



PJM CAPACITY PERFORMANCE DEMAND RESPONSE

Seasonal Readiness

5/27/2021



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

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

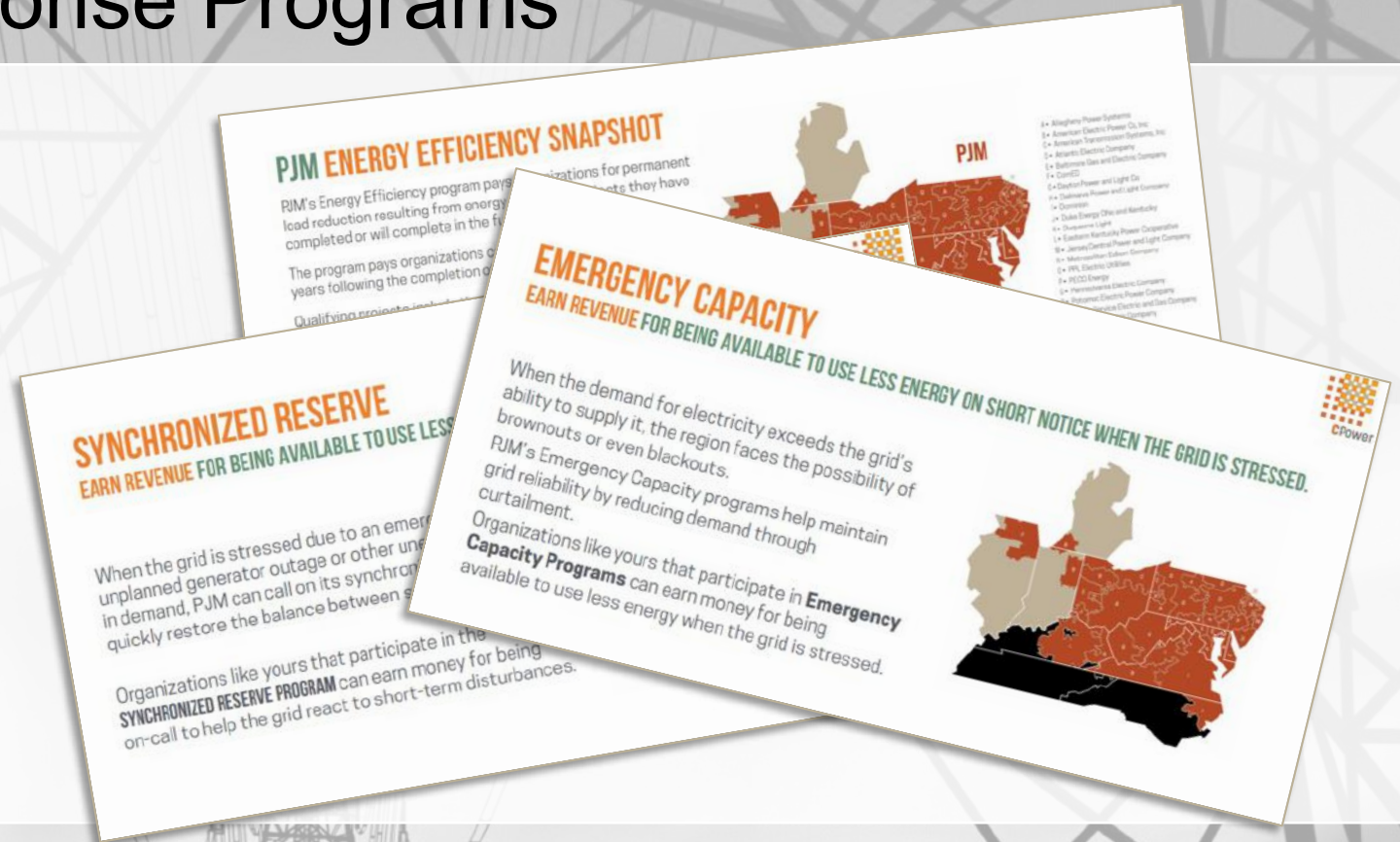


PROGRAM INFORMATION

PJM Demand Response Programs

Program Snapshots

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



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

CPowerEnergyManagement.com/Snapshots



PJM Capacity Performance Program

Program Parameters	Capacity Performance
Event Window	<p>Summer June – October '21 + May '22 7 days a week from 10am – 10pm Unlimited # of Events with Maximum Event Duration of 12 Hours)</p> <p>Winter November '21 – April '22 7 days a week from 6am – 9pm Unlimited # of Events with Maximum Event Duration of 15 Hours</p>
Non-Performance Penalty	Revenue Forfeiture; \$/MWh rate that varies by zone No “Out of Pocket” Penalty
Performance Measurement	Firm Service Level (FSL) for Summer and Winter (i.e.; the site load must be reduced to or not exceed the FSL kW level) FSL can differ for Summer and Winter
Testing	Mandatory 1-hour test.

All program parameters on the PJM Capacity Performance Snapshot:

[CPowerEnergyManagement.com/Snapshots](https://www.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
2020	0	0
Average	< 1	3-4 hours per event

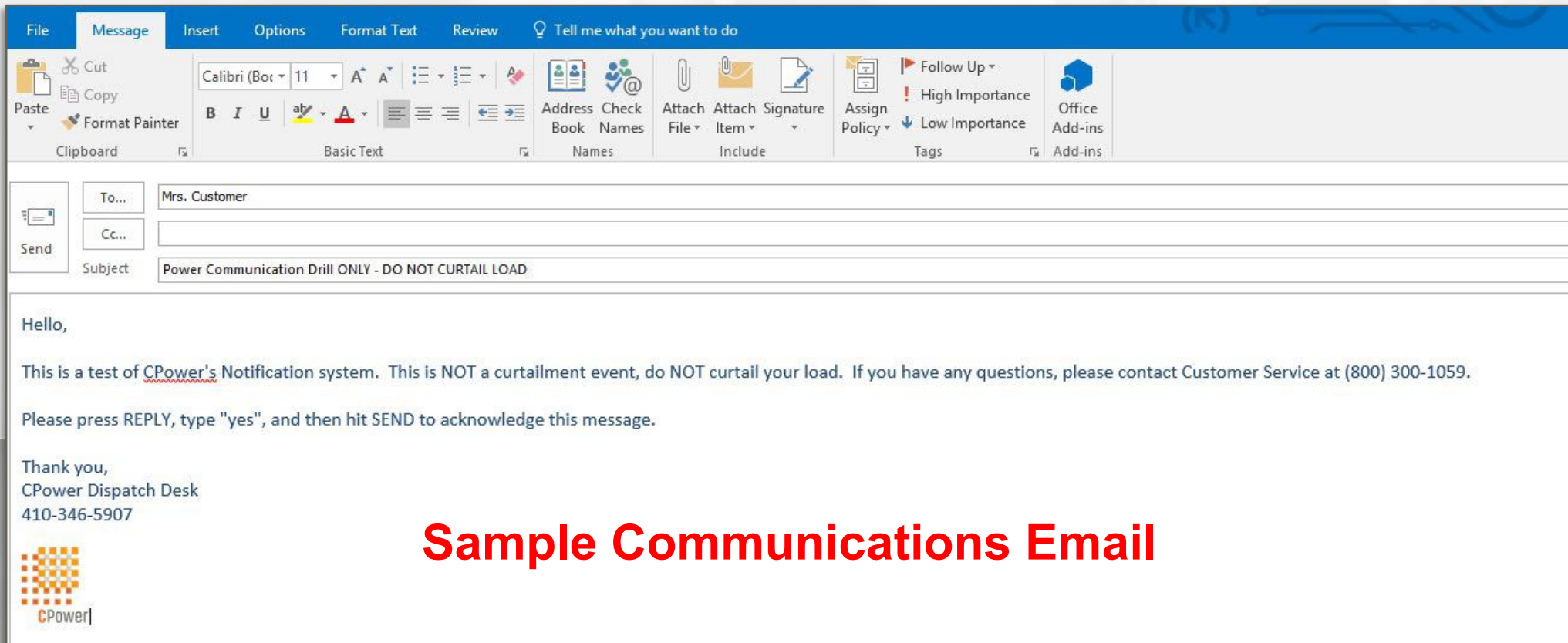
* October 2, 2019 event was Mandatory for PEPCO, BGE, and DOM Capacity Performance customers only

DISPATCH NOTIFICATIONS

Communications Drill

DATE: Thursday, June 10 at 2 PM EDT (1 PM CDT)

- This is a Communications Test only.
- **DO NOT CURTAIL!**



The screenshot shows an email client interface 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 ribbon menu with various icons and options, including Cut, Copy, Paste, Format Painter, Basic Text, Names, Include, Tags, and Add-ins. The email content area shows the following text:


To... Mrs. Customer
Cc...
Subject Power Communication Drill ONLY - DO NOT CURTAIL LOAD

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

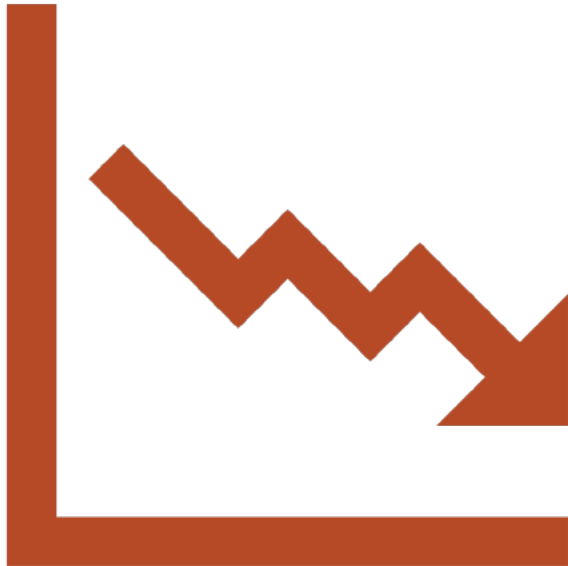
 CPower

Sample Communications Email

 CPower

2021 MANDATORY TEST EVENT

Thursday, June 24

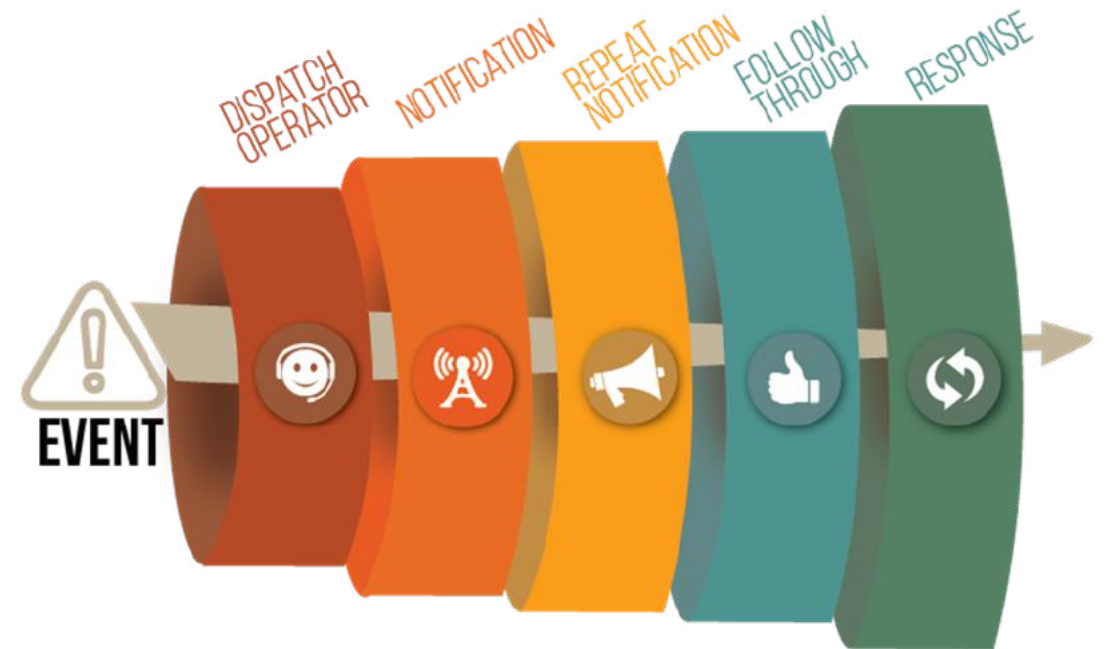


- Test will occur on:
 - **Thursday, June 24, 2021 from 2:00 pm – 3:00 pm EDT (1:00 pm – 2:00 pm CDT)**
- The test is mandatory and can be subject to penalties for non-performance
- You will receive a week-ahead, day-ahead and day-of (actual test) 2 hour notification
- A notice that the test event is over will be sent upon completion of the test

ALL CALL SYSTEM FUNCTIONALITY

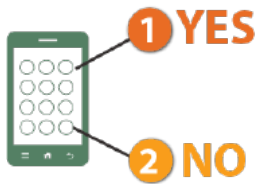
Understanding The CPower Dispatch System

- **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 Email: 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

CONTACT INFORMATION

Make Sure To ...

- Correct and update the following for each facility:
 - Contact Names
 - Phone Numbers
 - Email Address
- Please send your updated information to either:
 - Donna Karas, Director of PJM Account Management, at:
 - Donna.Karas@CPowerEnergyManagement.com
 - Or your Account Manager
 - Becky Carfagno, Erica Knapek, Rebecca Lawrence, Dave Resler, Aimee Riley, Jim Rybarczyk, Cathy Smith, or Katie Williams

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@mg.cpowerenergymanagement.com
 - Add the CPower Dispatch number to your cell phones – “Demand Response Notification”
 - [410-346-5907](tel:410-346-5907)



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

RECAP

Things to Remember

- Season Begins June 1, 2021
- Be sure to update contacts
- Please respond to the Communications Drill (do not curtail!)
 - Thursday, June 10, 2021 at 2 PM EDT (1 PM CDT)
- Please perform for the PJM Test Event
 - Thursday, June 24, 2021 from 2 PM – 3 PM EDT (1 PM – 2 PM CDT)
- 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
- If you have CPower metering solution, check the CPower App



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

PJM Team



Team Member	Title	Email	Phone
Ed Drew	VP/ General Manager, PJM	Ed.Drew@CPowerEnergyManagement.com	610-894-6870
Bill Oosterom	Director, PJM East	Bill.Oosterom@CPowerEnergyManagement.com	610 813-6366
Rocco Venuto	Director, PJM West	Rocco.Venuto@CPowerEnergyManagement.com	847-707-9568
Donna Karas	Director, Account Management	Donna.Karas@CPowerEnergyManagement.com	610-813-6362
Kellen Bollettino	Account Executive	Kellen.Bollettino@cpowerenergymanagement.com	219-213-8277
Dave Resler	Account Manager	Dave.Resler@CPowerEnergyManagement.com	610-813-6368
Jim Rybarczyk	Account Manager – National Accounts	Jim.Rybarczyk@CPowerEnergyManagement.com	847-220-4337
Leigh Anne Ratliff	Account Executive	Leigh.Ratliff@CPowerEnergyManagement.com	804-651-8313
Jackie O'Mara	Account Executive	Jackie.OMara@CPowerEnergyManagement.com	610-813-6391
John Kraemer	Account Executive	John.Kraemer@CPowerEnergyManagement.com	412-376-5676
Erica Knapek	Account Manager	Erica.Knapek@CPowerEnergyManagement.com	412-219-7750
Cathy Smith	Account Manager	Cathy.Smith@CPowerEnergyManagement.com	610-813-6369
Katie Williams	Account Manager	Katie.Williams@CPowerEnergyManagement.com	410-402-5793
Becky Carfagno	Account Manager	becky.carfagno@cpowerenergymanagement.com	610-894-6863
Jeremy Ellis	Account Executive – National Accounts	Jeremy.ellis@cpowerenergymanagement.com	630-318-0423
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

