



# Consumers Energy Demand Response Seasonal Preparation

CPower Panelists: Joe Stickney

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# Presenter



**Joe Stickney**

VP, Customer Experience  
CPower

# Housekeeping Items

01 This webinar is recorded

02 Find this webinar, deck and program info at: <https://cpowerenergy.com/ready24/>

# Agenda Items

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

# Program Snapshots

## Consumers Energy Demand Response Program

- Consumers Energy Demand Response Program

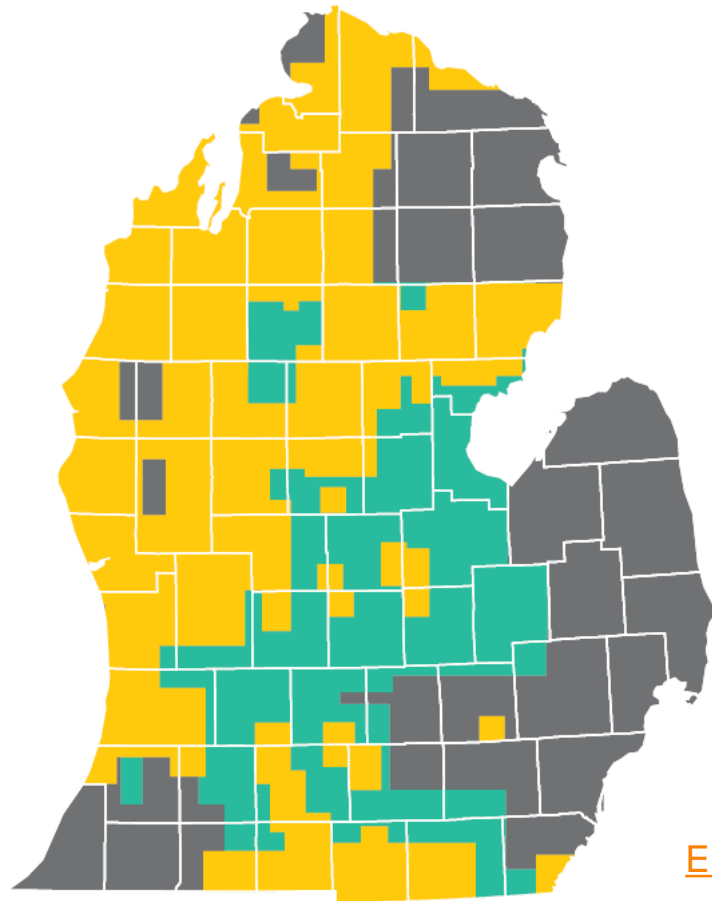




**Consumers Energy**

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



# Consumer Energy Utility Zone









-  Electric Service Territory
-  Combined Service Territory

[Electric and Natural Gas Service Territories | Consumers Energy](#)

# Program Overview – Consumers Energy Demand Response Program

## Program Rules and Parameters

	<b>MINIMUM SIZE</b>	No minimum size (multiple sites can be aggregated).
	<b>EVENT LENGTH</b>	1 – 4 hours
	<b>EVENT WINDOW</b>	11 am – 7 pm, Monday through Friday (no holidays), June - August.
	<b>EVENT HISTORY</b>	1 event in 2021
	<b>NOTIFICATION</b>	Anywhere from 30 minutes to 6 hours of advanced notification.
	<b>PRICE PER KW</b>	<p>One Year contract: \$25,000/Mwh (Capacity) per Season and \$50/MWh (Energy) per hour of the emergency event.</p> <p>Two Year contract:</p> <ul style="list-style-type: none"> <li>• First year \$27,000/MWh per Season and \$50/MWh (Energy) per hour of the emergency.</li> <li>• Second year \$30,000/MWh per Season and \$50/MWh (Energy) per hour of the emergency.</li> </ul>
	<b>BASELINE (CBL)</b>	Average 10 of 10 weekdays. With the same day additive adjustment +/- 20%.
	<b>SETTLEMENTS</b>	Bill of Credit
	<b>COMPLIANCE</b>	Pay for performance, capped at 250% performance.
	<b>CONSEQUENCES OF NON-PERFORMANCE</b>	Adjustment of the contracted amount for the rest of the season
	<b>TESTING</b>	Communication test before the start of the season, and a potential load reduction test of 30 -60 minutes.
	<b>ENROLLMENT DEADLINE</b>	December 15, 2023
	<b>METERING</b>	Interval metering required. Consumers Energy will replace non-compliant meters at no cost to customers.
	<b>ELIGIBILITY</b>	Curtailed load and generators approved by the EPA.
	<b>UTILITY CONTRACT DURATION</b>	1 year or 2 years


# Important Program Updates

- Participation period reduced (Jun – Aug)
- Participation window reduced (1 – 4)
- Pricing increases for 2-year contract participants



# Curtailment Review

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



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**

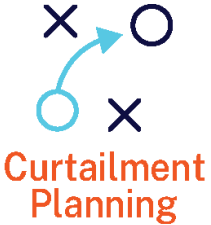
1. Automatically or manually enact the following measures by the time the DR event begins.
2. If applicable, turn on generator and transfer specified building load to the generator.

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

Date Completed: \_\_\_\_\_ By: \_\_\_\_\_

**Check with your account manager to:**

- Ensure bid amounts are accurate
- Ensure contacts are up to dates



**Do you have a Curtailment Plan?**

- Consumers Energy should supply you with your curtailment plan.
- If you do not have one, please contact your account rep.

# 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 comms test and 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** (Save as CPower or Dispatch)
  - Also sends text message alerts
- This is the direct line of our 24x7 dispatch service desk.

### ▪ Emails for Events and Tests:

- [CPowerDispatch@mg.CPowerEnergyManagement.com](mailto:CPowerDispatch@mg.CPowerEnergyManagement.com)
- Ensure this address is added to your safe sender list.



# 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).
- There is no need to reply to the email.



### 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.

# 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.



# Recap

## Important things to remember

- Season Begins June 1, 2024
- 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](#)



**SEASONAL  
READINESS  
2024**

[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

