



Consumers Energy Demand Response Seasonal Preparation

CPower Panelists: Aimee Riley, Joe Stickney

5 / 08 / 23



Housekeeping Items

- 01 Webinar is in listen only mode
- 02 Use the Q&A panel to submit questions
- 03 This webinar is recorded
- 04 Find this webinar, deck and program info at: <https://cpowerenergy.com/ready2023/>

Agenda Items

- | | | | |
|----|----------------------------|----|--|
| 01 | Program information review | 04 | Communications, alerts & notifications |
| 02 | Updating information | 05 | Recap & meet the team |
| 03 | Curtailement plan review | | |

Presenters



Aimee Riley

Sr. Account Manager,
National Accounts
CPower



Joe Stickney

VP, Customer Experience
CPower

Program Snapshots

Consumers Energy Demand Response Program

- [Consumers Energy Demand Response Program](#)



Consumers Energy

Program snapshots provide a quick review of program rules and participation parameters.



Program Overview – Consumers Energy Demand Response

Program Rules and Parameters

	MINIMUM SIZE	No minimum size (multiple sites can be aggregated).
→	EVENT LENGTH	1 – 4 hours
→	EVENT WINDOW	11 am – 7 pm, Monday through Friday (no holidays), June – September.
	EVENT HISTORY	1 event in 2021
→	NOTIFICATION	Anywhere from 30 minutes to 6 hours of advanced notification.
	PRICE PER kW	\$25,000/Mwh (Capacity) per Season and \$50/MWh (Energy) per hour of the emergency event
	BASELINE (CBL)	Average 10 of 10 weekdays. With the same day additive adjustment +/- 20%.
	SETTLEMENTS	Bill of Credit
→	COMPLIANCE	Pay for performance, capped at 120% performance.
	CONSEQUENCES OF NON-PERFORMANCE	Adjustment of the contracted amount for the rest of the season
	TESTING	Communication test before the start of the season, and a potential load reduction test of 30 -60 minutes.
	ENROLLMENT DEADLINE	December 15, 2022
	METERING	Interval metering required. Consumers Energy will replace non-compliant meters at no cost to customers.
	ELIGIBILITY	Curtailed load and generators approved by the EPA.

Review & Update Information

Reviewing and updating your organization's contact information



- **Responsible Parties for Notifications: Make sure all relevant contacts are up to date**
 - Make sure to send the names, email addresses and phone numbers for at least two contacts
 - Any changes to former or added staff on your current notification group

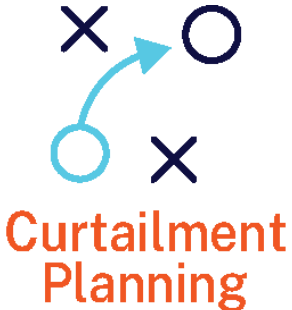


- **CPower Dispatch Information**
 - CPowerDispatch@mg.cpowerenergymanagement.com
 - Add the CPower Dispatch number to your cell phones – “Demand Response Notification”
 - 410-346-5907



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

Curtailment Plan Review



Make sure the plan is still accurate and aligns with your curtailment commitments and resources

**CONSUMERS ENERGY DEMAND RESPONSE
2023 ENERGY REDUCTION PLAN**

Consumers Energy
Count on Us®

Company Name: _____
Facility Contact Name: _____
Address Line 1: _____
Address Line 2: _____
Contract Account #: _____
Contract Type: Emergency Emergency with Generator Emergency and Economic
DR Nomination: _____ kW

DR Event Procedure

1. Automatically or manually enact the following measures by the time the DR event begins.
2. If applicable, turn on generator and transfer specified building load to the generator.

Equipment	Shutdown Procedure	Load Reduction (kW)
HVAC Rooftop Units	Increase setpoint temperature 2*	25
TOTAL kW's		

Date Completed: _____ By: _____

CPower Dispatch Team

100% in house Dispatch Operations
ensures accuracy and helps identify and resolve issues in real time so you can perform to your potential.



Rory Caster
Sr. Director | Customer Fulfillment



Bobby Stanley
Demand Response Dispatch Operator



David Doxzen
Demand Response Dispatch Operator



Dylan Rivera
Dispatch Operator



Omar Maybin
Dispatch Operator



Eddie Gomez
Dispatch Operator



Steven Fulcher
Manager | Dispatch



Edmund Lassiter
Senior Dispatcher | Dispatch Services

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 All Call 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

▪ The All Call System will:

- cpowerdispatch@mg.cpowerenergymanagement.com
- Ensure this address is whitelisted in your email system



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)

- **Text/SMS (smartphones only)**

- 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

Important things to remember

- Season Begins June 1, 2023
- Be sure to update your contacts with CPower
- Review curtailment plan and/or curtailment strategy
- Socialize the program requirements and curtailment plan with your organization
- Distribute the information provided in this webinar within your organization



Additional Resources

One Stop Shop for Demand Side Energy Management



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 Consumers Energy Team

Meet Your Team!



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Thank You!

Questions & Answers

