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## **CPower PJM Flexible Programs: Customer FAQ**

### **Economic Demand Response**

**1. Q: Can I curtail hours where I do not clear in the Economic Demand Response (Economic) market (both day-ahead and real-time)?**

A: No. When curtailing site load you must utilize only one economic indicator. For customers participating in the Economic market this indicator must be clearing in and being curtailed in a PJM sanctioned demand response (DR) program (Some exceptions exist, such as Trans Peak). Curtailing based on other economic drivers could result in non-payments for hours curtailed (in and out of PJM programs), conflicts with other scheduled programs and objectives, and could ultimately result in the site being ejected from the PJM market.

**2. Q: How do I know if I cleared in the Economic market?**

A: There are two distinct flavors of the Economic market: day-ahead and real-time. In the day-ahead market PJM clears hours the day prior to the market date. The schedule of cleared hours is sent to customers via email at 4:30 p.m. ET the day prior to the market date. In the real-time market PJM, clears hours approximately 1.5 hours before the event starts. The event start notification can be sent via email, phone or SMS (depending on how the customer is configured in our dispatch system). However, when a real-time Economic event is called end time is not known. The event end for a real-time Economic event comes 30 minutes before the end of event and again the notification is sent via email, phone or SMS (depending on configuration). If automation is in place, the dispatch start and end for an event are both automated.

**3. If I clear in the Economic market how many hours am I expected to curtail?**

A: If you clear in the Day-ahead Economic market, you will be expected to curtail for the entire duration of all cleared hours. If you are dispatched in the real-time economic market you are expected to curtail until the event has been ended by PJM and you receive end notifications from CPower.

**4. Q: If I am scheduled in the Economic market for a given hour, can I remove myself from the market?**

A: Yes. Timing varies between day-ahead and real-time. For the day-ahead market, the CPower team must be aware of schedule change by 8 a.m. two business days prior to the schedule submittal. For the real-time market, the CPower team must be aware of the change at least 2 hours before the hour at question. All schedule adjustment requests must be sent to the CPowerScheduling@cpowerenergy.com distribution list.

**5. Q: If I already cleared in the Economic market for a period of time, can I get out of my commitment?**

A: No. Once you have cleared in the market, you must meet your commitment or incur potential penalties associated with not meeting your commitment.

**6. Q: Prices are spiking in the real-time market; can I be added to the real-time market right now?**

A: No. Real-time market schedules for each operating hour can only be adjusted up to 65 minutes before the operating hour. You cannot be added to the market for the current operating hour.

**7. Q: I cleared in far more hours in the day-ahead Economic market than I expected to. Can I remove myself from some of those hours?**

A: No. Once you have cleared in the market, you must meet your commitment or incur potential penalties associated with not meeting your commitment. If you do not want to clear a large number of consecutive hours in the future, please let CPower know as we can set some parameters in our systems regarding your participation to ensure this does not occur again.\*

**8. Q: Is there any way that I can only clear a predetermined number of consecutive hours in the market? I do not want to constantly be turning on and off the equipment on site.**

A: Yes. If you would like to only clear a predetermined number of hours, please let your account representative know and they will work with the CPower Dispatch team to make the adjustment in PJM's systems or refer you to an EnerWise consultant. Note: making this adjustment will result in fewer total cleared hours over a period.

**9. Q: When do I get paid for the events I've participated in?**

A: CPower pays customers for their participation on a quarterly cycle. Depending on where we are at in that cycle and when the event occurs, the payments in

some instance may not be sent for a particular event until 4-5 months following the event.

**10. Q: I overperformed during an Economic event. Do I get paid for my overperformance?**

A: Payments for overperformance depend on a variety of factors but in certain scenarios you may be eligible for payments for your overperformance. For specific questions regarding this, please reach out to your account representative.

**11. Q: I underperformed during an Economic event. Will I be penalized?**

A: Depending on the circumstance, you may be penalized for underperformance. Your CPower account team can address specific questions.

**12. Q: I need to make an adjustment to my strike price. How do I do this? When does this go into effect?**

A: If you need to make an adjustment to your strike price, please reach out to your CPower team. They will consult with you to ensure you are not making adjustments that will flag the site for unexpected changes. Any adjustments to a strike price will go into effect two to three business days from the date of the request.

**13. Q: Can I adjust my strike price immediately?**

A: No. Strike prices cannot be retroactively adjusted for a market date. If you need to be removed from the market based on your strike price, please email the [CPowerScheduling@cpowerenergy.com](mailto:CPowerScheduling@cpowerenergy.com) distribution list.

**14. Q: Can I set a different strike price for each hour?**

A: No. Strike prices are set per day and cannot be adjusted by hour.

## **Synchronized Reserves Program**

**1. Q: If I have already cleared in the Synchronized Reserve (Sync) market for a period of time, can I be released from my commitment?**

A: If you can no longer meet your commitment, please let the CPower team know ASAP by emailing the [CPowerScheduling@cpowerenergy.com](mailto:CPowerScheduling@cpowerenergy.com) distribution list. CPower has the ability to reach out to PJM to de-assign you from the market. If you will not be available for an extended period of time, please let CPower know this so we can make further schedule adjustments.

**2. Q: How do I get compensated in the Sync program? Am I compensated for hours I am not dispatched?**

A: In the Sync program you are compensated mainly to be on standby when the grid may need your site to curtail for short durations to stabilize the grid. This means that when you clear in the market you are compensated for the hours that you are just on standby without being dispatched.

**3. Q: How do I know if I will be curtailed when I clear in the SR market?**

A: If you clear in the Sync market, you will be expected to curtail when PJM calls for curtailment. When called, a notification is sent via email, phone or SMS to inform you that you have been called. You will be expected to curtail load in less than 8 minutes from the time the notification is received. If automation is in place the dispatch start and end for the event are both automated.

**4. Q: What times of day could I be called for a Sync event?**

A: You may be called at any time of day where you are scheduled into and clear in the sync reserve market. If your load or resources are not available to meet this commitment, please inform CPower and we will adjust your schedule accordingly to make sure you are not scheduled in the market for hours when you are not available.

**5. Q: I underperformed during a Sync event. Will I be penalized?**

A: If the event lasted for greater than 10 minutes, PJM reserves the right to claw back revenue earned in prior months. Ask your account manager how this is calculated.

**6. Q: I have Link API set up and anytime I see an event come in the end time is a month out – why is that?**

A: When PJM calls a Sync event, CPower does not initially know the end time, so we set a default end time at one month in the future. When the event end is called by PJM CPower's systems will update the event end date/time to the appropriate date/time per PJM end event call.

## **Both Programs**

**1. Q: I will not be available for market participation on a future date; can I be removed from the market temporarily?**

A: Yes. Please inform CPower by emailing the CPowerScheduling@cpowerenergy.com distribution list with as much advanced noticed as possible. For planned outages notices must be provided at least three business days prior to the outage to ensure there is no impact on market schedules and commitments.

**2. Q: I have an on-site emergency (ex. transformer blew up, production stopped, etc.) and can no longer participate in the market. What do I do?**

A: Please inform the CPower team immediately by emailing the CPowerScheduling@cpowerenergy.com distribution list. CPower will do everything in our means to make sure we minimize any sort of financial or other impacts that may be a result of the emergency where feasible. We can pause participation until you inform us that your situation has been resolved.

**3. Q: I have to curtail load as part of another commitment (Ex. Trans Peak). How do I let CPower know when I need to curtail so there is no conflict with market programs?**

A: Please work with your account representative to inform CPower of this conflict. Typically, schedules showing the hours which you should be removed from the market should be sent to CPower three business days before the event. If this is not feasible, special exceptions can be made under certain circumstances. All schedule adjustment request should be sent to the CPowerScheduling@cpowerenergy.com distribution list. EnerWise is designed to allow for participation in multiple programs. (consider asterisk)

**4. Q: A contact seems to be missing or should be removed from the notifications. Can they be added/removed?**

A: Yes. Please contact your account representative to ensure your contact list is up to date and to ensure the appropriate person(s) are on the correct contact lists and that their contact details are up to date.

**5. Q: How can I find which of my bids have cleared in the CPower Portal?**

A: Hours cleared in the market are shown in the CPower Portal. If you need a training refresher, please reach out to your account representative.

**6. Q: I want to increase my bid value. How do I do that?**

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A: If you believe that you have additional load curtailment capability, please inform your CPower account rep. CPower will analyze your recent performance and determine if your bid value can and should be increased.

**7. Q: Automated curtailment is curtailing more load than my market commitment, how do I adjust so I am not curtailing more than my commitment?**

A: It is always good to be overperforming by a small margin. If you are overperforming by a larger margin than expected, please contact your account representative. Depending on the automated curtailment being utilized, CPower or one of our tech partners may be able to make adjustments to ensure that this does not happen again during future events.

**8. Q: How do I get a more detailed report on earnings beyond the statement that CPower shares.**

A: If you need a granular settlement report that shows your market revenue, please reach out to your account manager. In certain circumstances CPower may be able to provide additional, more granular reports showing market revenue earned in hourly programs.

**9. Q: How soon can I get estimated earnings shortly after an event.**

A: High level estimates may be available, not necessarily after events, but on a regular basis based upon the programs in which you participate in. Your CPower representative will be able to help determine which estimates are available to you.

*\*Additional capabilities available via EnerWise® Site Optimization. Contact your account representative for more information.*