

Contents

- Introduction
- System Access
- Curtailement Screen
- History Screen
- Customer Obligations
- Terms and Conditions

Introduction

The Demand Response User Commitment Facility is a service provided by Sygration for its clients. Sygration client(s) is enrolled in a government-sponsored Conservation and Demand Response Program as an Aggregator, allowing them to submit load reductions on behalf of their clients in response to high market prices or energy shortfalls. In return, such programs provide financial incentives which are passed along to the the Aggregator's clients. . A background program called the "Agent" monitors the forecast prices for energy within Ontario, looking specifically at the price three hours from the current hour. When that price exceeds a threshold "Strike Price" set by a client, the Agent will create an alert and inform both client(s) and the Aggregator's administrator via an Email message. Each client will then log onto the Demand Response User Commitment Facility to view the notification information and enter the quantity of load that their company is committing to reduce for the target hour. The Aggregator receives a payment for the aggregated load reduction, and will in turn pay each Client based on their portion of the total reduction.

System Access

Access to the Demand Response User Commitment Facility is restricted to authorized personel only, granted by your service provider. Your Aggregator (LDC or other Energy Services Provider) will create a user account for their customers wishing to participate in the ELRP program. Call your provider to inquire if they participate in the Demand Response program, and if they do, ask them to create an account/password for your company.

Client users must be employed by the company their account represents, and be authorized by such organization to participate in this program and to submit energy load reduction quantites on its behalf. Client companies agree to reduce their load consumption by the quantity submitted by the user in this facility.

Curtailement Screen

When the forecast energy price exceeds the client's price threshold "Strike Price", clients will automatically receive an e-mail from your Aggregator . The email message will include a link that directs them to this facility. Clients will then logon to the Facility and goto the Curtailement Screen to view the forecast price and submit the amount of load (kW) that their company is committing to reduce during the target hour. Clients organizations are expected to reduce their load consumption by the quantity submitted on their behalf. The screen consists of three areas:

1. The latest forecast energy prices for the current day and next day (when available). Historical prices for the current day's hours are in black, while the forecast prices are in blue. The forecast prices are revised hourly, so a specific hour's price will be updated many times and may be different than the original price when the alert was generated.
2. Curtailement Commitments area is where information about the target hour is provided and the company's demand response commitment quantity (kW) can be viewed or updated for the target hour. Updates can only be made by users if the Alert Status is open.
3. Recent Alerts, show all price alerts for the last 7 days, along with the demand response commitment quantity (kW), the status

of the alert hour, and name of the user who submitted the response.

Demand Response User Commitment Facility

Welcome **jdiffer** [[Sample LDC](#) [Curtailment](#) [History](#) [Help](#) [Sign Out](#)]

[Realtime Price Chart](#) [Predispatch Convergence](#)

Hour	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
22-Jan-2008	\$ 36.80	36.86	42.18	35.49	39.61	38.49	50.31	78.47	63.22	59.99	39.22	43.71	36.95	59.81	59.54	65.00	77.20	84.01	84.37	79.48	72.08	57.00	57.00	38.56
23-Jan-2008	\$ 13.72	13.72	13.72	13.72	13.72	26.33	31.84	32.43	31.91	30.70	29.89	29.50	29.89	29.07	29.07	29.00	31.08	33.61	33.84	33.19	32.15	30.87	29.78	28.67

Curtailment Commitments:
 Select an Alert from the list of Current Alerts, then enter the kW Quantity of Demand Response that your Company is Committing for the Hour.

Company: Differs Cold Storage		Enabled:	YES
Alert Target:	22-Jan-2008 HE18	Predispatch Hour:	3
Forecast Price (at time of Alert):	\$84.01	DR Capacity (kW):	110
Strike Price:	\$1.42	DR Commitment (kW):	85
Company Comments: Phone 905-733-2344 Cell 416-544-2442			

Alert Status: OPEN, Changes Permitted until 22-Jan-2008 15:00

Apply
Reset

Select a Recent Event:

Alert Date	Hour	Alert Status	User Submission Status	Quantity	Response Update	View/Edit
22-Jan-2008	18	OPEN	WAITING FOR RESPONSE			
22-Jan-2008	17	CLOSED	CURTAILMENT SUBMITTED	95	jdiffer 22-Jan-2008 13:45:09	
22-Jan-2008	16	CLOSED	CURTAILMENT SUBMITTED	90	thibig 22-Jan-2008 13:45:49	
22-Jan-2008	15	CLOSED	CURTAILMENT SUBMITTED	90	thibig 22-Jan-2008 14:29:28	
22-Jan-2008	14	CLOSED	CURTAILMENT SUBMITTED	105	thibig 22-Jan-2008 14:29:37	
22-Jan-2008	13	CLOSED	RESPONSE MISSED			
22-Jan-2008	12	CLOSED	CURTAILMENT SUBMITTED	90	thibig 22-Jan-2008 14:30:11	
22-Jan-2008	11	CLOSED	CURTAILMENT SUBMITTED	110	thibig 22-Jan-2008 14:30:21	
21-Jan-2008	24	CLOSED	CURTAILMENT SUBMITTED	99	diffscold 21-Jan-2008 20:57:31	

The Curtailment screen lists any hours within the last 7 days where the price exceeded the client's Strike Price. It also shows the status of the hour – if a User can submit a load reduction quantity or not – and whether or not your company has already entered a response. If any user has submitted a response, then the name and time of the update is also shown.

Select an Recent Event:

- **Alert Date & Hour:** is the date that the event applies (i.e. today's or tomorrow's date. It is not necessarily the current date.
- **Alert Status:** with be OPEN or CLOSED. You may only enter a response to the ELRP event if the status is Open. You may still view information on the event if it is Closed, however you cannot make any changes.
- **User Submission Status:** indicates if the administrator is waiting for your response.
- **Response Update:** indicates the username and timestamp that your previously entered your response to each Event (if you did enter a response).
- **View/Edit** icon is used to select an Alert and view it, or while the event status is still Open, to enter a demand response on behalf on your company.

Clicking on the View/Edit for an Event in the list will bring up a data-entry form for that Event. If the Event is Open, you will be able to enter or make changes to the response information on the screen. If the Event is closed, or closes before you save your changes, you will not be able to make any changes. **While data entry is not permitted after the Alert event is Closed, your Administrator may still be able to make changes on your behalf.**

Curtailment Commitments Data-Entry Form:

- **Enabled** is set by the Administrator and indicates if your company will receive Alerts
- **Alert Target** is the future time and hour that the energy price is expected to exceed your Strike Price. The HE term stands for the IESO "Hour Ending" and is explained below.
- **Predispatch Hour** is the amount of hours, beyond the current hour, which of the Alert Target. Normally, the 3-hour Predispatch is used for the basis of demand response programs.

- **Forecast Price** is the anticipated price for energy (\$/MWh) that is forecast to be for the target hour.
- **Strike Price** is the threshold energy price (\$/MWh) specified by your company, beyond which you expect to reduce your consumption and receive a demand response compensation. This is specific to your company, but can only be set by your Aggregator administrator.
- **Dr Capacity (kW)** is the maximum amount of load (kW) that your company can reduce in response to the high energy price.
- **DR Commitment (kW)** is the amount of energy your company committed (or will commit) to reduce load as a demand response. This field is editable only when the alert event is open.
- **Company Comments** optional information collected on your company. Usually a contact phone number or pager number.
- **Alert Status:** the status of the alert event (Open or Closed), and the time the event closes and no more changes are permitted.


The IESO always operates on Eastern Standard Time (EST) and uses the "Hour Ending" (HE) nomenclature when specifying hours of the day. For example, HE14 means the hour ending at 14:00 EST, which means the time from 13:00 - 14:00 EST (or 1PM - 2PM EST). The table below lists the hours which may have an alert and the times in both EST and EDT that they correspond to.

Hour Ending Lookup Table

Hour Ending	EST (Winter)	EDT (Summer)	Hour Ending	EST (Winter)	EDT (Summer)
HE9	8:00AM - 9:00AM	9:00AM - 10:00AM	HE15	2:00PM - 3:00PM	3:00PM - 4:00PM
HE10	9:00AM - 10:00AM	10:00AM - 11:00AM	HE16	3:00PM - 4:00PM	4:00PM - 5:00PM
HE11	10:00AM - 11:00AM	11:00AM - 12:00PM	HE17	4:00PM - 5:00PM	5:00PM - 6:00PM
HE12	11:00AM - 12:00PM	12:00PM - 1:00PM	HE18	5:00PM - 6:00PM	6:00PM - 7:00PM
HE13	12:00PM - 1:00PM	1:00PM - 2:00PM	HE19	6:00PM - 7:00PM	7:00PM - 8:00PM
HE14	1:00PM - 2:00PM	2:00PM - 3:00PM	HE20	7:00PM - 8:00PM	8:00PM - 9:00PM


Entering your Demand Response can be done is allowed if the Alert is still open. Enter the quantity your company is committing to reduce load by (kW) for the target hour, and select the Apply **Apply** button. To reset the screen, select the Reset **Reset** button. You cannot "undo" a previously submitted value, however, you can re-enter a value at any time as long as the Alert status is Open. As long as it is not too late, you may also contact the Aggregator Administrator to make a change on your behalf.

History Screen

The History screen allows you to view past alert information. You may select a filter to view only Alerts in the past 1 month, 3 months, 6 months or a full year. The list of Alerts is the same as shown in the Curtailments screen, and by clicking on the  View icon you will be redirected to the Curtailment screen where it will show you the information previously submitted for that Event.










Demand Response User Commitment Facility

Welcome **jdiffer** [[Sample LDC](#) [Curtailment](#) [History](#) [Help](#) [Sign Out](#)]



Select the amount of History: 1mo 3mo 6mo 1yr

Alert History:
 Historical Responses to the Demand Response Alert Hours are shown below. Click on an Event to see details.

Alert Hour	Price	Status	Response Status	Qty	Updated By	View
22-Jan-2008 HE18	84.01	OPEN	No Response			
22-Jan-2008 HE17	72.09	CLOSED	Response Complete	95	22-Jan-2008 13:45:09 jdiffer	
22-Jan-2008 HE16	72.08	CLOSED	Response Complete	90	22-Jan-2008 13:45:49 thilbig	
22-Jan-2008 HE15	62.09	CLOSED	Response Complete	90	22-Jan-2008 14:29:28 thilbig	
22-Jan-2008 HE14	72.08	CLOSED	Response Complete	105	22-Jan-2008 14:29:37 thilbig	
22-Jan-2008 HE13	59.54	CLOSED	No Response			
22-Jan-2008 HE12	72.09	CLOSED	Response Complete	90	22-Jan-2008 14:30:11 thilbig	
22-Jan-2008 HE11	99.40	CLOSED	Response Complete	110	22-Jan-2008 14:30:21 thilbig	
21-Jan-2008 HE24	57.00	CLOSED	Response Complete	99	21-Jan-2008 20:57:31 diffscold	

Customer Obligations

MISSING -- Provide information on the client's obligations that are expected of them as they participate in the Demand Response Aggregation program.

Terms & Conditions

BY USING THE DEMAND RESPONSE RESPONSE USER COMMITMENT FACILITY YOU AGREE TO THE FOLLOWING TERMS:

THE SERVICE IS LICENSED TO INDIVIDUAL ORGANIZATIONS FOR USE BY THAT ORGANIZATION'S STAFF AND ARE NOT TO BE ACCESSED BY OTHER ORGANIZATIONS OR INDIVIDUALS THAT ARE OUTSIDE OF THE CONTROL OF THAT LICENSED ORGANIZATION. ALL SOFTWARE IS COPYRIGHT PROTECTED BY SYGRATION. YOU MAY NOT REVERSE ENGINEER, DECOMPILE, DISASSEMBLE, OR CREATE DERIVATIVE WORKS BASED ON THE SOFTWARE OR PART THEREOF.

SYGRATION IS ENTIRELY DEPENDENT ON OUTSIDE SOURCES FOR THE SUPPLY OF MARKET DATA, AND PUBLIC INTERNET PROVIDERS FOR THE TRANSMISSION OF EMAIL ALERTS, AND CANNOT BE RESPONSIBLE FOR THE CONTENT OR TIMELINESS OF DATA PROVIDED THROUGH THIS SERVICE. THE INFORMATION PRESENTED IS PROVIDED "AS IS," "WITH ALL FAULTS" AND "AS AVAILABLE," AND THE ENTIRE RISK AS TO SATISFACTORY QUALITY, PERFORMANCE, ACCURACY, AND EFFORT IS WITH YOU. SYGRATION DISCLAIMS ANY AND ALL WARRANTIES, EXPRESS, STATUTORY AND IMPLIED, INCLUDING WITHOUT LIMITATION (1) WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, WORKMANLIKE EFFORT, ACCURACY, TITLE, NO ENCUMBRANCES, NO LIENS AND NON-INFRINGEMENT, (2) WARRANTIES OF ACCURACY REGARDING THE DATA, REPORTS AND INFORMATION PROVIDED WITHIN, (3) WARRANTIES ARISING THROUGH COURSE OF DEALING OR USAGE OF TRADE, AND (4) WARRANTIES THAT ACCESS TO OR USE OF THE SERVICE WILL BE UNINTERRUPTED OR ERROR-FREE. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE FACE OF THIS AGREEMENT. SYGRATION MAY CHANGE THE SERVICE OR THE FEATURES IN ANY WAY, AND AT ANY TIME AND FOR ANY REASON.

IN NO EVENT SHALL SYGRATION BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, SPECIAL, INCIDENTAL, OR PUNITIVE DAMAGES ARISING OUT OF, BASED ON, OR RESULTING FROM YOUR USE OF THE SERVICE, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF USE, DATA OR PROFITS, WITH THE DELAY INABILITY TO USE THE SERVICE, THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT SERVICES, OR FOR ANY INFORMATION, SOFTWARE, PRODUCTS, OR SERVICES OBTAINED THROUGH THE SERVICE, OR OTHERWISE ARISING OUT OF THE USE OF THE SERVICE, WHETHER BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, EVEN IF SYGRATION OR ANY OF ITS SUPPLIERS HAS BEEN ADVISED OF THE POSSIBILITY OF DAMAGES.

