



New England Seasonal Preparation

CPower Panelists: RJ Thomas, Donnie England

5 / 16 / 24



Presenters



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Account Executive, New England



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Account Manager, New England

Housekeeping Items

- 01 Webinar is in listen only mode
- 02 Use the Q&A (chat) panel to submit questions
- 03 This webinar is recorded
- 04 Find this webinar, deck and program info at: CPowerEnergy.com/Ready24/

Agenda Items

- | | | | |
|----|----------------------------|----|--|
| 01 | 2024 market overview | 04 | Updating your information |
| 02 | Program information review | 05 | Communications, alerts & notifications |
| 03 | Important updates | 06 | Recap & meet the team |

Key Program Updates

Important Market Updates

- Communications DRILL Date: Wed, May 29 [2 PM ET] **(Do Not Curtail)**
 - **Reminder: Audit window for some customers is June 3 – 7, 2024**
 - **For these customers, audit reminder will be emailed May 31, 2024**
- Dispatch and Restore Notices:
 - ADCR has a 30-minute notice to curtail
 - ADCR customers receive a notice to restore – do not restore load until restore notice is received
 - Utility Programs notices are day ahead
 - Utility Programs do not have a notice to restore

Program Snapshots

New England Demand Response Programs

- [Active Demand Capacity Resource \(ADCR\)](#)
- [On-Peak Demand Response](#)
- [Connected Solutions Targeted Dispatch](#)
- [Connected Solutions Daily Dispatch](#)
- [Efficiency Maine](#)
- Clean Peak – MA Only (program info in details of this deck)

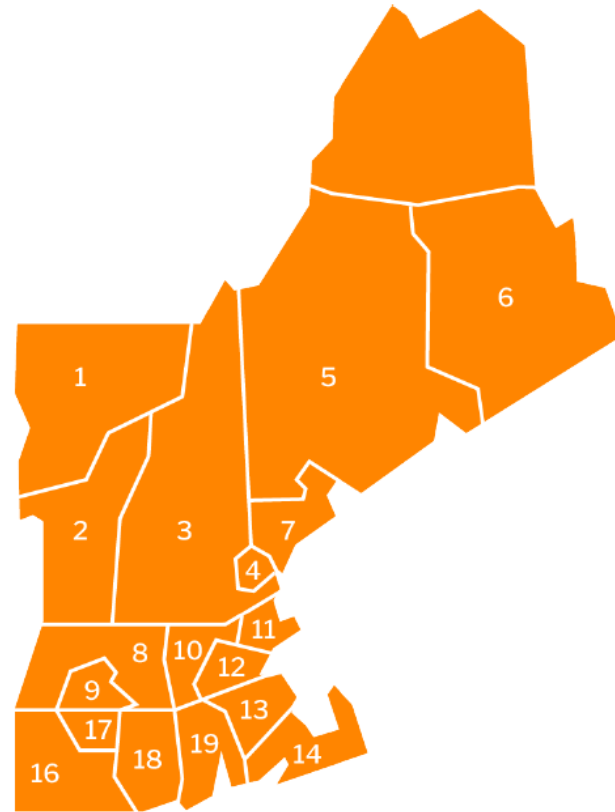


Program snapshots provide a quick review of program rules and participation parameters.



ISO-New England Dispatch Zones

ISO-NE Dispatch Zones



- 1 • Northwest Vermont
- 2 • Vermont
- 3 • New Hampshire
- 4 • Seacoast
- 5 • Maine
- 6 • Bangor Hydro
- 7 • Portland ME
- 8 • Western MA
- 9 • Springfield MA
- 10 • Central MA
- 11 • North Shore
- 12 • Boston
- 13 • SEMA
- 14 • Lower SEMA
- 15 • Norwalk-Stamford
- 16 • Western CT
- 17 • Northern CT
- 18 • Eastern CT
- 19 • Rhode Island

New England Programs Overview

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 minutes	Summer (Jun – Nov, Apr – May) Winter (Dec-Mar)	<3 Hours	2 x 1 Hour Mandatory Tests	ISO-NE
Connected Solutions	Targeted Dispatch	June – September: 3 – 8 pm, weekdays	Day Ahead	Summer (Jun - Sep)	3 hours	4-6 calls per season	Utility
Connected Solutions	Daily Dispatch	June – September 3 – 8 pm	Day Ahead	Summer (Jun – Sep)	2 – 3 hours	30-40 calls per season	Utility
Peak Demand Management (Cap Tag)	Energy Bill Cost Avoidance	Voluntary	Day Ahead & Day Of	Summer	3 hours	4-6 calls per year	CPower

Program Event History

ISO-NE (ADCR) Event History 2019-2023

Year	# of Events	Hours
2019	0	0
2020	0	0
2021	0	0
2022	1	2
2023	3	8.3

ADCR – Top left chart

- In each season, tests will occur, and events may occur.
- Test: 1-hour minimum.
- Actual event: Duration based on need.

Targeted Dispatch Event History (2018-2023)

Year	Number of Events: Targeted Dispatch					
	Eversource	CapeLight	NGrid	Unitil	Efficiency Maine	Rhode Island Energy
2019	3	3	1	1	-	-
2020	3	3	3	3	-	-
2021	5	4	6	5	-	-
2022	6	6	6	6	6	6
2023	6	6	6	6	6	6

Targeted Dispatch – Bottom left chart

- Summer (Jun – Sep), 3 pm – 8 pm, weekdays.

Daily Dispatch – not shown

- Summer (Jun – Sep), 3 pm – 8 pm
- 28 calls in summer 2023
- Three-year average: 35 calls / season

Connected Solutions Reminders

- Participation window:
 - Can be called between 3 pm – 8 pm (2 – 3-hour curtailment window).
 - Anticipate most calls to remain 4-7 pm.
- Performance calculation:
 - Program remains voluntary; however, performance is calculated over an average for all events.
 - Increasing demand during the windows can have a negative effect on average.
 - Averages will not go lower than zero.
- Load shedding in Daily Dispatch
 - Daily Dispatch pays six times more than Targeted Dispatch.
 - More calls, greater rewards.

Clean Peak – MA Only

- 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.
- If you are curtailing in the Connected Solutions Program, Clean Peak additionally incentivizes clean energy assets.
- Clean Peak can be a great addition to DR programs if you have clean energy assets.
- Clean Peak Certificates (CPECs) are minted for each MWh reduced.
- CPECs are sold to retail suppliers or utilities to help them comply with their obligations under the Clean Peak Standard.

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

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 persons' names, email addresses and phone numbers
 - Any changes to former or added staff on your current notification group
 - Make CPower aware of any contact changes or additions as soon as possible



- **Ensure that you have CPower Dispatch information updated and accessible**
 - CPowerDispatch@mg.cpowerenergymanagement.com
 - Add the CPower Dispatch number to your cell phones – “Demand Response Notification”
 - 410-346-5907



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

Curtailment Review

CPower Demand Response Curtailment Plan 3036

Plan Effective Date: 1/30/2024

Curtailment Plan Summary

Executive Summary Overview

The Customer has agreed to participate in the following Demand Response (DR) program(s) at the listed facilities. The intent of this document is to provide guidance on how to successfully respond to demand response events. This includes a list of curtailment measures and provides a basic understanding of program requirements. Please notify the CPower Engineering team at Engineering@CPowerEnergyManagement.com if you have any changes to your facility, curtailment actions, or any other information listed in this Curtailment Plan.

Utility Account Information

Company: _____

Facility #: _____

Address: _____

City: _____

State: _____

Zip: _____

Facility Information

EDC Utility: _____

Account Number(s): _____

Account Number(s): _____

Account Number(s): _____

Account Number(s): _____

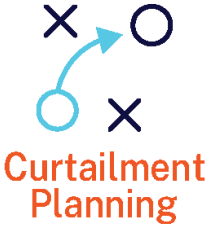
Account Number(s): _____

Enrolled Program

	Curtailment Estimates	
	Summer	Winter
<input type="checkbox"/> Peak Demand Management Program	Load Shed <input type="text" value="0"/> kW	<input type="text" value="0"/> kW
<input checked="" type="checkbox"/> Active Demand Capacity Resource	Load Shed <input type="text" value="50"/> kW	<input type="text" value="40"/> kW
<input type="checkbox"/> Cape Light Compact Program - Targeted Dispatch	Load Shed <input type="text" value="0"/> kW	<input type="text" value="0"/> kW
<input type="checkbox"/> Clean Peak Energy	Load Shed <input type="text" value="0"/> kW	<input type="text" value="0"/> kW
<input type="checkbox"/> Efficiency Maine-Demand Response Initiative	Load Shed <input type="text" value="0"/> kW	<input type="text" value="0"/> kW
<input type="checkbox"/> Eversource-Connected Solutions-Daily Dispatch	Load Shed <input type="text" value="0"/> kW	<input type="text" value="0"/> kW
<input type="checkbox"/> Eversource-Connected Solutions-Targeted Dispatch	Load Shed <input type="text" value="0"/> kW	<input type="text" value="0"/> kW
<input type="checkbox"/> Liberty-Connected Solutions-Targeted Dispatch	Load Shed <input type="text" value="0"/> kW	<input type="text" value="0"/> kW
<input type="checkbox"/> NGRID-Connected Solutions-Daily Dispatch	Load Shed <input type="text" value="0"/> kW	<input type="text" value="0"/> kW
<input checked="" type="checkbox"/> NGRID-Connected Solutions-Targeted Dispatch	Load Shed <input type="text" value="50"/> kW	<input type="text" value="0"/> kW
<input type="checkbox"/> Until-Connected Solutions-Daily Dispatch	Load Shed <input type="text" value="0"/> kW	<input type="text" value="0"/> kW
<input type="checkbox"/> Until-Connected Solutions-Targeted Dispatch	Load Shed <input type="text" value="0"/> kW	<input type="text" value="0"/> kW

Check with your account manager to:

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



Curtailment Plans:

- CPower curtailment plans outline the various curtailment strategies that your facility may implement during a demand response event.
- Let us know if you need to update an existing plan!
- If you don't already have a curtailment plan, we can schedule a meeting with CPower Engineering to review your strategy and develop a plan.

Distributed Energy Resources:

- Let us know if you've added any DER assets to your facility – i.e. Solar, battery, backup generation, etc.

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.



Dispatch Notification

Dispatch notifications will come from:

- CPowerDispatch@mg.cpowerenergymanagement.com
- No need to respond to emails
- Provides detailed information about the dispatch
- Includes company, facility, and account

Send

To Mrs. Customer

Cc

Subject URGENT: ISONE - ADCR 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 **ADCR 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 - ADCR 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

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

Communications Drill

- Communication Drill: Wed. May 29, 2024 [2 PM EDT]
 - There will only be one comms test for all programs.
 - This is only a test. DO NOT curtail.

The screenshot shows an email client interface with a dark header bar. On the left is a 'Send' button with a right-pointing arrow. To its right are three input fields: 'To' with 'Mr. Customer', 'Cc', and 'Bcc'. Below these is a 'Subject' field containing 'New England ISO Communication Drill ONLY - NO CURTAILMENT NECESSARY'. The main body of the email contains the following text:

This is a test of the CPower Notification system for the New England ISO region only. This is NOT a curtailment event, do NOT curtail your load. If you have any questions, please contact Customer Service at (844) 276-9371.

Below you will find the list of specific facilities impacted by this dispatch.

Facility Name	Address	Account Number	Dispatch Target
Test Facility	Test Address	Test Account	Test Target


Thank you for your participation in this communication drill.

Thank you,

CPower Dispatch Team

24x7 Phone: (410) 346-5907

Email: CPowerDispatch@CPowerEnergyManagement.com

 CPower

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

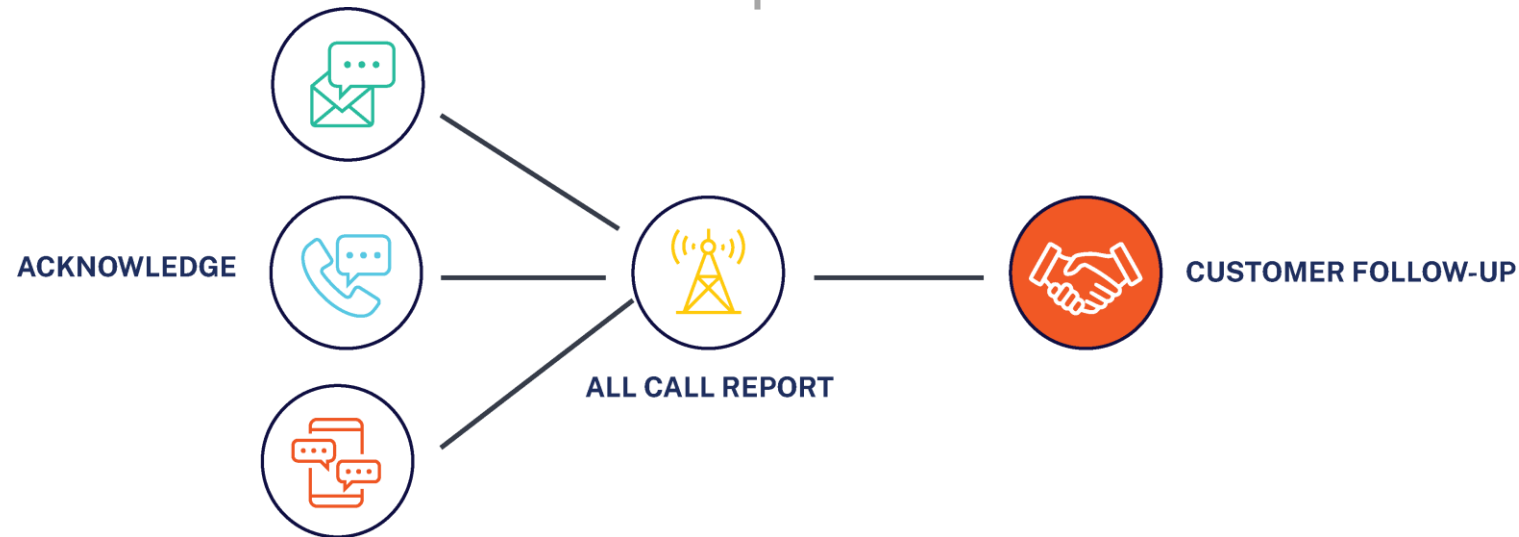
Understanding The CPower Dispatch System

▪ 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

▪ Emails for Events and Tests

- cpowerdispatch@mg.cpowerenergymanagement.com
- Ensure this address is listed as a safe sender for your organization.



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.

Planned Outage for ADCR Participation

Let Us Know When You Will Be Down

CPower ISO-NE Customer Outage Form

Customer Name *

Facility Address *

Facility/Site Address Line 1, City, State, Zip

Outage Type *

Planned - scheduled more than 7 days in advance
Unplanned - not scheduled or scheduled less than 7 days in advance.

Planned UnPlanned

Start Date

End Date

What program(s) do you participate in? *

ADCR - Active Capacity Demand Response
Utility Program - include the National Grid, Eversource & Unitil Connected Solutions programs.

ADCR Utility Program ADCR & Utility Program

Excel form for Product Outage

If you have multiple sites, dates, or an excel file is just easier for you - please attach the template here.

Notify CPower the date of your planned outage:

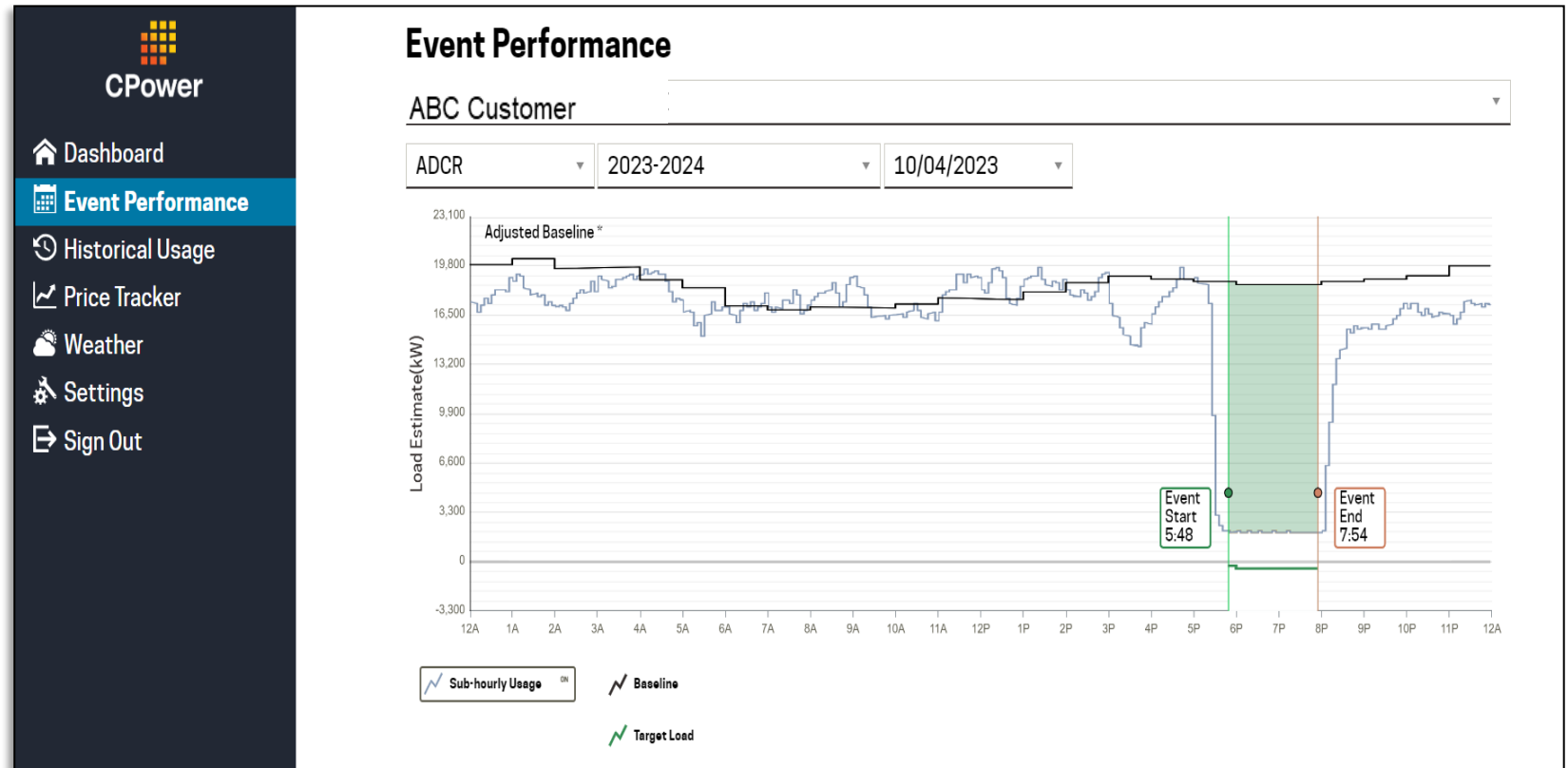
- Planned outages must be submitted to ISO-NE no more than 7 days prior to the outage.
- Our planned outage form is an easy way to submit all your information
 - [CPower ISO-NE Customer Outage Form](#)
- Requests can be cancelled – please let CPower know up to 7 days before the planned outage if it will be cancelled.
- If you have any questions about planned outages,
 - Send your Account Executive or Account Manager an email
 - Call us: (844)-276-9371 (CPOWER1)

CPower Portal

Real-Time Data at Your Fingertips

CPower Portal provides real-time:

- Energy usage
- Load drop
- Event performance



Recap

Important things to remember

- Season Begins June 1, 2024
- Be sure to update dispatch contacts
- Make sure you are only using approved generators
- Respond to test and communications drills
 - **Comms Drill:** Wed., May 29, 2024 [2 PM ET]
- Make sure you have backup personnel in case of emergency
- Ensure everyone reviews this training
- Review curtailment plan and/or curtailment strategy
- Make sure metering is up and running and accurate



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

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Thank You!

Questions & Answers

