



# Commercial Demand Response Program Enrollment Form

*Please review all program requirements, then complete and sign the enrollment form to apply for the Austin Energy Commercial DR program. Questions? Contact us at [CommercialDR@austinenergy.com](mailto:CommercialDR@austinenergy.com) or 512-482-5377.*

**Account Holder:**

**Date:**

Primary Point of Contact (if enrolling multiple facilities):

Name:

Phone (mobile):

Mobile Carrier:

Email:

Phone (office):

## Program Options and Incentive Levels (choose one):

	4:00 - 7:00 p.m.	1:00 - 7:00 p.m.	1:00 - 7:00 p.m. (Summer weekdays + EEA Emergencies 24/7/365)
<b>Standard Response</b> 30-minute Notification	\$50/avg kW	\$55/avg kW	\$70/avg kW
<b>Fast Response (Auto DR)</b> 10-minute Notification	\$65/avg kW	\$70/avg kW	\$80/avg kW

## Incentive Payment Type:

**Bill Credit:** Each facility's account will receive one bill credit at the end of the season.

**Check to Account Holder:** One annual check will include the total incentive for all participating facilities. The check payee and account holder must be the same entity.

Attention Line:

Mailing Address (if other than account address):

**Check to Third Party:** One annual check will include the total incentive for all participating facilities. Austin Energy must receive a signed letter of authorization from the account holder authorizing payment to a third party, who must create a rebate system (EECP) account and register as a City of Austin vendor (see Appendix).

Letter of Authorization submitted?      Is third party a registered EECP & CoA Vendor?

Third Party Name (payee on check):

Attention Line:

Mailing Address:

## CUSTOMER SIGNATURE:

Printed Name:

Date:

**Participating Accounts & Facility Contacts:** The following Customer contacts will be responsible for receiving and responding to the demand response notifications. Use additional sheets if necessary.

### Program Description

The Commercial Demand Response (DR) Program is a voluntary program in which qualifying commercial and industrial customers can help Austin Energy reduce strain on the electric grid during peak time periods. Participating customers that reduce their energy usage during demand response events earn \$50-80 per average kilowatt (kW) saved, up to \$66,000 annually. Simple actions businesses take to reduce their energy use include turning off non-essential lighting, signage and decorative features; pre-cooling or cycling refrigeration and HVAC systems; and delaying non-essential production.

### Site Assessment, Site Testing and Coaching

Upon request, Austin Energy will perform a no-cost demand response site assessment for interested customers. This assessment will provide an estimated load reduction potential, recommended demand response strategies and an estimated yearly incentive potential. Customers may also choose to test the demand response notification system prior to the start of the actual season. Austin Energy will provide technical support, but customers will not receive incentive payments during testing. Lastly, Austin Energy will provide coaching (upon request) and annual and biannual reports summarizing each facility's participation, to help you improve upon past performance and increase potential incentives. Please email us at [CommercialDR@austinenergy.com](mailto:CommercialDR@austinenergy.com) or contact your Austin Energy Key Accounts representative to request an assessment or coaching.

### Energy Profiler Online (EPO) Software

Austin Energy will provide free access to Energy Profiler Online Basic (for single meters) or Energy Profiler Online Standard (for multiple meters) for all commercial customers with qualifying metering equipment. Energy Profiler Online allows customers to monitor their daily energy usage through a secure website. It provides 15-minute interval meter data and local weather data, displayed through graphs, tables and customizable reports, to help manage your facility's energy and demand.

For more information, visit [austinenergy.com/go/epo](http://austinenergy.com/go/epo)

### Automated Demand Response

Customers have the option to implement Automated Demand Response (ADR). With the purchase of an OpenADR certified device or Building Automation System add-on (if available), your facility can automatically reduce energy use according to pre-determined reduction strategies without manual intervention. Notification contacts will still receive a notification. Email us at [CommercialDR@austinenergy.com](mailto:CommercialDR@austinenergy.com) or contact your Key Accounts representative for more information or to receive a copy of the Automated Demand Response Technical Guide.

### Program Requirements

- Commercial DR participants must be Austin Energy customers with commercial electric service. Austin Energy will assist customers to ensure all participating facilities are ECAD compliant (unless exempt).
- Your facility must be able to reduce energy use during DR events. Austin Energy will not call more than 25 events per year (20-25 is average). Events may occur between 1:00 p.m. and 7:00 p.m. from June 1 through September 30 and last up to two hours. Austin Energy will not call an event on Independence Day or Labor Day.

## Austin Energy Commercial Demand Response Program Requirements

- Customers participating in the ERCOT Emergency Alerts (EEA) are subject to demand response events year-round and these may, in extreme conditions, exceed 25 events per year with no single event lasting longer than two hours.
- Ideal candidates are businesses that can reduce energy use by approximately 10% during DR events, where the total energy savings exceeds 20 kW across all participating facilities. Some businesses (especially industrial companies) defer using some, or all, of their energy use until after the end of the event.
- Participating businesses may not use standby or emergency generators to offset load. Only energy use reductions qualify.
- From June through September, participating facilities not contract with the Electric Reliability Council of Texas (ERCOT) Emergency Response Service (ERS) program for participation in at times that overlap with your Austin Energy DR event times.
- Facilities participating in ERCOT Energy Alerts shall not contract with the ERCOT Emergency Response Service (ERS) program for any Time Period in any Standard Contract Term (SCT).
- Standard Demand Response participants, will receive notification emails and/or texts at least **30 minutes** prior to the event start time.
- Fast Demand Response participants will receive notifications **10 minutes** prior to the event start time. In order to qualify for the 10-minute notification time, your facility must currently be setup for Automated Demand Response (ADR) or have a plan to install ADR equipment or software at your facility prior to May 31 of the year you enroll.
- To participate in an Austin Energy DR program and receive DR incentives, your facility must have an advanced (AMI) meter. If you want to participate and do not yet have an advanced meter, Austin Energy will install the necessary equipment at no additional cost to you, typically within four weeks of enrollment into the program. Austin Energy uses AMI meters to monitor participating customers' energy usage during DR events and ensure accurate estimates of energy savings and incentives.
- The minimum annual incentive payment is \$25. If a participating customer's total demand response incentive does not exceed this value, Austin Energy will provide coaching to determine whether continued participation is feasible. The maximum annual incentive payment can reach up to \$66,000 per customer facility.
- Customers may terminate their enrollment at any time. Austin Energy may terminate a customer's enrollment for a lack of participation or if the program is discontinued.
- Austin Energy will not be liable for any indirect, special, incidental, punitive or consequential damages, including but not limited to business interruption, loss of profits or expenses incurred arising out of the customer's reducing electric usage or participation in any demand response offering.
- Participants assign all rights to environmental attributes and credits resulting from energy savings to Austin Energy. This includes renewable energy and carbon offset credits.

## Appendix – Requirements for Issuing Incentive Payments to a Third Party

### STEP 1 – Provide a Letter of Authorization

1. Letter should be signed by the account holder, authorizing the incentive payment to be made to an approved third party (digital PDF signatures are accepted).

### STEP 2 – Register with City of Austin Finance Online to Receive Vendor ID #

1. Verify whether you have an existing account
  - a. If you are unsure about your registration status, please contact the Vendor Registration Help Desk at [vendorreg@austintexas.gov](mailto:vendorreg@austintexas.gov) or 512-974-2018. Please have your business Tax ID ready when you call.
2. Use this link to start the registration process with the City of Austin.
  - a. [https://financeonline.austintexas.gov/af0/account\\_services/registration/registration\\_user.cfm](https://financeonline.austintexas.gov/af0/account_services/registration/registration_user.cfm)
  - b. You will be asked to create an account and provide a W-9.
  - c. Make sure you keep a record of the password as this will allow you to come back later and make changes as necessary.
  - d. If you need assistance during the registration process, please call the vendor registration Help Desk:  
Vendor Registration Help Desk  
Phone: 512-974-2018  
Fax: 512-978-7643  
Email: [vendorreg@ci.austin.tx.us](mailto:vendorreg@ci.austin.tx.us)  
Hours: Monday-Friday, 8:00 a.m. - 5:00 p.m., Central Time

### STEP 3 – Enroll in Commercial Demand Response program

1. Please email the completed form to [CommercialDR@austinenergy.com](mailto:CommercialDR@austinenergy.com) to complete the enrollment process. If you want incentive payments sent by check to anyone other than the account holder, be sure to select the “Check to Third Party” option under the “Incentive Payment Type” section of the enrollment form. Also, please make sure that the payee information matches the information submitted as part of the vendor registration (Step 2).