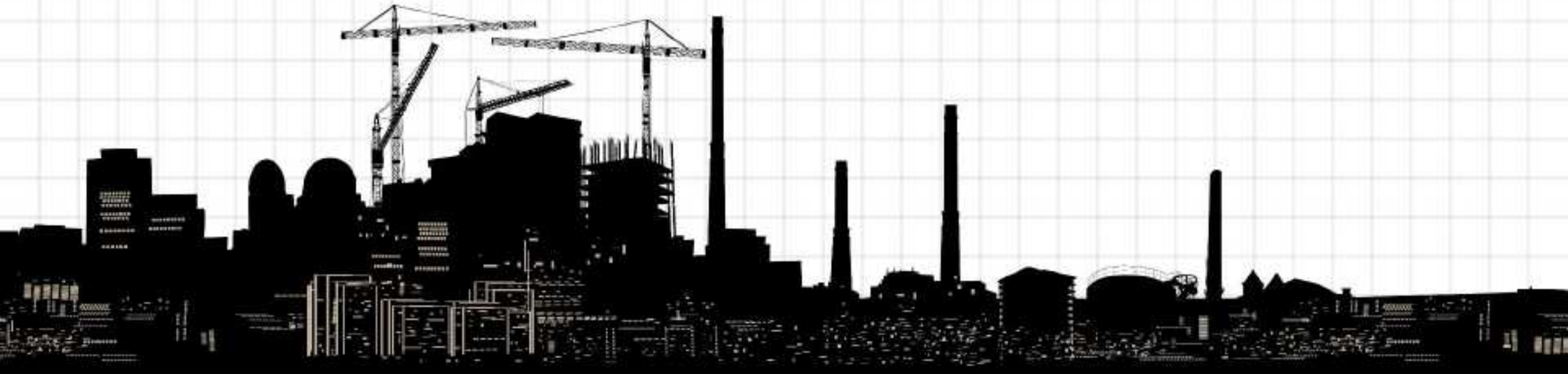




APS Peak Solutions

Seasonal Readiness

5/5/2021



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

- Program Information Review
- Updating Information
- Your Team's Curtailment Planning
- Communications Alerts and Notifications
 - All Call System
- Scheduling in the CPower App
- Recap



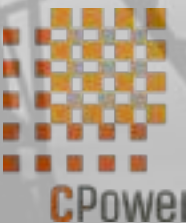
PROGRAM INFORMATION

APS Peak Solutions

Program Snapshots

- [APS Peak Solutions](#)

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



PROGRAM PARAMETERS

APS Peak Solutions Day Ahead Program

| | |
|-------------------------------------|--|
| Program Start Date | June 1 - September 30 (4pm - 9pm), outside of the windows, participation is voluntary |
| Max Number of Dispatches per Season | 18 |
| Notification Time | By 12 PM (noon) day ahead of event |
| Event Duration | 1-5 hours |
| Event Frequency | Maximum of three consecutive event days in a row, 1 event per day |
| Availability | 7 days (including holidays and weekends) |
| Testing | up to 5 hour test, May-September, 1 hour notification |
| Enrollment Deadline | Rolling Monthly |
| Minimum Size | 10 kW |
| Metering | Each account must have an hourly (or greater number of reads/hour) interval meter. |
| Compliance | Customers are opted-in for all event hours by default, but can opt out for 2 hours of the event. Opt-in hours must be contiguous, and customers must be opted-in for at least 2 hours of the event. Customers can opt-out up to 5 minutes before the start of the event hour. Customers must meet their contractual nominations during events and test events. Fossil Generators are prohibited for use in this program. |
| Capacity Payments | \$32 per kW |
| Energy Payments | \$0.09 per kWh |
| Settlements | Customers receive payment within 60 days of the end of each season. |
| CBL energy and capacity | high 3 of 10 with adjustment |

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 dispatch email 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

CONTACT INFORMATION

Make Sure To ...

- Correct and up to date by facility site:
 - Contact Names
 - Phone Numbers
 - Email Address
- Please send your updated information to:
 - customerservice@cpowerenergymanagement.com

CURTAILMENT PLAN

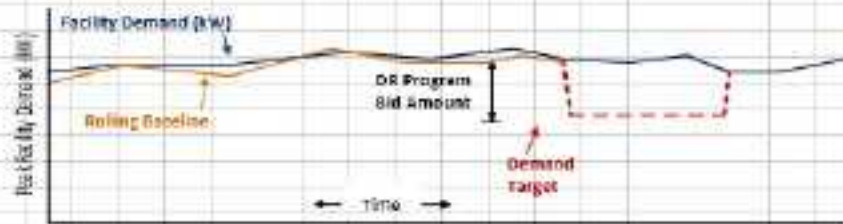
Sample Plan Review

Demand Response Curtailment Plan - ACME CUSTOMER

CA Demand Response - Curtailment Plan for CUSTOMER - 2017 SCE AMP Program

Page 1 of 2

Max drop facility production (MW) 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 this event.



Event Performance Measurement:

DR 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 | | best@best.com |
| CUSTOMER NAME 2 | Operations Supervisor | 777-777-7777 | | best@best.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 sites 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)



CPower

ENROLLMENT VALUES

Sample Email



Dear Valued Customer,

Thank you for choosing CPower to be your Demand Response service provider in the APS Peak Solutions Program. Let's go over a few key details to help you get the most from your C&I Load Management demand response program participation.

Below, you will find a list of your facilities and Enrolled kW in the APS Peak Solutions program beginning **June 1, 2021**. This Enrolled kW value is subject to approval by APS, and will remain in effect each subsequent calendar month, unless (Your Facility) and CPower mutually agree to modify your commitment for the Control Season.

Enrolled Values for June - September 2021 Load Management Control Season Period

| ACCOUNT ID | PREMISE ID | FACILITY NAME | ADDRESS | ENROLLED KW | PROGRAM TYPE |
|------------|------------|---------------|-----------------------|-------------|--------------|
| 01010101 | 987654321 | | Your Facility Address | 1000.0 | Day Of |

If you would like to make changes to your Enrolled kW for June 2021, you have three (3) business days from the receipt of this email to contact CPower to discuss and request a change. Changes in Enrolled kW are made on a monthly basis and must be timely submitted and approved by APS. As a reminder, fossil fuel sourced behind-the-meter generation may not be used to participate in this load response program.

On behalf of CPower, we thank you for your business! If you have questions, please reach out to one of our dedicated team members at 844-276-9371 or APSEnrollments@CPowerEnergyManagement.com.

In case you missed the Readiness Webinar, attached is the link with its recoding.

Thank you,
Sally Salesperson

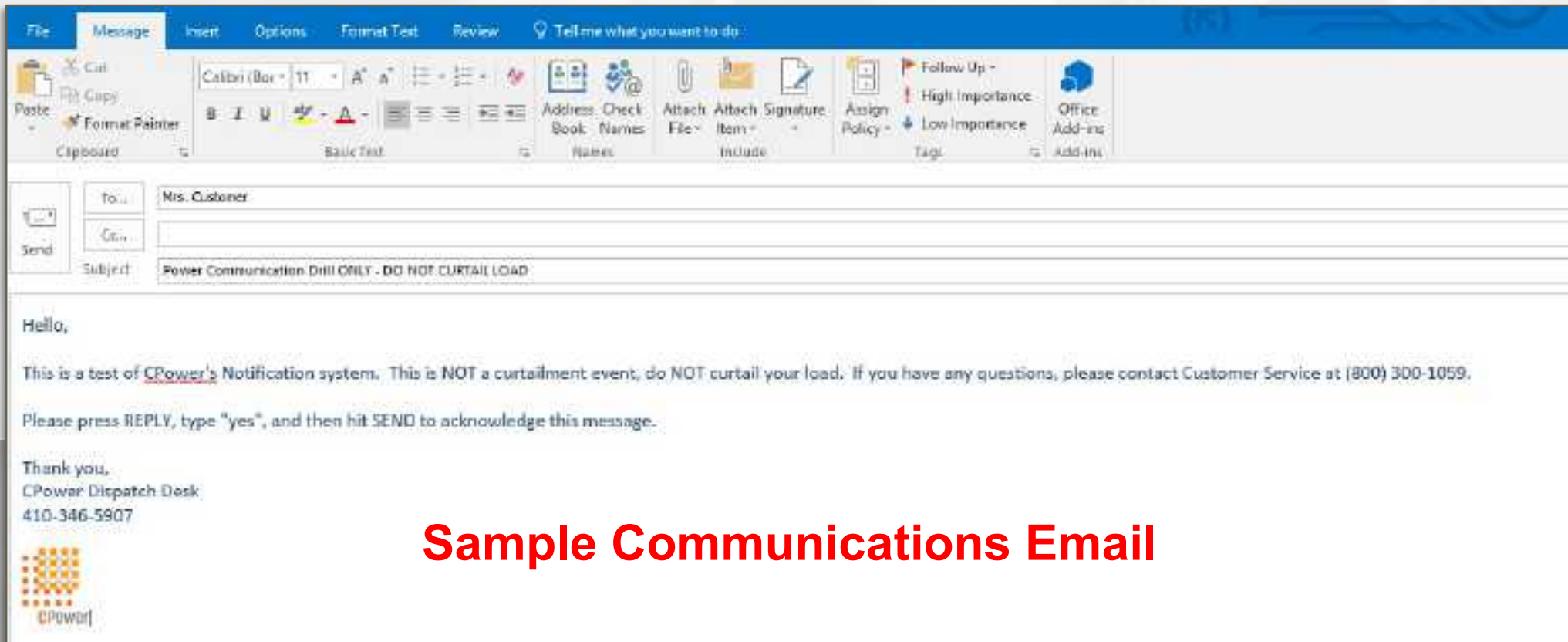


DISPATCH NOTIFICATIONS

Communications Drill

TEST DATE: 5/6/21 1:00 PM, Arizona Time

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



The screenshot shows an email client window with the following details:

- Subject:** Power Communication Drill ONLY - DO NOT CURTAIL LOAD
- To:** Mrs. Customer
- Body:**

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
- Footer:** CPower logo

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.



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



Dispatch Email Subject: URGENT: **APS Peak Solutions Day Ahead** Event tomorrow - Thursday, July 16, 2021

Dispatch Email Body: Hi, this is Steven from the CPower Dispatch Team, with an important **CURTAILMENT** alert for you.

APS has informed CPower of an **APS Peak Solutions Day Ahead Event tomorrow, Thursday, July 16, 2021 starting at 02:00 PM (PST)**. The event start time found below is the time your load or loads need to be fully curtailed and you should remain down until the event end time.

- Dispatch Event For: **APS Peak Solutions Day Ahead Event**
- Event will Start at: **02:00 PM (PST) On 07/16/2021** - begin curtailing your load at least **10 minutes before**
- Event will End at: **05:00 PM (PST) On 07/16/2021** - do not begin to increase load until **after this time**

Please see below the list of impacted sites:

| Company Name | Facility Name | Address | Account Number | Dispatch Target |
|--------------|-------------------|--|----------------|-----------------|
| Smith Inc. | Smith Springfield | 123 Main St, Springfield AZ 12345 | 123456789 | APS |
| Smith Inc | Smith Anytown | 123 1 st St, Anytown AZ 98765 | 987654321 | APS |

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



DISPATCH NOTIFICATIONS

Sample Communications Email



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



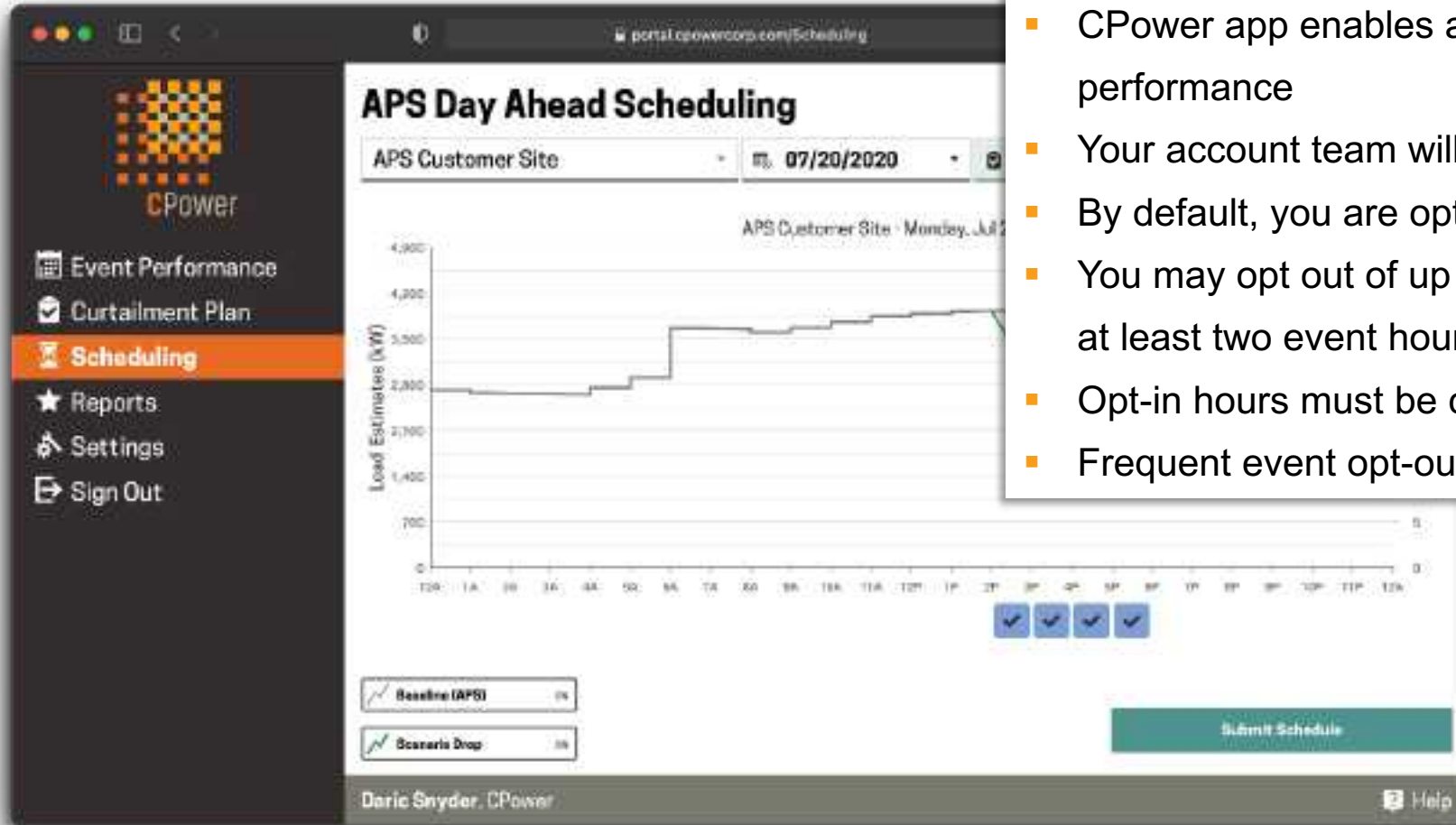
Text

- 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

CPOWER APP

Login and Credentials

- CPower app allows Day Ahead program customers to manage opt-out hours for events
- CPower app enables access to real-time meter data and event performance
- Your account team will provide log-in credentials for your team
- By default, you are opted-in to all event hours
- You may opt out of up to two event hours, you must participate for at least two event hours
- Opt-in hours must be contiguous
- Frequent event opt-outs will reduce program pricing



CPOWER APP

Real Time Data at Your Fingertips

portal.cpowercorp.com/Scheduling

APS Day Ahead Scheduling

APS Customer Site | 07/20/2020 | Curtailment Plan (500 kW)

APS Customer Site - Monday, Jul 20, 2020

Load Estimates (kW) | Prices (cents / kWh)

Uncheck hours to opt-out

Click Submit to confirm

Submit Schedule

Darric Snyder, CPower | Help

RECAP

Things to Remember

- Season Begins June 1, 2021
- Be sure to update contacts
- Response to all test and communications drill
- Comm drill: Thursday, May 6, 1 PM Arizona
- 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 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](#)



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



CPOWER'S

APS Team



| Team Member | Title | Email | Phone |
|------------------|--|--|--------------|
| Beatrice Gockley | APS Program Manager | Beatrice.Gockley@CPowerEnergyManagement.com | 267-240-5246 |
| Diane Wiggins | Director of Business Development - Utilities | diane.wiggins@cpowerenergymanagement.com | 714-337-9136 |
| Robert Johnson | Account Executive - APS | robert.johnson@cpowerenergymanagement.com | 480-221-9095 |
| Matthew Pool | Account Executive - APS | matthew.pool@cpowerenergymanagement.com | 480-710-4788 |
| Bob Depratt | Senior Energy Engineer | bob.depratt@cpowerenergymanagement.com | 858-335-2855 |
| Peter Bergeron | Senior Director & GM, Utility Programs | peter.bergeron@cpowerenergymanagement.com | 410-346-5348 |
| Eric Read | Account Executive - National Accounts | Eric.Read@CPowerEnergyManagement.com | 571-335-4181 |
| Michael Mindell | Account Executive - National Accounts | Michael.Mindell@CPowerEnergyManagement.com | 646-779-1785 |
| Aimee Riley | Account Manager - National Accounts | Aimee.Riley@CPowerEnergyManagement.com | 415-235-9835 |
| Rebecca Lawrence | Account Manager – National Accounts | rebecca.lawrence@cpowerenergymanagement.com | 410-346-5899 |



THANK YOU

Visit:

CPowerEnergyManagement.com/Snapshots for program participation snapshots

Or CPowerEnergyManagement.com/Ready21 for this training on demand

