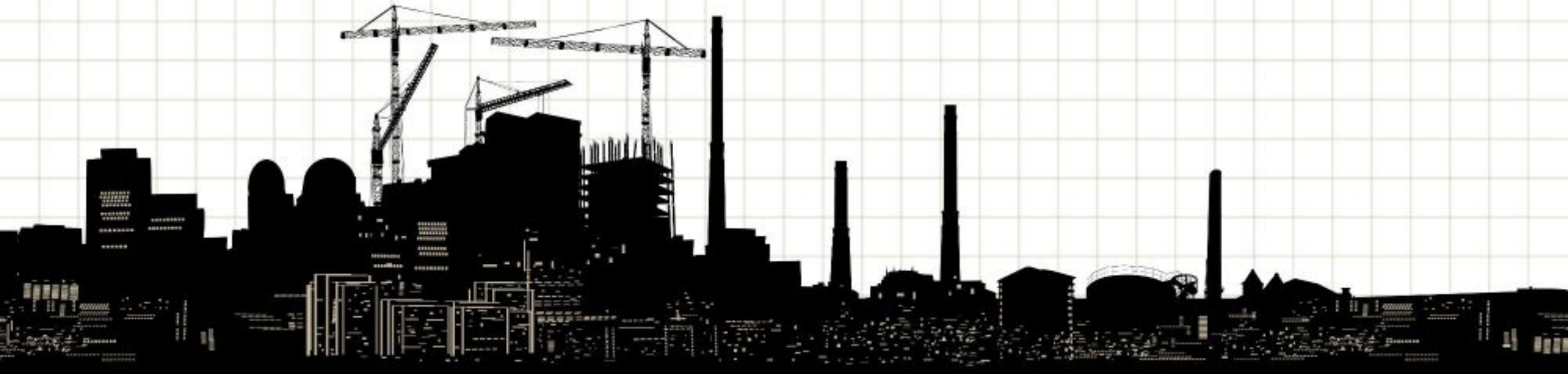




CALIFORNIA DEMAND RESPONSE

Seasonal Preparation

4/21/2020



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

- 2020 Market Overview
- Program Information Review
- Updating Information
- Curtailment Planning Review
- Communications Alerts and Notifications
 - All Call System
- Recap



MARKET UPDATES - CALIFORNIA

What You Need To Know

Significant Updates

- New Program Hours for 2020!
 - All DRAM programs will operate from 4-9 PM
 - PGE CBP Elect will operate from 1-9 PM
 - SCE CBP will operate from 3-9 PM
 - SDGE will continue to operate both from 11-7 PM or 1-9 PM

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

PROGRAM INFORMATION

CA Demand Response Programs

Program Snapshots

- [Capacity Bidding Program \(CBP\)](#)
- [Demand Response Auction Mechanism \(DRAM\)](#)

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



Parameters	PG&E BIP	PG&E CBP Elect	SCE/ SDGE DRAM	SCE CBP	SDG&E CBP
Dispatch	Day Of (30 min)	Day Ahead	Day Ahead	Day Of (1 hour) Day Ahead	Day Of (2 hr) / Day Ahead
Commitment period	Annual (Jan-Dec)	Summer (May-Oct)	Summer (June-Oct)	Annual (Jan-Dec)	Summer (May-Oct)
Commitment Hours	24/7/365	1-9 PM weekdays	4-9 PM weekdays	3-9 PM weekdays	11AM - 7PM OR 1-9 PM
Max # of events/Day	1	1	1	1	1
Callable Hours/Events	Maximum 6 hours	1-6 hours	1-4 hours	1-6 hours	2-4 hours
Min Curtailment Value	100kW	No	No	No	20 kW
On-Site Generation Requirements	No Fossil	No Fossil	No Fossil	No Fossil	No Fossil
Payment Bands	Below 100% excess energy applies	75-105% Proportional Below 75% reduced payments	75-100% Proportional Below 75 - \$0	75-105% Proportional Below 75% reduced payments	75-100% Proportional Below 75% reduced payments
Trigger	System Emergency	Economic bid into CAISO	Economic Bid into CAISO	Market price trigger	Market price trigger
Max hours (events) / Month	40 hours	5 Events	24 hours	30 hours (5 events)	24 hours
Max Hours / Year	180 hours	120 hours	None	None	144 hours
# Test / Year	Up to 2	Up to 2	1+	Up to 3	Up to 2



REVIEW & UPDATE INFORMATION

Reviewing and Updating Your Contact Information



- **Responsible Parties for Notifications:** Make sure all 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

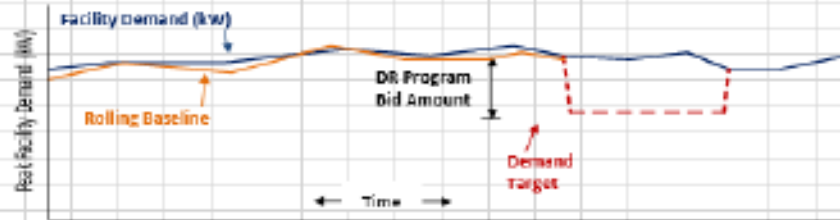
Sample Plan Review

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.



What to check:

Ensure bid amounts are correct

Ensure contacts are correct

Ensure responsible parties are assigned (primary and backup)

Event Performance Measurement

Bid Amount

Summer events: Reduce facility demand by kW from average demand prior to event

Winter events: Reduce facility demand by 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	777-777-7777		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.

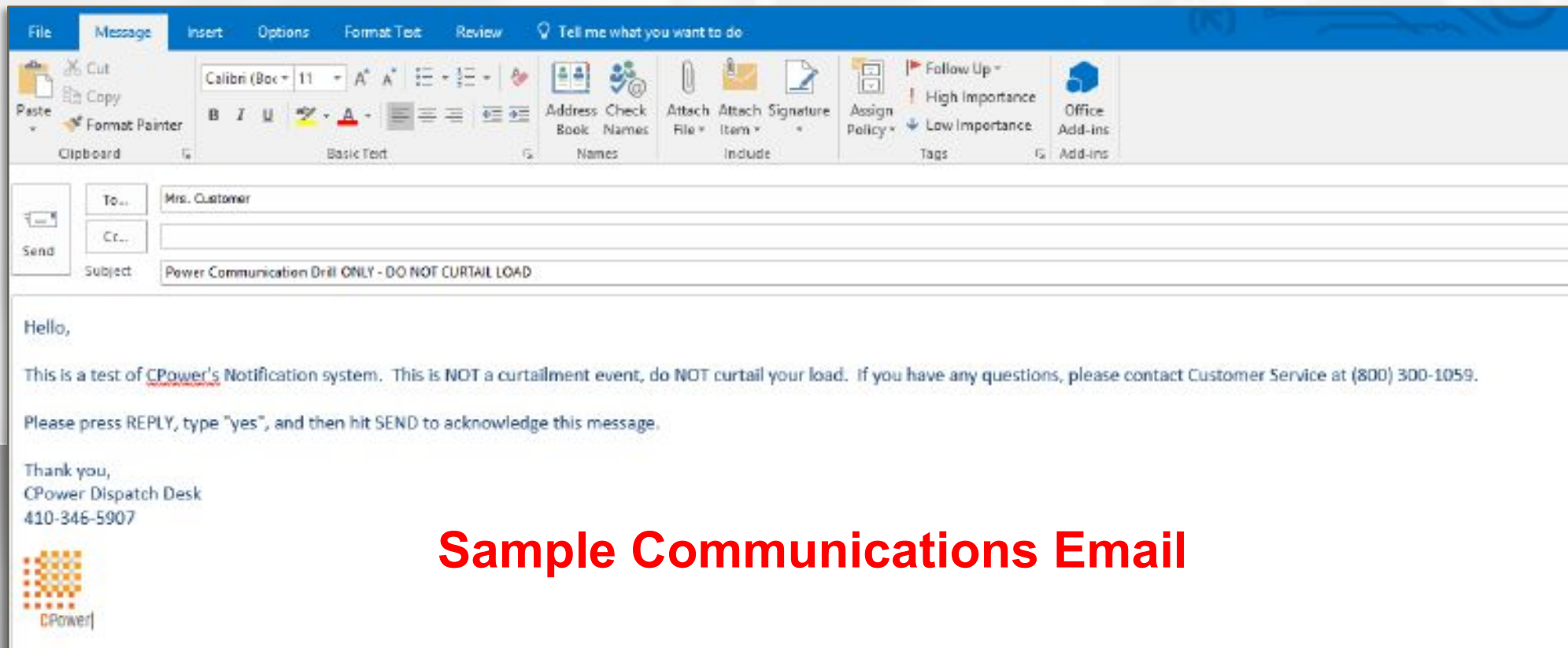
NOTE: Load curtailment steps should be completed 15 minutes before the announced start time of the event.

DISPATCH NOTIFICATIONS

Communications Drill

TEST: 5/7/20 1:00 PM PDT

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



The screenshot shows an email client window with a blue ribbon menu. The ribbon includes tabs for File, Message, Insert, Options, Format Text, and Review. The Message tab is active, showing a ribbon with various options like Cut, Copy, Paste, Format Painter, Clipboard, Basic Text, Names, Include, Tags, and Office Add-ins. The email content is as follows:


To: Mrs. Customer
Cc:
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

CPOWER'S 24/7 DISPATCH TEAM



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
- Be sure to update contacts
- Response to all test and communications drill
- Communications drill on **5/7/20 1:00 PM PDT**
- 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](#)



**CPOWER
KNOWLEDGE**

Expert insights, live video sessions,
and energy success stories.

Download white papers, webinars, blogs, case studies and more at [CPower's one stop information portal, "CPower Knowledge Hub"](#)



**SEASONAL
READINESS
2020**

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

CPOWER'S

California Team



Left to Right: Bob Depratt, Senior Energy Engineer. Aimee Riley, Senior Analyst;
Diane Wiggins, Account Executive; Jennifer Chamberlin, General Manager

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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

