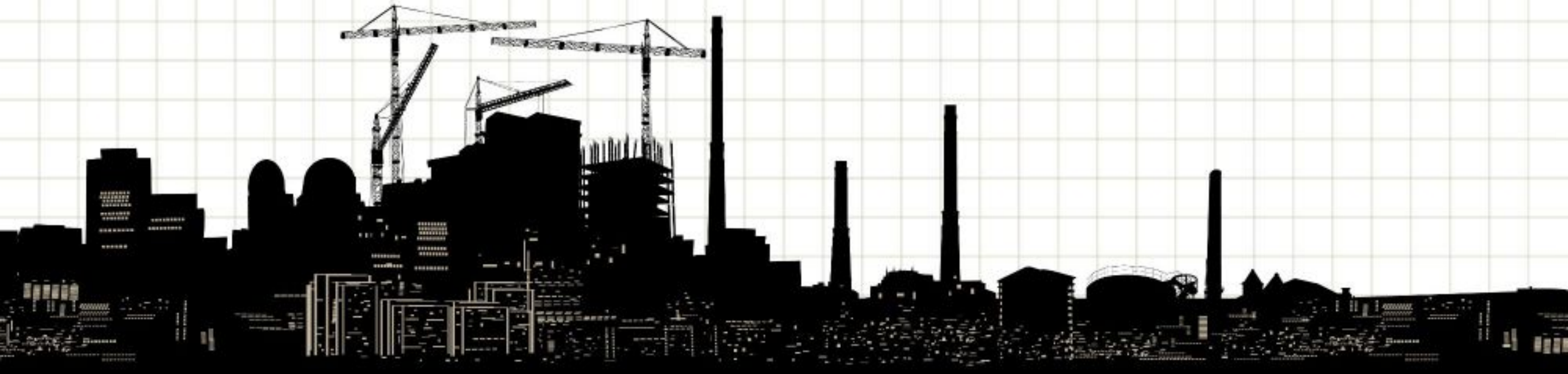




# PJM EMERGENCY CAPACITY DEMAND RESPONSE

Seasonal Readiness

5/28/2020



# 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](https://CPowerEnergyManagement.com/Ready20)



# AGENDA ITEMS

- PJM Emergency Capacity Program Overview
- Program Information Review
- Updating Information
- Your Team's Curtailment Planning
- Communications Alerts and Notifications
  - All Call System
- CPower App
- Recap



# MARKET UPDATES – PJM

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 Book to see all major updates.

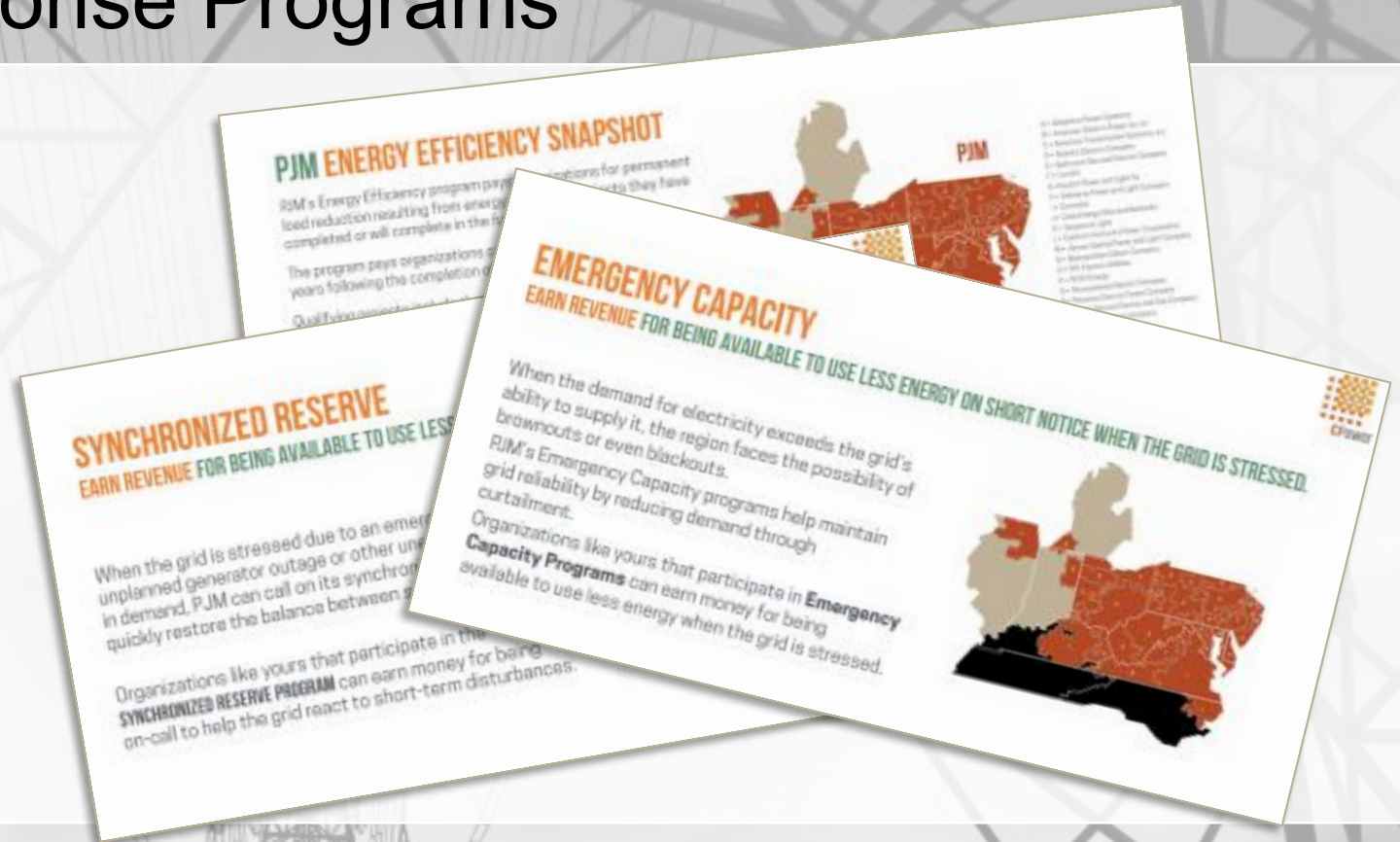


# PROGRAM INFORMATION

## PJM Demand Response Programs

### Program Snapshots

- [PJM Capacity Performance](#)
- [See All PJM Programs](#)



You can access and share Economic, Synchronized Reserves, Energy Efficiency, Act 129 Utility Programs and Frequency Regulation snapshots from:

[CPowerEnergyManagement.com/Snapshots](http://CPowerEnergyManagement.com/Snapshots)



# KEY PROGRAM PARAMETERS

Program Parameters	Capacity Performance
Event Window	<b>Summer</b> (June – October + May '21), 7 days a week from 10am – 10pm (events up to 12 hours, unlimited)  <b>Winter</b> (November – April), 7 days a week from 6am – 9pm (events up to 15 hours, unlimited)
Non-performance Penalty	\$/MWh rate that varies by zone
Performance Measurement	Firm Service Level (FSL) for Summer and Winter (The FSL/Meter Target can differ for Summer and Winter)
Testing	Mandatory 1-hour test.

All program parameters on the PJM Capacity Performance Snapshot:

[CPowerEnergyManagement.com/Snapshots](https://CPowerEnergyManagement.com/Snapshots)



# EVENT HISTORY

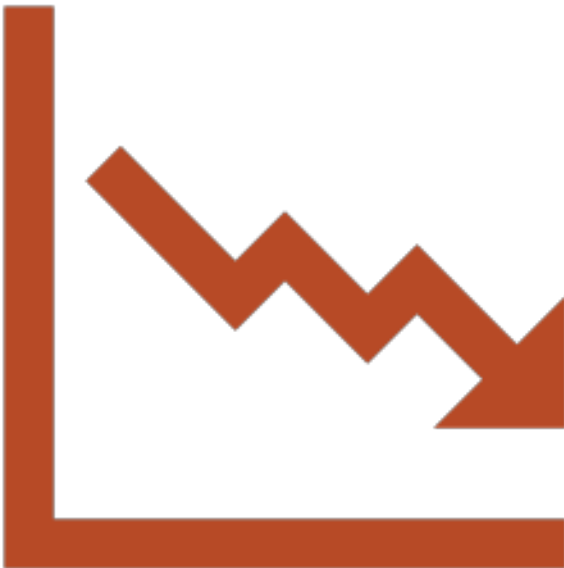
## PJM Event History Since 2013

Year	Number of Events	Total Hours
2013	5	22
2014	0	0
2015	0	0
2016	0	0
2017	0	0
2018	0	0
2019	1*	2
Average	< 1	3-4 hours per event

*\* October 2, 2019 event was only for PEPCO, BGE, and DOM, mandatory only for Capacity Performance customers.*

# 2020 MANDATORY TEST EVENT

## Date and Time



- Test will occur on:
  - Thursday, June 25 from 2:00 PM – 3:00 PM EDT  
(1:00 PM – 2:00 PM CDT)
  - All Zones EXCEPT DEOK (Duke Ohio and KY)
  - DEOK Test on August 4, 2:00 PM – 3:00 PM EDT
- The test is mandatory and can be subject to penalties for non-performance
- You will receive a week-ahead, day-ahead and day-of (actual test) notification
- A notice that the test event is over will be sent upon completion of the test

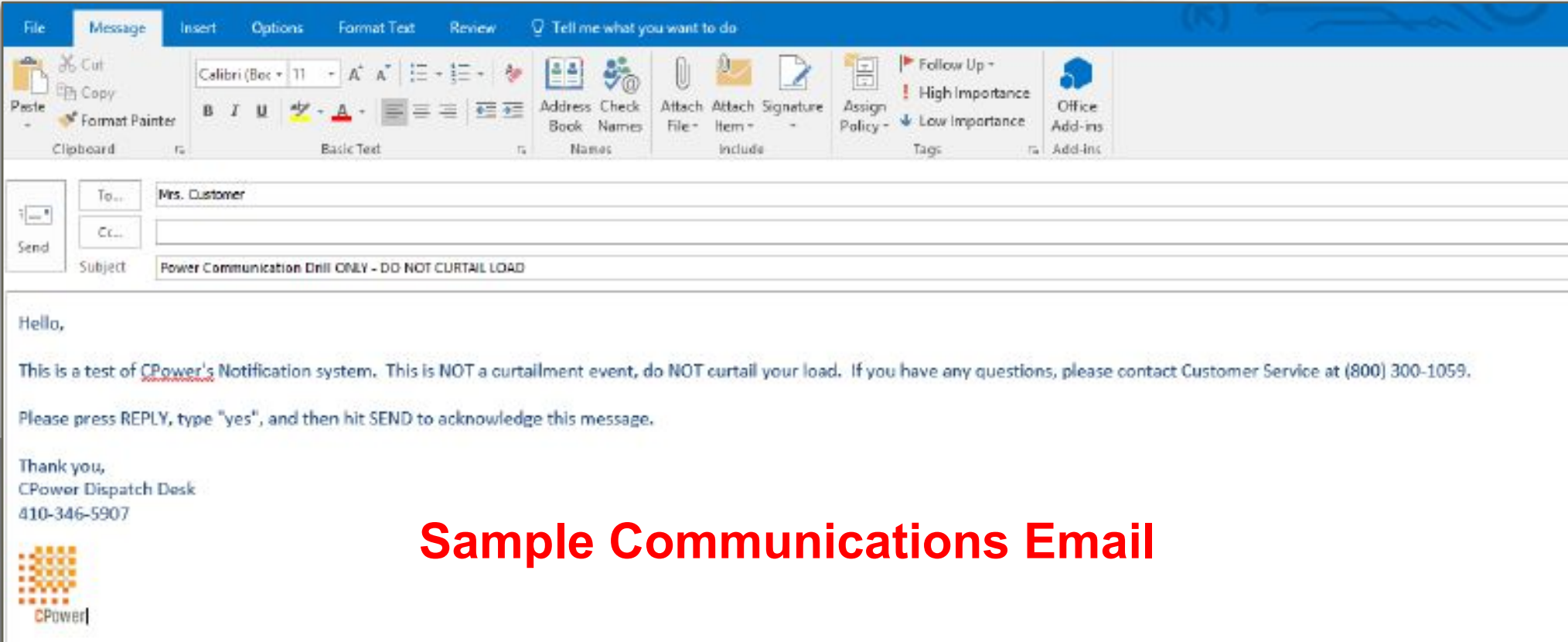


# DISPATCH NOTIFICATIONS

## Communications Drill

**DATE: Thursday, June 4 at 2:00 PM EDT (1:00 PM CDT)**

- This is only a drill to test communications
- DO NOT CURTAIL!



The screenshot displays an email client window with a blue ribbon menu at the top. The ribbon includes tabs for File, Message, Insert, Options, Format Text, and Review. Below the ribbon is a toolbar with various icons for editing and formatting. The email header shows the recipient as 'Mrs. Customer', the subject as 'Power Communication Drill ONLY - DO NOT CURTAIL LOAD', and the sender as 'CPower Dispatch Desk'. The body of the email contains the following text:

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

The CPower logo is visible in the bottom left corner of the email body. A large red text overlay at the bottom of the image reads 'Sample Communications Email'. The CPower logo is also present in the bottom right corner of the overall image.

# CPOWER DISPATCH

24/7/365 Always Ready For You



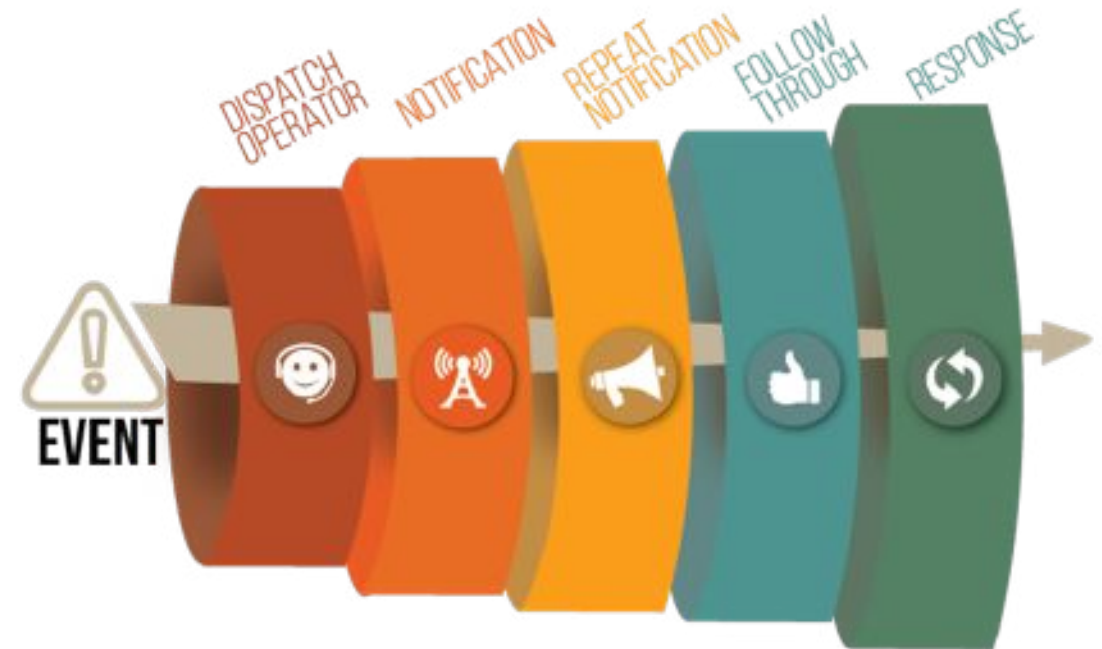
100% in house Dispatch Operations ensures accuracy and helps identify and resolve issues in real time so you can perform to your potential.



# 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

## 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](mailto:CPowerDispatch@dccnotify.com), [CPowerDispatch@dccbackup.com](mailto: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

# CONTACT INFORMATION

Make Sure To ...

- Correct and update all of the following for each facility:
  - Contact Names
  - Phone Numbers
  - Email Address
- Please send your updated information to:
  - Donna Karas, or your Account Manager
    - [Donna.Karas@CPowerEnergyManagement.com](mailto:Donna.Karas@CPowerEnergyManagement.com)

# REVIEW & UPDATE INFORMATION

## Reviewing and Updating Your Contact Information



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



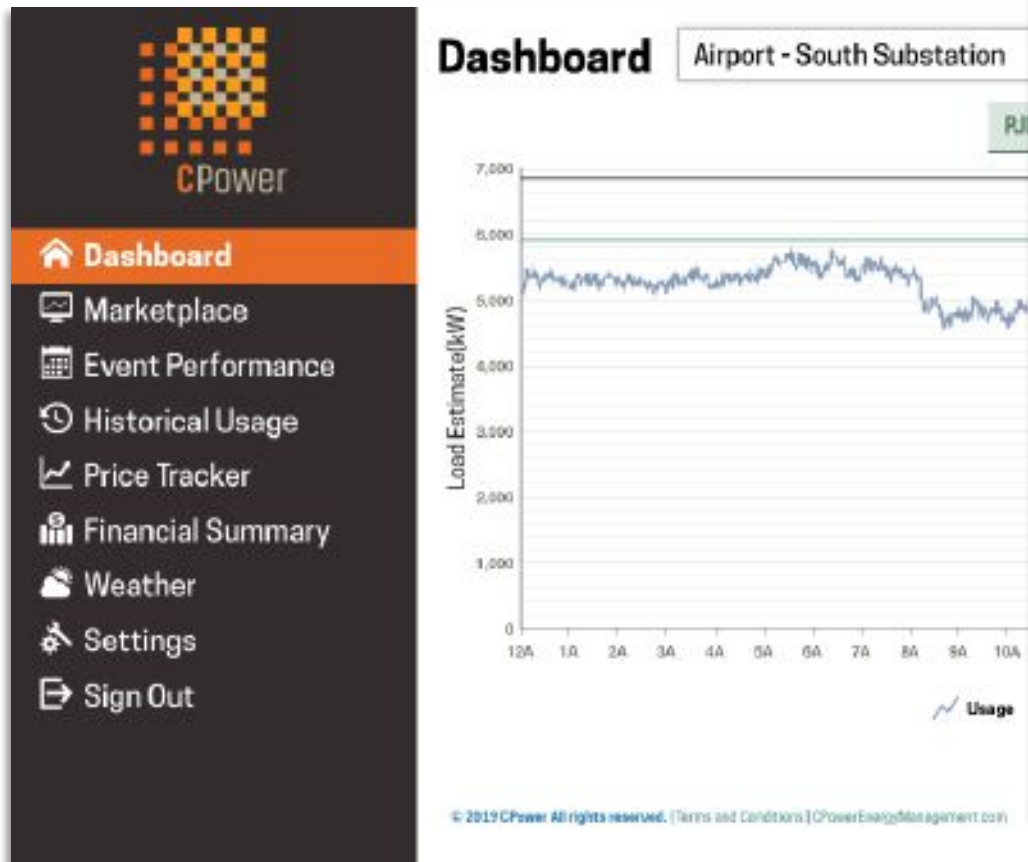
- **Whitelist CPower email domains and add dispatch number:**
  - [CPowerDispatch@dccnotify.com](mailto:CPowerDispatch@dccnotify.com), [CPowerDispatch@dccbackup.com](mailto:CPowerDispatch@dccbackup.com)
  - Add the CPower Dispatch number to your cell phones – “Demand Response Notification”
    - 410-346-5907



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

# CPOWER APP

## Real Time Data



**CPower App is our web-based platform that enables you to:**

- View live and historical usage data for sites with our Total Metering Solution.
- See key performance metrics (baselines, curtailment targets, event times) for PJM Capacity and other supported programs, including PJM's Economic program and PA Act 129.
- Review event and test performance for PJM Capacity and other supported programs.
- See zonal real-time and day-ahead LMP and 7 day weather forecasts.
- View the app training here:
  - <https://cpowerenergymanagement.com/help/cpower-app-training/>

# RECAP

## Things to Remember

- Season Begins June 1, 2020
- Be sure to update contacts
- Please respond to the Communications Drill (do not curtail!)
  - June 4, 2020 at 2 PM EDT
- Please perform for the PJM Test Events
  - June 25, 2020 from 2 – 3 PM EDT (1 -2 PM CDT)
  - August 4, 2020 from 2 – 3 PM EDT for DEOK customers only!
- Make sure you have back up personnel to cover PTO and emergencies
- Ensure everyone reviews this training
- Make sure your team understands curtailment procedures
- Make sure utility 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

## PJM Team



Team Member	Title	Email	Phone
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Rocco Venuto	Account Executive	<a href="mailto:Rocco.Venuto@CPowerEnergyManagement.com">Rocco.Venuto@CPowerEnergyManagement.com</a>	847-707-9568
Leigh Anne Ratliff	Account Manager	<a href="mailto:Leigh.Ratliff@CPowerEnergyManagement.com">Leigh.Ratliff@CPowerEnergyManagement.com</a>	804-651-8313
Kellen Bollettino	Account Executive	<a href="mailto:Kellen.Bollettino@cpowerenergymanagement.com">Kellen.Bollettino@cpowerenergymanagement.com</a>	219-213-8277
Dave Resler	Account Manager	<a href="mailto:Dave.Resler@CPowerEnergyManagement.com">Dave.Resler@CPowerEnergyManagement.com</a>	610-813-6368
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Donna Karas	Account Manager	<a href="mailto:Donna.Karas@CPowerEnergyManagement.com">Donna.Karas@CPowerEnergyManagement.com</a>	610 813-6362
Jackie O'Mara	Account Executive	<a href="mailto:Jackie.OMara@CPowerEnergyManagement.com">Jackie.OMara@CPowerEnergyManagement.com</a>	610-813-6391
Erica Knapek	Account Manager	<a href="mailto:Erica.Knapek@CPowerEnergyManagement.com">Erica.Knapek@CPowerEnergyManagement.com</a>	412-219-7750
Cathy Smith	Account Manager	<a href="mailto:Cathy.Smith@CPowerEnergyManagement.com">Cathy.Smith@CPowerEnergyManagement.com</a>	610 813-6369
Jeremy Ellis	Account Executive – National Accounts	<a href="mailto:Jeremy.ellis@cpowerenergymanagement.com">Jeremy.ellis@cpowerenergymanagement.com</a>	630-318-0423
Eric Read	Account Executive - National Accounts	<a href="mailto:Eric.Read@CPowerEnergyManagement.com">Eric.Read@CPowerEnergyManagement.com</a>	571-335-4181
Michael Mindell	Account Executive - National Accounts	<a href="mailto:Michael.Mindell@CPowerEnergyManagement.com">Michael.Mindell@CPowerEnergyManagement.com</a>	646 779-1785
Aimee Riley	Account Manager - National Accounts	<a href="mailto:Aimee.Riley@CPowerEnergyManagement.com">Aimee.Riley@CPowerEnergyManagement.com</a>	415-235-9835
Rebecca Lawrence	Account Manager – National Accounts	<a href="mailto:Rebecca.Lawrence@cpowerenergymanagement.com">Rebecca.Lawrence@cpowerenergymanagement.com</a>	410-346-5899



# THANK YOU

Visit:

[CPowerEnergyManagement.com/Snapshots](https://CPowerEnergyManagement.com/Snapshots) for program participation snapshots

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

