



NEW ENGLAND DEMAND RESPONSE

2022 Seasonal Readiness

5/12/2022



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/Ready22



INTRODUCTIONS

PRESENTERS:

Mandy Bellwood - Account Manager

Mandy.Bellwood@CPowerEnergyManagement.com

Phil Ciulla – Account Executive

Philip.Ciulla@CPowerEnergyManagement.com



AGENDA

- Program Information Review:
 - ISO-NE ADCR
 - Connected Solutions Utility Programs
- Updating Your Contact Information
- Your Team's Curtailment Planning
- Communications Alerts and Notifications
 - All Call System
- What's new in 2022
- Recap



PROGRAM PARAMETERS

ISO-NE ADCR & Connected Solutions Utility Programs

Program Name	Program Type	Customer Obligation Hours	Notification lead time	Performance Season	Typical Event Length	Typical Curtailment Frequency	Administrator
Active Demand Capacity Resource	Capacity	24/7/365	30 min	Summer (June-Aug) & Winter (Dec-Jan)	3.5 Hours	2 x 1 Hour Mandatory Tests	ISO-NE
Connected Solutions	Targeted Dispatch	June-September 3p-6p or 4p-7p	Day Ahead	Summer Only (Jun-Sept)	3 hours	4-6 calls per season	Utility

Event History

ISONE - ADCR

Year	# Events	Time
2010	1	2:45
2011	2	6:45
2012	0	0:00
2013	3	13:10
2014	0	0:00
2015	0	0:00
2016	1	3:30
2017	0	0:00
2018	1	3:45
2019	0	0:00
2020	0	0:00
2021	0	0:00

Utility - Connected Solutions

Number of Events – Targeted Dispatch				
Year	Eversource	Cape Light	National Grid	Unitil
2019	3	3	1	1
2020	4	4	3	3
2021	6	4	8	5

Connected Solutions – Daily Dispatch

Program Name	Program Type	Customer Obligation Hours	Notification lead time	Performance Season	Typical Event Length	Typical Curtailment Frequency	Administrator
Connected Solutions	Daily Dispatch	July - August 4p-6p, 5p-7p, or 4p-7p	Day Ahead	Summer Only (Jun-Sept)	2-3 hours	approx. 40 calls per season	Utility

Number of Events – Daily Dispatch		
Year	Eversource	National Grid
2020	31	36
2021	35	28

CURTAILMENT NOTICES

Know Your Program(s) & Start/End Times!

ADCR (ISO-NE):

- Audit Notification
 - 5–Day window (non-weekends or ISO-NE holidays)
 - CPower will send an audit notice alerting to 5d window
- Day of Event
 - Audit Start Notice: CPower will send a 30-minute alert to begin curtailment (text, email & call)
 - Audit End Notice: CPower will send an audit end notice (maintain curtailment until notified)

Utility Demand Response Programs – National Grid, Eversource, Unitil and Cape Light Compact, Efficiency Maine

- Day-ahead notification for a next day event
- You will know the start and end times for events through the CPower notifications:
 - **No restore notice!**

CURTAILMENT ACTION

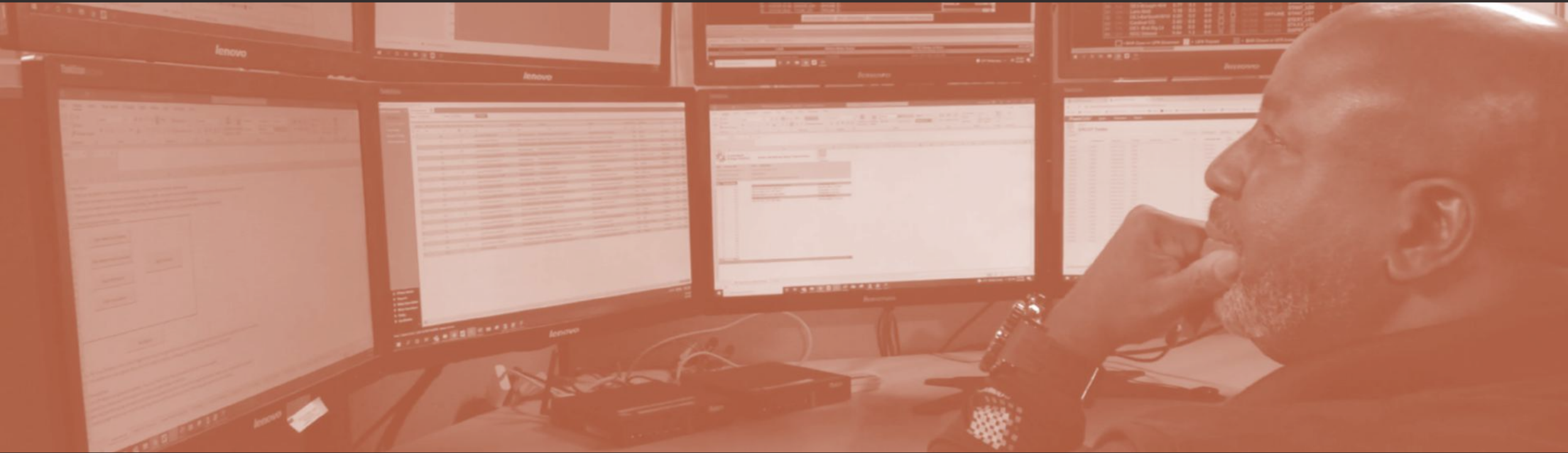
Review Key Details with your Team

What to check:

- Ensure contacts are correct
- Make sure personnel know your curtailment plan and actions to take when dispatched
- Have a backup! (staff turnover, PTO, etc)
- Let CPower know about changes

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

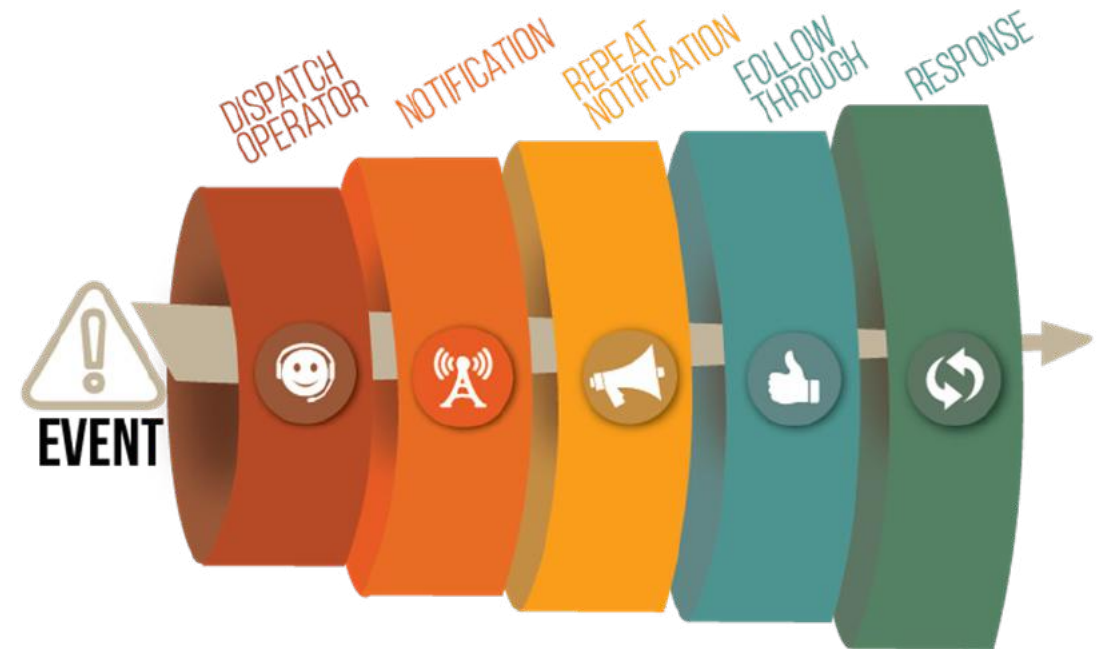
Understanding The CPower Dispatch System

■ The All-Call System Utilizes:

- Phone
- Email
- Text Message
- The System notifies all relevant contacts based on the program notification requirements

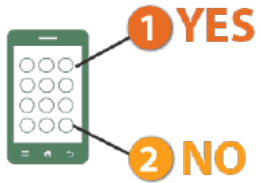
■ The System will:

- Be activated by CPower Dispatch Operators
 - For both 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

- An event email will be sent by the system (if you have email set up for notification)
- You do not need to reply to the email notification



Text - CPower Number: 410-346-5907

- An event notification text will be sent to your phone (if you have text notification set up)
- You do not need to reply to the text message

REVIEW & UPDATE INFORMATION

- **Responsible Parties for Notifications:**

- Make sure all contacts are up to date
- For changes please send: Name, Email, Phone (Cell & Office)
 - Mandy.Bellwood@CPowerEnergyManagement.com

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

- 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



Dispatch Email Notification(s)



Send

To

Mrs. Customer

Cc

Subject

URGENT: ISONE - ACDR 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 **ACDR 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 - ACDR 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

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

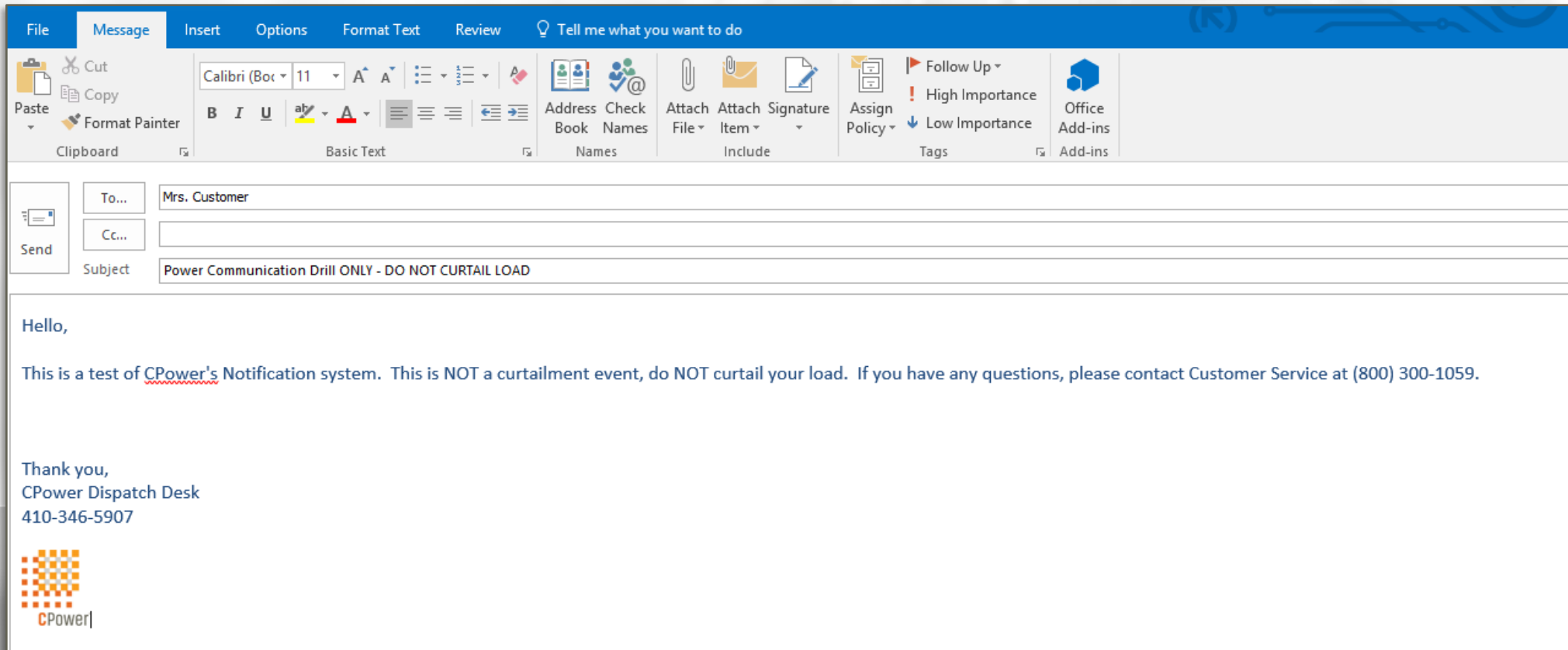
24x7 Phone: (410) 346-5907

Email: CPowerDispatch@CPowerEnergyManagement.com



Communications Drill

- This is only a drill to test communications (**June 2nd – 1 PM**)
- DO NOT Curtail



Sample Communications Email



PLANNED OUTAGE

Let Us Know When You Will Be Down

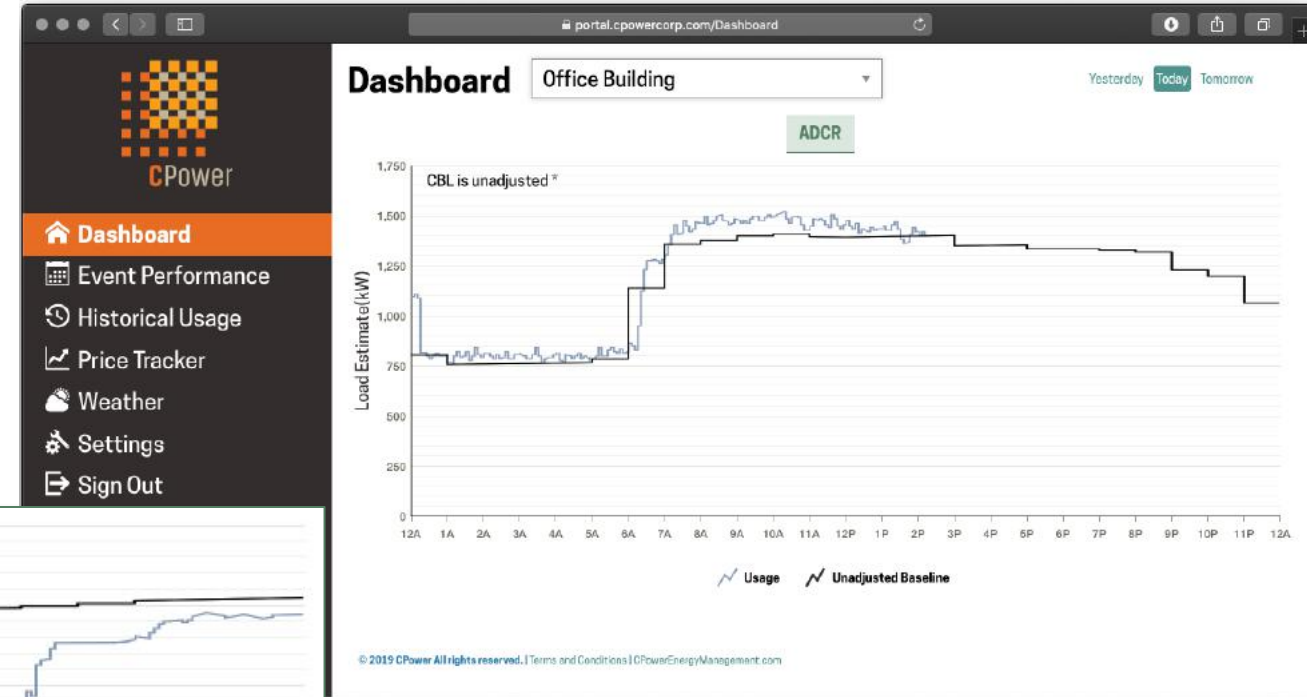
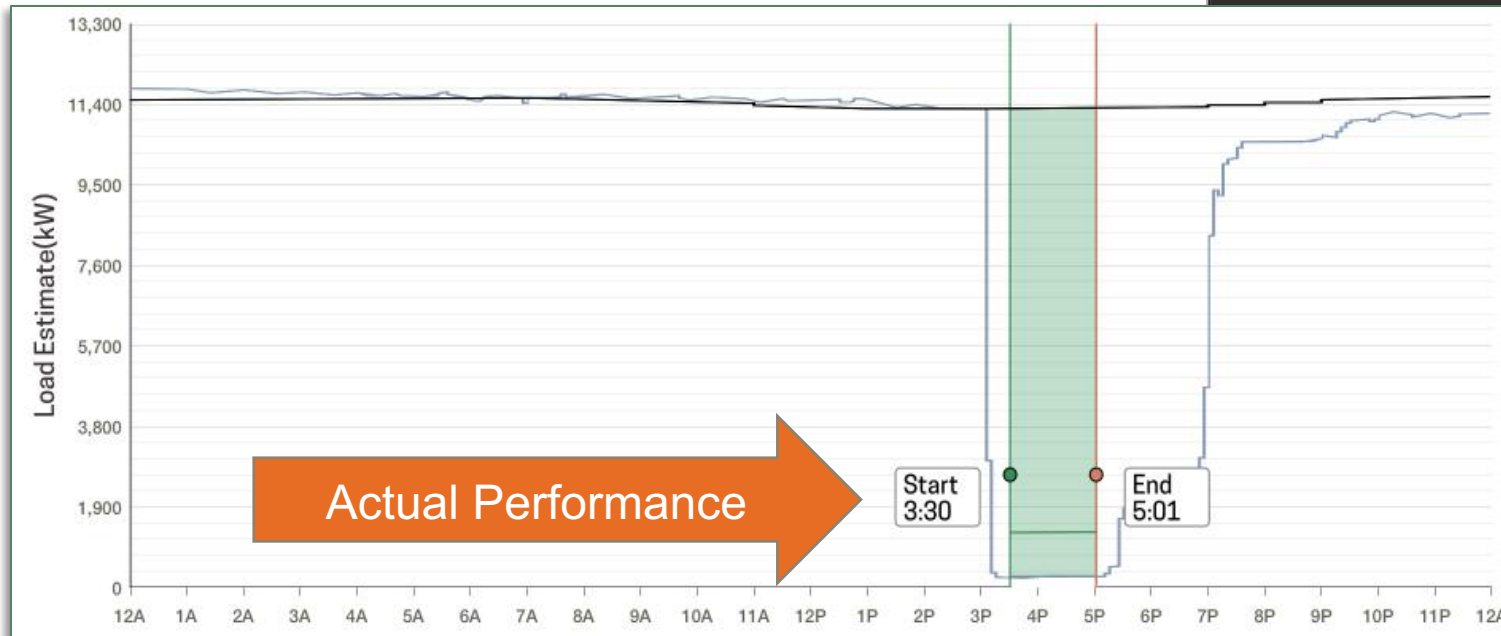
Notify CPower the date of your planned outage:

- Planned outages must be submitted to the ISO 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. (Maximum: 14 outage days)
- If you have any questions about planned outages,
 - Send your Account Executive or Account Manager an email
 - Call us: (844) CPOWER1

CPower Portal Real Time Data at Your Fingertips

CPower Portal provides real time:

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



MA CLEAN PEAK

The MA Clean Peak Energy Standard is designed to provide incentives to clean energy technologies that can supply electricity or reduce demand during seasonal peak demand periods established by DOER.

Season	Calendar Dates		Hours of Discharge
Spring	1-Mar	14-May	5PM - 9PM
Summer	15-May	14-Sep	3PM - 7PM
Fall	15-Sep	30-Nov	4PM - 8PM
Winter	1-Dec	28-Feb	4PM - 8PM

- Clean Peak Certificates (CPES) are minted for each MWh reduced
- CPES are sold to utilities to help them comply with the RPS.
- Max \$/CPES = \$45
- Program is Stackable with other Demand Response Programs

Energy Storage Solution

All-inclusive, No-risk Financing

- System design, construction, and commissioning of the project
- Metering, permitting, and interconnection with grid services
- System and component warranties
- Ongoing services including operations, maintenance, and asset management
- Regular performance reporting: Demand reduction cost savings and DR revenue payments
- All facets of battery energy storage asset operations are managed for the host site,



The Bridge to Energy's Future™

Power

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 2nd**
- 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 scheduled



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
2022

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



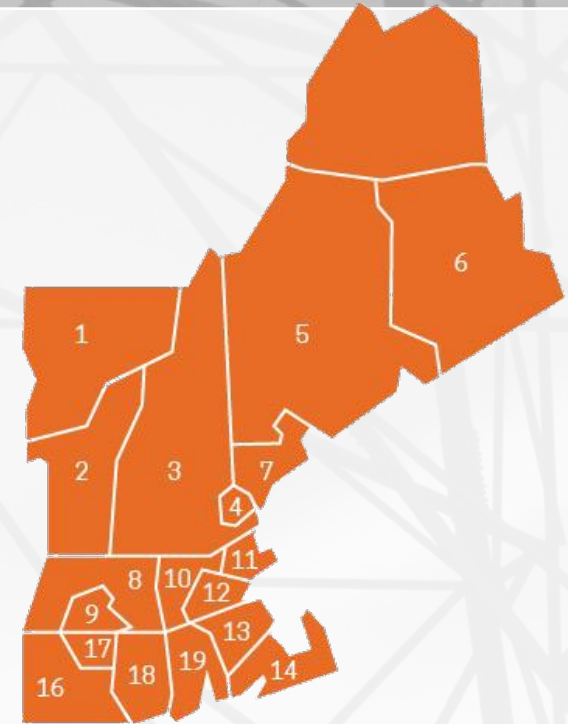
PROGRAM INFORMATION

Program Snapshots

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

For this Presentation on Demand

- CPowerEnergyManagement.com/Ready22



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
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THANK YOU

