DR Training Survey Results

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Demand Response Subcommittee
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What is your role?

- Operational: 71%
- IT Support: 2%
- Regulatory: 4%
- Settlements: 9%
- Other: 13%

Count = 46
Which types of training would be the most useful to your company?

- In person
- WebEx
- Recorded videos that can be viewed at anytime
- Slides with extensive notes
What is your preferred length for a typical *in-person* course?

- **Two Hour Maximum**: 17%
- **Half Day**: 46%
- **Full Day**: 20%
- **Multiple Days**: 17%

**Count = 46**
Would your company benefit from a 2 hour Demand Response via in person and WebEx?

- **93%** Affirmative
- **7%** Negative

**Over 46 respondents**

**How Often**

- **Anually**
  - Count = 12
- **6 Months**
  - Count = 43
- **3 Months**
  - Count = 10
Would your company benefit from a 2 Day in person course that delivers all aspects of Demand Response? IN-DEPTH Course

Count = 46

80% Affirmative
20% Negative

How Often

Count = 37
Would specific trainings on the following topics be beneficial to your organization? Training would include market rules, registration, events, settlements and compliance.

- Emergency/Pre-Emergency Demand Response in the Capacity Market (load management)
- Economic Demand Response in the Energy Market
- Economic Demand Response in the Ancillary Services market
- Other
How often would you like Emergency/Pre-Emergency Demand Response trainings?

Count = 44

100% Responders

How Often

- Annually: Count = 44
- 6 Months: Count = 4
- 3 Months: Count = 1
- Online Videos: Count = 10

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How often would you like Economic Demand Response in the Energy Market trainings offered?

Count = 39

[Bar chart showing how often respondents prefer trainings: 100% prefer Annually, 6 Months, 3 Months, and Online Videos, with a total count of 39.]
How often would you like Economic Demand Response in the Ancillary Services market trainings offered?

Count = 34

100% Responders

How Often

- Annually: Count = 34
- 6 Months
- 3 Months
- Online Videos
Would your company be interested in earning continuing education hours (CEH) or continuing education units (CEU) credits for Demand Response training? The course would require accreditation by NERC and the training must be given through the Learning Management System (LMS) or the classroom. There would be assessments (tests) with a minimum passing score.

52% Affirmative

48% Negative

Count = 46
Would your company be interested in a voluntary CSP Certification readiness exam? This would provide evidence to customers of your understanding of all the Demand Response market rules and operational processes.

61% Affirmative

39% Negative

Count = 46
Proposed Demand Response Training and Timeline

In Depth (2 Day Training Course)

- Annually (Sept)
- In Person
- Energy, Ancillary Services, Load Management, Registrations, Events, Settlements, Compliance, Updates

Overview (Two Hour Course)

- Bi-Annually (Mar, Oct)
- Webex / In Person
- Introduction, Refresher, Updates

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Proposed Demand Response Training and Timeline

**Load Management Registrations (90 minutes)**
- December & January
- Webex / In Person
- Load Management Registration Process, Updates

**Load Management Events, Tests, Compliance, Settlements (2 hours)**
- Annually (Jun)
- Webex / In Person
- Introduction, Refresher, Updates
Proposed Demand Response Training and Timeline

**Economic DR in Energy Market (1/2 Day)**

- Annually (May)
- Webex / In Person
- Energy, Events, Settlements, Updates

**Economic DR in Ancillary Services Markets (1/2 Day)**

- Annually (Oct)
- Webex / In Person
- Ancillary Services, Events, Settlements, Updates

**Video Library (Short 5-10 Minute Videos)**

- On-line Operational How-To Videos
• Mandatory Annual Training
  – Load Management (30 minutes)
  – Ancillary Services (1 hour)
• Explore CSP certification process once new training cycle is implemented.