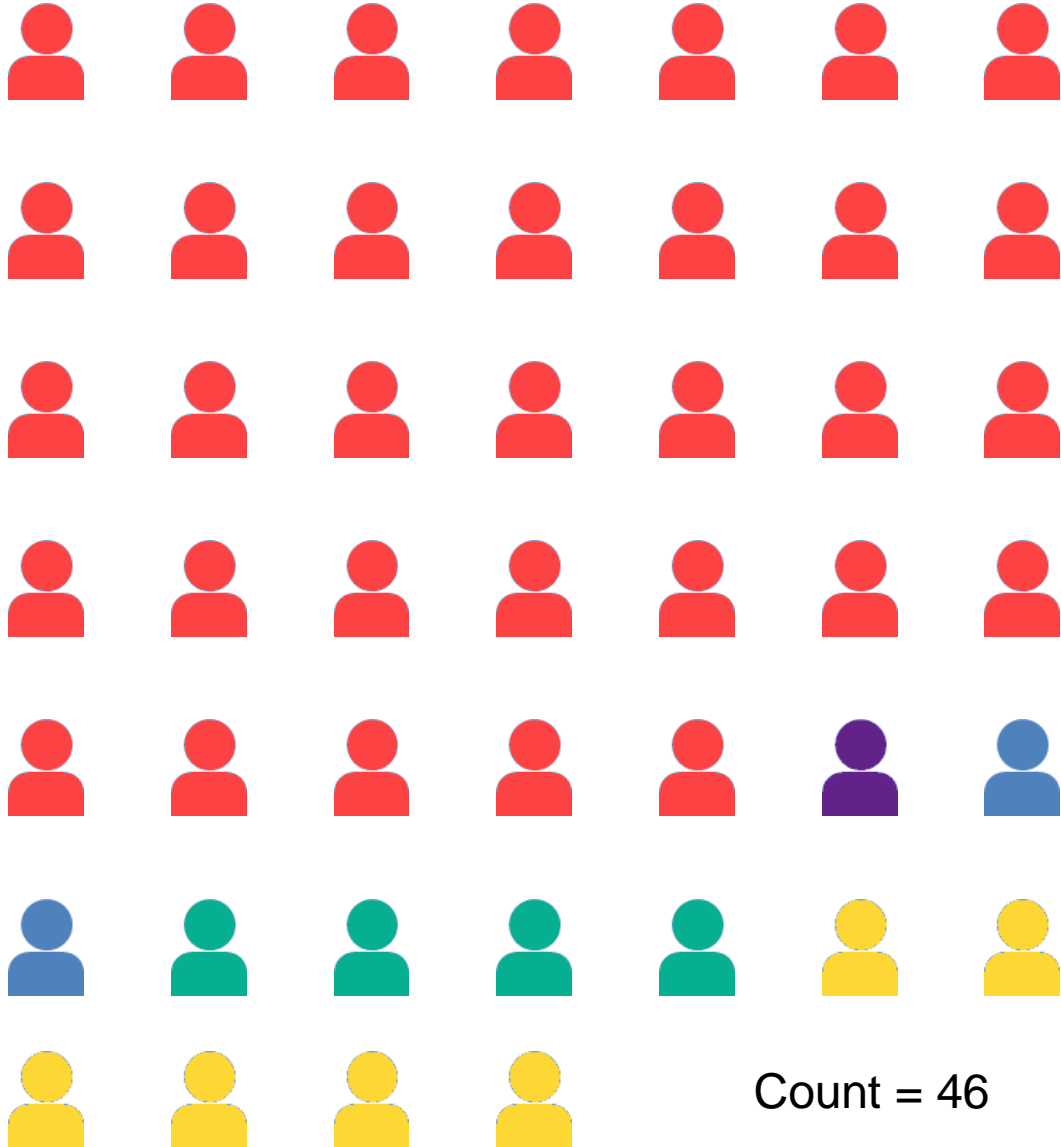




DR Training Survey Results

Shane Watts and Andrea Yeaton
Demand Response Subcommittee
June 19, 2019

What is your role?



Count = 46

71%

Operational

2%

IT Support

4%

Regulatory

9%

Settlements

13%

Other

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



What is your preferred length for a typical **in-person** course?



17%

Two Hour Maximum



46%

Half Day



20%

Full Day



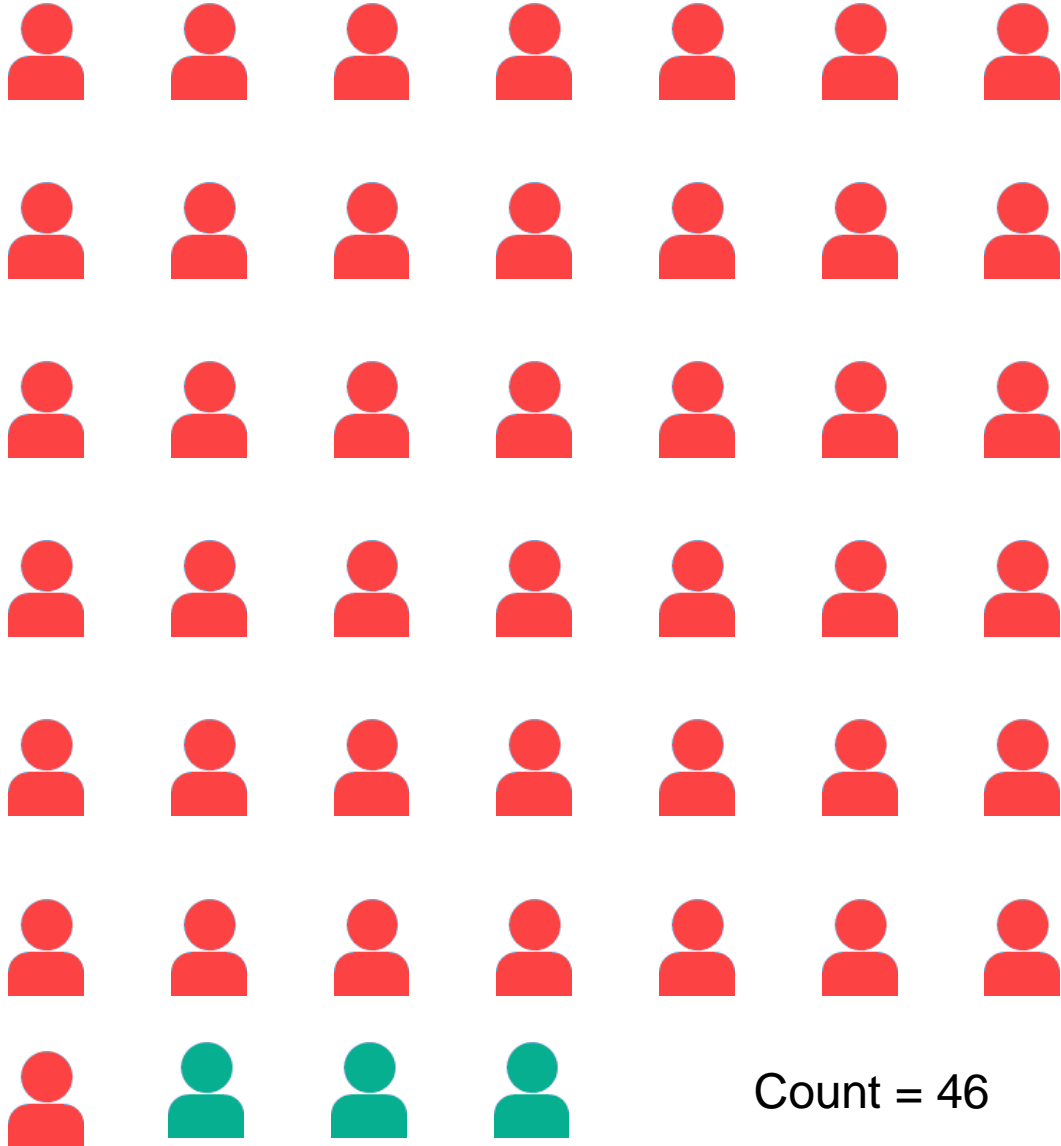
17%

Multiple Days



Count = 46

Would your company benefit from a 2 hour Demand Response via in person and WebEx? OVERVIEW

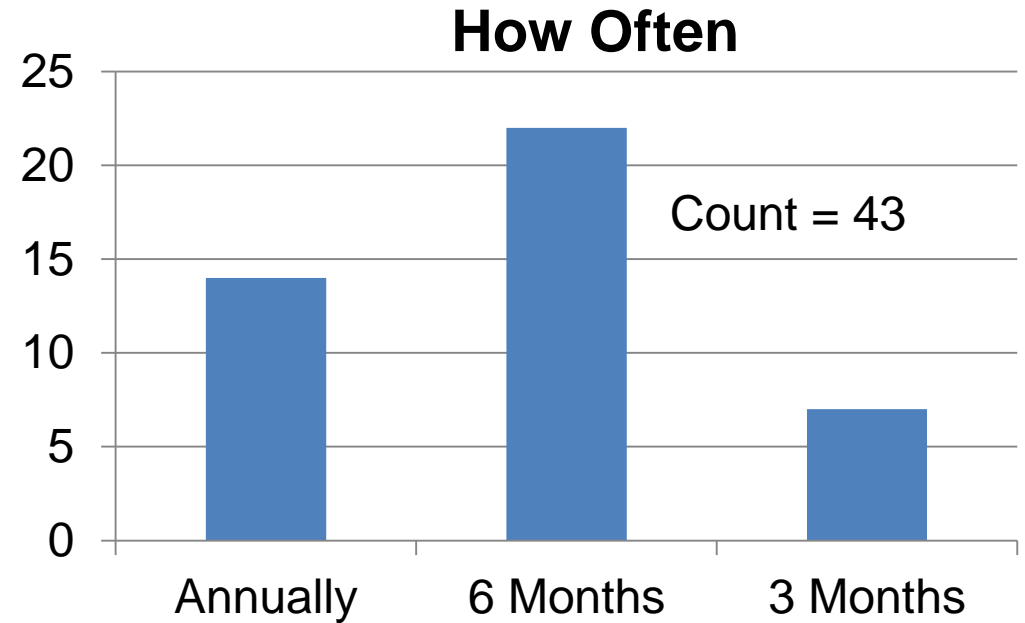


93%

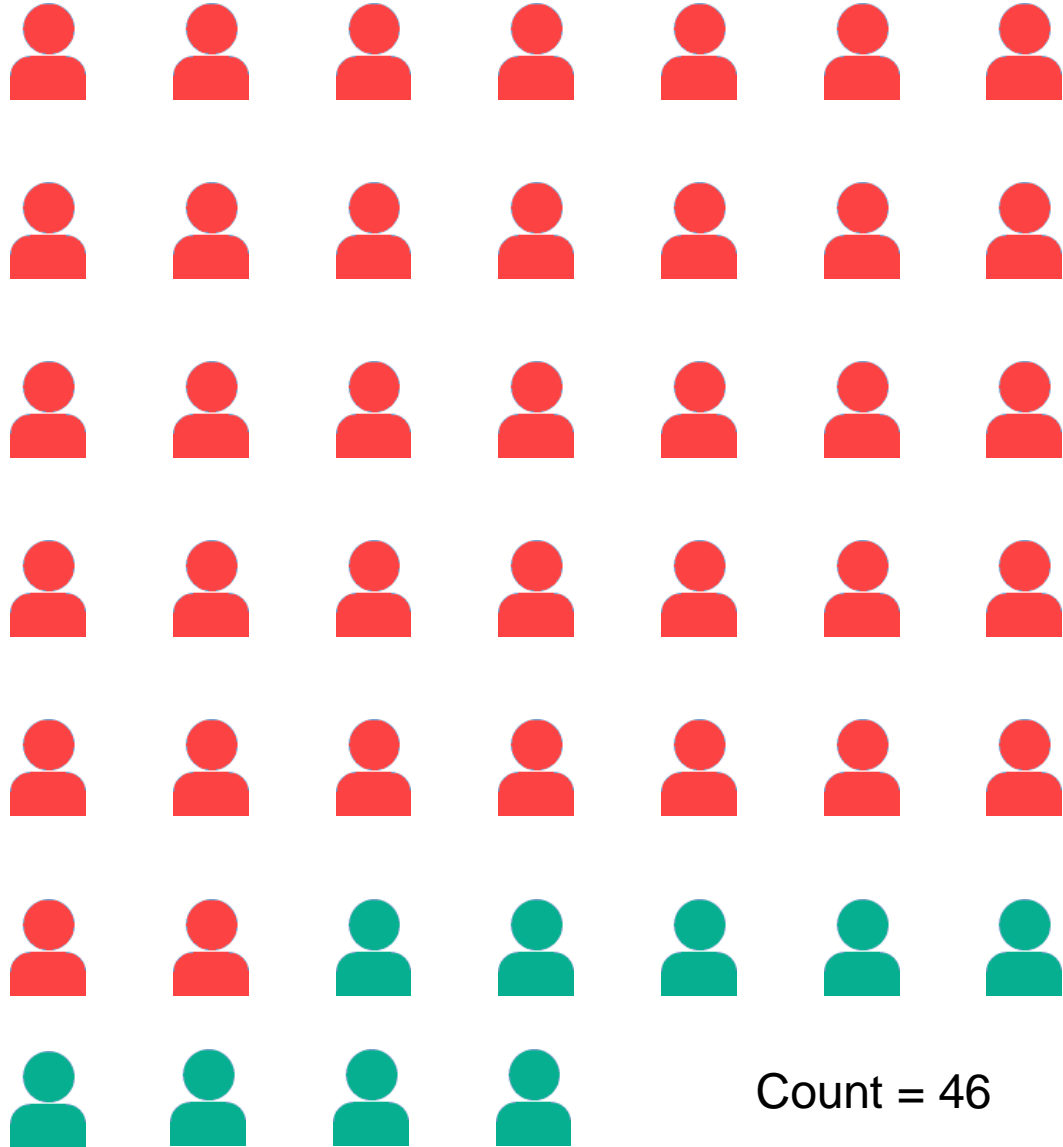
Affirmative

7%

Negative



Would your company benefit from a 2 Day in person course that delivers all aspects of Demand Response? **IN-DEPTH** Course



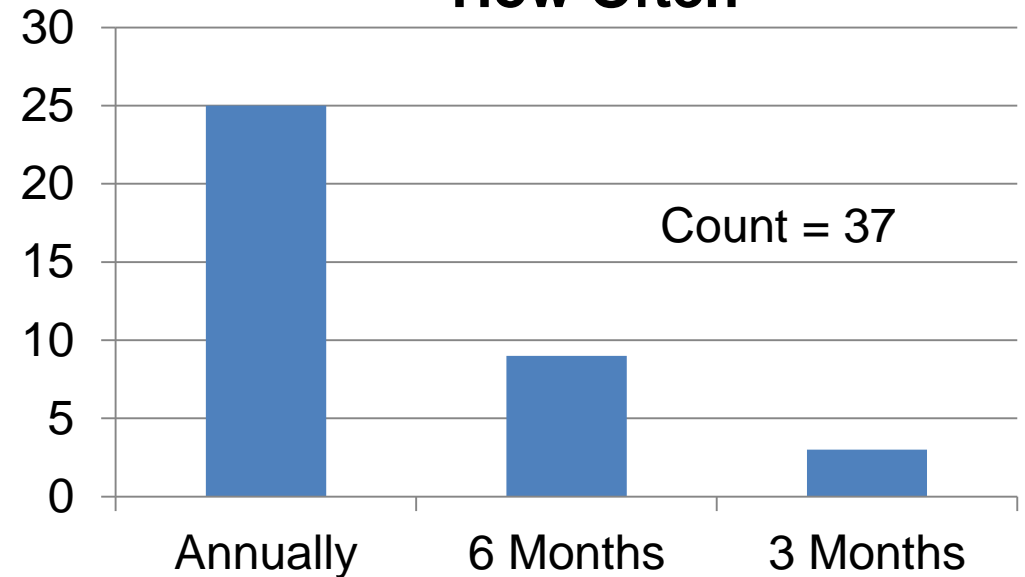
80%

Affirmative

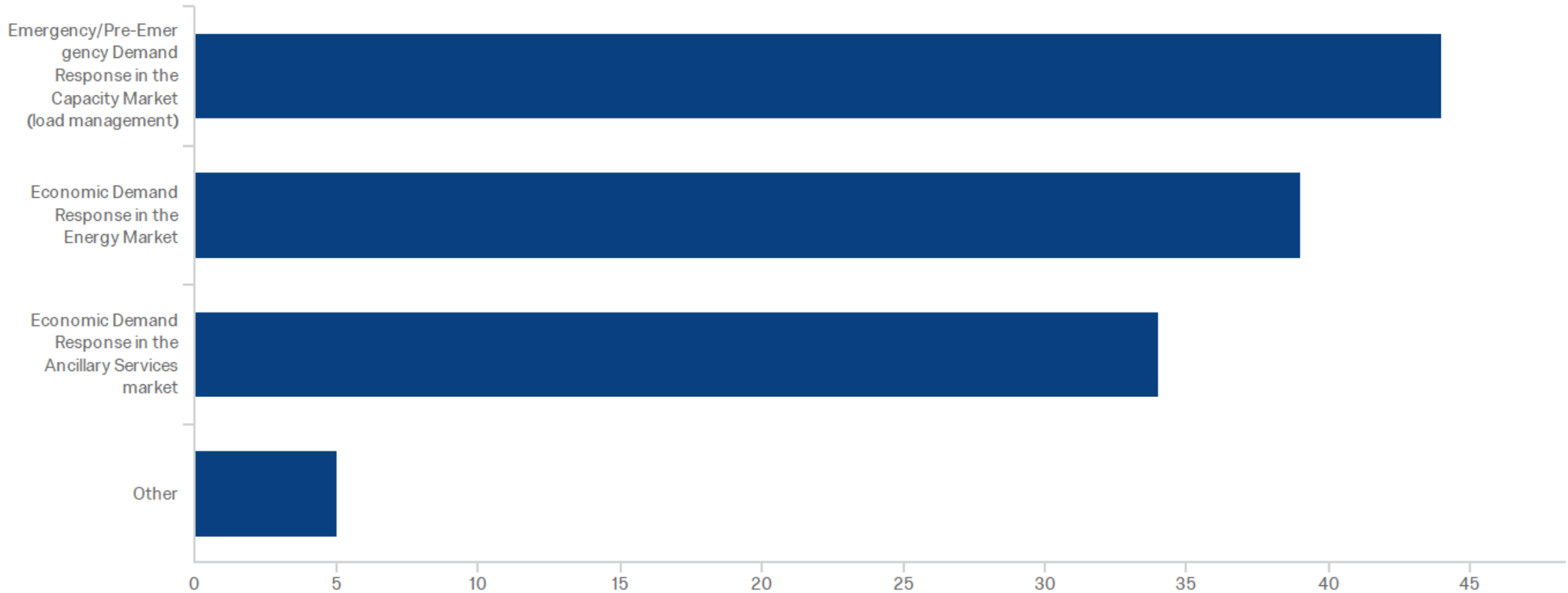
20%

Negative

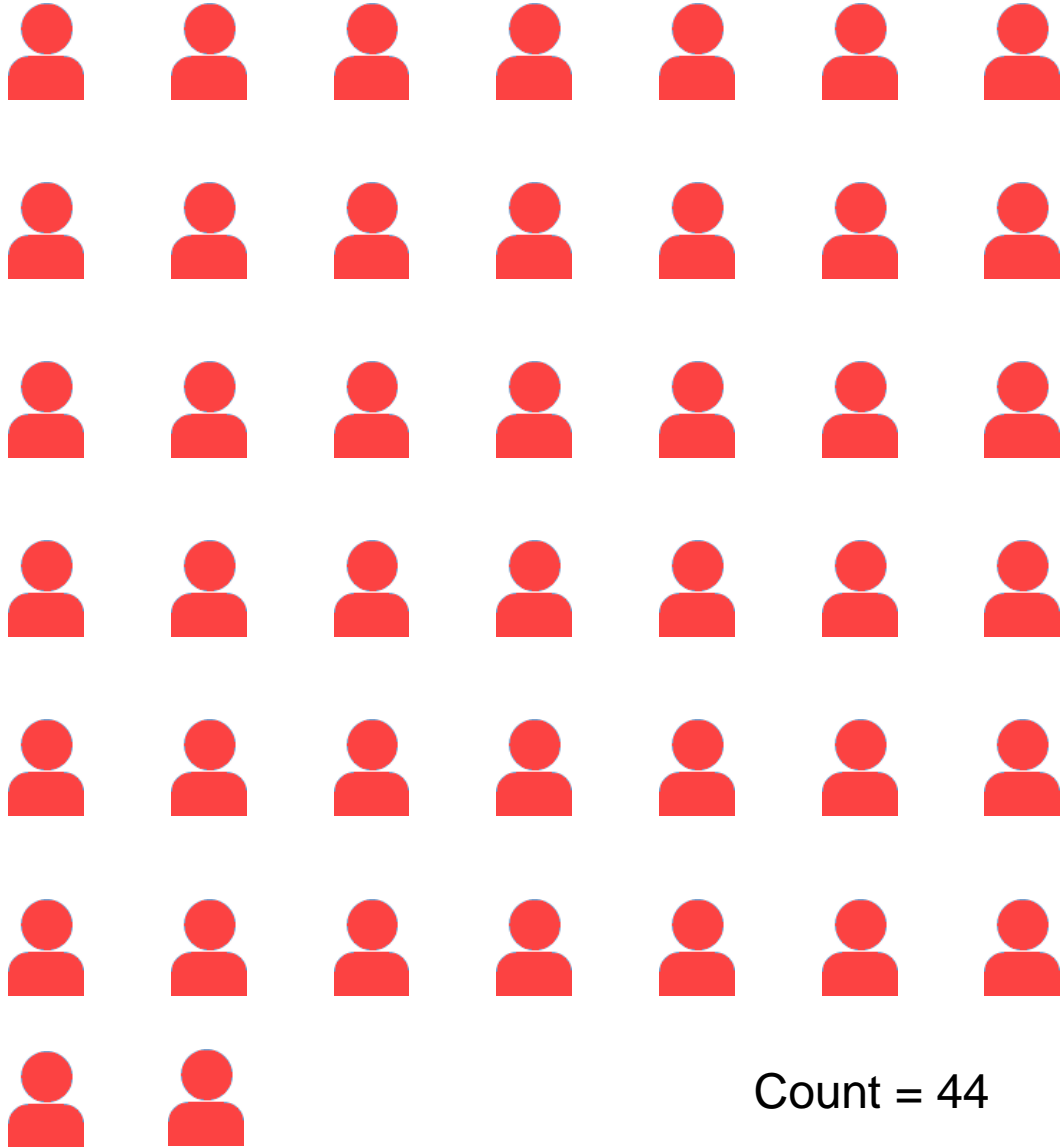
How Often



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

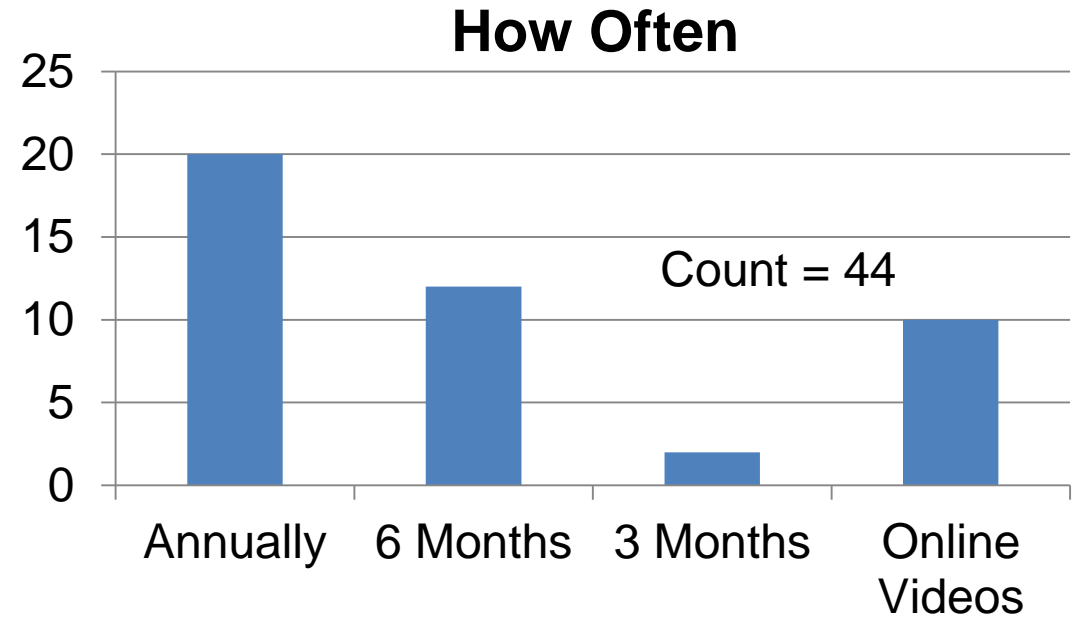


How often would you like Emergency/Pre-Emergency Demand Response trainings?

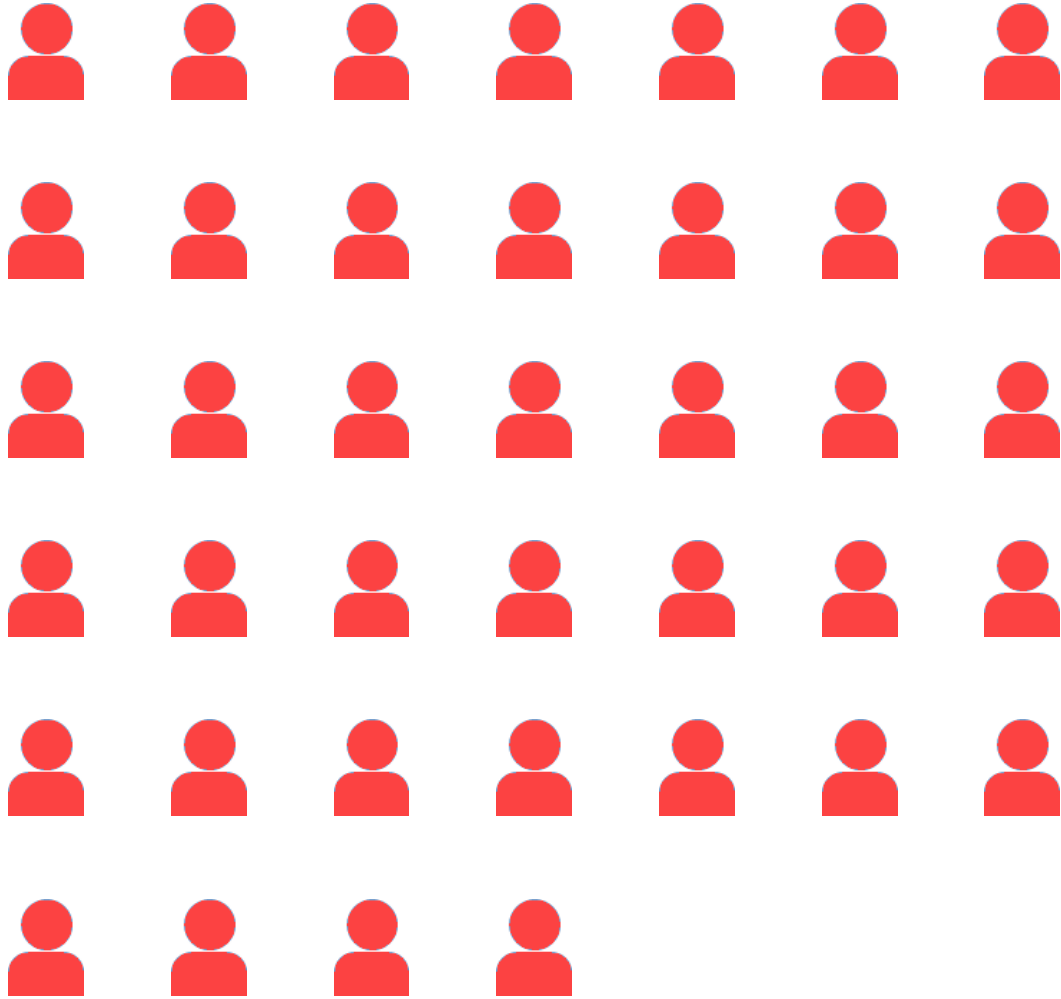


100%

Responders



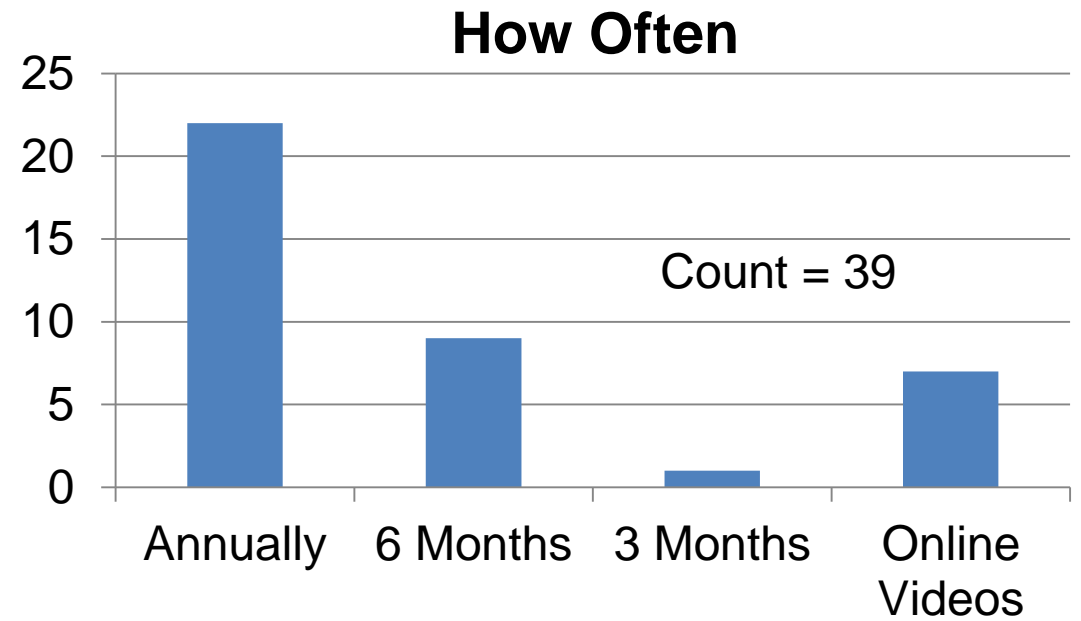
How often would you like Economic Demand Response in the Energy Market trainings offered?



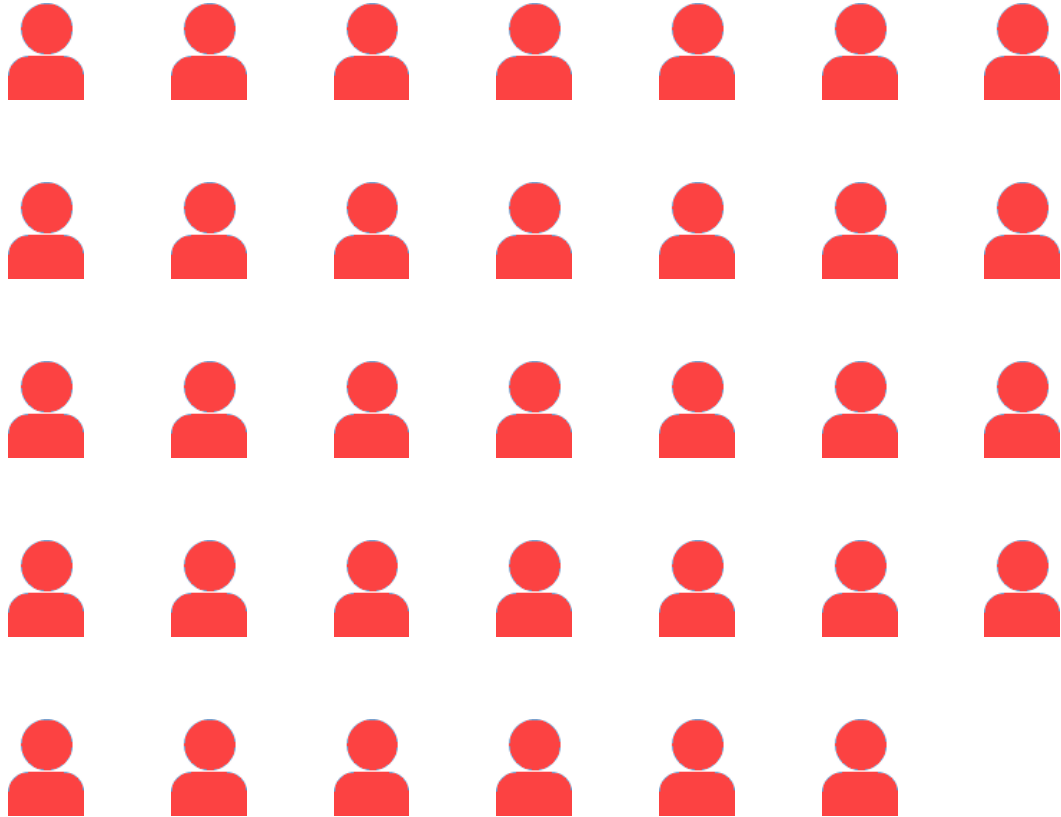
Count = 39

100%

Responders



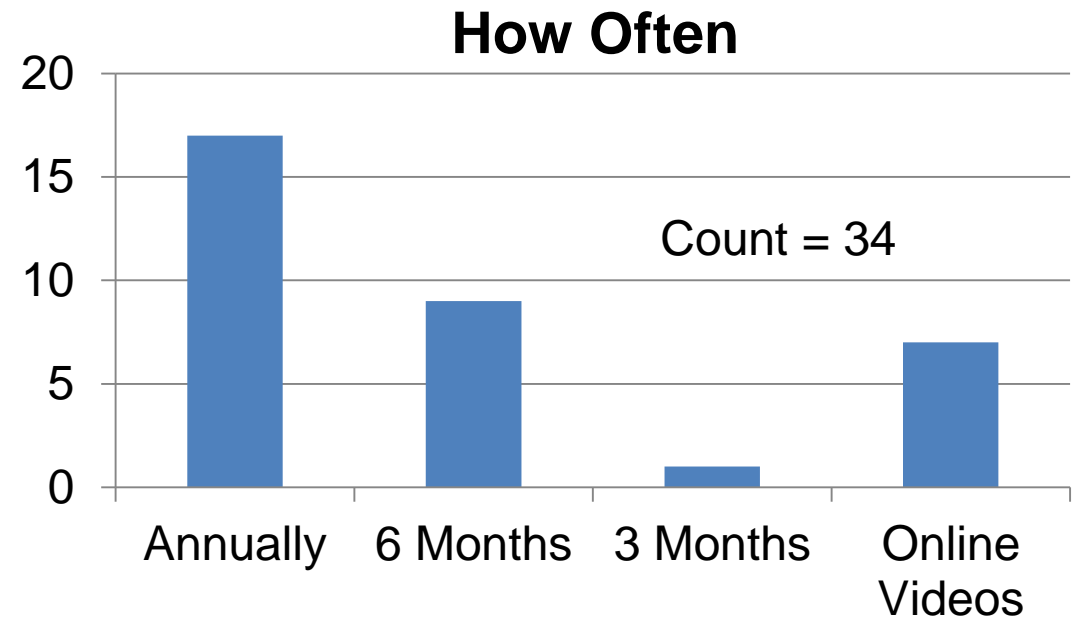
How often would you like Economic Demand Response in the Ancillary Services market trainings offered?



Count = 34

100%

Responders



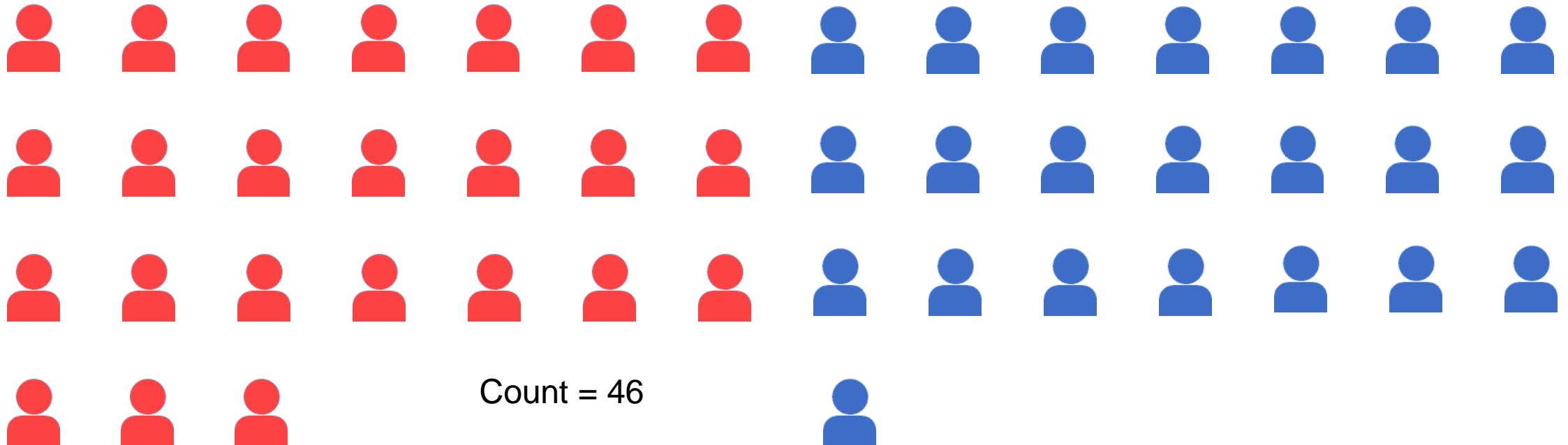
Would your company be interested in earning continuing education hours (CEH) or continuing education units (CEU) credits for Demand Response training? The course would require accreditation by NERC and the training must be given through the Learning Management System (LMS) or the classroom. There would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

52%

Affirmative

48%

Negative



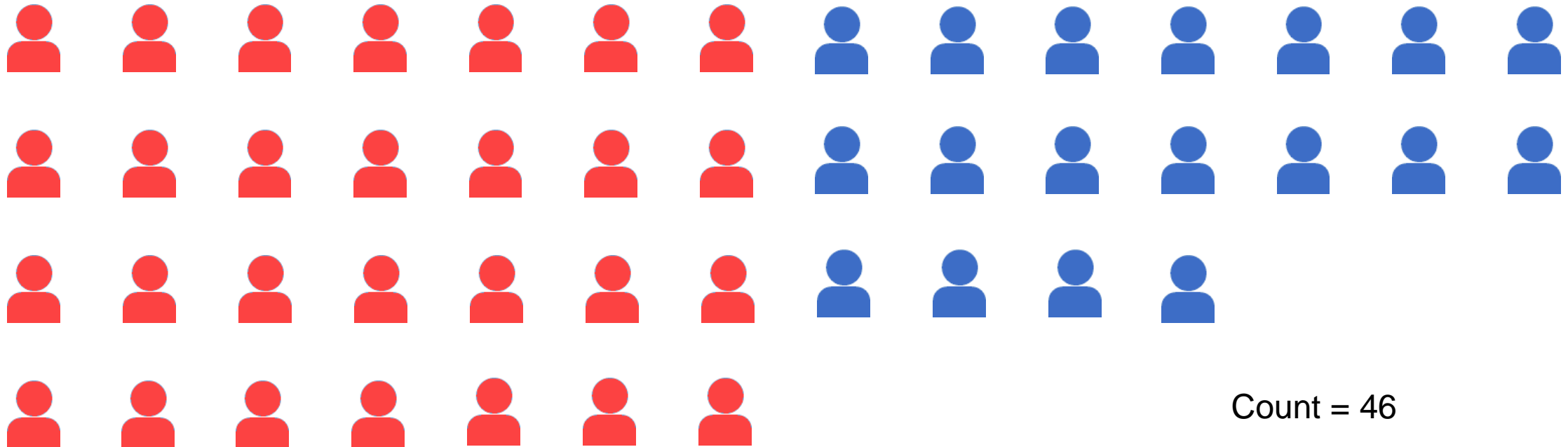
Would your company be interested in a voluntary CSP Certification readiness exam? This would provide evidence to customers of your understanding of all the Demand Response market rules and operational processes.

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

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.