| Low | Normal | Medium | High (Curtail) | Blackout |

NRGCS Demand Response Quick Guide

What is demand response?

Demand response programs offer incentives to customers to temporarily reduce their energy usage during periods of stress on the electricity grid.

What is an event?

When there is an actual (or forecasted) operating reserve deficiency, NRGCS can be activated for an event. We then notify customers to reduce their electricity usage to prevent grid instability that could lead to blackouts or brownouts.

What is a test?

A test determines how reliable we are as a resource and how effective our customers will be in the case of a real emergency. A test is an audit of our customers ability to perform. They are just as important as events.

Why are events and tests so important?

If we don't do our part, there could be a high risk of blackouts and brownouts in an area. A blackout is when there is a complete loss of power to an area, while a brownout is when an area experiences voltage fluctuations.

How does a customer participate?

Customers shut down or reduce their processes or equipment during an event. They should be using as little electricity as possible during reduction events. Some customers choose to run their generators, if eligible.

Our job is to make our customers confident in their curtailment. This starts by developing a reduction action plan with our performance engineers. This details ways in which customers reduce down to their committed kW level. Each customer can view their specific reduction action plan in the customer portal.

Why should a customer reduce?

1. Avoid blackouts
2. Prevent voltage reductions that could damage equipment
3. Customer performance is directly related to their payment (the more customers reduce, the more they are paid)

How does a customer reduce?

You can reduce by running generators or by utilizing BMS/EMS systems (these systems are used for controlling and monitoring equipment use).

Common equipment to shut off/reduce:
- Lighting
- HVAC
- Compressors
- Ventilation Heating Units
- Elevators