

# Demand Response Program

## *Frequently Asked Questions*

### What is Demand Response?

- Energy usage adjustment by customers to reduce their energy load at times of peak demand or other triggering event to relieve stress on the grid and promote system reliability.

### What are the Qualifications for the Demand Response Program?

- Existing Building Energy Management System (BEMS)
- Ability to adjust operations between June 15 and October 15
- Ability to adjust operations between 1:00 PM and 6:00 PM PST
- Commitment to a minimum load reduction of 100 kW for each called-for DR Event during the curtailment season of June 15<sup>th</sup> through October 15<sup>th</sup>

### What are the Demand Response Program Incentives?

- **Event Incentive:** Event Incentive is received based on the number of events and kWh participated within the Demand Response Curtailment Season
- **Capacity Incentive:** Savings by kW per month based on committed curtailment with minimum 50% performance during DR Event to receive this incentive. If no event is called during a given month, Capacity Incentives are guaranteed. It is calculated as 100% performance per committed curtailment
- **Equipment Incentive:** Up to 50% of the program approved Demand Response Automation Server (DRAS) client device (non-labor) after full participation and successful completion of the DR Program

### When and how will I see my Demand Response Program Incentive?

- At the end of the curtailment season (June 15<sup>th</sup> – October 15<sup>th</sup>), the performance of the participant will be evaluated and calculated per DR Program specifications.

### What are examples of Demand Response Measures that our facility could participate in load curtailment during a Demand Response Event?

- Dim or curtail selected lighting zones
- Global Temperature Set Point Adjustment (GTA)
- Pre-cool the building envelope

- Limit demand of electric equipment (ex. Chillers)
- Duty Cycle air-cooled Package Units (ex. 10 min on/10 min off)
- Reset Static Set Point Pressure Controls
- Curtail or disable selected elevators and/or escalators
- Variable Fan Speed Reduction (VSD/VFD)
- Curtail or reset industrial machinery or operations
- Limit or duty cycle garage exhaust fans

### **How do I Manage my Demand Response Program Participation?**

- As a pre-requisite to be a participant, the customer must have a qualified BMS/EMS/BAS/SCADA/BEMS/EMG so the participation during the event can be monitored and managed.\*

### **How do I ensure that Demand Response Events do not interfere with Facility Operations?**

- As part of the DR Program you will receive a Complimentary Consultation to review your energy use and areas of possible curtailment specific to your business.
- Participation is voluntary; however the participant may not exceed 2 non-participatory events.
- All Demand Response measures will be identified and approved by you prior to any scope of work being implemented. You always have the option and ability to opt out per Demand Response measure during any DR Event.

### **Who controls energy curtailment at my facility?**

- DWP initiates the notification for a DR Event. The participant then controls, defines and plans the curtailment.

### **Do we need to shut down our equipment during the DR Event?**

- No. The DR Technical Team will work with you to help identify achievable DR load shed opportunities and measures which suit your operations. The Technical Team will also help you determine what level (s) of your DR curtailment (kW Shed) you will be able to comfortably manage during the DR curtailment season.

### **What type of Notification does the facility receive prior to a Demand Response Event?**

- Potential option for one day ahead advance notice
- Potential option for two hour advance notice

### **How will I be notified when there is a Demand Response Event?**

- Semi-Auto DR: Demand Response Event Notification will be passed to Participant via email or phone

## What are potential reasons for a Demand Response Event to be called?

- High System Peaks
- Resource Shortage
- System Reliability
- Temperature
- System Contingencies

## What is the duration of a Demand Response event?

- A Demand Response Event will not exceed four hours and is limited to one DR Event per day.

## How many Demand Response Events will there be during the curtailment season of June 15 – October 15?

- There will be a maximum of 12 DR Events during curtailment season of the Demand Response Program.

## What if we cannot participate for a particular Demand Response Event? Are there penalties?

- There are no penalties for non-participation in DR Events.
- The Participant may not exceed two non-participation events during the curtailment season otherwise Participant may not be able to continue with the DR Program.
- During the DR Event, the Participant's curtailment must be at a minimum of 50% committed load shed to be considered as being a valid Event Participation. The incentives received will however be proportional to the percentage of committed participation level.

## What is the process for Support during the Demand Response Program?

- Your Premier Account Representative will be your main point of contact and will stay engaged for Support.
- A Demand Response Support number will be provided for use during the DR Event Curtailment Season to provide you with both technical as well as program support.

## Can we aggregate multiple sites of a customer to participate?

- Yes