



Clean Power Alliance Power Response

An Olivine Community Program

Medium and Large Business Customer FAQs

How do I participate in the CPA Power Response Program?

The following technology options are available for Medium and Large Business:

Battery Energy Storage Option:

To participate, customers allow energy storage system at their facility to be directly controlled during energy savings events in exchange for bill credits. Once enrolled in the program (see enrollment information below), your only responsibility is to respond (or have your equipment manager respond) to event notifications when you would like to decline to participate in an event. If you do not decline an event you will receive another notification on the day of the event that your energy storage system will be automatically dispatched to power your loads. The energy storage system dispatch is an automated process - you will not have to proactively do anything to participate during the event.

EV Option:

To participate in this option, customers allow electric vehicle chargers at their facility to be directly controlled during energy savings events in exchange for bill credits. Once enrolled in the program (see enrollment information below), your only responsibility is to respond to event notifications when you would like to decline to participate in an event. If you do not decline an event you will receive another notification on the day of the event that your EV charger will be automatically controlled to lower your loads. The EV charger dispatch is an automated process - you will not have to proactively do anything to participate during the event.



How will I be compensated for participating in Power Response?

You will receive both an enrollment incentive after enrollment has been confirmed and an ongoing participation incentive while enrolled in the program. Both incentives are paid as billing credits. The participation incentive will be paid in the form of a quarterly billing credit upon verifying your committed capacity for the quarter. Depending on billing cycles, it may take up to 3 months to receive the entire bill credit.

How do I determine if I am eligible for the Power Response Program?

The following table summarizes the eligibility requirements for the Power Response Program:

Eligibility Factor	Battery Energy Storage	Electric Vehicle Chargers
Electric Service Provider	Must be a CPA customer.	
Customer Type	Medium and Large Business, Commercial, Industrial or Municipal. Residential and small business customers (TOU-GS-1 and TOU-EV-7 rate families) are not eligible.	
Smart Meter	Must have an SCE Smart Meter that monitors energy consumption at 15-minute intervals.	
Internet Connectivity	Technology must be accessible via internet either directly or through technology provider / technology management service.	
Technology Requirements	Battery Energy Storage System, either solar-powered or stand alone.	At least 3 Level 2 or DC Fast Charger (DCFC) stations that are activated.
Technology Vendor / Management Service	Customer must use a technology vendor / management service on the pre-qualified vendors list or be able to control manually.	
Capacity Commitment	Must have a capacity commitment of at least 10kW	Must have a capacity commitment of at least 5 kW
Exclusions and Program Conflicts	Customers may only participate in one Demand Response (DR) program at a time. Customers enrolled in SCE's Capacity Bidding Program (CBP) or Time of Use Base Interruptible Program (TOU-BIP), or any other third-party Demand Response (DR) programs must disenroll from those programs prior to enrolling in CPA Power Response. EV Charger customers that are participating in SCE's Demand Response Charge Ready Pilot Program (DR-CRPP) must disenroll from DR-CRPP prior to enrolling in CPA Power Response.	
Load Shifting Potential	Be able to reduce load during the evening period (4 pm to 9 pm)	

How do I know if I am enrolled in a conflicting Demand Response (DR) program?

Your CPA account representative will inform you if you are enrolled in a conflicting DR program during the program enrollment process.



Why do I need internet connectivity at my facility?

Olivine will be connecting directly to your technologies through internet protocols to control them during events. Therefore, Olivine must be able to connect to these technologies through the internet. Internet connectivity may be achieved through the customer’s on-site internet connection or indirectly through the technology management provider.

How do I enroll in the Power Response Program?

To enroll in the program, notify your CPA account representative or fill in the contact form on the program web site (www.cleanpoweralliance.org/powerresponse). You will receive a link to fill out the forms required for program enrollment. This process is handled through EchoSign, and you can submit the forms online or download them and submit them manually to your CPA account representative. If you would like assistance in completing the forms, please contact your account representative or email the program administrator at powerresponse@cleanpoweralliance.org.

How will I be notified that my enrollment in the Power Response Program is confirmed?

You will be notified via email that your enrollment is confirmed. During the enrollment process if it is discovered that you are already in a conflicting DR program and you still wish to enroll in the Power Response Program, CPA will provide instructions for disenrolling from competing programs so that you may complete your enrollment. This could add additional time to the enrollment process.

How often can I change my capacity commitment?

You may change your capacity commitment quarterly up to 5 days before the start of the quarter. Once you have committed a capacity amount for a given quarter, you are not allowed to change that commitment after 5 business days before the start of the quarter.

I have a small facility – is program participation limited by facility size?

Yes. Each Service Account enrolled in the program needs to have an average facility demand that meets program requirements for the enrolled technology, and must be able to reduce at least this amount during event periods. In order to determine your participation during events, we compare your energy usage on the day of an energy savings event to a *baseline*. The baseline is determined by finding the average energy usage of your facility on ten recent similar days (i.e. weekdays with a similar temperature profile). The below table outlines the minimum facility load and capacity commitment levels for the two technology pillars of the program.

Technology Pillar	Minimum Facility Load	Minimum Capacity Commitment
EV Charging	5kW	5kW
Battery Storage	10kW	10kW



At the end of the calendar year, if you were unable to provide at least 60% of the committed capacity during event periods, we will request that you commit a lower capacity in order to continue to participate in the program.

I have Level 1 or DC Fast-Charging (DCFC) EV Chargers installed at my site. Can I enroll in the Power Response Program with these types of chargers?

At this time, we are not accepting customers with Level 1 charging units. CPA is only accepting customers that have Level 2 or DCFC EV chargers installed at their service address (see [vendor/operator list](#) for accepted models and operator/control vendors). However, all capacity commitments must be approved by CPA before program enrollment can be completed.

Can I enroll one service account with multiple technologies?

Yes, you may be able to enroll multiple technologies for a single service account, subject to approval by CPA.

Is it possible to enroll multiple service accounts in the Power Response Program?

Yes. As long as each service account is under the same customer name, you can enroll any service account with applicable technologies (battery energy storage or EV chargers) installed at the site.

How do I determine my capacity commitment?

One benefit of this program is that you have the ability to choose what percentage of your battery or EV service equipment capacity you are committing to reduce during program hours, freeing up the rest of the capacity for other uses. Your capacity commitment is the kW reduction to your facility load from during events. The capacity commitment is the estimated capacity of the system for a four-hour period, measured in kW, between 4 pm and 9 pm on weekdays. Olivine and CPA can provide technical assistance in determining an appropriate capacity commitment for your facility. Contact your CPA account representative for more information. CPA must approve your capacity commitment. You will be notified of this approval when you receive your enrollment verification.

How many events will there be and how long are events?

There will be a maximum of 5 events per month, up to 35 events per year with a maximum of 140 event hours per year. Events will last 1-4 hours between the hours of 4 - 9 pm on weekdays.

How will I be notified of an event?

When an event is called, an email will be sent to the designated facility point of contact by 5pm the day prior to the event. If an event is called for a Monday, you will receive a notification the preceding Sunday. This email will confirm that you must provide your committed capacity



amount (e.g., 20 kW) during the entirety of the event hours, which will also be designated in the email (e.g., 5 PM - 7 PM). The designated facility contact will have until 8pm to respond to the notification email if they wish to decline this event.

What if I am not able to respond to an event notification?

As a program participant, you are defaulted to accepting each event, and if you do not decline by 8pm, you will be counted as an event participant.

Are there any penalties that I need to be aware of?

You will never be assessed any penalty fees for not meeting your committed capacity during an event. If at the end of the program period in December 2020 it is determined you were unable to meet at least 60% of your nominated capacity for all events, whether the facility declined individual events or not, you will be asked to reduce your capacity nomination to continue participation in the program.

How will my equipment operation be impacted during an event?

Olivine, Inc. will connect to your battery or EV Charging management provider and send instructions to discharge your battery or modulate your charging. As a Participant, you will not have to actively intervene to ensure your participation during an energy savings event – your energy consumption will be automatically adjusted by the equipment provider/manager. For Participants in the Battery Energy Storage pillar, there will be effectively no change to your operations while the battery is discharging. For Participants in the EV Charging pillar, the charge rate of the EV chargers will be lowered during an energy savings event, which will impact the charging rate of any vehicles connected. Olivine can provide assistance to determine a capacity commitment level for EV Charging that will result in an acceptable impact on EV charging rates.

What data will I be sharing if I participate in this Program and how will my data be stored?

Once you sign a Customer Information Service Request (CISR) form as part of the enrollment process, you will authorize Olivine, Inc. to be your Demand Response Provider (DRP). As a result, Olivine will have access to some of your utility information, including the customer name associated with the account, the service address, rate schedule, meter type, electric usage, billing data and if you are enrolled in a utility demand response program. This data will be kept in a secure location according to Fair Information Practices as prescribed by the California Public Utility Commission (CPUC) guidelines. For more information on the DRP authorization process and data protocols, refer to the CPUC website [here](#).

How do I know if I am eligible for higher incentive levels?

Higher incentives are available for customers located in targeted areas. Contact program administrator (Olivine, Inc.) at 1.888.331.3534 or powerresponse@cleanpoweralliance.org to find out if you qualify.



More about CPA:

Clean Power Alliance is Southern California's locally operated electricity provider across Los Angeles and Ventura counties focused on providing clean and cost competitive electric services to its customers. To learn about CPA, please visit <https://cleanpoweralliance.org>.

More about Olivine:

Olivine, Inc. is focused on helping the California meet its ambitious renewable energy and greenhouse gas reduction goals by designing and administering community-based distributed energy resources (DER) programs. To learn more about Olivine, please visit www.olivineinc.com.