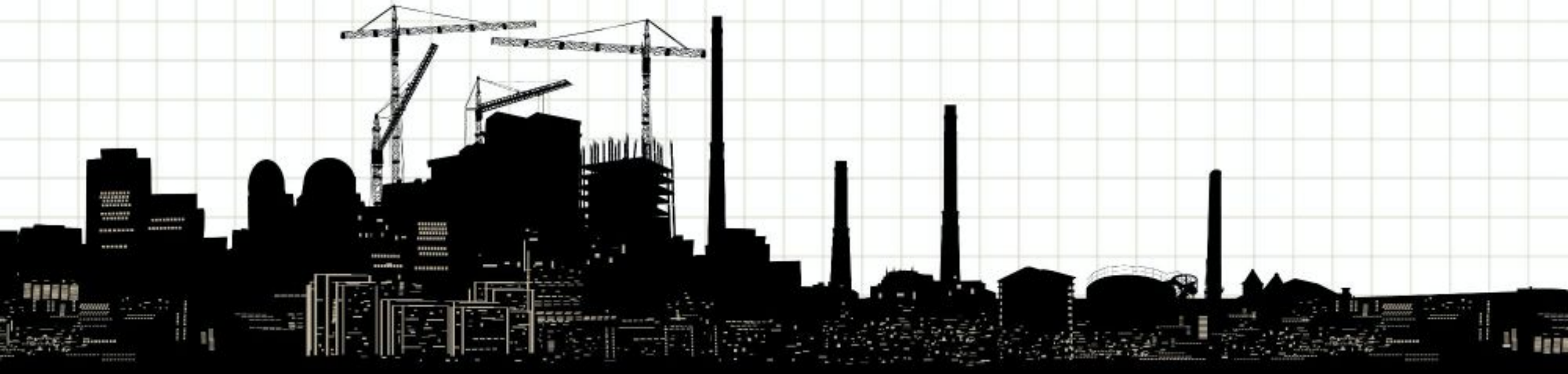




NEW ENGLAND DEMAND RESPONSE

2020 Seasonal Readiness

4/28/2020



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



INTRO & AGENDA

PRESENTER:

Chris Milone – Account Manager

Chris.Milone@CPowerEnergyManagement.com

- Program Information Review:
 - ISO-NE ADCR & Connected Solutions Utility Programs
- Updating Your Information
- Your Team's Curtailment Planning
- Communications Alerts and Notifications
 - All Call System
- Recap



MARKET UPDATES – NEW ENGLAND

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.



[CPower 2020 State of Demand-Side Energy Management in North America](#)

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



PROGRAM INFORMATION

ISO-NE Demand Response Programs

Program Snapshots

- [Active Demand Capacity Resource \(ADCR\) – ISO-NE](#)
- [Connected Solutions Utility Programs](#)

All Snapshots

- CPowerEnergyManagement.com/Snapshots



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

PROGRAM PARAMETERS

ADCR, Utility Programs

Program Name	Program Type	Customer Obligation Hours	Notification Lead Time	Program Term	Performance Season	Typical Event Length	Typical Curtailment Frequency	Administrator
Active Demand Capacity Resource	Capacity	24/7/365	30 minutes	June – May	Summer (June - Aug) & Winter (Dec - Jan)	3.5 Hours	2 x 1 Hour Mandatory Audits	ISO-NE
Connected Solutions Targeted Dispatch	Capacity	June - September 2pm – 5pm 3pm – 6pm 4pm – 7pm	Day Ahead	June -- September	Summer (June - Sept)	3 hours	4-6 calls per summer	Utility

Event History

ISONE - ADCR

Year	# of Events	Hours
2010	1	2:45
2011	2	6:45
2012	0	0
2013	3	13:10
2014	0	0
2015	0	0
2016	1	3:30
2017	0	0
2018	1	3:45
2019	0	0

Utility - Connected Solutions

Summer Events	Number of Events	
Year	<u>Eversource</u>	<u>NGRID</u>
2017	-	2
2018	-	6
2019	3	1

EVENT NOTICES

Know Your Start and End Times!

ADCR (ISO):

- 30-minute notification alert to begin curtailment
- Audit will have a week-ahead notice
 - 5 - week day window
- CPower will send an audit end notice (maintain curtailment until notified)

Utility Demand Response Programs – National Grid, Eversource, Unitil and Cape Light Compact

- Day-ahead notification for a next day event
- You will know the start and end times for events through the CPower notifications:
 - Day ahead notice
 - Day of reminder

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:
 - **“CPower Demand Response” – (410) 346-5907**



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

WHO ARE MY DISPATCH CONTACTS???

For the complete list and to assure that contact info is up-to-date, please reach out to me:

Chris.Milone@CPowerEnergyManagement.com



CURTAILMENT ACTION

Review Key Details with your Team

What to check:

- Ensure contacts are correct
- Ensure processes are in order
- Ensure responsible parties are assigned to processes
- Have a backup!

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

Phone and Email Messages



Phone Call Message – CPower Number: 410-346-5907

- 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 – CPower Dispatch Emails: CPowerDispatch@dccnotify.com, CPowerDispatch@dccbackup.com

- 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

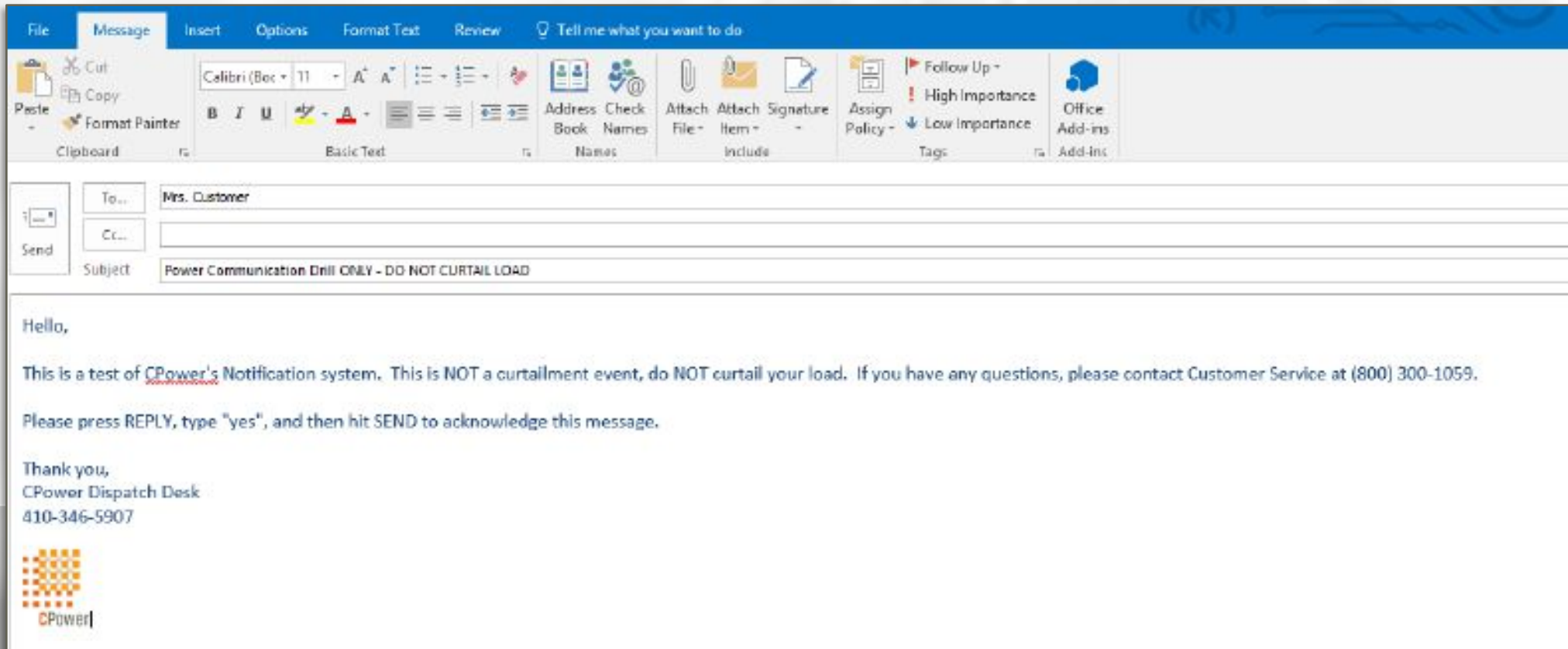


Text - CPower Number: 410-346-5907

- 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

Communications Drill

- This is only a drill to test communications (early June)
- DO NOT Curtail



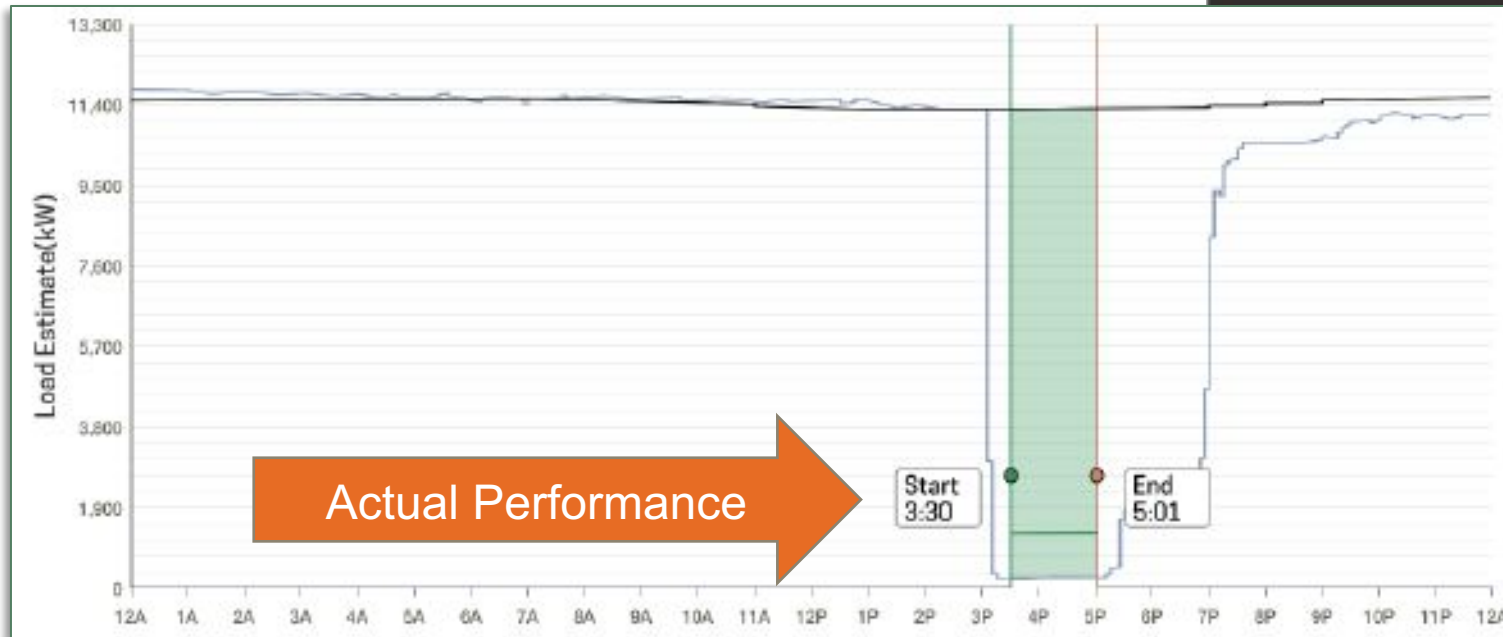
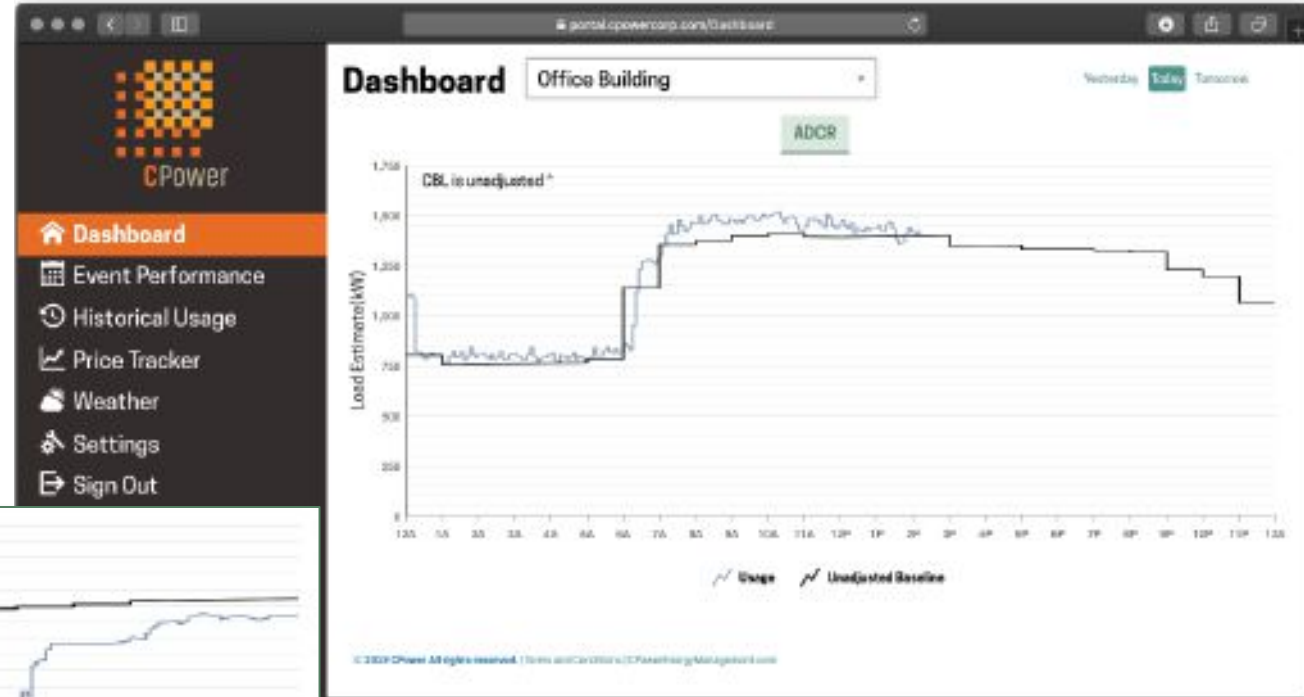
Sample Communications Email



CPower App- Real Time Data at Your Fingertips

CPower App provides real time:

- Energy usage
- Load drop
- Event performance
- Contact us for access



PLANNED OUTAGE

Let Us Know When You Will Be Down

Notify CPower the date of your planned outage:

- Planned outages must be submitted to the utility no more than 7 days prior to the outage
- Our planned outage form is an easy way to submit all of your information
 - [CPower ISO-NE Customer Outage Form](#)
- Requests can be cancelled – please let CPower know up to 7 days before the planned outage if it will be cancelled.
- If you have any questions about planned outages,
 - Send your Account Executive or Account Manager an email
 - Call us: (844) CPOWER1

RECAP

Things to Remember

- Season Begins June 1, 2020
- Be sure to update contacts
- Respond to communications drill (early June)
- Make sure you have back up personnel in case of emergency
- Ensure everyone reviews this training
- Make sure your team understands curtailment procedures
- Make sure to let us know your planned outage date
- There will be an Audit in June, July or August for ADCR
 - More information to follow, when your specific zone's



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

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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

