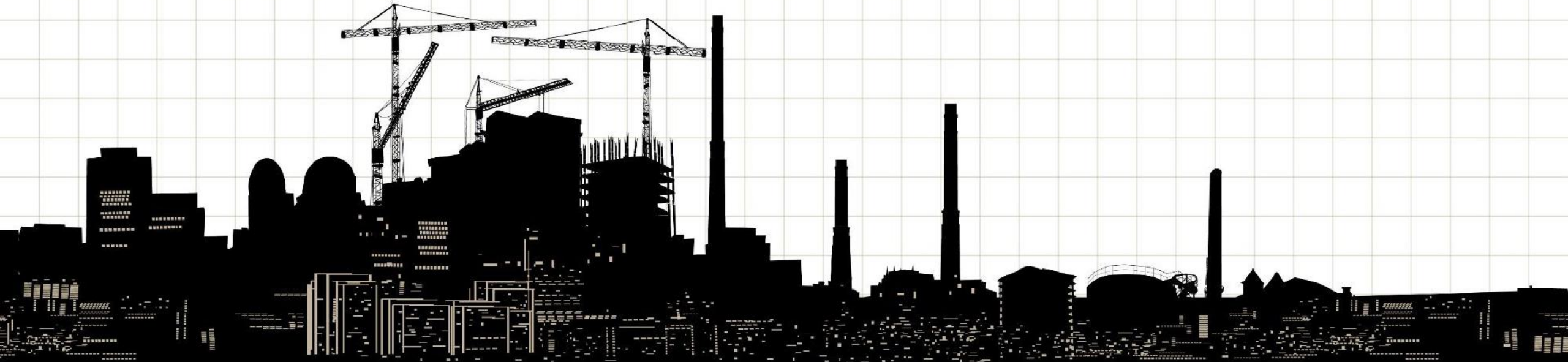




CALIFORNIA DEMAND RESPONSE

Seasonal Preparation

4/21/2021



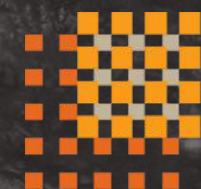
HOUSEKEEPING ITEMS

- Webinar is in listen only mode
- Use the Q&A panel to submit questions
- Webinar will be recorded and available at:
CPowerEnergyManagement.com/Ready21



AGENDA ITEMS

- 2021 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

- Program Hours and notice for 2021!
 - 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
 - Day of notice will move from 2 hours to 40 minutes



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/ PGE DRAM	SCE CBP	SDG&E CBP
Dispatch	Day Of (30 min)	Day Ahead	Day Ahead with possibility for 45 minute	Day Of (1 hour) Day Ahead	Day Of (40 min) / Day Ahead
Commitment period	Annual (Jan-Dec)	Summer (May-Oct)	Summer (May-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	1-4 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 /penalties	75-100% Proportional Below 75 - \$0	75-105% Proportional Below 75% reduced payments /penalties	75-100% Proportional Below 75% reduced payments /penalties
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 (8 events)
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@mg.cpowerenergymanagement.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

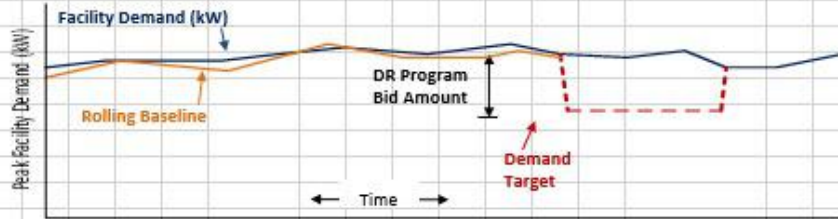
Sample Plan Review

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 days 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 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: Back-Up Person:

- 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 all shifts know 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

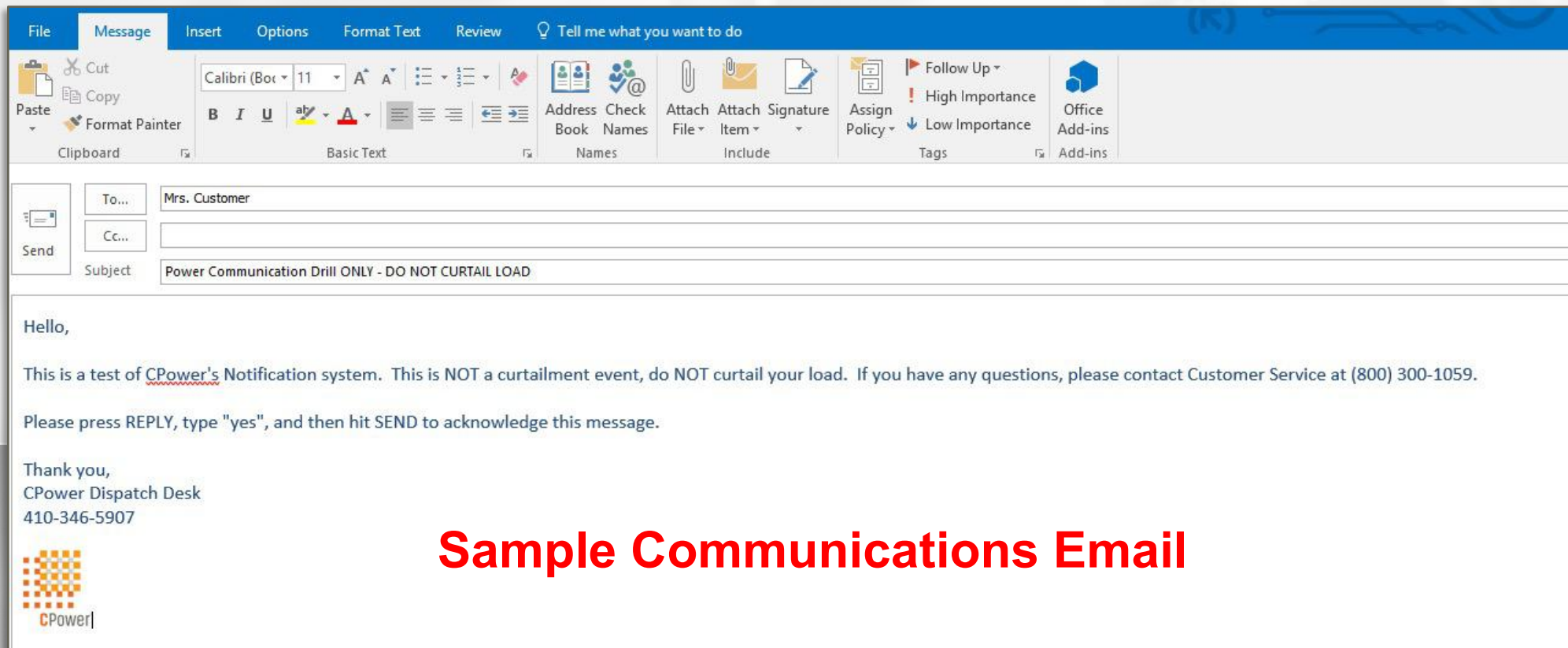
Ensure responsible parties are assigned (primary and backup)

DISPATCH NOTIFICATIONS

Communications Drill

TEST: 5/6/21 1:00 PM PDT

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




The screenshot shows an Outlook 'Message' window. The ribbon includes 'File', 'Message', 'Insert', 'Options', 'Format Text', and 'Review'. The 'Message' ribbon is active, showing options like 'Cut', 'Copy', 'Format Painter', 'Basic Text', 'Names', 'Include', 'Tags', and 'Add-ins'. The email header shows 'To: Mrs. Customer', 'Subject: Power Communication Drill ONLY - DO NOT CURTAIL LOAD', and a 'Send' button. 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

 CPower

Sample Communications Email

 CPower

CPOWER DISPATCH

24/7/365 At The Ready For You

CPOWER'S 24/7 DISPATCH TEAM



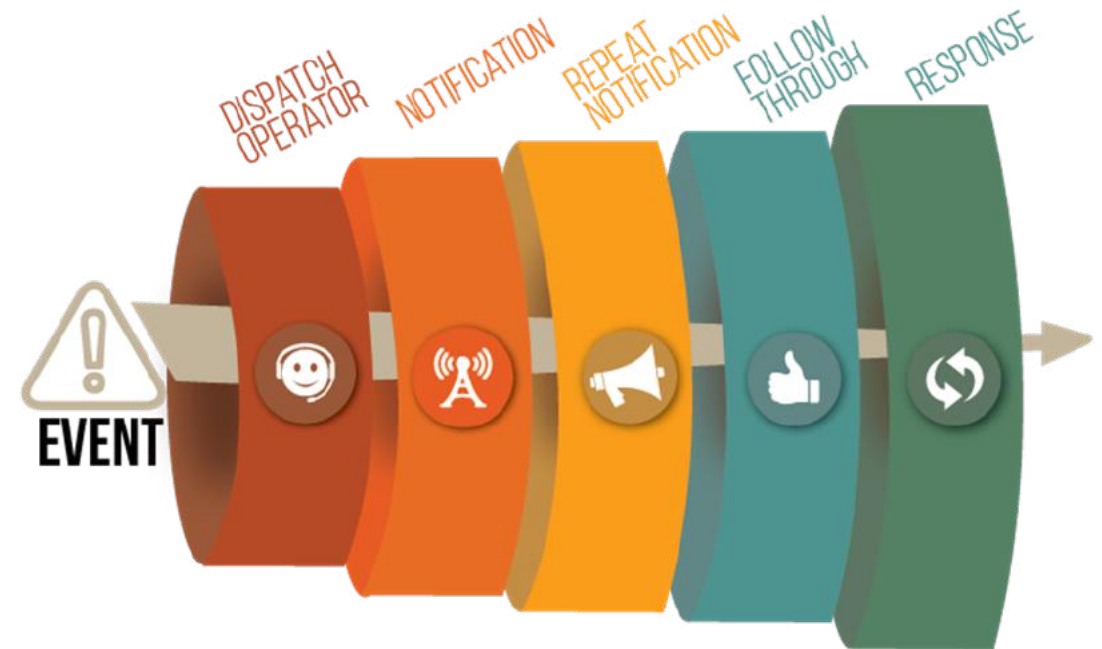
100% in house Dispatch Operations ensures accuracy and helps identify and resolve issues in real time so you can perform to your potential.



ALL CALL SYSTEM FUNCTIONALITY

Understanding The CPower Dispatch System

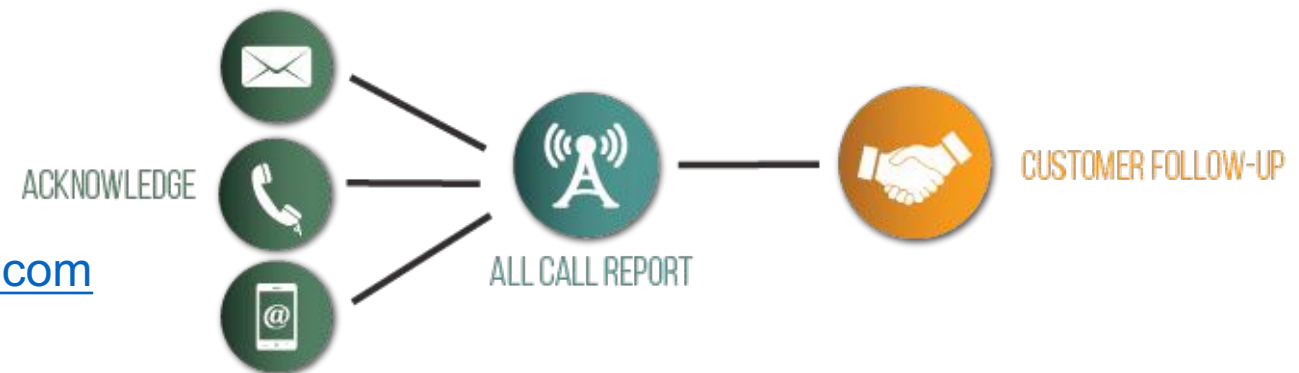
- **The All-Call System Utilizes:**
 - Phone
 - Email
 - Text Message
 - The System notifies all relevant contacts based on the program notification requirements
- **The System will:**
 - Be activated by CPower Dispatch Operators
 - For both test and real events
 - Send important preparation, start and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



ALL-CALL SYSTEM FUNCTIONALITY

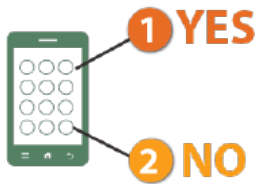
Understanding The CPower Dispatch System

- **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@mg.cpowerenergymanagement.com
 - Ensure this address is 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, 2021
- Be sure to update contacts
- Response to all test and communications drill
- Communications drill on **5/6/21 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](#)

THE Current

Stay ahead of the energy curve with CPower.

Download white papers, webinars, blogs, case studies and more at [CPower's online publication, The Current](#)



SEASONAL
READINESS
2021

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

Team Member	Title	Email	Phone
Diane Wiggins	Account Executive	Diane.Wiggins@CPowerEnergyManagement.com	714-337-9136
Jennifer Chamberlin	Market Dev	Jennifer.Chamberlin@CPowerEnergyManagement.com	925-433-2165
Bob Depratt	Engineering	bob.depratt@cpowerenergymanagement.com	858-335-2855
Aimee Riley	Account Manager - National Accounts	aimee.riley@cpowerenergymanagement.com	415-235-9835
Eric Read	Sales - National Accounts	eric.read@cpowerenergymanagement.com	571-335-4181
Nate Soles	Sales - National Accounts	nathaniel.soles@cpowerenergymanagement.com	617-784-3292
Karen Cross	Contract Generation	karen.cross@cpowerenergymanagement.com	(781) 214-7521
Courtney Ross	ESP	Courtney.Ross@CPowerEnergyManagement.com	(781) 214-7521
Michael Furlane	ESP	Michael.Furlane@CPowerEnergyManagement.com	410-346-5387



THANK YOU

Visit:

CPowerEnergyManagement.com/Snapshots for program participation snapshots

Or CPowerEnergyManagement.com/Ready21 for this training on demand

