

PSC No: 120 - Electricity  
New York State Electric & Gas Corporation  
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#### GENERAL INFORMATION

36. Direct Load Control Program

A. Applicability

Customers, whether receiving electricity supply from the Company or an ESCO, unless the customer is required to participate in mandatory Hourly Pricing or voluntarily elects Hourly.

B. Eligibility

To participate under this program, a Customer must have load controllable equipment and agree to the installation of a Control Device.

C. Designated Areas of Participation

This program shall be offered to eligible customers in specific geographic locations within the Company's service territory, or to eligible customers as designated by the Company, such designated areas to be posted on the Company's website.

D. Definitions

The following terms are defined for purposes of this rule only:

**Control Device:** A device installed on the Customer's load controllable equipment via a smart plug or embedded control that allows the Company to remotely control the equipment when an Event is called. For purposes of this program, Control Device means one or more devices as may be required to control the equipment. Each Control device contains a feature that allows the Customer to override the Company's control of the Customer's equipment. The Control Device must be provided, installed, and connected to the Internet by the Company or its Contractor, or it must be installed and connected to the Internet by the Customer who enrolled in the program through a Service Provider. If internet connection is not feasible, another connection method may be acceptable at the Company's discretion.

An "Event" may be declared by the Company when:

1. the NYISO declares an emergency in conjunction with an in-day peak hour forecast response to an operating reserve peak forecast shortage or in response to a major state of emergency as defined in Section 3.2 of the NYISO Emergency Operations Manual, or at the NYISO's discretion to relieve system or zonal emergencies;
2. the NYISO activates its Special Case Resources Program in response to a forecast peak operating reserve shortfall; or
3. the Company determines that a Company designated area peak may occur.
4. The Company's day-ahead forecasted load level is at least 96% of the forecasted summer system-wide peak.

**Service Provider:** A provider registered with the Company to develop, maintain, and operate a communications portal that enables Internet-connected Control Devices to participate under this program. A list of current Service Providers is available on the Company's website.

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