

2012 ERCOT Load Response Survey (NOIEs)

1. 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.

• **PUC Subst. Rule §25.505(e)(5):** Load serving entities (LSEs) shall provide ERCOT with complete information on load response capabilities that are self-arranged or pursuant to bilateral agreements between LSEs and their customers.

This version of the survey is specific to municipally owned utilities or electric cooperatives (Non-Opt-In Entities, or NOIEs). If your company is a competitive Retail Electric Provider (REP) you will need to complete a different version of the survey at this link: [REP Survey](#)

Your response will assist ERCOT in gaining a better understanding of customers enrolled in retail products that encourage modifications to their energy usage patterns and who may be responding to load reduction signals. This information may also assist ERCOT and its stakeholders in designing market features to facilitate demand response and load management.

Please answer all questions using the most current available data from your customer base. ERCOT anticipates requesting this information periodically, and may seek additional information through follow-up phone calls or surveys.

It is important that the responses avoid 'double counting'. Please review your responses in detail prior to submitting the survey.

ERCOT will track responses and results of this survey by the Market Participant name. 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
Small Commercial	≤700 kW of peak demand
Residential	Residential

2. General Questions

*1. Company Information

Company Name

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

- Yes
- No

*3. Is your company registered with ERCOT as a single LSE with a single DUNS number?

- Yes
- No

3. General Questions

***4. Will your responses to this survey include information for all of your company's LSEs?**

- Yes
- No

4. General Questions

Please complete a separate survey for any of your company's LSEs whose information is not covered in this survey response.

5. General Questions

*5. Contact information

Name of person completing the survey

Email Address

Phone Number

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6. General Questions

***6. How many customers of each of the following customer types does your company serve? (If none, please enter "0" in the field)**

<i>Customer Type</i>	<i>Description</i>
Large Commercial & Industrial (C&I)	>700 kW of peak demand
Small Commercial	≤700 kW of peak demand
Residential	Residential

Large C&I

Small Commercial

Residential

***7. How many of your customers of each of the following customer types (as described above) currently have advanced meters, sometimes known as "smart meters?" (If none, please enter "0" in the field)**

Large C&I

Small Commercial

Residential

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7. Real Time Pricing

These questions relate to the customers your company charges based on “real-time” pricing, which are retail prices that vary according to ERCOT Real-Time Settlement Point Prices for the customer’s Load Zone, or other real-time wholesale price indicator(s). Real-time pricing products require interval metering. (Note: You will be asked about Time-of-Use (TOU) and critical peak pricing customers later in this survey; please do not include TOU or critical peak pricing customers in your answers to the questions in this section).

***8. How many customers of each of the following customer types does your company have on real-time pricing contracts? (If none, please enter "0" in the fields)**

Large C&I

Small Commercial

Residential

9. Does your company plan to initiate or expand real-time pricing products in the future to customers of each of the following customer types?

- Yes, to Large C&I
- Yes, to Small Commercial
- Yes, to Residential
- No

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8. Time Of Use (TOU)

These questions relate to customers with whom your company charges based on time-of-use (TOU) consumption and pricing. TOU refers to time-differentiated pricing based on prices and schedules known in advance, and requires interval metering or TOU metering. (As used here, TOU does not apply to seasonal fuel factor-related rate adjustments).

*** 10. How many customers in each of the following customer types does your company charge based on time-of-use (TOU) consumption and pricing? (If none, please enter "0" in the field)**

Large C&I

Small Commercial

Residential

11. Does your company plan to initiate or expand TOU product offerings in the future to customers in each of the following customer types?

- Yes. to Large C&I
- Yes, to Small Commercial
- Yes, to Residential
- No

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9. Four Coincident Peak (4CP)

This question relates to the number of your customers that reduce load or receive predictor signals in advance of potential Four Coincident Peak (4CP) intervals during summer months. Responding to probable 4CP intervals provides MOUs and Co-Ops with a way of reducing their transmission charges. The 4CP action or predictor signals may be initiated either by your company or by a third party.

* 12. Do you have direct load control programs to respond to 4CP events?

- Yes
- No

* 13. How many of your customers receive 4CP predictor signals or demand response instructions from your company or from a third party? (If none, please enter "0" in the field)

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

* 14. If you use direct load control initiated by your company or a third party to reduce your customers' load during 4CP events, how many customers of each of the following customer types are subject to direct load control? (If none, please enter "0" in the field)

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

15. Does your company plan to initiate or expand your 4CP response activities in the future?

- Yes, to Large C&I
- Yes, to Small Commercial
- Yes, to Residential
- No

10. Critical Peak Response

These questions relate to any customers your company has that are subject to critical peak pricing or are paid critical peak rebates. Critical peaks are typically described as limited-duration, dynamically-set periods of time that usually correlate to high prices in the real-time wholesale market. Critical peak events typically occur a limited number of times per year and typically are communicated in advance to participating customers. Customers on critical peak response products typically require interval metering. (Note: please avoid double-counting these customers with those accounted for in the Real-Time Pricing section.)

*** 16. How many of your customers in each of the following are subject to critical-peak pricing? (If none, please enter "0" in the field)**

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

*** 17. How many of your customers in each of the following customer types are eligible for critical-peak rebates (after-the-fact payments based on load reductions during critical peaks)? (If none, please enter "0" in the field)**

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

*** 18. How many of your customers in each of the following customer types respond to critical peaks via direct load control initiated by your company or a third party? (If none, please enter "0" in the field)**

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

19. Does your company plan to initiate or expand critical peak offerings in the future to any of the following customer types?

- Yes, to Large C&I
- Yes, to Small Commercial
- Yes, to Residential
- No

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11. Direct Load Control (DLC)

These questions relate to customers your company has under contract for Direct Load Control (DLC) with different deployment criteria than those reported in previous questions. DLC customers agree to allow their load to be remotely curtailed by your company or a third party. (Note: if you answered all questions related to your customers' DLC in the previous questions, do not add any data here.)

***20. How many of your customers of each of the following customer types are subject to direct load control with deployment criteria other than those covered in prior questions? (If none, please enter "0" in the field)**

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

***21. Does your company offer dynamic pricing products other than those covered in previous questions ? (example – usage thresholds, a higher rate if the customer consumes over a contracted threshold). If so, indicate how many customers in each customer type along with a description of the products. (If none, please enter "0" in the field)**

Large C&I	<input type="text"/>
Small Commercial	<input type="text"/>
Residential	<input type="text"/>
Description of the product (s)	<input type="text"/>

12. THANK YOU!

Thank you for taking the time to answer the survey. It is important that the responses avoid 'double counting'. Please review your responses in detail prior to submitting the survey. If you have any questions please contact your ERCOT client services representative. You may also call the general ERCOT Client Services phone number at (512) 248-3900 or contact ERCOT Client Services via e-mail at ClientServices@ercot.com.