



*Pacific Gas and  
Electric Company®*



# **The Demand Response Event Management Handbook**

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# DR Event Management Handbook

## 1.0 Navigating the System:

1.1 To log on, go to the website at:

<https://eiwwwintra.comp.pge.com/drenrollmentweb/appmanager/dreweb/admin>

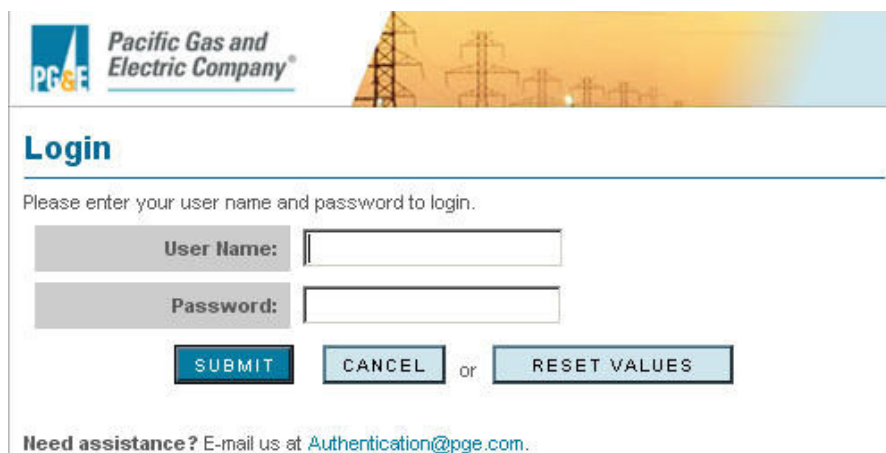
1.2 Enter the User Name and Password. Press the **Submit** button.

**NOTE:** The procedures described in this handbook are applicable to Peak Choice participants only.

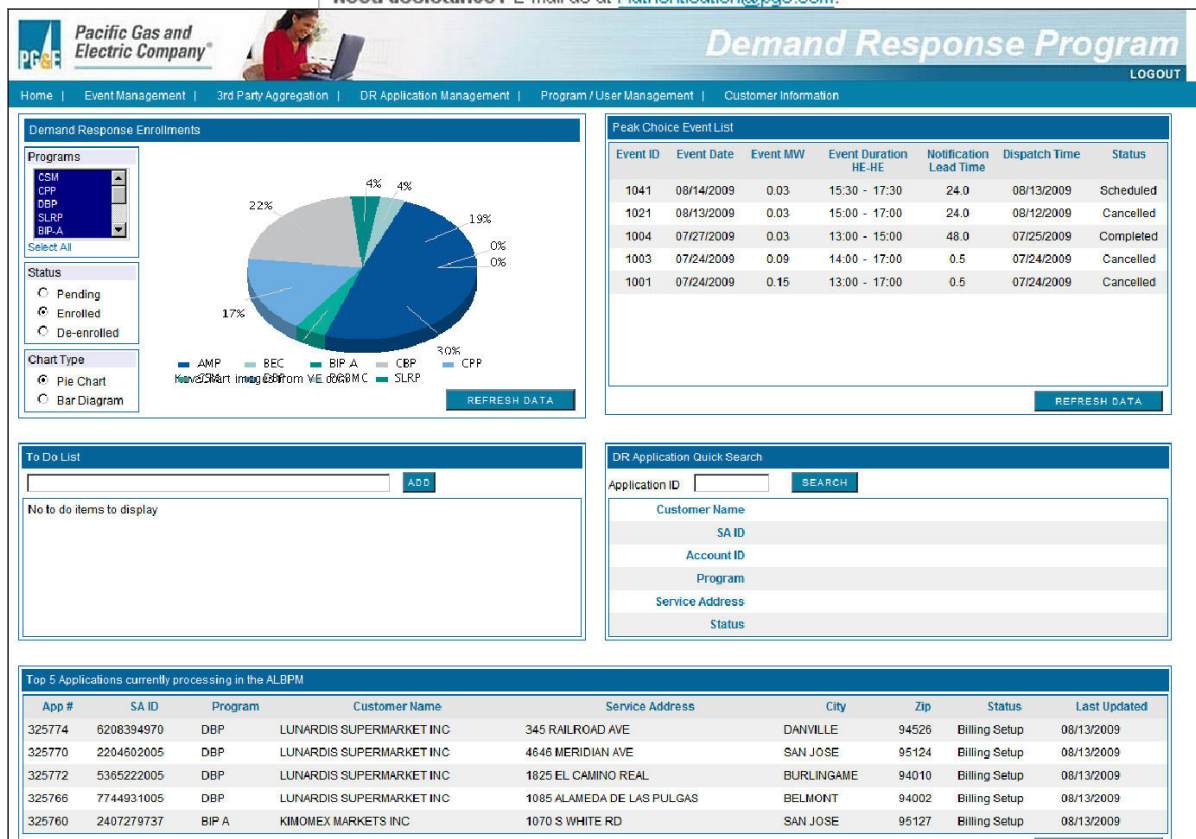
The homepage shows information about participants as well as individual DR programs. Mouse over the **Event Management** tab to reveal the following menu options:

- Event List
- Event Cost
- Create Event

**NOTE:** Power Users will see SmartDay and PeakDay Pricing options in the 'Event Management' dropdown.



The login page features the PG&E logo and a header image of power lines. Below the header, the word "Login" is displayed. A message prompts the user to enter their username and password. There are two input fields: "User Name:" and "Password:". Below these fields are three buttons: "SUBMIT", "CANCEL", and "RESET VALUES". At the bottom, a link for assistance is provided: "Need assistance? E-mail us at [Authentication@pge.com](mailto:Authentication@pge.com)."



The homepage displays the PG&E logo and a header image of a person using a laptop. Below the header, the text "Demand Response Program" is prominently displayed. A navigation bar includes links: Home, Event Management, 3rd Party Aggregation, DR Application Management, Program/User Management, and Customer Information. The main content area is divided into several sections:

- Demand Response Enrollments:** Includes a "Programs" dropdown menu (CSM, CPP, DBP, SLRP, BIP-A, Select All), a "Status" section with radio buttons (Pending, Enrolled, De-enrolled), a "Chart Type" section with radio buttons (Pie Chart, Bar Diagram), and a pie chart showing enrollment distribution by program.
- Peak Choice Event List:** A table listing events with columns: Event ID, Event Date, Event MW, Event Duration HE-HE, Notification Lead Time, Dispatch Time, and Status.
- To Do List:** A section for tracking tasks, currently showing "No to do items to display".
- DR Application Quick Search:** A search form with fields for Application ID, Customer Name, SA ID, Account ID, Program, Service Address, and Status.
- Top 5 Applications currently processing in the ALBPM:** A table listing the top 5 applications with columns: App #, SA ID, Program, Customer Name, Service Address, City, Zip, Status, and Last Updated.

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Clicking **Event List** connects to the **Event Summary** page:

In this tab all the events in a designated time period can be viewed.  
The User can:

- Select a timeframe for events displayed.
- Print the summary.
- Schedule a new event.
- View event details.
- Cancel an event that has not yet been dispatched.

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**Event Summary**

Use this page to view scheduled and dispatched events. From this page you can also cancel events that have that have not yet been dispatched (i.e. the customer notification process has not started).

Display Events: **Default**

Event Date: 08/13

Group Id	Event Id	Event Time	Event MW	Notification Lead Time	Dispatch Time	Status	Event Created	Action
2345	1021	HE 17:00	0.03	1 Day	08/12/2009 - 11:30	Cancelled	08/12/2009 - 11:01	View

Event Date: 08/14/2009

Group Id	Event Id	Event Time	Event MW	Notification Lead Time	Dispatch Time	Status	Event Created	Action
2362	1041	HE 15:30 -HE 17:30	0.03	1 Day	08/13/2009 - 11:30	Scheduled	08/12/2009 - 18:12	View Cancel

[PRINT SUMMARY](#) [SCHEDULE NEW EVENT](#)

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Clicking **Event Cost** connects to the **Event Cost** page:

On this page there are different inventory levels displayed based on the event hours remaining. Managing your inventory of event hours can help conserve those with the fewest remaining hours. This keeps the most customers in the program for the longest possible period of time. This page displays inventory levels for Committed (left) and Best Effort (right) participants.

This information can also be managed directly on the **Event Criteria** page while scheduling an event.

**Opportunity Cost** [Add/Update Slice Settings](#)

Event Hrs - Slice 1 ( 1 - 80 ) \$ 300.0 /MW

☐ (Select "Save To Master" to save options to master settings)

Any information put into the **Opportunity Cost** field here will apply only for the event being currently scheduled. Unless the user elects to make the changes permanent by checking the box (See Step 2.2). Clicking **Add/Update Slice Settings** will bring the user back to the **Event Cost** page.

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**Admin: Event Hour Slice — Setup**

Managing your inventory of load reduction hours can help to ensure that events can be called when they are needed the most. On this page you see the number of customers who are currently have various inventory levels (1-10 hours, 11-20 hours, etc.). You can use this information to set the opportunity cost for different inventory bands.

Committed Type				Best Effort Type			
Remaining Event Hours	Number of Customers	Remaining Event Hours	Number of Customers	Remaining Event Hours	Number of Customers	Remaining Event Hours	Number of Customers
0	0	1-10	1	0	0	1-10	11
11-20	1	21-30	0	11-20	4	21-30	10
31-40	1	41-50	0	31-40	4	41-50	23
51-60	2	61-70	1	51-60	6	61-70	2
71-80	50			71-80	39		

Committed Type			Opportunity Cost		
1	Min	Max	1	Min	Max
1	1	300.0	1	1	300.0
2	0	0	2	0	0
3	0	0	3	0	0
4	0	0	4	0	0
5	0	0	5	0	0
6	0	0	6	0	0

Best Effort-Event Hour Slice			Opportunity Cost		
1	Min	Max	1	Min	Max
1	1	300.0	1	1	300.0
2	0	0	2	0	0
3	0	0	3	0	0
4	0	0	4	0	0
5	0	0	5	0	0
6	0	0	6	0	0

[CANCEL](#) [APPLY](#)

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Behind the Event Hour Slice					
Market Price	Event Hrs	Opp Cost	Dispatch Cost	Total	Comparison
\$1000	1-40	\$500	\$150	\$650	\$1000>\$650? ✓
	41-80	\$100	\$150	\$250	\$1000>\$250? ✓
\$500	1-40	\$500	\$150	\$650	\$500>\$650? ✗
	41-80	\$100	\$150	\$250	\$500>\$250? ✓

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2.0 Click **Create Event** in order to schedule a PeakChoice event.

2.1 Enter the following event information:

- Event date.
- Event window. This is the overall time span during which load is to be reduced for the event.
- Current market price.
- Customer type: Best Effort or Committed.
- Procurement zones.
- Opportunity cost by event hour slice. This is derived from a master list of event hour slices based on the customer type selected. You can update the master list by checking the **Save to Master** checkbox. If no opportunity cost is defined the system will display an error message (MSGTBD).

Click **Continue**.

**NOTE:** All time fields will use a 24 hr clock and will be in terms of Hour Ending (HE).

Example

12 hr Clock	1PM-4PM	11AM-2PM
24hr Clock	13:00-16:00	11:00-14:00
Hour Ending	HE14-HE16	HE12-HE14

2.2 The following page shows different sets of information:

- There is an event criteria summary.
- The graph shows the total available load by lead time. Here the available load will be shown without consideration of market price and opportunity cost.
- There is a chart showing the expected hourly load reduction for events currently being scheduled. It shows total load reduction by hour for the set of events that are being scheduled.

Click **Configure Event** to continue

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### Schedule an Event – Event Criteria

The first step of scheduling an event is setting the Event Criteria. Use the fields below to specify the day you would like the load reduction to occur, the time you would like the load reduction to occur, the customer type, and the forecasted market price. You can manage the load reduction inventory by populating the Opportunity Cost fields on the right side of the screen. Entering a number allows you to increase the economic value of the inventory relative to the market price you are willing to pay. For example, you can place a higher value on the 0-15 hour inventory by entering \$300/MW. Doing so adds \$300/MW to call price before comparing the market price. Opportunity Cost values affect the likelihood of fully utilizing the PeakChoice program.

Today's Date: 08/13/2009 11:47

Event Date: 08/17/2009

Event Window: HE 14 - 19

Market Price: \$ 500.0 /MW

Customer Type: ☐ Committed ☒ Best Effort

Zone(s): NP15, ZP26, PROC Test Group

Opportunity Cost: Event Hrs - Slice 1 ( 1 - 80 ) \$ 500.0 /MW

☐ (Select "Save To Master" to save options to master settings)

[Add/Update Slice Settings](#)

[CANCEL](#) [CONTINUE](#)

### Schedule an Event – Event Details

Now that you have selected a date, time, customer type, and market price, the tables below show the available reduction load that meets your criteria.

If you wish to make changes to this event (schedule more load sooner, front load the event, etc.) you can click the "Configure Event" button. Once you are happy with the configuration of your event click the "Schedule" button. You will be prompted to confirm this event before it is scheduled. The event will be held in "scheduled" state until approximately 30 minutes before the notification deadline. For example, if you are configuring an event for tomorrow starting at 3 pm and giving customers 4.5 hours notice, then the event will transition from a "scheduled" state to a "dispatched" state at approximately 10:00 am tomorrow.

Event Criteria Summary Today's Date and Time: 09/28/2009 15:43

Event Window: HE 14 - HE 19 Customer Type: Best Effort Event Date: 09/29/2009 Zone(s): NP15 ZP26 PROC Test Group

Market Price: \$10,000.00 /MW Opportunity Cost: Slice 1 - 80 (\$1.00 /MW)

[Change](#)

Call Price: \$600.00  
Notification Lead Time: 4.5 Hours  
Dispatch Time: Five hours before event start time.

Available Duration	Available MWs	Event MWs	Event Time (HE)
2-3 Hrs	0.29	no split setup...msg here	
3-5 Hrs	0.10	no split setup...msg here	
4-6 Hrs	0.17	no split setup...msg here	
Total Available MWs: 0.56			
Total Event MWs: 0.00			

[Configure Event](#) [Schedule](#)

Call Price: \$1,000.00  
Notification Lead Time: 30 Minutes  
Dispatch Time: One hour before event start time.

Available Duration	Available MWs	Event MWs	Event Time (HE)
2-3 Hrs	0.12	no split setup...msg here	
3-5 Hrs	0.00	no split setup...msg here	
4-6 Hrs	0.21	no split setup...msg here	
Total Available MWs: 0.33			
Total Event MWs: 0.00			

[Configure Event](#) [Schedule](#)

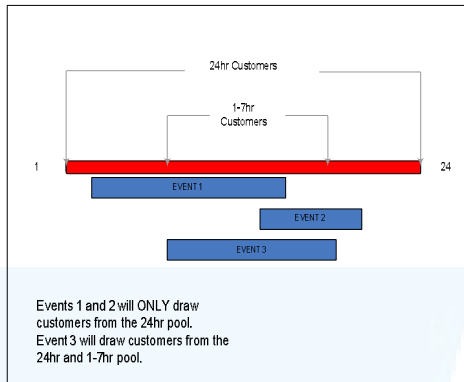
[CHANGE EVENT CRITERIA](#) [CANCEL](#) [SCHEDULE ALL](#)

Expected Hourly Load Reduction Currently Configured Events

HE	Available MW	HE	Available MW
1	0	13	0
2	0	14	0
3	0	15	0
4	0	16	0
5	0	17	0
6	0	18	0
7	0	19	0
8	0	20	0
9	0	21	0
10	0	22	0
11	0	23	0
12	0	24	0

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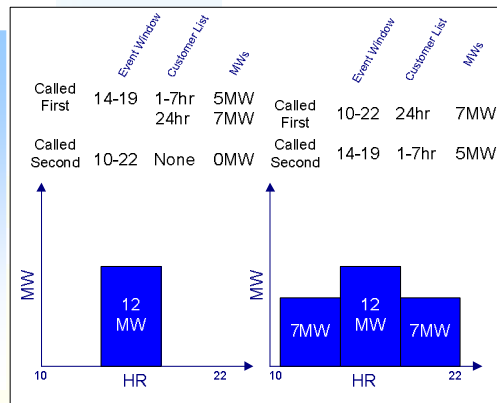
- 2.3 This page is where load reductions and event times can be adjusted for each duration block. Enter the desired MWs and event times (Use Hour Ending) for each duration block. Be sure these event times are within the event window previously set. Click **Save and Update** to return to the Event Details Page.
- 2.4 Repeat the previous step for all the notification lead times as required.



**TIP:** Participating customers sign up for either a 1-7hr or 24x7hr program. The 1-7hr group is *excluded* from events starting before HE14 or ending after HE19. If the priority is curtailment from the 1-7hr group the event window must be inside those hours.

- 2.5 Click **Schedule All**. The system will ask for confirmation. Confirm that the curtailment events should be scheduled.
- 2.6 The event notifications will be sent automatically at the dispatch time. The event status appears on the event summary page under the status column. Once all the confirmations have been sent through InterAct/Itron the status will be shown as **Dispatched**.

**TIP:** The order in which events are called can change the nature of a curtailment event. Customers called once will be unavailable to participate in a second event on the same day. (See Diagram right)



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### Schedule an Event – Configure Events

Customize this event by adjusting the MW and event times (start and end). Load reduction can be split into blocks and distributed across a longer duration, stacked so they all start at once, or a combination of different starting and different ending times.

**Event Criteria Summary** Today's Date and Time : 08/24/2009 10:42

Event Window: HE 1 —HE 6 Customer Type: Best Effort Event Date: 08/25/2009 Zone(s):  
Market Price: \$5,000.00 /MW Opportunity Cost: Slice 1 - 80 (\$1.00 /MW)

Call Price: \$500.00  
Notification Lead Time: 1 Day  
Dispatch Time : 08/24/2009 11:30 Remaining—0Hours 47Minutes

Available Duration	Available MWs	Event MWs	Event Time (HE)
2-3 Hrs	0.00	0 MW 0 MW 0 MW 0 MW	<input type="text"/> - <input type="text"/>
3-5 Hrs	0.04	0 MW 0 MW 0 MW 0 MW	<input type="text"/> - <input type="text"/>
4-6 Hrs	0.20	0 MW 0 MW 0 MW 0 MW	<input type="text"/> - <input type="text"/>

CANCEL CLEAR CONFIGURATION SAVE AND UPDATE

Total Event MWs: 0.00

Configure Event Schedule

Call Price: \$1,000.00  
Notification Lead Time: 30 Minutes  
Dispatch Time: One hour before event start time.

Available Duration	Available MWs	Event MWs	Event Time (HE)
4-6 Hrs	0.15	no split setup...msg here	
Total Available MWs: 0.15			
Total Event MWs: 0.00			

Configure Event Schedule

Expected Hourly Load Reduction  
Currently Configured Events

HE	Available MW	HE	Available MW
1	0	13	0
2	0	14	0
3	0	15	0
4	0	16	0
5	0	17	0
6	0	18	0
7	0	19	0
8	0	20	0
9	0	21	0
10	0	22	0
11	0	23	0
12	0	24	0

CANCEL SCHEDULE ALL

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