

# Frequently Asked Questions



## Answers to frequently asked questions:

### 1. *What is the purpose of these programs?*

ComEd uses its portfolio of load response programs primarily for system reliability. Whether load response is applied for system-wide or isolated conditions, the programs help to maintain the integrity of the transmission and distribution system. During periods of high temperatures and high electricity usage, load response programs also help to mitigate increased spot market prices by reducing overall electricity demand. These programs also allow the wholesale market to operate more efficiently, and they help reduce the amount of greenhouse gases emitted during times of peak electric generation.

### 2. *Can my business participate even if I've switched electricity suppliers?*

Yes. Customers who receive electricity supply from an entity other than ComEd are eligible. If you've committed your energy to another curtailment service provider, you still would be eligible only for a partial incentive to reduce electric consumption during a ComEd load response curtailment request. Ask your supplier about other energy supply incentives that may be available to you as well.

### 3. *What type of financial benefit can I expect?*

Your actual benefit will be based on a number of factors, which can include the kilowatt-hour incentive ComEd offers, the kilowatt amount reduced, and

duration of your requested electric usage reduction during the curtailment, as well as the duration and frequency of curtailment requests. It is possible for organizations to earn big incentives per request.

### 4. *How will ComEd measure my performance to determine my Rider VLR7 incentive?*

Using the Energy Insights Online Web site, ComEd will take the average electric consumption level of the prior 5 business days to create a baseline estimate of what amount of energy you normally would have consumed. This baseline is compared to the amount of electricity you actually consumed during the curtailment. You are compensated a predetermined amount based on the difference. (Note: Smart Returns programs require that your facility be equipped with interval recording meters.)

### 5. *How will ComEd know if I reduced my electricity consumption when called to do so?*

When notified by ComEd, Smart Returns participants must affirm their participation in a Smart Returns load response curtailment. Program participants will not receive compensation if they do not affirmatively reply. When the load response curtailment is over, ComEd will review electricity usage via the Energy Insights Online Web site and calculate the incentive earned.

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## ComEd SMART RETURNS

[www.ComEdCARE.com](http://www.ComEdCARE.com)

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### **6. How much notice will I receive from ComEd?**

Participants in the Smart Returns Voluntary Load Response reduction program (Rider VLR7) will receive at least a 1-hour notice before each load reduction curtailment. Participants in the Smart Returns Capacity-Based Load Response reduction program (Rider CLR7) have two options to choose from when signing up for the program: a short lead time of 30 minutes or a long lead time of 90 minutes.

### **7. How long will I have to keep my load reduction activities in place?**

Participants in a Smart Returns program will be asked to reduce their electrical load for no less than 2 hours and generally no more than 8 hours. Ask your ComEd Account Manager for complete details.

### **8. Can I reduce usage more than what I originally planned and earn more incentives?**

You bet! Once you see how easy it is to reduce your energy consumption, you might decide to step up your load response efforts and increase your incentive-earning potential! (This applies only to Rider VLR7. Participants in Rider CLR7 have a limited amount that they are paid for and no more is earned for additional participation.)

### **9. Will my business be penalized if it cannot reduce electricity consumption when asked?**

If you're a Voluntary Load Response participant, you will never be penalized for non-participation. You always get to decide if, when, how much, and how long your business can reduce electric consumption. If you're a Capacity-Based Load Response participant, your maximum total credit allowance for the planning period will be reduced by approximately one fifth for each noncompliant curtailment. However, the penalty is capped at five fifths of the credit allowance so that your penalties will never exceed your credit allowance. Speak to your ComEd Account Manager to learn more.

### **10. Can my business participate in more than one Smart Returns program?**

Yes. Different facilities can participate in different programs. Additionally, some customers may have incremental load at an enrolled facility that can be placed under a different Smart Returns program. Speak with your ComEd Account Manager for more information.

### **11. When will I receive my payment?**

Payment checks reflecting the total earned during the curtailment season of June 1 through September 30 will be mailed no later than December 31. Participants who choose to have the credit applied directly to their ComEd account will receive account credit by December 31 as well.

### **12. Do I have to sign a contract and, if so, how long is the contract for?**

Rider CLR7 and VLR7 program participants sign a 1-year contract. This contract will be valid from June 1 of the current year until May 31 of the following year. Rider VLR7 program participants are re-enrolled annually unless they opt out of the program. Every CLR7 contract will need to be renewed through a ComEd Account Manager before the next curtailment season begins on June 1.

### **13. I'd like to participate. What should I do?**

Contact your ComEd Account Manager today to schedule a visit with an energy specialist from Smart Returns Energy Efficiency Services. They'll walk through your facility to show you opportunities for load reduction and help you design an effective electricity reduction strategy that is right for your company. Your ComEd Account Manager will follow up with a personalized plan that fits your needs.

