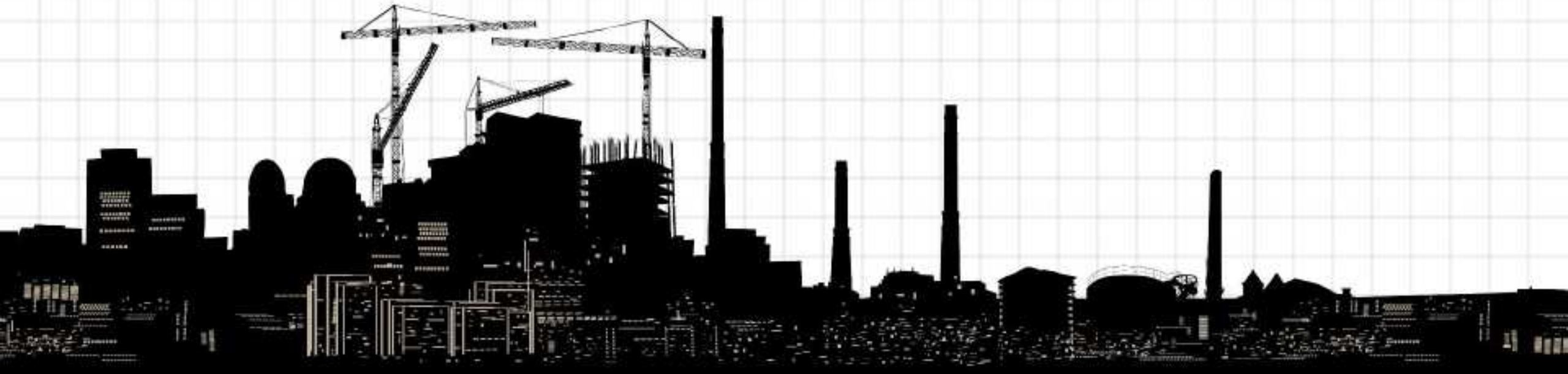




# APS Peak Solutions

## Seasonal Readiness

5/5/2021



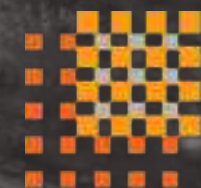
# HOUSEKEEPING ITEMS

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



# AGENDA ITEMS

- Program Information Review
- Updating Information
- Your Team's Curtailment Planning
- Communications Alerts and Notifications
  - All Call System
- 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 Of 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	60 Minutes
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 must meet their contractual nominations during events and test events. Fossil Generators are prohibited for use in this program.
Capacity Payments	\$40 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](mailto: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](mailto:customerservice@cpowerenergymanagement.com)

# CURTAILMENT PLAN

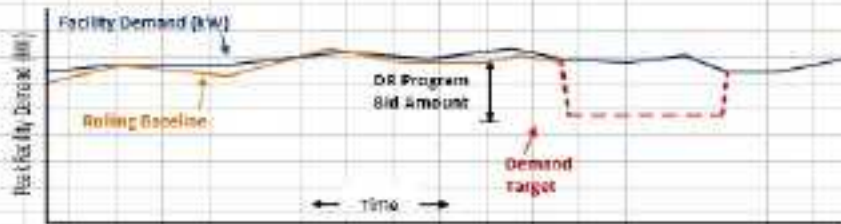
## Sample Plan Review

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		<a href="mailto:best@best.com">best@best.com</a>
CUSTOMER NAME 2	Operations Supervisor	777-777-7777		<a href="mailto:cust@cust.com">cust@cust.com</a>

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.

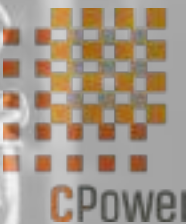
NOTE: Load curtailment steps should be completed 15 minutes before the announced start time of the event.

### 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

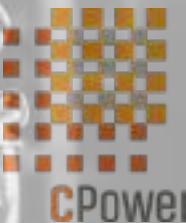
ACCOUNT ID	PREMISE ID	FACILITY NAME	ADDRESS	ENROLLED KW	PROGRAM TYPE
01010101	987654321		Your Facility Address	1000.0	Day Of

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](mailto:APSEnrollments@CPowerEnergyManagement.com).

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

Thank you,  
Sally Salesperson

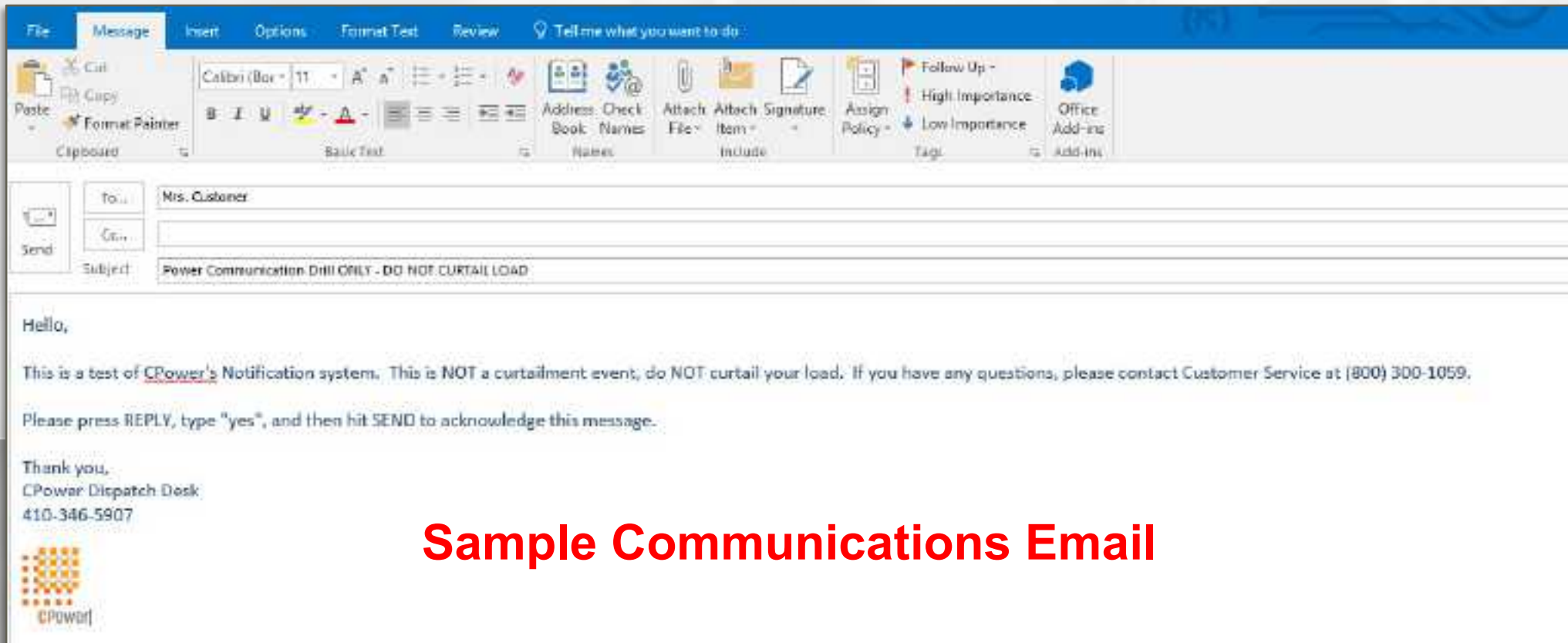


# DISPATCH NOTIFICATIONS

## 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 interface with a blue ribbon menu at the top. The ribbon includes 'File', 'Message', 'Insert', 'Options', 'Format Text', and 'Review'. Below the ribbon is a toolbar with various icons for editing and formatting. The email content is displayed in a white box with a light blue header. The header includes a 'To:' field with 'Mrs. Customer', a 'Subject:' field with 'Power Communication Drill ONLY - DO NOT CURTAIL LOAD', and a 'Send' button. The body of the email contains the following text:

Hello,

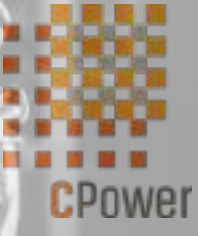
This is a test of [CPower's](#) Notification system. This is NOT a curtailment event; do NOT curtail your load. If you have any questions, please contact Customer Service at (800) 300-1059.

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



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](mailto:cpowerdispatch@mg.cpowerenergymanagement.com)
  - Ensure this address is whitelisted in your email system



**Dispatch Email Subject:** URGENT: APS Peak Solutions Day Of Event today - 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 Of Event today, 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 Of 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 <sup>st</sup> 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](mailto: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

# 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	<a href="mailto:Beatrice.Gockley@CPowerEnergyManagement.com">Beatrice.Gockley@CPowerEnergyManagement.com</a>	267-240-5246
Diane Wiggins	Director of Business Development - Utilities	<a href="mailto:diane.wiggins@cpowerenergymanagement.com">diane.wiggins@cpowerenergymanagement.com</a>	714-337-9136
Robert Johnson	Account Executive - APS	<a href="mailto:robert.johnson@cpowerenergymanagement.com">robert.johnson@cpowerenergymanagement.com</a>	480-221-9095
Matthew Pool	Account Executive - APS	<a href="mailto:matthew.pool@cpowerenergymanagement.com">matthew.pool@cpowerenergymanagement.com</a>	480-710-4788
Bob Depratt	Senior Energy Engineer	<a href="mailto:bob.depratt@cpowerenergymanagement.com">bob.depratt@cpowerenergymanagement.com</a>	858-335-2855
Peter Bergeron	Senior Director & GM, Utility Programs	<a href="mailto:peter.bergeron@cpowerenergymanagement.com">peter.bergeron@cpowerenergymanagement.com</a>	410-346-5348
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 [CPowerEnergyManagement.com/Ready21](https://CPowerEnergyManagement.com/Ready21) for this training on demand

