PM; Day Networks: 2PM-6PM; Evening Networks: 4PM-8PM; Night Networks: 7PM-11PM)
NOTIFICATION	DLRP: Up to 2 hours prior to the start of the event CSR/ 21 hours advance notice and then up to 2 hours prior to the start of the event
COMPENSATION	DLRP: Reservation (Capacity) Payments: \$18.00/kW-month (Tier I) or \$25.00/kW-month (Tier II). Energy Payments: \$1.00kWh. Bonus Payments: Additional \$5.00/kW-month if five or more events are called CSR/ Reservation (Capacity) Payments: \$6.00/kW-month (Staten Island & Westchester), \$18.00/kW-month (Bronx, Brooklyn, Manhattan, Queens). Energy Payments: \$1.00kWh. Bonus Payments: Additional \$5.00/kW-month if five or more events are called
BASELINE (CBL)	Customer Baseline Load (CBL): Average of the usage of each hourly interval of the top 5 days out of last 10 eligible weekdays.
SETTLEMENTS	Customers are paid seasonally their portion of the capacity or energy payments.
COMPLIANCE	Customers are required to curtail at least their committed load during events and test events.
CONSEQUENCES OF NON-PERFORMANCE	DLRP: No penalty but de-rating applies for under-performance in DLRP tests or events with at least 2-hour notification. Performance of 25% or less of the enrolled amount will result in no payment. CSR/ No penalty but de-rating applies for under-performance in CSR/ tests or events with at least 21-hour notification. Performance of 25% or less of the enrolled amount will result in no payment.
TESTING	DLRP: A 2-hour test is called during each seasonal capability period (notified similar to an event). CSR/ A 1-hour test is called during each seasonal capability period (notified similar to an event).
ENROLLMENT DEADLINE	DLRP: April 1st for May 1st start; May 1st for June 1st start CSR/ April 1st for May 1st start; May 1st for June 1st start
METERING	Each account must have a 15-minute ConEd interval meter or AMI Smart Meter

EVENT HISTORY

ConEd CSRP/DLRP

Program	2012		2013		2014		2015		2016		2017		2018		2019	
	# Events	Duration (hrs)	# Events	Duration (hrs)	# Events	Duration (hrs)	# Events	Duration (hrs)	# Events	Duration (hrs)	# Events	Duration (hrs)	# Events	Duration (hrs)	# Events	Duration (hrs)
DLRP (varies by zone)	0 to 3 (14 networks called)	0 to 20	0 to 2 (4 networks called)	0 to 12	0	0	0 to 3 (8 networks called)	0 to 18	0 to 6 (4 networks called)	0 to 36	0	0	0 to 2 (3 networks called)	0 to 12	2 to 5	8 to 24
CSRP	2	10	5	25	0	0	0	0	4	16	0	0	4	16	2	8

PROGRAM PARAMETERS

Upstate NY and Long Island (CSR/PLRP)

MINIMUM SIZE	50 kw
PARTICIPATION	Customer participates for summer season from May 1 through September 30, with exception of Central Hudson CSR/PLRP which runs June 1 through September 30.
NUMBER & DURATION OF RESPONSE EVENTS	DLRP: Participants agree to provide the load reduction for a minimum of 4 hours. Customer can be called anytime from 6AM - 12AM CSR/PLRP: Participants agree to provide the load reduction for a minimum of 4 hours. Utilities may have different call windows.
NOTIFICATION	DLRP: Up to 2 hours prior to the start of the event CSR/PLRP: 21 hours advance notice and then up to 2 hours prior to the start of the event
COMPENSATION	Program Capacity and energy payment incentives vary by distribution utility. See next page for pricing table.
BASELINE (CBL)	Customer Baseline Load (CBL): Average of the usage of each hourly interval of the top 5 days out of last 10 eligible weekdays. PSEG-LI has introduced a new 10 day weather adjusted CBL for net-metered customers with storage and/or solar.
SETTLEMENTS	Customers are paid seasonally their portion of the capacity or energy payments.
COMPLIANCE	Customers are required to curtail at least their committed load during events and test events.
CONSEQUENCES OF NON-PERFORMANCE	DLRP & CSR/PLRP: No penalty but de-rating applies based upon performance in tests and events. NGRID, NYSEG, RG&E, and Orange and Rockland have a Minimum Performance Factor of greater than 25% required to receive monthly reservation payments.
TESTING	A 1-hour test is called during each seasonal capability period (notified similar to an event), except for Orange & Rockland DLRP that requires a 2-hour test.
ENROLLMENT DEADLINE	April 1st for May 1st start; May 1st for June 1st start.
METERING	Each account must have a hourly utility interval meter or AMI Smart Meter

EVENT HISTORY

Upstate and Long Island CSRP/DLRP

2019 UTILITY DLRP & CSRP PRICING

Summer 2018	NATIONAL GRID	NYSEG	RO&E	CENTRAL HUDSON	ORANGE & ROCKLAND	PSEG - LI
DLRP	N/A	N/A	N/A	N/A	TIER 1 - \$3.00 TIER 2 - \$5.00	\$3.00 Territory-wide \$4.50 on certain circuits
CSRP	\$2.75	\$4.10	\$4.25	\$1.23	\$3.00	\$5.00 Territory-wide \$7.50 on certain circuits

2016 -19 UTILITY DLRP & CSRP EVENTS

Year	Program	National Grid		NYSEG		RO&E		Central Hudson		Orange & Rockland		PSEG Long-Island	
		# Events	Duration (hrs)	# Events	Duration (hrs)	# Events	Duration (hrs)	# Events	Duration (hrs)	# Events	Duration (hrs)	# Events	Duration (hrs)
2016	DLRP	0	0	0	0	0	0	0	0	0	0	0	0
	CSRP	4	16	2	8	13	52	9	35	1	4	0	0
2017	DLRP	0	0	0	0	0	0	0	0	0	0	0	0
	CSRP	0	0	0	0	1	4	0	0	0	0	2	8
2018	DLRP	n/a	n/a	0	0	0	0	n/a	n/a	2	6	7	28
	CSRP	8	32	7	28	8	32	5	22	1	4	7	28
2019*	DLRP	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0	0	2	8
	CSRP	1	4	2	8	7	28	2	9	0	0	5	20

REVIEW & UPDATE INFORMATION

Reviewing and Updating Your Contact Information



- **Responsible Parties for Notifications:** Make sure all of relevant contacts are up to date.
 - Make sure to send the persons' names, email address and phone numbers
 - Any changes to former or added staff on your current notification group



- **Whitelist CPower email domains and add dispatch number:**
 - CPowerDispatch@dccnotify.com , CPowerDispatch@dccbackup.com
 - Add the CPower Dispatch number to your cell phones – “Demand Response Notification”
 - 410-346-5907



- **Review Curtailment Plan:**
 - Make sure the plan is still accurate and aligns with your curtailment commitments and resources

CURTAILMENT PLAN

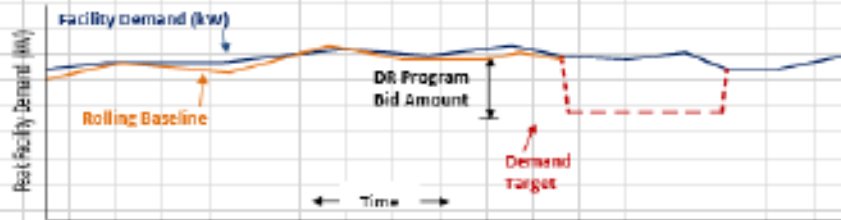
Sample Plan Review

Demand Response Curtailment Plan - ACME CUSTOMER

CA Demand Response Curtailment Plan for CUSTOMER - 2017 SCE AMP Program

Page 1 of 2

Must drop facility peak demand (kW) to a specific level below a rolling baseline established during the previous day of operation.
This baseline will change on a continual basis and will not be known prior to the event.



Event Performance Measurement	Bid Amount
Summer events: Reduce facility demand by <input type="text" value="700"/> kW from average demand prior to event	
Winter events: Reduce facility demand by <input type="text" value="N/A"/> kW from average demand prior to event	

Event Contacts:
The following facility contacts will be notified by E-mail and cell/office phone:

Name	Job Title	Work Phone	Cell Phone	E-Mail
CUSTOMER NAME 1	Operations Manager	888-888-8888		test@test.com
CUSTOMER NAME 2	Operations Supervisor	717-717-7177		test@test.com

Responsible Person: Mr. Customer Back-Up Person: Mrs. Customer

- Make sure all event responder communication links are on line and ready to receive event notifications.
- Make sure the persons assigned to execute the load curtailment actions know what they are required to do.
- Make sure business lines to maintain the load curtailment until the event is terminated by C Power Corp.

NOTE: Load curtailment steps should be completed 15 minutes before the announced start time of the event.

What to check:

Ensure bid amounts are correct

Ensure contacts are correct

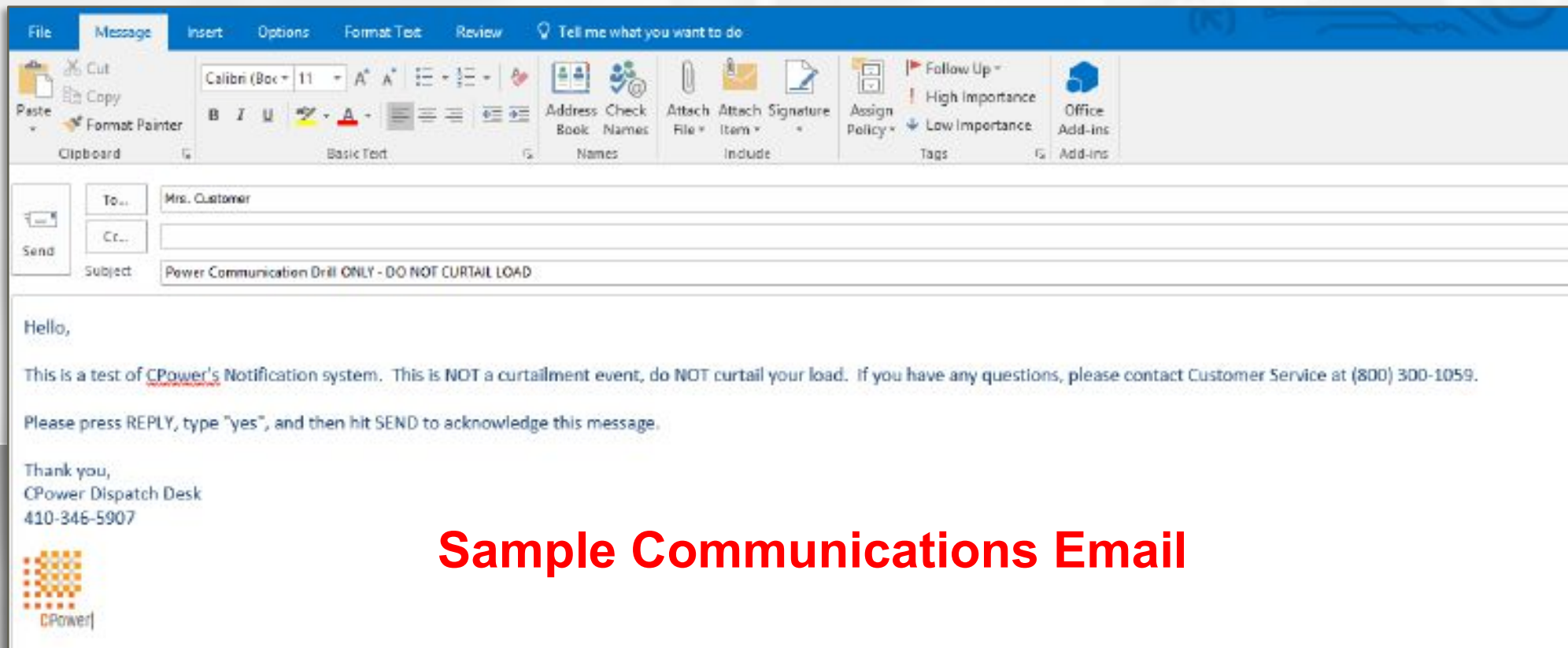
Ensure responsible parties are assigned (primary and backup)

DISPATCH NOTIFICATIONS

Communications Drill

TEST DATE: 5/07/2020, 2:00 PM ET

- This is only a drill to test communications
- DO NOT Curtail



The screenshot shows an email client window with the following content:

File | **Message** | **Insert** | **Options** | **Format Text** | **Review** | Tell me what you want to do

Clipboard: Cut, Copy, Paste, Format Painter

Basic Text: Calibri (Box) 11, Bold, Italic, Underline, Text Color, Background Color, Bulleted List, Numbered List, Indent, Decrease Indent, Increase Indent

Names: Address Book, Check Names

Include: Attach File, Attach Item, Attach Signature

Tags: Follow Up, High Importance, Low Importance

Add-ins: Office Add-ins

To.. Mrs. Customer

Cr..


Subject Power Communication Drill ONLY - DO NOT CURTAIL LOAD

Hello,

This is a test of CPower's Notification system. This is NOT a curtailment event, do NOT curtail your load. If you have any questions, please contact Customer Service at (800) 300-1059.

Please press REPLY, type "yes", and then hit SEND to acknowledge this message.

Thank you,
CPower Dispatch Desk
410-346-5907

 CPower

Sample Communications Email



CPOWER DISPATCH

24/7/365 At The Ready For You



100% in house Dispatch Operations ensures accuracy and helps identify and resolve issues in real time so you can perform to your potential.



ALL CALL SYSTEM FUNCTIONALITY

Understanding The CPower Dispatch System

- **The All Call System Utilizes:**
 - Phone
 - Email
 - Text Message
 - The System notifies all relevant contacts based on the program notification requirements
- **The System will:**
 - Be activated by CPower Dispatch Operators
 - For both test and real events
 - Send important preparation, start and completion notifications by utility, zone, or ISO.



ALL CALL SYSTEM FUNCTIONALITY

Understanding The CPower Dispatch System

- **Phone Number for Events and Tests**
 - 410-346-5907
 - Also sends text message alerts
 - This is the direct line of our 24x7 dispatch service desk
- **System Sends Email Alerts From:**
 - CPowerDispatch@dccnotify.com
 - CPowerDispatch@dccbackup.com
 - Ensure these addresses are whitelisted in your email system



ALL CALL SYSTEM FUNCTIONALITY

Phone and Email Messages



Phone Call Message

- Greeting and prompt to play message
- The entire message must be heard before confirmation
- Upon message completion, “did you understand?” will be asked
- Press (1) for yes, (2) for no. (1) will end the notifications to that contact, (2) Will repeat the message



Email

- An event email will be sent by the system (if you have email set up for notification)
- When the email is received, hit reply and type “yes” in the body of the email to confirm understanding
- Send the email back to the dispatch operator email
- We must receive email acknowledgments back within 2 hours of sending dispatch notices.
- After that time the system closes down and we will not register an acknowledgement



Text

- An event notification text will be sent to your phone (if you have text notification set up)
- You will reply, and type the word “yes” into the body of the text and send
- We must receive TXT acknowledgments back within 2 hours of sending dispatch notices.
- After that time the system closes down and we will not register an acknowledgement

RECAP

Things to Remember

- Season Begins May 1, 2020 or June 1, 2020
- Be sure to update contacts
- Response to all test and communications drill
- May 7, 2020 at 2 PM
- Make sure you have back up personnel in case of emergency
- Ensure everyone reviews this training
- Review curtailment plan and/or curtailment strategy
- Make sure metering is up and running and accurate



ADDITIONAL RESOURCES

Your One Stop For Demand Side Energy Management



Learn the basics with CPower's [Demand Side Energy Management 101 Video Series](#)



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KNOWLEDGE**

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**SEASONAL
READINESS
2020**

View this webinar and content as well as all other markets we serve on our Seasonal Readiness Portal

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THANK YOU

Visit:

CPowerEnergyManagement.com/Snapshots for program participation snapshots

Or [CPowerEnergyManagment.com/Ready20](https://CPowerEnergyManagement.com/Ready20) for this training on demand

