

Introduction

ERCOT seeks information from Load Serving Entities (LSEs) on their customers' Load response capabilities as required by Public Utility Commission of Texas (PUCT) rule. The rule requirement applies to LSEs in Non-Opt in Entity service territories as well as to Retail Electric Providers serving Load in competitive choice areas of the ERCOT Region.

Your response to this questionnaire will assist ERCOT in operating the electric grid reliably and efficiently. A better understanding of the amount of responsive Load and numbers of retail energy consumers actively responding to Load reduction signals will help ERCOT anticipate how the total demand on the electric system is subject to change during periods of high market prices, anticipated transmission charges (4CP events), system peaks, emergency conditions and other situations. This information will also assist ERCOT and its stakeholders in designing new programs and market features to facilitate demand response, as required by state and federal orders and policies.

Please answer all questions using the most current available data from your customer base. ERCOT anticipates requesting this information annually, but may seek additional information at any time via a re-issue or revised version of this questionnaire.

ERCOT will track responses and results of this survey by the DUNS numbers of LSEs. If you represent more than one LSE, it is not necessary to complete a survey for each; however, please make sure that the DUNS numbers for all LSEs that you represent are entered in the Contact Information section. If you wish to complete more than one survey to distinguish product offerings by different LSEs that you represent, additional surveys may be initiated by clicking the same hyperlink provided in the Market Notice.

Many questions in this survey reference specific customer types. Please use the following guide for identifying these customer types:

<i>Customer Type</i>	<i>Description</i>
Large Commercial & Industrial (C&I)	>700 kW of peak demand
Mid-size Commercial	50 kW–700 kW of peak demand
Small Commercial	<50 kW of peak demand
Residential	Residential

General Questions

1. Contact Information

Company Name

Name of person completing survey

Email Address

2. List DUNS number(s) below for all LSEs. If this survey applies to more than one LSE, list information for all.

LSE 1 DUNS Number

LSE 2 DUNS Number

LSE 3 DUNS Number

LSE 4 DUNS Number

LSE 5 DUNS Number

LSE 6 DUNS Number

LSE 7 DUNS Number

LSE 8 DUNS Number

LSE 9 DUNS Number

LSE 10 DUNS Number

LSE 11 DUNS Number

LSE 12 DUNS Number

LSE 13 DUNS Number

LSE 14 DUNS Number

LSE 15 DUNS Number

3. Is your company currently serving load in the ERCOT Region?

Yes

No

4. Describe your overall customer base (all customers for whom you serve load) according to the customer types described above (number of customers):

Large C&I

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Midsized Commercial	<input type="text"/>
Small Commercial	<input type="text"/>
Residential	<input type="text"/>

5. What *percentage* of the following customer groups are currently being served by advanced meters, sometimes known as "smart meters". Note that Large C&I customers are already considered to have advanced metering.

Midsized Commercial	<input type="text"/>
Small Commercial	<input type="text"/>
Residential	<input type="text"/>

6. Is your company currently offering any programs that encourage load response? These programs include Time Of Use Pricing, Real Time Pricing (including MCPE products), 4CP Load shedding, Critical Peak Pricing or Direct Load Control.

Yes

No

Time Of Use (TOU)

These questions relate to customers with whom your company has contracts for time-of-use (TOU) pricing. Time of use refers to time-differentiated pricing based on schedules known in advance and recorded on time-of-use meters. (As used here, TOU does not apply to seasonal fuel factor-related rate adjustments). If you have no product offerings in this area, you may scroll to the bottom of this page and click "Next."

Please enter approximate totals in each row:

1. Number of TOU Customers

Large C&I	<input type="text"/>
Midsized Commercial	<input type="text"/>
Small Commercial	<input type="text"/>
Residential	<input type="text"/>

2. Amount of customer Load enrolled in TOU Programs (approximate combined peak demand in MW)

Large C&I	<input type="text"/>
Midsized Commercial	<input type="text"/>
Small Commercial	<input type="text"/>
Residential	<input type="text"/>

3. Amount of customer demand that appears to shift from on-peak to off-peak as a result of TOU pricing(in MW).

Large C&I	<input type="text"/>
Midsized Commercial	<input type="text"/>
Small Commercial	<input type="text"/>
Residential	<input type="text"/>

4. Has your company conducted any studies or analyses of the impacts of TOU prices on customer load-shifting?

Yes

No

5. Which of the following were factors in your decision to offer a TOU product?
(check all that apply)

- Wholesale cost of electric energy
- Delivery (transmission or distribution) constraints
- Grid reliability
- Additional customer product offering
- Other (please specify)

Real Time Pricing (RTP)

These questions relate to the customers your company has under contract for "real-time" pricing (RTP), defined as retail prices that change continuously based on the ERCOT Market Clearing Price of Energy (MCPE) or other real-time wholesale price indicator. Retail Electric Providers serving in the competitive areas of ERCOT sometimes refer to these as "MCPE Products." If you have no product offerings in this area, you may scroll to the bottom of this page and click "Next."

1. Number of RTP (MCPE) Customers

Large C&I	<input type="text"/>
Midsized Commercial	<input type="text"/>
Small Commercial	<input type="text"/>
Residential	<input type="text"/>

2. Total amount of customer load enrolled in this program (combined MW of peak load)

Large C&I	<input type="text"/>
Midsized Commercial	<input type="text"/>
Small Commercial	<input type="text"/>
Residential	<input type="text"/>

3. Potential demand reduction (MW) that can be achieved during high price periods

Large C&I	<input type="text"/>
Midsized Commercial	<input type="text"/>

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Small Commercial

Residential

Customers on RTP or MCPE pricing plans may be subject to contractual provisions that obligate or encourage them to reduce their Load at certain price points. Please indicate below how many of your company's customers are subject to such contracts and indicate their potential demand reduction (in MW) and their contracted RTP or MCPE strike points. Also, please indicate what percentage of the customers' Load reductions at the RTP or MCPE price points are voluntary or required (a "required" Load reduction would indicate that a penalty above and beyond exposure to the real-time price applies).

4. Estimated demand reduction capability (MW) at these price points:

<\$300	<input type="text"/>
\$301-\$400	<input type="text"/>
\$401-\$500	<input type="text"/>
\$501-\$600	<input type="text"/>
\$601-\$700	<input type="text"/>
\$701-\$800	<input type="text"/>
\$801-\$900	<input type="text"/>
\$901-\$1,000	<input type="text"/>
>\$1,000	<input type="text"/>

5. What *percentage* of the customers' Load reductions at the RTP or MCPE price points are voluntary or mandatory:

% Voluntary	<input type="text"/>
% Mandatory	<input type="text"/>

6. Customers responding to price on RTP or MCPE pricing plans may reduce Load via automated systems or manual deployment. Indicate the approximate *percentage* of customers in each category:

% Automated	<input type="text"/>
% Manual	<input type="text"/>

7. Indicate whether your customers have identified any of the following as potential concerns that inhibit price response in the ERCOT Region:

Unpredictability of high priced periods

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- Insufficient prior notice of pricing (lack of sufficient response time)
- Lack of price certainty (possibility of prices being mitigated or changed)
- Not applicable
- Other (please be specific)

8. Currently, the MCPE is known and available approximately eight to 10 minutes prior to the operating interval. In general, is this notice period sufficient for customers to respond efficiently to the MCPE?

- Not applicable
- Yes
- No

If you answered "no", indicate what a more appropriate lead time would be.

9. What other method of publishing or distributing the MCPE would help?

10. Would guaranteed high MCPs during scarcity or emergency conditions, such as during Emergency Electric Curtailment Plan events, provide more incentive for your customers to respond to prices?

- Yes
- No
- Not applicable

If you answered "yes", estimate the number of additional MW of demand response that you could expect from your customers if such prices were guaranteed (through administratively set prices) during scarcity or emergency conditions.

Four Coincident Peak (4CP)

This question relates to the approximate number of your customers that you know reduce Load in response to signals predicting the Four Coincident Peak (4CP) intervals during summer months as a way of reducing transmission charges. These 4CP signals may be provided either by your company or by a third party. Enter the total number of customers, their estimated combined peak Load (during normal business conditions; i.e., during non 4CP intervals), and their estimated total amount of 4CP demand reduction (in MW). Note: The benefits of 4CP Load reductions accrue only to customers with Interval Data Recorder meters, which are almost exclusively in the largest two customer groups.

If you have no product offerings or known customers in this area, you may scroll to the bottom of this page and click "Next."

1. Number of 4CP Customers

Large C&I

Midsized Commercial

2. Combined peak demand during non 4-CP periods

Large C&I

Midsized Commercial

3. Amount of 4CP demand reduction (MW)

Large C&I

Midsized Commercial

Critical Peak Pricing (CPP)

This series of questions relates to any customers with whom your company has a contract for critical peak pricing (CPP) – special, typically very high prices communicated to customers a limited number of times per year as incentives for them to reduce their Load. Note: This question pertains to individual customers who curtail Load voluntarily in response to prices. You should provide information about direct Load control programs or group Load curtailment programs in response to questions in the Direct Load Control Section of this survey.

If you have no product offerings in this area, you may scroll to the bottom of this page and click "Next."

1. Number of CPP customers

Large C&I	<input type="text"/>
Midsized Commercial	<input type="text"/>
Small Commercial	<input type="text"/>
Residential	<input type="text"/>

2. Combined peak demand of these customers

Large C&I	<input type="text"/>
Midsized Commercial	<input type="text"/>
Small Commercial	<input type="text"/>
Residential	<input type="text"/>

3. Amount of demand reduction (MW) in response to CPP

Large C&I	<input type="text"/>
Midsized Commercial	<input type="text"/>
Small Commercial	<input type="text"/>
Residential	<input type="text"/>

4. Number of customers at CPP Price Point (\$per MWh)

< \$300	<input type="text"/>
\$301-\$400	<input type="text"/>
\$401-\$500	<input type="text"/>
\$501-\$600	<input type="text"/>

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\$601-\$700	<input type="text"/>
\$701-\$800	<input type="text"/>
\$801-\$900	<input type="text"/>
\$901-\$1,000	<input type="text"/>
>\$1,000	<input type="text"/>

5. Combined peak demand (MW) of these customers

<\$300	<input type="text"/>
\$301-\$400	<input type="text"/>
\$401-\$500	<input type="text"/>
\$501-\$600	<input type="text"/>
\$601-\$700	<input type="text"/>
\$701-\$800	<input type="text"/>
\$801-\$900	<input type="text"/>
\$901-\$1,000	<input type="text"/>
>\$1,000	<input type="text"/>

6. Amount of demand reduction (MW) in response to CPP

<\$300	<input type="text"/>
\$301-\$400	<input type="text"/>
\$401-\$500	<input type="text"/>
\$501-\$600	<input type="text"/>
\$601-\$700	<input type="text"/>
\$701-\$800	<input type="text"/>
\$801-\$900	<input type="text"/>
\$901-\$1,000	<input type="text"/>
>\$1,000	<input type="text"/>

7. Indicate how these customers receive these critical peak price signals:

- From your company
- From a third-party provider of pricing information
- Directly from the ERCOT website
- Not applicable
- Other (please specify)

8. Describe any incentive(s) offered to these CPP customers to recruit them into the CPP program(s) (for example, overall price reduction, free technology, etc.). Be specific; if more than one program is in place, provide information on all.

Direct Load Control (DLC)

This set of questions relates to any customers with whom your company has a contract for Direct Load Control (DLC) – agreements to allow their Load to be remotely curtailed by another party (either your company, the Transmission & Distribution Service Provider, or other third party) under defined circumstances. Direct Load Control (also known as Group Load Curtailment) programs typically apply to groups of like customers whose Load is aggregated to achieve a particular Load reduction goal. The key difference between DLC programs and those referenced in other questions is that these customers' Load is controlled remotely by another party and not by the customers themselves.

If you have no product offerings in this area, you may scroll to the bottom of this page and click "Next."

1. Number of DLC Customers

Large C&I	<input type="text"/>
Midsized Commercial	<input type="text"/>
Small Commercial	<input type="text"/>
Residential	<input type="text"/>

2. Estimated demand reduction from DLC (MW)

Large C&I	<input type="text"/>
Midsized Commercial	<input type="text"/>
Small Commercial	<input type="text"/>
Residential	<input type="text"/>

3. Entity that controls the Load reduction

LSE

QSE

TDSP

Other (please specify)

4. Indicate an approximate number of DLC customers next to each type of technology used to control their load; the total number may exceed the total number of customers under contract, as identified in item 1 above, if multiple technologies per Load site are in use.

Switches on air conditioners

Switches on water heaters

Switches on pool pumps

Smart thermostats

Other (please describe)

Other (please describe)

Other (please describe)

5. Indicate the criteria applied to initiate these customers' Load curtailments (check all that apply):

Wholesale price signals

Local grid reliability

Local transmission congestion

Anticipation of a "4CP" monthly summer peak used to allocate transmission costs in ERCOT

Regional grid reliability (including ERCOT-declared Emergency Electric Curtailment Plan events)

Other (please describe)

6. This question relates to incentives offered to these DLC customers to recruit them into the DLC program(s). Indicate how many customers are under contract by type of incentive and please provide a brief description of the incentive.

Financial (lower electricity pricing, bonus)

paid, etc.)

Free technology

Other

Other

Emergency Interruptible Load Service

1. Is your company participating in or planning to participate in ERCOT's Emergency Interruptible Load Service?

Yes

No

2. I identify any impediments or barriers that you are aware of to your customers' participation in EILS. (check all that apply)

- Not enough time to market the program
- Not enough time to develop contracts/legal agreements
- Not enough time to put technology in place
- Prospective Load already committed to other Load response programs
- Long-term uncertainty of the program
- Insufficient financial incentive
- Not applicable
- Other (please specify)

General Questions

1. Does your company have plans to introduce any new Load reduction programs to your customers?

Yes

No

2. Check all programs you are planning to offer.

Time Of Use Pricing

Real Time Pricing (MCPE)

4CP Load shedding

Critical Peak Pricing

Direct Load Control

Other (please specify)

3. The federal Energy Policy Act of 2005 (Section 111(d), "PURPA Standards") requires LSEs over a certain size to offer TOU, CPP, RTP, and load curtailment programs. If your company is subject to this requirement, describe here how you are complying or planning to comply with this provision.

4. Provide input on how additional Load response, including but not limited to the types of products described in this survey, may be enabled in the ERCOT Region. Input may include recommendations for market or market design changes or for how ERCOT staff or the ERCOT stakeholder process may better facilitate Load participation or demand response.

5. Are ERCOT's current methods of providing information about real-time price, demand and operating conditions sufficient for your company to enable efficient communications to your customers?

Yes

Sufficient but could use improvement

No

If no, provide suggestions on how such provision of information could be improved.

THANK YOU!

Thank you for taking the time to answer the survey. If you have any questions please contact your ERCOT client services representative.