AGENDA

- CPower’s Message
- Market Updates
- Market Requirements & Event History
- All Call Procedures & Dispatch
- ERCOT Team Members
WHAT YOU NEED TO KNOW

CPower strives to make you more informed and be in a position to yield the best results from your demand response participation.
Market Updates ERCOT

What You Need to Know About the ERCOT Market

Potential LR Changes

• NPRR 815 drafted to remove 50% Load Resource participation cap in Responsive Reserves Service (RRS) – However, it sets floor of 1,150 MW of RRS to be procured from generation resources per NERC standard.
• NPRR approved by WMS (Feb), ROS (June), tabled in PRS June meeting to consider “compromise” language raising administrative cap to 60% and specifically stating floor gen procurement requirement.
• Key next steps are PRS approval (7/20) and Board approval (8/8).
• If approved, new limits take effect 1/1/2018.

PUCT Commissioner Activity

• Chairman Nelson has stepped down.
• Commissioner Anderson’s term ends in August, possibly considering staying on.
MARKET REQUIREMENTS & EVENT HISTORY

LOAD RESOURCES PROGRAM SUMMARY REQUIREMENTS

- Year round, 24 hour per day program
- Event calls may last up to several hours
- Min. 15-30 min test event per year in absence of an actual event
- Metering/ Direct Load Control is required

EVENT HISTORY

Since 2011 - 15 Total Events
- 4 Manual
- 11 UFR Events
You can find all program rules and participation parameters in our program snapshots located on our website:

- **Load Resource Snapshot**

**VISIT:**

[CPower Readiness 2017](http://www.CPowerEnergyManagement.com)

To find all the information you will need to prepare for the LR program.
ALL CALL SYSTEM FUNCTIONALITY

THE ALL CALL SYSTEM UTILIZES:

- Phone
- Email Servers
- Text Message

to notify all customer contacts entered in CPower’s Load Response program(s). Generally your operational and dispatch personnel.

THE ALL CALL SYSTEM WILL:

- Be activated by our load response dispatch operators - For both tests and actual events
- Send important informational or market specific information
ALL CALL SYSTEM FUNCTIONALITY, CONT...

The All Call system will make up to 2 attempts to each contact set up in our dispatching system.

Once notices have been dispatched there are 3 ways you can acknowledge receipt of the notification:

1. 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.

2. EMAIL
   • An event email will be sent by the system (if you have email set up for notification)
   • When the email is received, hit reply and type “yes” in the body of the email to confirm understanding
   • Send the email back to the dispatch operator email
   • We must receive email acknowledgments back within 2 hours of sending dispatch notices.
   • After that time the system closes down and we will not register an acknowledgement.

3. TEXT
   • 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.
ALL CALL SYSTEM DISPATCH NOTICES

PHONE NUMBER THAT WILL CALL YOU FOR EVENTS AND TEST:

• **410-346-5907**
  
  This is the direct line of our 24x7 dispatch service desk

EVENT NOTIFICATIONS MAY COME FROM EITHER OF THE FOLLOWING EMAIL ADDRESSES:

• [CPowerDispatch@dccnotify.com](mailto:CPowerDispatch@dccnotify.com) or [CPowerDispatch@dccbackup.com](mailto:CPowerDispatch@dccbackup.com)
  
  Please make sure these email addresses are white listed on your email servers to ensure they are not caught up in SPAM or junk mail.
### The ERCOT Team: The Value of a Fully Integrated Team

<table>
<thead>
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</table>
Energy is forever in motion. At CPower, we never stop moving in our pursuit to help your organization master its energy spend.

Contact CPower and set up a complimentary energy evaluation for your business, conducted by our team of engineers and consultants.

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