



# NEW ENGLAND DEMAND RESPONSE

## 2021 Seasonal Readiness

5/13/2021



# 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](https://CPowerEnergyManagement.com/Ready21)



# INTRO & AGENDA

## PRESENTERS:

**Chris Milone – Account Manager**

**[Chris.Milone@CPowerEnergyManagement.com](mailto:Chris.Milone@CPowerEnergyManagement.com)**

**Phil Ciulla – Account Executive**

**[Philip.Ciulla@CPowerEnergyManagement.com](mailto:Philip.Ciulla@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



# PROGRAM PARAMETERS

## ISO-NE ADCR & Connected Solutions 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	3-4 calls per summer	Utility

# Event History

## ISONE - ADCR

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
2020	0	0

## Utility - Connected Solutions

Summer Events	Number of Events	
Year	Eversource	NGRID + Unitil
2017	-	2
2018	-	6
2019	3	1
2020	3	3

# EVENT NOTICES

Know Your Start and End Times!

## ADCR (ISO-NE):

- Day of 30-minute notification alert to begin curtailment
- Audit will have a week-ahead notice
  - 5–Day window (non-weekends or ISO-NE holidays)
- 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 confirmation
  - **No restore notice at end of event!**

# REVIEW & UPDATE INFORMATION



- **Responsible Parties for Notifications:**

- Make sure all contacts are up to date
- For changes please send: Name, Email, Phone (Cell & Office)
  - [Chris.Milone@CPowerEnergyManagement.com](mailto:Chris.Milone@CPowerEnergyManagement.com)



- **White list CPower email domains and add dispatch number to cell:**

- [cpowerdispatch@mg.cpowerenergymanagement.com](mailto:cpowerdispatch@mg.cpowerenergymanagement.com)
- **“CPower Demand Response” – (410) 346-5907**



- **Review Curtailment Actions:**

- The curtailment plan is accurate and aligns with your curtailment commitments
- Responsible staff is up to speed

# CURTAILMENT ACTION

Review Key Details with your Team

## What to check:

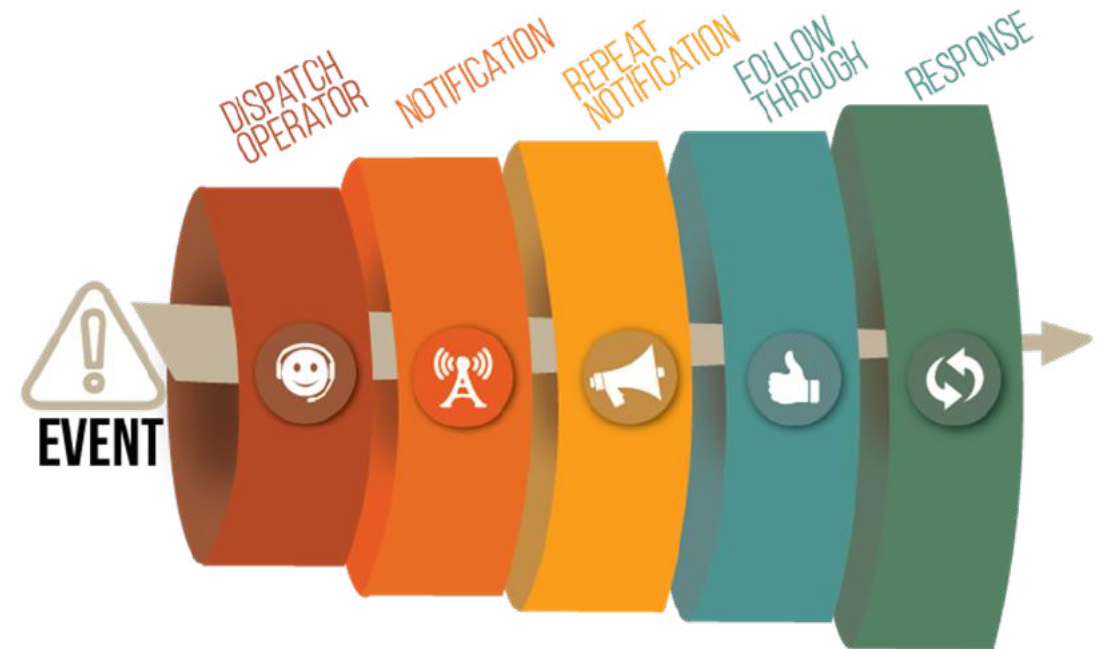
- Ensure contacts are correct
- Ensure processes are in order
- Ensure responsible parties are assigned to processes
- Have a backup!



# ALL CALL SYSTEM FUNCTIONALITY

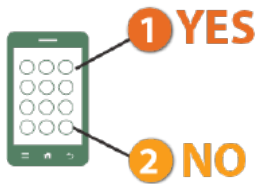
## Understanding The CPower Dispatch System

- **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 audits and events



# 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@mg.cpowerenergymanagement.com](mailto:cpowerdispatch@mg.cpowerenergymanagement.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

# NEW – Dispatch Email Enhancements



Subject: URGENT: ISONE - ADCR 30-Minute Notice Demand Response EVENT Today - Thursday, May 13, 2021

Hi, this is Omar from the CPower Dispatch Team, with an important **CURTAILMENT** alert.

ISONE has informed CPower of a **ADCR 30-Minute Notice Demand Response Event today, Wednesday, May 12, 2021 starting at 12:56 PM (EDT)**. The event start time found below is the time your load or loads need to be fully curtailed and you should remain down until notified by CPower. CPower will send another notification indicating when you may restore your load.

- Dispatch Event For: **ISONE - ADCR 30-Minute Notice Demand Response**
- **This is a mandatory EVENT, you must curtail your load**
- Event will Start at: **12:56 PM (EDT) On 05/12/2021 - begin curtailing your load at least 10 minutes before**
- Event will End at: **Remain down until notified by CPower**

Below you will find the list of specific facilities impacted by this dispatch.

Company Name	Facility Name	Address	Account Number	Dispatch Target
Smith Inc	Smith Inc Providence	1 Main Street, Providence RI 02903	123456789	65931
Smith Inc	Smith Inc Springfield	123 First St, Springfield RI 02905	987654321	66875
Smith Inc	Smith Inc Anytown	1 Main Dr, Anytown RI 02907	135792468	69111

It is important that you acknowledge receipt of this message. To acknowledge, reply to this email with the word "Yes" in the email body.

If you have any questions about this notification, please call the CPower Dispatch Team at (410) 346-5907 right away. You make it happen. We're here to help.

Thank you,

CPower Dispatch Team

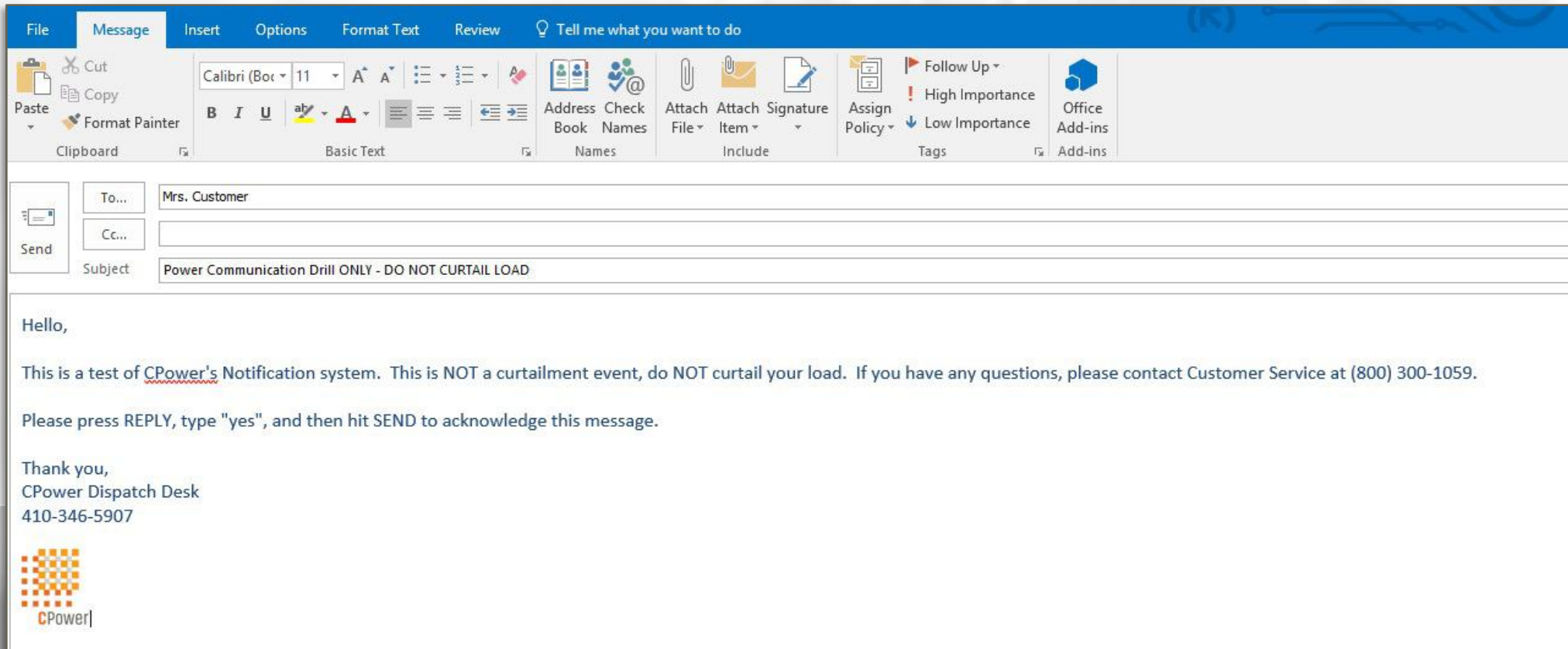
24x7 Phone: (410) 346-5907

Email: [CPowerDispatch@CPowerEnergyManagement.com](mailto:CPowerDispatch@CPowerEnergyManagement.com)



# Communications Drill

- This is only a drill to test communications (**June 3rd**)
- DO NOT Curtail



**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.



# 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

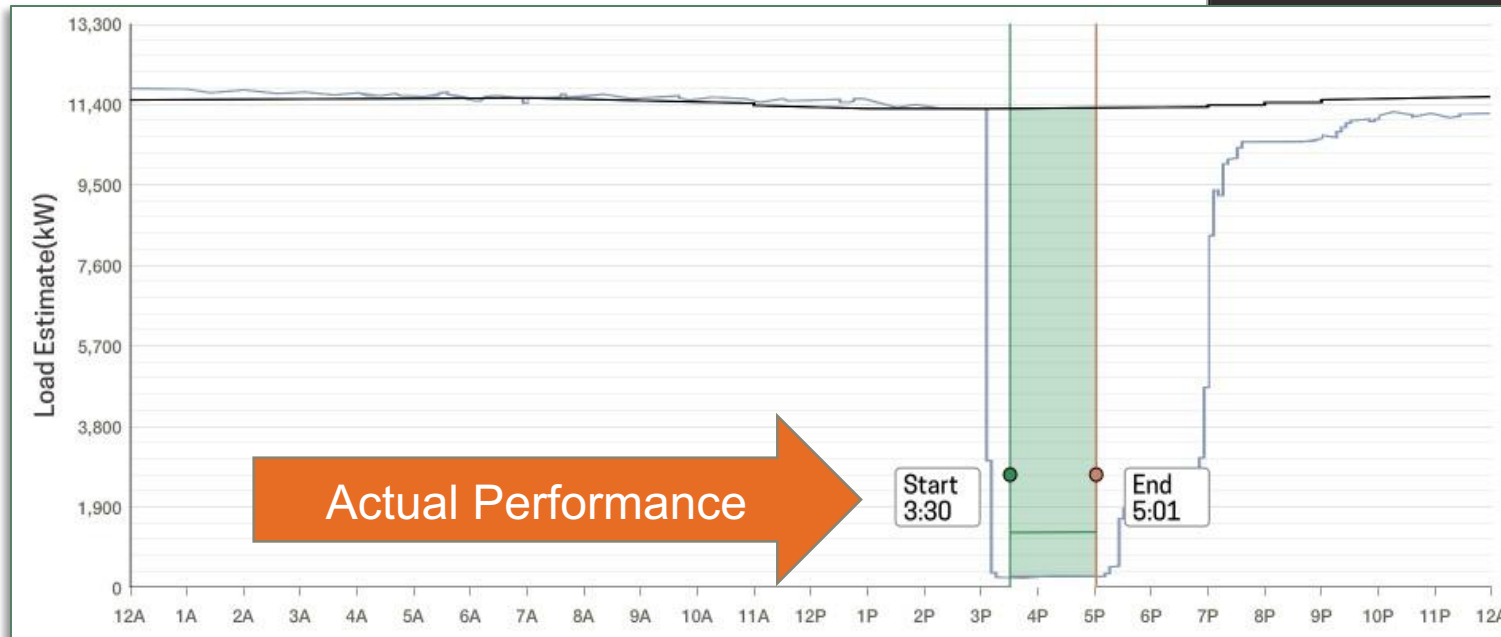
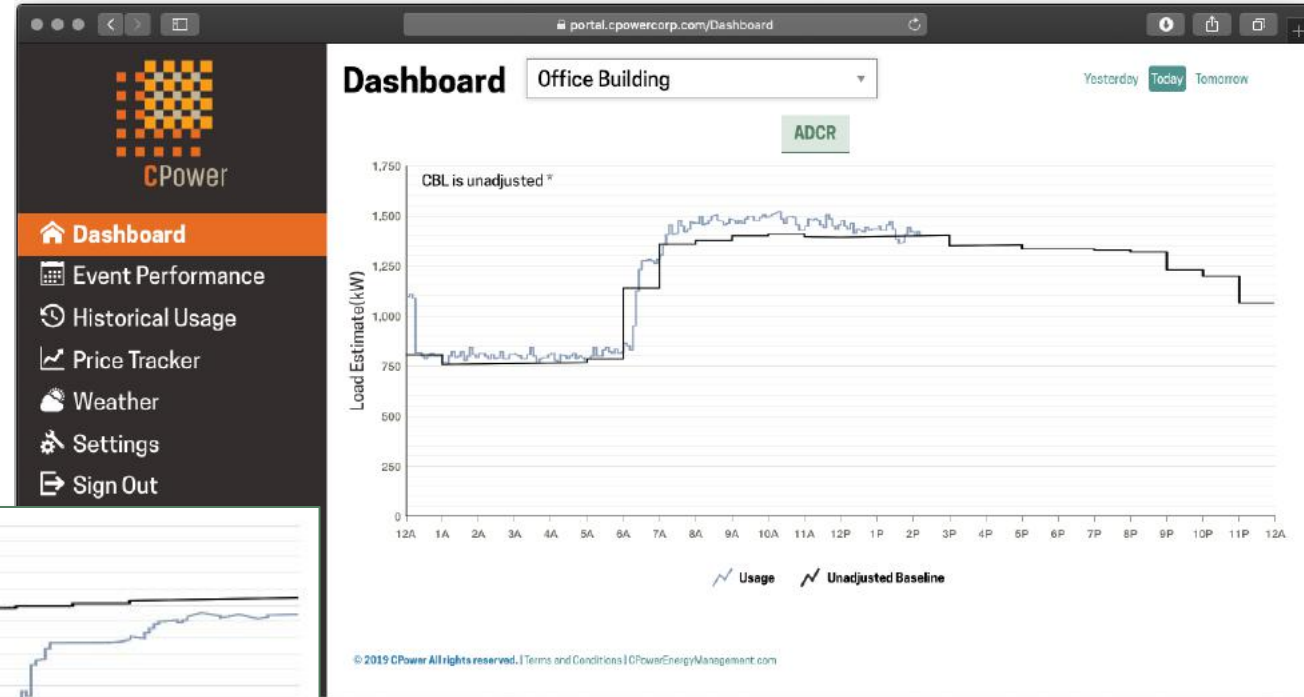
- Season Begins **June 1st**
- Contacts are up-to-date (including backups)
- Submit Planned Outages throughout the season
- Respond to communications drill - **June 3rd**
- Ensure contacts review this presentation and understand event procedures
- Audit will be ~1 hour in June, July or August for ADCR
  - Will receive heads up notification when your 5-day window is schedule



# CPower App- Real Time Data at Your Fingertips

CPower App provides real time:

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





# 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

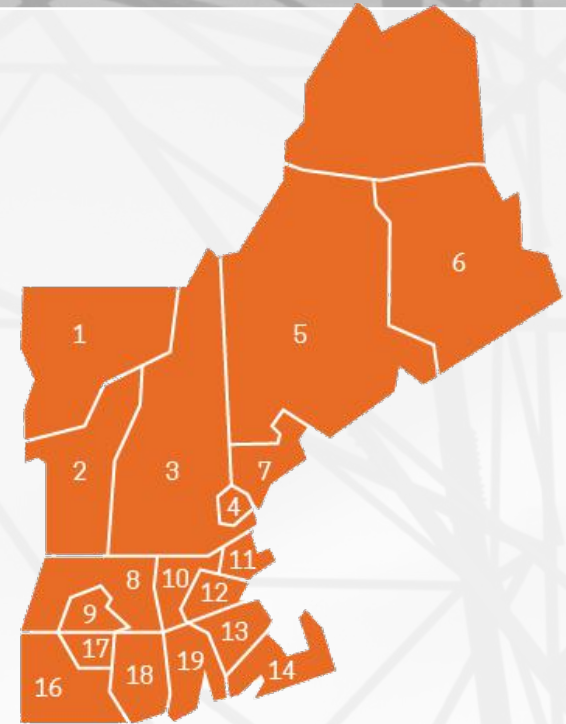
# PROGRAM INFORMATION

## Program Snapshots

- ISO-NE Program Snapshots
- [All Regional Program Snapshots](#)

## For this Presentation on Demand

- [CPowerEnergyManagement.com/Ready21](http://CPowerEnergyManagement.com/Ready21)



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

# CPOWER'S

## New England Team



Team Member	Position	Email	Phone
Keith Black	VP & GM New England	<a href="mailto:Keith.Black@CPowerEnergyManagement.com">Keith.Black@CPowerEnergyManagement.com</a>	203-405-2257
Phil Ciulla	Account Executive	<a href="mailto:Philip.Ciulla@CPowerEnergyManagement.com">Philip.Ciulla@CPowerEnergyManagement.com</a>	781-214-7519
Bill Cratty	Technical Sales	<a href="mailto:William.Cratty@CPowerEnergyManagement.com">William.Cratty@CPowerEnergyManagement.com</a>	203-262-9444
Chris Milone	Account Manager	<a href="mailto:Chris.Milone@CPowerEnergyManagement.com">Chris.Milone@CPowerEnergyManagement.com</a>	646-847-3263
Zach Parkent	Enrollments, Settlements and Payments	<a href="mailto:Zachary.Parkent@CPowerEnergyManagement.com">Zachary.Parkent@CPowerEnergyManagement.com</a>	410-346-5374
Mat Tuttelman	Account Executive	<a href="mailto:Mat.Tuttelman@CPowerEnergyManagement.com">Mat.Tuttelman@CPowerEnergyManagement.com</a>	781-327-2718
Jobin Arthungal	Account Manager	<a href="mailto:Jobin.Arthungal@CPowerEnergyManagement.com">Jobin.Arthungal@CPowerEnergyManagement.com</a>	646-779-1769
Dave Lavoie	Account Executive	<a href="mailto:David.LaVoie@CPowerEnergyManagement.com">David.LaVoie@CPowerEnergyManagement.com</a>	617-848-9050
Emilia Totozani	Enrollments, Settlements and Payments	<a href="mailto:emilia.totozani@cpowerenergymanagement.com">emilia.totozani@cpowerenergymanagement.com</a>	
Corey Pettingill	Metering, Customer Integrations	<a href="mailto:corey.pettingill@cpowerenergymanagement.com">corey.pettingill@cpowerenergymanagement.com</a>	610-813-6367
Alison Keefe	Engineering	<a href="mailto:alison.keefe@cpowerenergymanagement.com">alison.keefe@cpowerenergymanagement.com</a>	781-214-7765



**THANK YOU**

Chris Milone

[Chris.Milone@CPowerEnergyManagement.com](mailto:Chris.Milone@CPowerEnergyManagement.com)

