



# PROGRAM GUIDE

WINTER 2020-2021

## PEAK REBATE PROGRAM

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## 1.0 PROGRAM INTRODUCTION

The **Peak Rebate Program** seeks to partner with businesses to curb energy use during occasional and temporary peaks in system demand that occur during New Brunswick winters. In return, NB Power will pay \$20/kW for the average demand reduction achieved during these peak events.

In New Brunswick, commercial and industrial customers account for 55% of electricity usage. During cold winter mornings, businesses and industry turn up the heat and start operating equipment. By making small – or big – changes to temporarily reduce energy use, businesses can help NB Power balance energy supply and demand, plus defer the need to build new and expensive power plants. In return, NB Power will compensate participating businesses.

The table below illustrates how much you can earn per season, based on average kW reductions across all Demand Response (DR) events:

Participant	Average kW reduction across all events Dec - March	Performance Payment
Participant #1	50	\$1,000
Participant #2	100	\$2,000
Participant #3	250	\$5,000
Participant #4	500	\$10,000
Participant #5	1000	\$20,000

**Important Note: To be eligible to participate, customers must submit a Program Application form and be approved by NB Power.** This Program is available to qualifying businesses and industry on a first-come, first-served basis. However, NB Power reserves the right to move an application up or down the priority list based on the quality of the proposed demand reduction measure, evaluation of the Applicant's ability to implement the curtailments, or other such reasonable factors. See [Appendix A – Peak Rebate Program Timeline](#) for program milestones.

## 2.0 ELIGIBILITY AND REQUIREMENTS

Participants with eligible project sites must curb energy demand from 7:00 AM until 9:00 AM and meet all of the following criteria:

### 2.1 ELIGIBLE CUSTOMERS

- You are an NB Power customer with a rate class that is either General Service I or II, Small Industrial, or Large Industrial
- Your account is in good standing
- You have an email address at which to receive an event notice
- Your energy usage profile from 7:00 to 9:00 AM is consistent and repeatable

- Your project site has an interval meter owned by NB Power, or;
  - Upon approving your Program Application, you allow NB Power to install an interval meter, at no cost to you
- NB Power has interval meter data for your site, for at least the previous December to end of March period, or;
  - If a new customer, and/or having an interval meter installed, the new meter and all demand reduction measures are in place by end of October, to enable NB Power to collect energy data
- You are the NB Power account owner for the site or have evidence of the account owner's consent to participate
- For the project site(s), you are the NB Power account holder, or are authorized to conduct business with NB Power on the business' behalf
- The project site(s) are in New Brunswick

See [Appendix B – Qualifying Your Site](#) for questions and steps to help assess your site's eligibility.

## **2.2 INELIGIBLE CUSTOMERS**

You are NOT eligible to participate if:

- You are enrolled in any of the following Programs:
  - Surplus Energy Rate
  - Interruptible Energy Rate
  - Curtailable Power Credits
  - LIREPP (Large Industrial Renewable Energy Purchase Program)
- You are a residential rate customer
- You are a wholesale customer
- You are not an NB Power customer

## **2.3 ELIGIBLE PROJECTS**

To apply to the Program, you must submit a Program Application, outlining your proposed demand reduction measure(s) and anticipated kW reduction, as measured by the meters connected to the project. Your project must:

- Be available for an unscheduled test event in November
- Be available for all requested DR events (7:00 - 9:00 AM; maximum 12 events on business days, from December to end of March)
- Result in a minimum 50 kW reduction for the entire event period
- Represent a minimum 10% reduction from your average demand, as measured by the meter attached to the site

A site is a single, freestanding building or structure; an individual utility interval meter; or a service account number where the demand reduction takes place.

**NB Power is not accepting applications from Aggregators at this time.** NB Power is developing an Aggregation Strategy, for inclusion in the Program at a future date.

NB Power reserves the right to limit the number of projects it accepts, and to reject a project if analysis of a site's demand profile indicates the above criteria appear unlikely to be met, and/or the Program budget has been exceeded for the year.

## **2.4 ELIGIBLE MEASURES**

You are solely responsible for identifying and implementing demand reduction measures. NB Power is not involved, except to review and approve your Program Application.

You are free to propose any measure that is a fit for your business and/or industry, and that achieves your target kW reduction during the event period. The measures must be implemented by the end of October.

It is important to manage your site's return to normal operating conditions after a DR event, to avoid generating a power demand even greater than your maximum monthly demand. This is because your monthly electrical bill is calculated not only on the amount of energy you use (consumption), but also on the single 15-minute period of highest use (demand).

**Your power - your business - you're in control.** You decide how small – or big – of a demand reduction you want to contribute and you are compensated accordingly. NB Power will consider any Program Application that meets the eligibility criteria. Potential demand reduction measures include but are not limited to:

- Reducing operating equipment use during the 7:00 - 9:00 AM window
- Reducing the speed of your air handling system
- Postponing tasks that require larger amounts of electric power
- Cycling different types of heating
- Changing the settings on your compressors for refrigeration
- Switching to alternate power sources, such as on-site diesel generators or battery storage
- Operating alternate power sources parallel with the utility subject to review and approval by NB Power

## **2.5 CUSTOMER COMMITMENT**

Participating customers agree to a one-year commitment, to reduce demand during an unscheduled November DR test event, and for up to 12 unscheduled DR events from December to end of March, on weekdays, excluding statutory holidays.

### 3.0 FINANCIAL INCENTIVE

You are compensated based on how your site performs *across all event days*. NB Power calculates your average demand reduction during each requested DR event, as issued December to end of March.

**You are paid for your average kW reduction x \$20/kW.**

For each approved application, NB Power sets aside \$20/kW for the Performance Payment. You are paid, however, based on your actual average demand reduction, and not on the amount as listed in your application. For example, if you are aiming for a 200 kW reduction and, across all DR events you average 180 kW, your performance payment is calculated as 180 kW x \$20/kW = \$3,600.

Provided Program budget is available, participants who deliver load reductions in excess of the amount listed on their approved application will receive additional payment for some or all of the additional amount delivered.

### 3.1 AVAILABLE BUDGET

The 2020-21 Program goal is 10 MW of peak demand savings. To establish reliable performance for the power grid operators, NB Power will recruit to 125% of this target. Considering existing enrollment, NB Power is seeking to enroll new customers representing 7.0-8.0 MW of planned demand reduction.

NB Power reserves the right to increase or decrease this budget pending sufficient eligible applications and/or changes in strategic direction.

No single approved site shall represent more than 25% of the program target (2.53 MW). However, NB Power reserves the right to waive this restriction if the program goal and/or budget is not fully reserved.

### 3.2 CALCULATING YOUR PERFORMANCE PAYMENT

By end of April, you will receive an email with your Performance Report, similar to that in [Appendix C – Sample Performance Report](#), showing your average demand reduction across all DR events, and your Performance Payment calculation. NB Power will issue a lump sum payment via direct deposit in an amount equivalent to your Performance Payment.

Your Performance Report will document all requested DR events, each site's baseline, actual performance and corresponding demand reduction, as measured by the site's meter.

NB Power will be relying on the Program to achieve its peak reduction target. **If a site fails to respond to two or more events, and/or fails to meet the minimum reduction targets, the site may not be approved to participate the following winter.**

### 3.3 EARLY WITHDRAWAL PENALTY

Customers need to be enrolled and participating for the full Program year, from December to end of March. This is the only way to qualify for incentives. If you choose to leave the Program, and/or a

business site moves or shuts down, this affects the program target and thus incentives for the applicable site are forfeited.

### **3.4 WINTER PERIOD WITH NO DEMAND RESPONSE EVENT**

Cold winter mornings contribute to creating peaks in system demand. There may be winters with no forecasted peaks between 7:00 - 9:00 AM.

#### **If NB Power issues no DR notices, you will still be compensated.**

In the event no DR notices are issued, you will receive a Reserve Payment equal to 10% of your average monthly peak demand between 7:00 - 9:00 AM, from December to end of March (excluding weekends and statutory holidays), at the rate of \$20/kW, to a maximum of \$10,000. For example:

Average Monthly Peak Demand: = 1000 kW

Calculation: = 1000 kW x 0.10 x \$20/kW

Reserve Payment: = \$2000

## 4.0 CALCULATING LOAD REDUCTION

For each requested DR event, NB Power determines the amount of energy your site *would have consumed* between 7:00 - 9:00 AM, absent of a DR event. This is your baseline, which is compared to your actual performance. The difference is your energy reduction, as achieved during the DR event. Only utility revenue meter data is used to confirm kW reductions from the DR test and DR events.

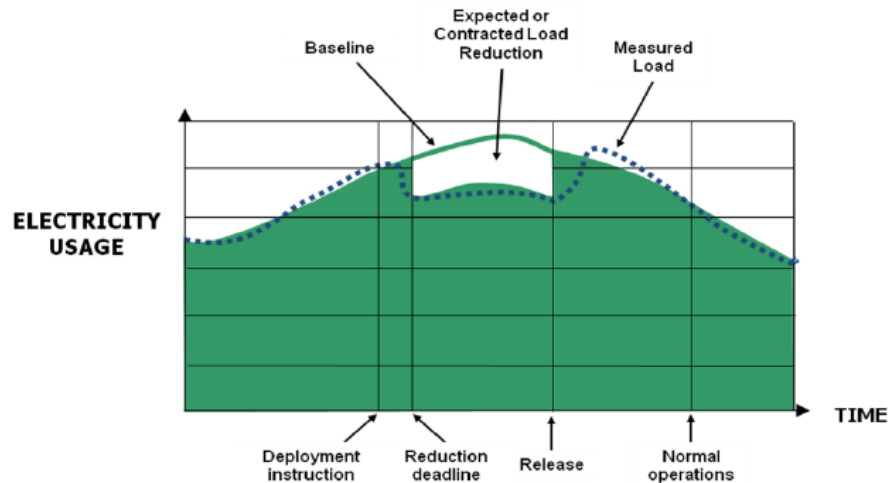


Figure 1-Source: New York Independent System Operator

## 4.1 DEMAND REDUCTION TEST

In November, NB Power will conduct one unscheduled test event and provide participants with their measured load reductions. This test does not count towards the Performance Payment, but rather serves as a benchmark to participants and NB Power, to quantify and qualify each site's, and the Program's, target reduction.

The November test may coincide with mild winter conditions. Depending on a site's load reduction measure, this could affect the test results and will be taken into consideration when assessing the site's performance.

If a site fails the DR test, the site may be removed from the Program.

## 4.2 CHANGES IN PROJECT SCOPE

Once you pass the DR test, you are expected to adhere to the project details as per your approved Program Application. *In exceptional cases*, if you must modify your approach such that your targeted kW reduction is significantly impacted, contact the Program Coordinator at [CIDR-GDCI@nbpower.com](mailto:CIDR-GDCI@nbpower.com). Such changes affect the Program target and incentive budget allocated for your site(s), and must be approved by NB Power.



### 4.3 ESTABLISHING YOUR BASELINE

Calculating load reduction depends critically on the accuracy of the customer baseline (CBL). The baseline is the hourly load that the site would have, in absence of a DR event. Depending on your rate class, NB Power will use one of two baseline calculation methods:

**10-in-10:** Used for Industrial sites where energy usage tends to be tied to production schedules. This approach uses actual values from the previous 10 business days, excluding DR event days, weekends and holidays. The values for each hour within the DR timeframe are averaged to establish a CBL for the event day. For each hour of the event period, the average actual demand during the DR event is subtracted from the calculated hourly baseline values. This determines the kW reduction for a DR event. This is a “rolling” approach in that it is always the 10 days preceding an event day that are used, excluding DR event days, weekends and holidays.

**High 5 of 10:** Used for commercial sites where energy usage tends to be impacted by weather. This approach uses actual values for the previous 10 business days, excluding DR event days, weekends, and holidays. Only the highest five are used to determine the CBL.

Below demonstrates how a baseline value would be established for the 7:00 - 9:00 AM period:

<b>10 Days Prior to the Event Day (excluding weekends, DR event days, and stat holidays)</b>	<b>Average Hourly Demand from 7-8AM (kW)</b>	<b>Average Hourly Demand from 8-9AM (kW)</b>	<b>Average Daily Demand from 7-9AM (kW)</b>	<b>Average Daily Demand (previous column)/ 10 Day Baseline Average (1774 kW)</b>
Day 1	1872	1950	1911	108%
Day 2	2024	2052	2038	115%
Day 3	1992	1998	1995	112%
Day 4	1723	1840	1782	100%
Day 5	120	125	123	7%
Day 6	1679	1726	1703	96%
Day 7	2123	2186	2155	121%
Day 8	2001	2084	2043	115%
Day 9	1956	2023	1990	112%
Day 10	1944	2052	1998	113%
<b>AVERAGE:</b>	<b>1743</b>	<b>1804</b>	<b>1774</b>	
	(Hourly baseline values)	(Hourly baseline values)	(Average 10 Day Baseline)	

Day 11	<b>1888</b>	<b>1910</b>	<b>1899</b>	107%
<b>ADJUSTED AVERAGE:</b>	<b>1920</b>	<b>1982</b>	<b>1951</b>	
(Removed Day 5 and added Day 11):	(Adjusted hourly baseline values)	(Adjusted hourly baseline values)	(Adjusted Average 10 Day Baseline)	

In the above scenario, the 10-in-10 approach would remove Day 5 from the baseline as it is not a fully operating day. The average daily demand compared to the 10 day baseline average is less than 50%. Day 5 would be removed and the next day would be added (Day 11) to calculate the CBL.

Using the same scenario, the High 5 of 10 approach would use only the highest 5 values for each hour to inform the CBL.

Where conditions warrant, NB Power may modify the baseline method to establish a more reasonable estimate of the customer's usage, absent of demand reduction. Such adjustments will be made when it can be clearly demonstrated that consumption during one or more of the intervals used to establish the baseline are not representative of what the customer would have been using during the DR event, had they not reduced demand.

## 5.0 EVENT DAYS AND NOTIFICATION

### 5.1 EVENT DAYS

Starting in December, as NB Power predicts peaks in system demand, NB Power will call an event. These will always occur:

- December to end of March
- On business days only from 7:00 - 9:00 AM
- For a duration of 2 hours
- Weekends, statutory holidays, and other DR event days are excluded<sup>1</sup>
- The number of events over a winter period will not exceed 12

### 5.2 EVENT NOTIFICATION

Participants will be notified by email of an upcoming event. Emails will be sent:

- By 12:00 PM on the business day preceding an event
- For events occurring on a Monday the email will be sent on Friday
- To the email address(es) as confirmed during the communications test

See [Appendix D – Email Templates](#), for emails similar to what will be used for the communications test, and then the DR event notices. If you cannot participate in an event, you are NOT required to notify NB Power. However, your average demand reduction and resulting Performance Payment will be impacted.

NB Power will be relying on Participants to achieve their targeted demand reductions. If you intend to participate in the Program the following winter, your previous performance will be part of NB Power's Program Application review and approval process.

## 6.0 PROGRAM PARTICIPATION

### STEP 1: SUBMIT YOUR PROGRAM APPLICATION

Deadline is September 21, 2020. You can submit a Program Application as either the Customer, or a Partner on behalf of a customer.

- You can list one or several sites on the application, provided the sites are under the same NB Power account owner.
- Each site must meet the minimum 10% reduction with a minimum 50 kW reduction.
- All correspondence during application review and acceptance will be with the Applicant.
- The Performance Payment is paid directly to the account owner, as specified on a Direct Deposit Vendor Payment Form, that NB Power has on file and/or will have you complete.

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<sup>1</sup> NB Statutory Holidays: Remembrance Day, Christmas Day, Boxing Day, New Year's Day, Family Day, and Easter

## **STEP 2: NB POWER WILL CONFIRM YOUR APPLICATION**

By early October, NB Power will confirm by email if your application has been accepted. If required, NB Power may conduct a site visit, in addition to making arrangements at no cost to you to have an interval meter installed at the project site.

## **STEP 3: PARTICIPATE IN EMAIL AND PERFORMANCE TESTS**

Your demand reduction measures must be in place by the end of October.

NB Power will conduct an email test, to which you must confirm receipt to be added to the event notice distribution list. If you do not confirm receipt, NB Power will attempt to contact you. However, you are solely responsible for ensuring NB Power has your correct email address(es), and that you receive event notice transmissions.

In November, NB Power will conduct an unscheduled demand reduction test. You will receive a demand reduction notice, upon which you must execute your demand reduction measures. NB Power will provide feedback to you about your site's response. This will enable you, and the Program, to confirm demand reduction target(s), and/or make adjustments before the Program starts.

## **STEP 4: AS REQUESTED, CURB ENERGY USE**

From December to end of March, as NB Power forecasts a peak event, you will receive an email by 12:00 PM. The following business morning, you are expected to curb your energy use from 7:00 - 9:00 AM.

## **STEP 5: RECEIVE YOUR PERFORMANCE REPORT AND PAYMENT**

By end of April, NB Power will send you an email with your Performance Report and your Performance Payment calculation. NB Power will issue a lump sum payment via direct deposit in an amount equivalent to your Performance Payment (and HST where applicable).

### **Tax Information**

Payments by NB Power under this Program are subject to harmonized sales tax (HST), unless your organization is not registered for GST/HST or is not a registrant (generally, earning less than \$30,000 in four consecutive quarters from taxable supplies). If you are a GST/HST registrant NB Power requires your GST/HST number before a payment can be issued.

For income tax purposes, the financial assistance is an inducement that should, depending on the case, reduce the cost or capital cost of property, reduce the amount of an outlay or expense, or count as income to the Participant. Unless your organization is exempt from paying income tax, NB Power will issue a T1204 "Government Service Contract Payments", as required by Revenue Canada, to report the financial assistance paid.

However, you should consult a tax advisor or Revenue Canada, if necessary. Determining the full extent of income and other tax implications is your sole responsibility. NB Power cannot be held responsible for Participants who incorrectly determine their tax status, as applicable taxation usually depends on the specific situation of each Participant.

## STEP 6: CONFIRM PARTICIPATION FOR THE NEXT WINTER

Once enrolled, sites that demonstrate consistent, reliable participation are considered enrolled for the following winter. NB Power will pre-populate the following winter's Program Application form prior to forwarding to you for your review and confirmation of site details.

## 7.0 GET STARTED!

If you still have questions about the Program after reading this guide, please contact us at:

### NB Power

1-800-663-6272, press 5 (Toll-Free)

506-643-7835 (Fax)

[CIDR-GDCI@nbpower.com](mailto:CIDR-GDCI@nbpower.com)

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

**Office hours:** Monday to Friday from 8:30 a.m. to 4:30 p.m. (Atlantic)

## 8.0 TERMS AND DEFINITIONS

<b>Aggregator</b>	A company registered as doing business in New Brunswick and grouping together its clients' Demand Response projects for presentation as an integrated project to NB Power.
<b>Business Day</b>	Any day other than Saturday, Sunday and statutory holidays in New Brunswick.
<b>Contract</b>	Any service contract between a customer and NB Power for electricity service and delivery.
<b>Customer Baseline (CBL)</b>	The amount of energy a participating site would have consumed from 7:00 - 9:00 AM, absent of a Demand Response event.
<b>Demand Response (DR)</b>	A reduction in a building's energy use, as requested by NB Power.
<b>Demand Response (DR) Event</b>	A two-hour period for which the Participant receives advance notice from NB Power to curb energy use. Also referred to as an "event".
<b>Demand Response (DR) Notice</b>	An e-mail sent to Participants indicating the date of a Demand Response event. Also referred to as an "event notice".
<b>Energy Reduction Measures</b>	Measures designed to reduce a building's energy use.
<b>Financial Incentive</b>	A Performance Payment or a Reserve Payment paid by NB Power to the Participant.
<b>Interval Meter</b>	An electricity meter containing a communications device enabling transmission of interval consumption data to NB Power.

<b>Peak Events</b>	A period during which electricity demand is exceptionally high. These events occur during winter, exclusive of weekends and statutory holidays.
<b>Partner</b>	A company representing an NB Power customer.
<b>Participant</b>	Any customer or aggregator submitting a project to NB Power.
<b>Performance Payment</b>	An amount of money paid by NB Power to a Participant, corresponding to their site's average performance as achieved across all requested DR events.
<b>Performance Report</b>	A report showing, for all requested DR events, a site's performance and average kW reduction attained across all DR events.
<b>Project</b>	A site, or grouping of sites, ready to implement DR measures as requested by NB Power.
<b>Program Application</b>	A specific form that must be submitted to NB Power by businesses wishing to apply to the Program, and/or to confirm enrollment and demand reduction targets for the following year.
<b>Reserve Payment</b>	An amount of money paid by NB Power to a Participant should there be no DR events requested by NB Power.
<b>Site</b>	A single, freestanding building or structure; an individual utility interval meter; or a service account number where the demand reduction takes place.
<b>Winter Period</b>	December through to end of March, inclusive.

## Appendix A – Peak Rebate Program Timeline

The milestones for 2020-2021 program participation and execution are as

follows:

Sep. 21	Last day to submit Program Applications. The earlier the better!
Oct. 30	Last day for NB Power to approve or deny applications.
Oct. 30	Sites must have demand reductions in place.
Week of November 2-6	NB Power will conduct a communications test. You must confirm receipt to be added to the master DR event email distribution list.
November	NB Power will call an unscheduled test event. You must respond.
November	NB Power will provide you with your demand reduction results.
Nov. 30, 2020	The first possible day in which you can receive a DR notice to reduce demand, the following business morning .
Dec. 1, 2020 – Mar. 31, 2021	<b>Program is live.</b> As NB Power predicts peaks in system demand, you will be asked – a maximum of 12 times – to reduce your demand, the following business morning.
Apr. 30	Last day for NB Power to email your Performance Report, showing your average demand reduction across all DR events and your Performance Payment calculation.
May	NB Power will issue a lump sum payment via direct deposit in an amount equivalent to your Performance Payment.  2021-2022 Program launches.

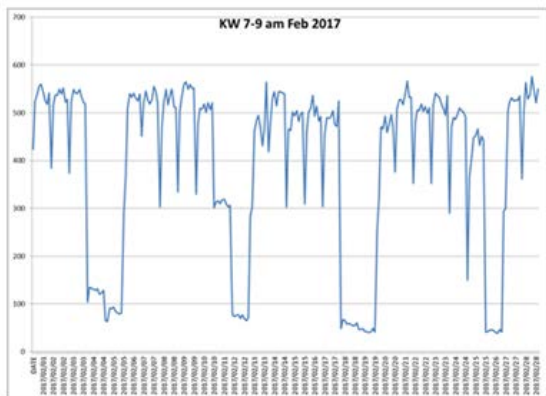
## Appendix B – Qualifying Your Site

Program highlights:

- December to end of March, as NB Power predicts temporary peaks in system demand, you will receive an email by 12:00 PM to reduce demand the following business morning, 7:00 - 9:00 AM
- You must reduce by 50kW, representing at least a 10% reduction, to a maximum of 12 times
- For your average kW reduction across all events, you receive \$20/kW

<b>SECTION 1: If you can answer YES to all questions, your site may be eligible:</b>	<b>YES and/or CORRECT</b>
1. My site is open and operating at 7:00 AM, Monday to Friday.	
2. In my estimation, energy use from 7:00 - 9:00 AM is similar from one morning to the next, AND tends to operate within a narrow bandwidth.	
3. From December to the end of March, the site operates every business day morning, every week. Besides weekends and statutory holidays, there are no <i>scheduled</i> periods of downtime.	
4. I can decrease energy use by at least 10%, and 50 kW, for the entire two hours.	
5. I should be able to respond to every single DR event.	
6. If I think about my energy usage profile from 7:00 - 9:00 AM, I'd expect it to look like Profile A, below.	
If you have answered "Yes" to all of the above, proceed to Section 2.	

**Profile A – Accepted**



- High points are 7-9am, M-F, week over week
- Valleys are weekends
- Weekday morning energy use is consistent and repeatable
- DR events should deliver consistent reductions

**Profile B – Not Accepted**



- High points are 7-9am, M-F, week over week
- Valleys are weekends
- Weekday morning energy use varies
- DR events would deliver inconsistent reductions



**Section 2: Follow the steps below to assess your load reduction potential:**

7. If your site has an interval data meter, work with your NB Power Key Account Manager to examine your energy profile for the December to end of March period. Otherwise contact an NB Power customer care representative to answer the following questions:

- Do I have an interval data meter?
- Do I have a Key Account Manager?

8. If your site does not have an interval data meter, do you have a building or energy management system that captures and stores details of your energy consumption? If yes:

- Work with your system provider to determine your average energy use during the December to end of March period.
- Determine whether the profile fits the above requirements?
- Are there loads you can reduce?
- Are there activities within the 7:00 - 9:00 AM timeframe you can shift to another time?

9. If your site does not have an interval data meter, nor an energy management system to help track your energy use, then:

- You need a Partner to help you assess your consumption and load profile, and identify load reduction opportunities. The Partner can help you, or complete on your behalf, the Program Application.
- You will have to pay for this service, so consider the costs vs. the performance payment you could receive. However, this cost will support your participation in the Program.
- Should you require further assistance, please contact NB Power at 1-800-663-6272, press 5 (Toll-Free), or [CIDR-GDCI@nbpower.com](mailto:CIDR-GDCI@nbpower.com)

### Appendix C – Sample Performance Report

**Example 1:** You are the Participant, and **participate in all** requested events. For each event, NB Power calculates your site’s baseline, actual performance, and resulting demand reduction. Your performance payment is your average reduction x \$20.

Site Name: \_\_\_\_\_ Meter #: \_\_\_\_\_

Event Day	Baseline Demand (kW)	Actual Demand (kW)	Average Demand Reduction (kW)
Dec 7	1100	935	-165
Dec 18	1150	1010	-140
Jan 8	1300	1150	-150
Jan 21	1260	1160	-100
Jan 24	1200	1020	-180
Feb 3	1180	1010	-170
Feb 15	1260	1060	-200
March 3	1320	1140	-180
			<b>1285 / 8 events = 161 kW</b>
<b>Total</b>	<b>9770</b>	<b>8485</b>	<b>161 kW x \$20 = \$3220 Performance Payment</b>

**Example 2:** You are the Participant, and **chose not to participate in 2 events**. For each event, NB Power calculates your site’s baseline, actual performance, and resulting demand reduction. Your performance payment is your average reduction x \$20.

Site Name: \_\_\_\_\_ Meter #: \_\_\_\_\_

Event Day	Baseline Demand (kW)	Actual Demand (kW)	Average Demand Reduction (kW)
Dec 7	1100	935	-165
Dec 18	1150	1150	-0
Jan 8	1300	1150	-150
Jan 21	1260	1160	-100
Jan 24	1200	1020	-180
Feb 3	1180	1010	-170
Feb 15	1260	1260	-0
March 3	1320	1140	-180
			<b>945 / 8 events = 118 kW</b>
<b>Total</b>	<b>9770</b>	<b>8485</b>	<b>118 kW x \$20 = \$2360 Performance Payment</b>

\*In the event your demand increases during a requested DR event, your average demand reduction will be counted as zero.

## Appendix D – Email Templates

### **Sample Communication Test Email:**

Subject Line: Email Test

Good Afternoon,

You have been enrolled in the Peak Rebate Program. As a final step before the Program begins, NB Power wishes to confirm your email contact. Please reply to this email to indicate receipt, to be added to the event notice distribution list.

If you have any questions please contact the Program team at 1-800 663-6272, press 5, or by email at [CIDR-GDCI@nbpower.com](mailto:CIDR-GDCI@nbpower.com).

NB Power thanks you for your contribution to peak reduction.

Sincerely,



### **Sample DR Event Notice Email:**

Subject Line: Demand Reduction Event

Good Afternoon,

NB Power predicts a significant energy demand will occur tomorrow. In accordance with the guidelines of the Peak Rebate Program (2019-2020), NB Power asks that you implement your planned demand reduction measures at this time:

December 18, 2019

7:00 - 9:00 AM

If you have any questions please contact the Program team at 1-800 663-6272, press 5, or by email at [CIDR-GDCI@nbpower.com](mailto:CIDR-GDCI@nbpower.com).

NB Power thanks you for your contribution to peak reduction.

Sincerely,

