



New York ISO Seasonal Preparation Winter 2024-25

12/3/24



Program Snapshots

2024 NY Demand Response Programs

- Installed Capacity Special Case Resources (SCR-ICAP)
- Demand Side Ancillary Services Program (DSASP)

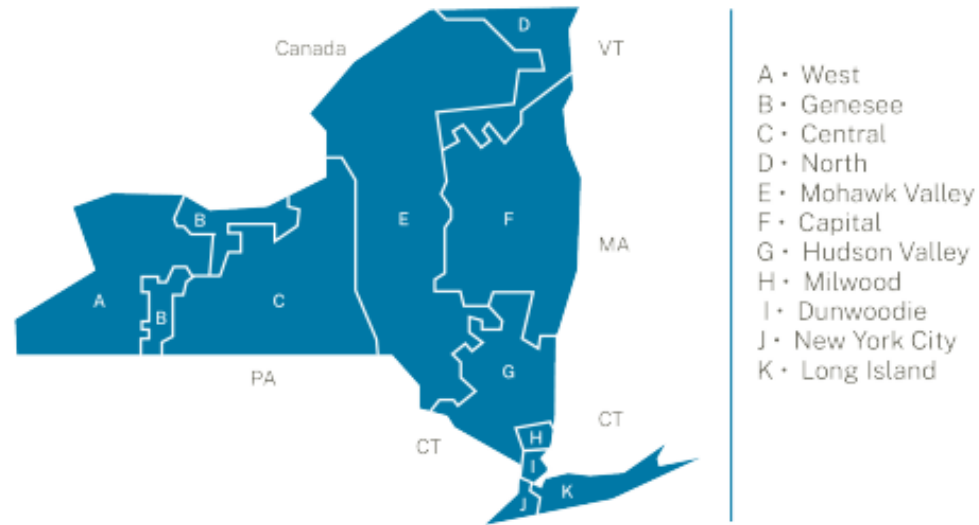
SUMMER ONLY (for general informational purposes)

- ConEd Commercial System Relief Program (CSRП and Distributed Load Relief Program (DLRP)
- Upstate Utilities Commercial System Relief Program (CSRП) and Distribution Load Relief Program (DLRP)
- Term Dynamic Load Management (Term-DLM)



NYISO Service Area

NYISO Service Area and Zone Map



Program Overview - SCR

Program Rules and Parameters

MINIMUM SIZE	100 kw
PARTICIPATION	Customer has the option to enroll for Summer (May-Oct), Winter (Nov-Apr), or both
NUMBER & DURATION OF RESPONSE EVENTS	Participants agree to provide the load reduction for 4 hours. Events are typically called on working-days between 10AM -7PM. There is no limit to the number or start time of events.
NOTIFICATION	Day Ahead: Notification of possible event 21 hours prior to the start. Day Of: Up to 2 hours prior to the start of the event.
COMPENSATION	Monthly Capacity Payment (\$/kw-Month) + Event Energy Payment (\$/kWh)
CAPACITY PAYMENTS	Prompt Monthly Auction Clearing Prices
BASELINE (ACL)	Average Coincident Load (ACL): Average of the highest 20 one-hour peak loads of the SCR from the top 40 SCR load zone peak hours during the 11am-8pm time period of the prior equivalent capability period. It is used to determine capacity reduction/payments.
BASELINE (CBL)	Customer Baseline Load (CBL): Average of the usage of each hourly interval of the top 5 days out of last 10 eligible weekdays. It is used to determine energy reduction/payments.
SETTLEMENTS	Customers are paid seasonally their portion of the capacity or energy payments. Payments are issued 60 days after we have received payment from NYISO.
COMPLIANCE	Customers are required to curtail at least their committed load during events and test events.
CONSEQUENCES OF NON-PERFORMANCE	De-rating: Customer's committed load curtailment is based upon their reported average performance during curtailment events (including tests) in previous 12 months. Potential penalty up to 150% of Spot Auction price for deficient kW reduction.
TESTING	A mandatory 1-hour test event is called during each seasonal capability period.
ENROLLMENT DEADLINE	Sign-up at least 30 days prior to be enrolled for the following month.
METERING	Each account must have an hourly interval or utility AMI meter

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

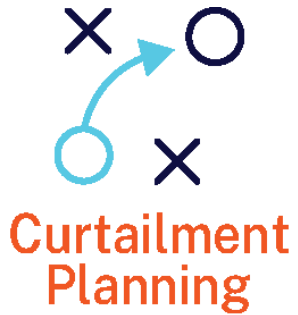


- **Ensure that you have CPower Dispatch information updated and accessible**
 - CPowerDispatch@mg.cpowerenergymanagement.com
 - Add the CPower Dispatch number to your cell phones – “Demand Response Notification”
 - 410-346-5907



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

Curtailment Plan Review



What to check:

- Ensure that you have a plan in place – either from CPower or through your organization
- Ensure that you have dispatch contact for all your facilities
- Have backup contacts to cover vacations
- Make sure all stakeholders know curtailment values and processes
- Know the program rules and participation criteria

Reach out to your account manager or customer service to update contacts before the start of the season

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

▪ Email Address for Events and Tests

- [Deploy test and dispatch emails from: cpowerdispatch@mg.cpowerenergymanagement.com](mailto:cpowerdispatch@mg.cpowerenergymanagement.com)
- Ensure this address is added to 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

Planned Outage for NYISO 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 NYISO at least 7 days before 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 at least 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 contacts
- Make sure you have back up 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



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