



# New England Seasonal Preparation Winter 2024-25

---

11 / 26 / 24



# Program Snapshots

## New England Demand Response Programs

- Active Demand Capacity Resource (ADCR)
- On-Peak Demand Response

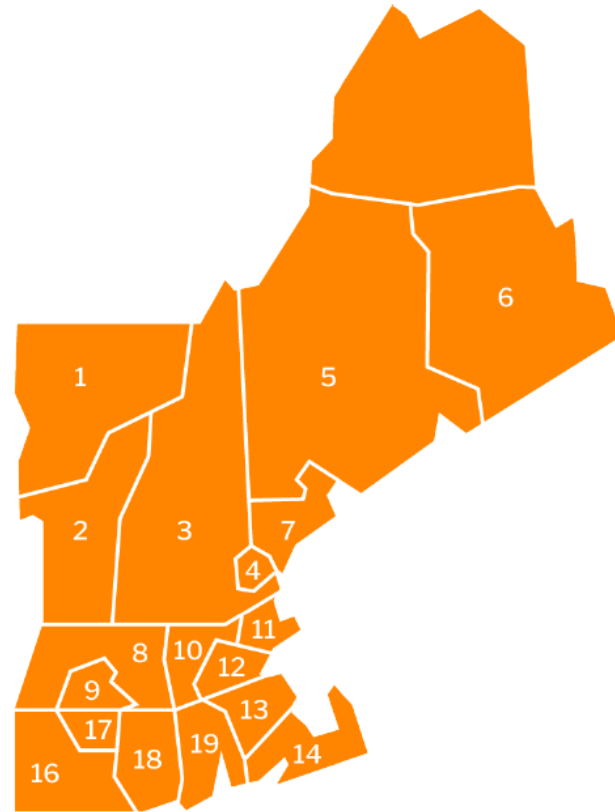
## SUMMER ONLY (for general informational purposes)

- Connected Solutions Targeted Dispatch
- Connected Solutions Daily Dispatch
- Efficiency Maine



# 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 Program 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

## Important Reminders

- 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

# 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](mailto: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 0000

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](mailto:Engineering@CPowerEnergyManagement.com) if you have any changes to your facility, curtailment actions, or any other information listed in this Curtailment Plan.

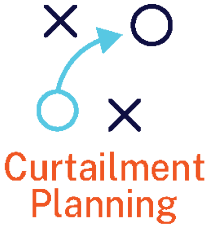
<p><b>Utility Account Information</b></p> <p>Company: _____</p> <p>Facility #: _____</p> <p>Address: _____</p> <p>City: _____</p> <p>State: _____</p> <p>Zip: _____</p>	<p><b>Facility Information</b></p> <p>EDC Utility: _____</p> <p>Account Number(s): _____</p> <p>Account Number(s): _____</p> <p>Account Number(s): _____</p> <p>Account Number(s): _____</p> <p>Account Number(s): _____</p>
---	--

**Enrolled Program**

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

# Dispatch Notification

Dispatch notifications will come from:

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

Send  Mrs. Customer  
 \_\_\_\_\_  
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](mailto:CPowerDispatch@CPowerEnergyManagement.com)

# 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

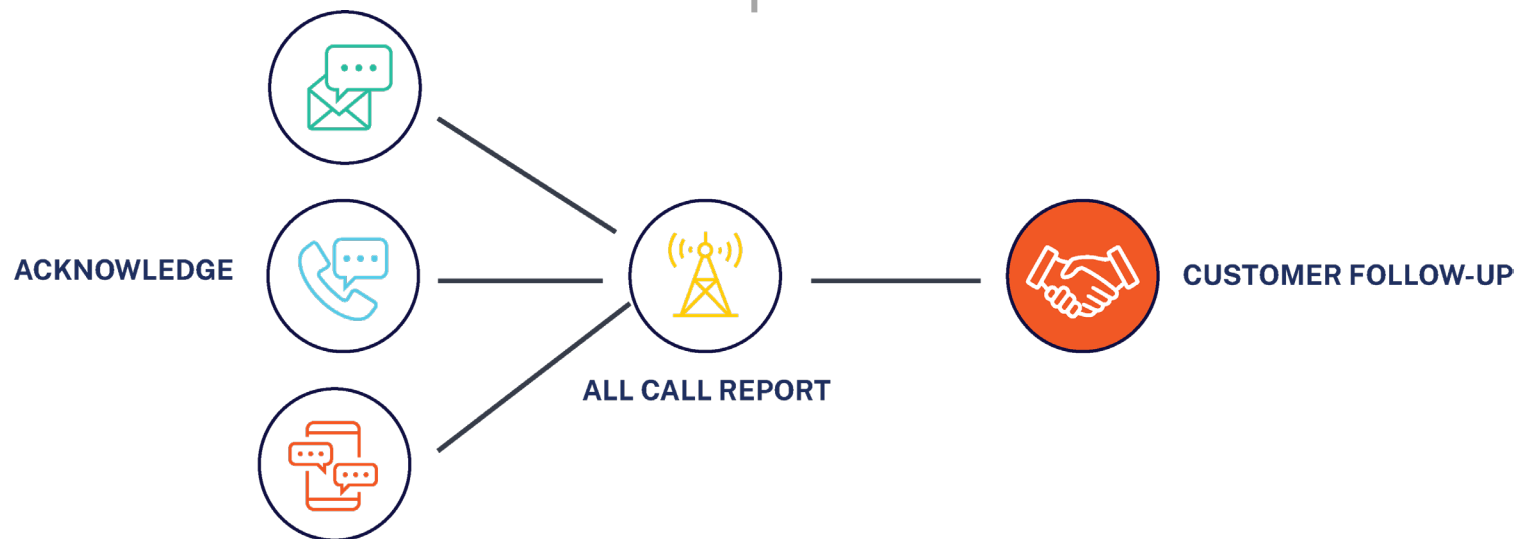
## Understanding The CPower Dispatch System

### ▪ 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](mailto: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 ISONE Participation



## CPower Energy 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

In what market(s) do you participate? \*

ISO-NE - New England states (CT, MA, ME, NH, RI, VT)  
NY-ISO - New York state

## Let Us Know When You Will Be Down

### 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
  - [NE&NY\\_ISO CustomerOutageForm](#)
- 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)

# Recap

## Important things to remember

- Season Begins December 1, 2024
- Be sure to update dispatch contacts
- 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



**Thank You for  
Supporting the  
Regional  
Electric Grid!**

