

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

36. Direct Load Control Program

A. Applicability

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

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

Various Programs shall be offered to eligible customers within the Company's service territory unless otherwise noted.

D. Definitions

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

Capability Period: The period during which the Company can request Load Relief. The Capability Period shall be from May 1 through September 30.

Company Designated Area: An electrically defined area determined by the Company to be approaching system capacity limits during peak periods. A current list of the Company Designated Areas shall be listed on the Company's website.

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.

Event: A period of time when the Company may remotely control the customer's load controllable equipment.

Load Relief: Energy (kWh) that is ordinarily delivered by the Company that is reduced by the Participating Customer.

Load Relief Period: The hours for which the Company requests Load Relief when it designates an Event or a Test.

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.

Test: The Company's request to provide one hour of Load Relief on not less than two hours advance notice. Events may be due to:

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 92% of the forecasted summer system-wide peak.
5. The Company declares a need for emergency or non-emergency relief, as described by 40 CFR 63.6640 subparts 2 and 4, or if a voltage reduction of five percent or greater has been ordered.

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Binghamton, New York