



Emergency Load Reduction Program for Non-Residential Customers

Get paid to help prevent rotating power outages this summer

What is the Emergency Load Reduction Program?

Get financial incentives for reducing energy usage during times of high grid stress and emergencies through risk-free participation in the Emergency Load Reduction Program.

This program runs between May and October. Events can occur any day of the week between 4-9 p.m. and can last anywhere from one to five hours.¹ You may be asked to participate on consecutive days if conditions warrant, but you will not be asked to participate for more than 60 hours per year.

Your participation in events is voluntary and there is no penalty if you are not able to participate in an event. You will be compensated \$2/kWh (kilowatt-hour) for load reduction during events.

How is this program different from other demand response programs?

Unlike other demand response programs, this program allows limited dual participation for customers enrolled in the Peak Day Pricing rate plan, Base Interruptible Program, the Capacity Bidding Program, or with third-party demand response providers. In addition, this program is unique in its voluntary nature as there are no penalties for non-performance. For customers capable of export, the program incentivizes the export of energy for participants with a behind-the-meter Rule 21-interconnected device with an existing Rule 21 export permit.

What triggers an event and how will I be notified?

Events are triggered by California Independent System Operator (CAISO) Energy Emergency Alert notices. Refer to the ["What will trigger an event?"](#) question in the customer [FAQ](#) at elrp.olivineinc.com/customer-faq for more information about what will trigger a program event.²

There are Day-Ahead and Day-Of events. Notifications for Day-Ahead events will be sent generally by 5 p.m. via email and/or text the day before the event occurs. Notifications via OpenADR and the Olivine Dispatch API are available as well. Notifications for Day-Of Events will be sent shortly after the CAISO notice is issued.

¹ Events for virtual power plant aggregators and electric vehicle and vehicle-grid-integration aggregators can last anywhere from one to three hours. Events for all other participant subgroups, including directly enrolled customers, can last anywhere from one hour to five hours.

² Base Interruptible Program participants are only eligible to be compensated for program event periods that overlap with Base Interruptible Program event periods.



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Am I eligible?

Non-residential (commercial, industrial, agricultural, and small and medium business) individual PG&E bundled-service customers, Community Choice Aggregation (CCA) Service customers, and Direct Access (DA) customers who meet the following criteria are eligible to enroll directly in the program:

- Able to reduce load by at least 1 kW (kilowatt) during an event
- Not currently enrolled in any other demand response program with the exception of PG&E's Base Interruptible Program
- May be enrolled in the Peak Day Pricing rate plan

Aggregators and third-party demand response providers can enroll in the program. If you are enrolled with an aggregator or third-party demand response provider, please contact them for information about the program. Note that if you are enrolled in the Base Interruptible Program through an aggregator, your aggregator has the first option to enroll you in the program. If they choose not to enroll in the program, you may enroll directly.

How do I participate in events?

Respond to an event notification by reducing your energy usage during the event window. Customers will be asked to provide a nomination when they enroll in the program. A nomination is your estimated target load reduction quantity (kW) for an event. There will be no financial penalties if you do not meet or if you exceed your load reduction nomination. Participation in this program is entirely voluntary.

How will I be compensated for participating in the program?

Participants will earn \$2/kWh for load reduction during a program event. Customers directly enrolled in the program will be compensated in the form of a bill credit. For more information, refer to the "Questions about Payments section" of the Customer FAQ at elrp.olivineinc.com/customer-faq.

How do I enroll?

You can enroll directly in the program through the program website at elrp.olivineinc.com. If you are enrolled with an aggregator or third-party demand response provider (DRP), please contact them for information about the program.

To enroll directly in the program, you will need the following information:

- Billing account number or a phone number associated with the account
- A meter number associated with the account
- Contact information of the enrolling company representative
- Email address for event notifications³
- Specify if any sites you are enrolling have back-up generation
- Specify if any sites you are enrolling have a Rule 21 export agreement and would like to be compensated for exports
- Load-reduction nomination for each site
- Email address for authorized signer of Terms and Conditions (if you are not authorized)

Questions?

Learn more by visiting our website at elrp.olivineinc.com. For additional information, call us at **800-492-5190** or email us at pge-elrp@olivineinc.com.



³After your enrollment has been confirmed, you will be able to provide additional email addresses and phone numbers for event notifications.

