



CPS ENERGY'S COMMERCIAL & INDUSTRIAL DEMAND RESPONSE PROGRAM

PRESENTED BY:

Raul Flores
Commercial Program Manager
Technology and Product Innovation

April 14, 2026
Informational Update



AGENDA

- **STEP Overview**
- **Demand Response Overview**
- **Commercial & Industrial (C&I) Program**
 - Offerings
 - Customer Types
 - Program Benefits
 - Customer Enrollment
- **Q&A**

GOALS & METRICS

THIS 5-YEAR PROGRAM TOOK EFFECT ON AUGUST 1, 2022

Goals

DEMAND
MANAGEMENT



BILL SAVINGS



REDUCE BARRIERS



INNOVATION



EMISSIONS
REDUCTION



Metrics

- **410 MW** of incremental demand reduction
- **1%** of energy savings per year
- **16,000** homes & **20,000** multifamily units weatherized
- **\$665M** in lifetime avoided fuel & capacity costs
- **1.85M** tons of avoided carbon

Approved
Budget &
Timeline

**5 years & \$350 million total
(Check-in at year 3)**



DEMAND RESPONSE OVERVIEW

DEMAND RESPONSE

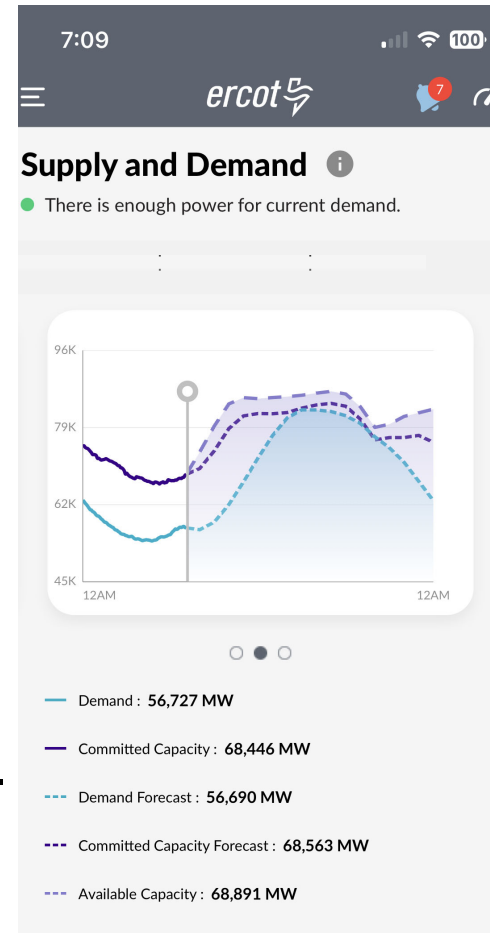
SUPPLY AND DEMAND



Electricity supply must constantly match demand to keep the grid stable.

Supply and Demand Impacts:

- Demand rises during the day and drops at night.
- Supply comes from baseload plants, renewables, and fast-ramping sources.
- Grid operators constantly balance both to keep the system stable.



Example of market scarcity in EROCT

DEMAND RESPONSE

PURPOSE

Demand Response (DR) reduces electric system demand during peak periods or market constraints through customer action. Its value can be understood across two categories.

Direct Benefits

- Peak-load relief
- Reduced transmission congestion
- Incentives for participating customers

Indirect Benefits

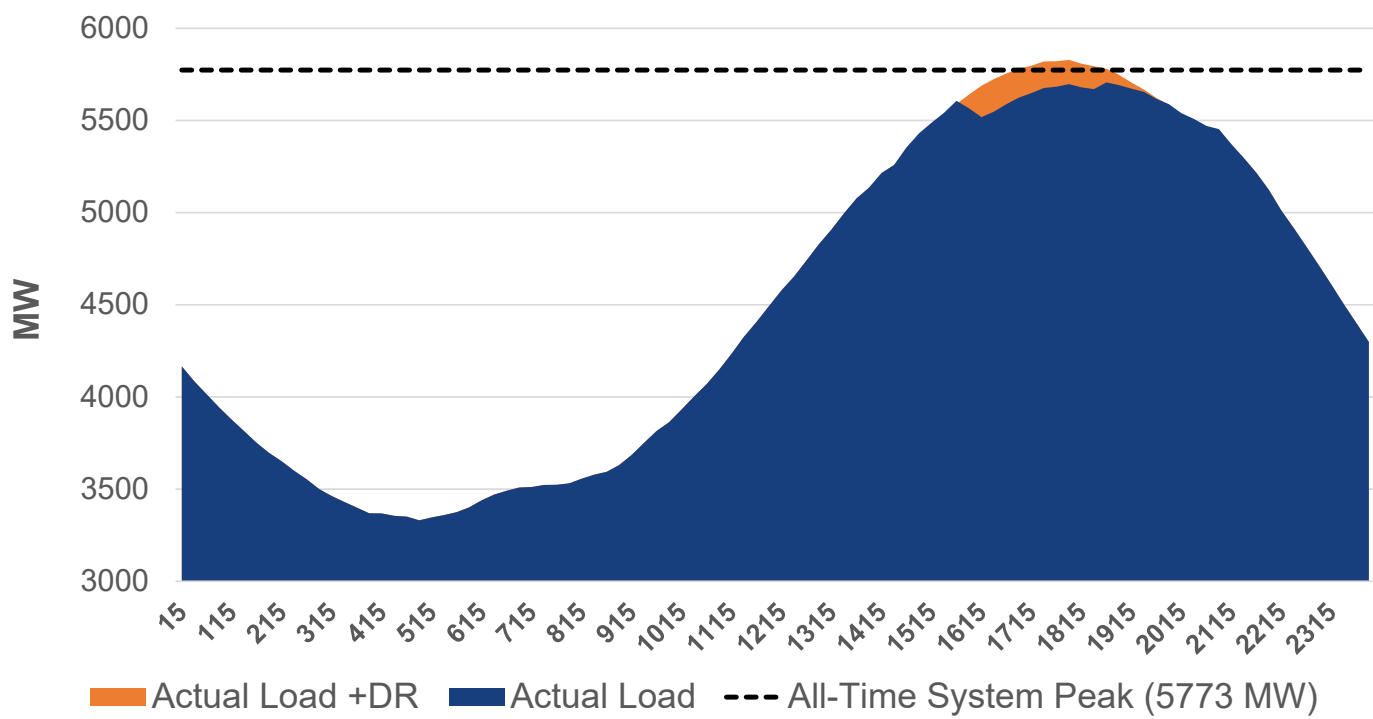
- Defers major infrastructure spending
- Builds long-term customer relationships
- Reduces carbon-intensive generation



EXAMPLE OF DR IN ACTION

Driven by record-setting summer heat, CPS Energy dispatched on August 10, 2023, to help avoid a system peak.

Example: CPS Energy 15-Minute Load



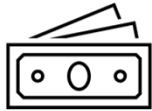
CPS Energy peak load as of August 21, 2024 would have been an estimated at 6,122 MW without demand response.



COMMERCIAL & INDUSTRIAL (C&I) PROGRAM

DR PROGRAM DETAILS

PROGRAM COMPONENTS



Pay for Performance

Incentives are based on the customer's average summer performance.



No Fees No Penalty

Customers have no enrollment fees and pay no penalties.



Performance Flexibility

Customers receive full payment for performing between 50%-150% of their commitment.



Aggregate Multiple Sites

Customers can use multiple sites to reach performance targets.

DR PROGRAM OPTIONS

4 OPTIONS TO SUIT CUSTOMER OPERATIONS

Option 1

- July – August
- 1pm to 7pm
- 2-hour notice
- 18 events
- \$47 per kW

Option 3

- June – September
- 1pm to 7pm
- 1-hour notice
- 6 events
- \$31 per kW

Option 2

- June – September
- 1pm to 7pm
- 2-hour notice
- 25 events
- \$70 per kW

Option 4

- June – September
- 1pm to 7pm
- 30-minute notice
- 25 events
- \$73 per kW

Two Most Popular Options

+

Bonus Hours

- June – September
- 7pm to 10pm
- 30-minute notice
- 16 events
- \$10 per kW

COMMERCIAL & INDUSTRIAL MARKET

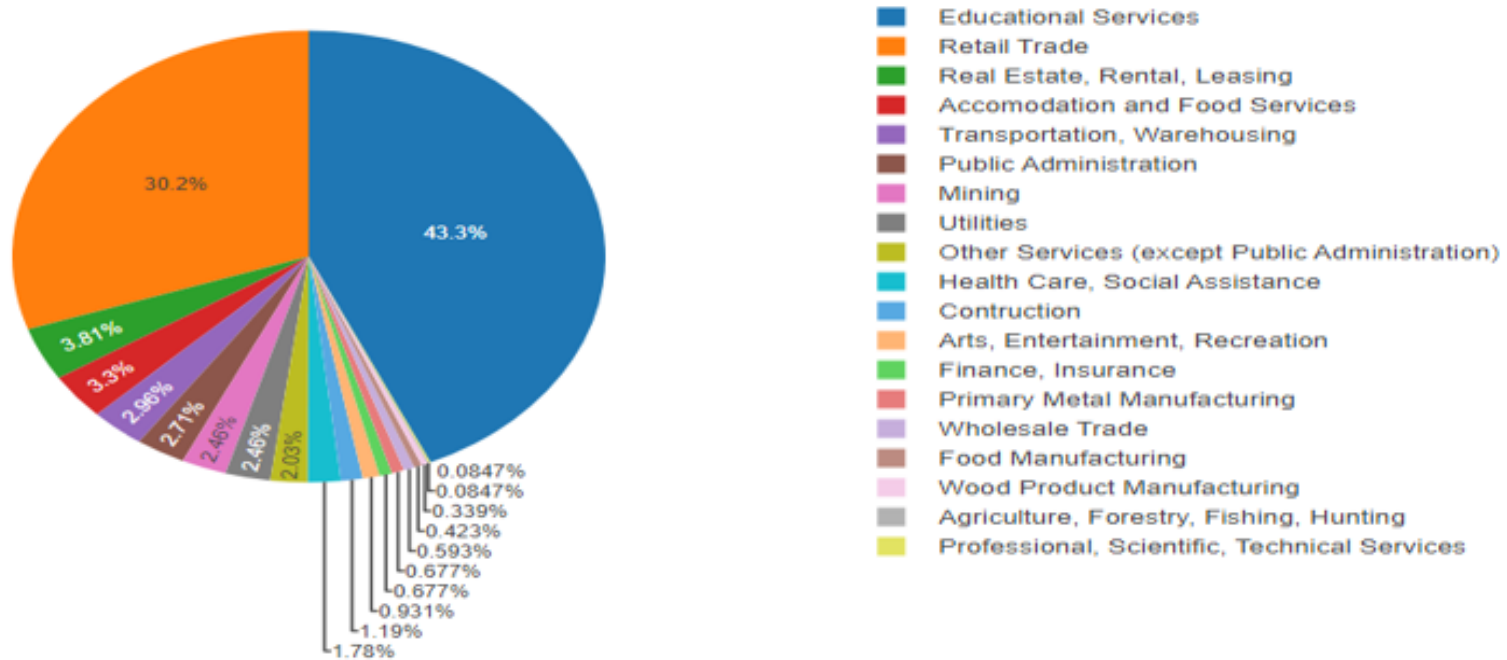
A DIVERSE GROUP OF CUSTOMERS

1,410 customer sites enrolled from 180 customers



COMMERCIAL & INDUSTRIAL MARKET

INDUSTRY MW CONTRIBUTION



Schools & Retail make up over half of our DR savings.

ASKING CUSTOMERS TO GET INVOLVED

Our pitch focuses on two main points:

1. Helping support the community & the grid
2. Becoming a “Revenue Generator”
 - Earn rebates to help offset operational costs
 - Earn rebates to help reinvest in their equipment and upgrades

Customer Coaching Tips:

- No risk or penalties
- Rebate based on average performance
- We can help identify ways to participate

WAYS TO REDUCING LOAD

IDEAS FOR REDUCING LOAD

Customers find unique ways to reduce energy based on their building types.



HVAC & Chiller

- Adjust Setpoints
- Slow air handlers
- Lock fan speeds



Operations

- Paused operations
- Reduce lighting
- Slow VFD, pumps and motors



Other Opportunities

- Close & adjust freezer temperatures
- Thermal storage

We offer a service called “DR Coaching” to help customers identify opportunities.

BENEFITS FOR PARTICIPATION

PERKS OF THE PROGRAM



- Large rebates: \$27K average
- No upfront cost to participate
- Lower energy costs
- Opportunity to reinvest
- Friendly, flexible program



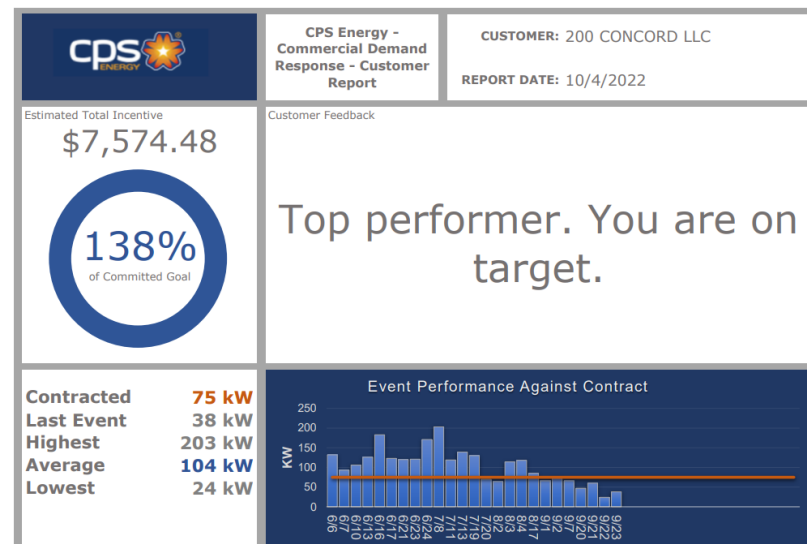
Customers find unique ways to reduce energy based on their building types.

CUSTOMER SUPPORT

SUPPORT THROUGH THE DR SEASON



- Our team is here to help with questions.
- Work to help customers maximize their rebates.
- Provide performance feedback
 - Feedback is given after each event
 - Scorecards provide rebate estimate .
 - Tally of event performance.
- New My Business Energy Portal with demand response feature.



Customer DR Performance Reports

HOW TO ENROLL

ENROLLING IN DR IS AS EASY AS 1, 2, 3!



1. Customer selects the best option and enters a committed kW amount to reduce.
2. Send the executed agreement to the Account Manager or to ProductsandServices@cpsenergy.com.
3. We will confirm enrollment and answer any questions the customers may have.

We can help review the customer's demand and identify opportunities to curtail during events.

HOW TO REACH US



Contact your Key Account Manager for assistance.

Raul Flores

Email: raflores@cpsenergy.com

Phone: Office 210-353-3865

Mobile 210-827-3837

Email: productsandservices@cpsenergy.com



THANK YOU



NEXT DAY DR RESULTS

PRESENTED BY:
Robert Olivares
Key Account Manager

April 14, 2026
Informational Update

AGENDA

- CPS Energy's- My Business Energy Portal
 - <https://www.cpsenergy.com/content/corporate/en/my-business/my-business-energy-portal.html>
- Logging in
- Viewing Demand Response Results
- Questions

Sites must be enrolled in Demand Response to see information in
My Business Energy Portal

LOGGING INTO MY BUSINESS ENERGY PORTAL



- Create a profile by using ANY contract account number and the latest bill amount for that account.
 - You will then be allowed to create a personalized profile
 - **ANYONE** is allowed to create a profile. They just need an account number and the latest bill amount.

No need to share passwords!
Anyone can create an account with billing information.

MY BUSINESS ENERGY PORTAL

DEMAND RESPONSE SECTION



Select the drop down to see the reports

The screenshot shows the 'My Dashboard' page of the CPS Energy portal. On the left, a navigation menu is visible with the following items: Library, Reports, Consumption History, Demand Response (highlighted with a red arrow and a dropdown arrow), Contract Commitments, Performance By Device - Detail, Performance By Device - Season Summary, Performance By Parent Account - Season Summary, and Settings. The main content area displays an 'Usage Overview' window with a bar chart showing energy usage data. The data includes: Total Usage (1,110,257.28 KWH), Total Usage (688,268.16 KWH), Total U... (187,875 KWH), T... (75,884 KWH), and 49,602.24 KWH. A 'Reset To Default' button is located below the chart.

Demand Response Reports

- **Contract Commitments**
 - Should match the agreement.
- **Performance by Device- Detail**
 - Shows all devices enrolled in the program and you can see how they did on a specific date
- **Performance by Device- Season**
 - Shows all devices enrolled in the program and how each account is performing for the season
- **Performance by Parent Account- Season Summary**
 - Shows overall performance & incentives for all accounts.

MY BUSINESS ENERGY PORTAL

PERFORMANCE BY DEVICE- DETAIL



- Select Performance by Device- Detail report to see all devices enrolled.
- Scroll over to the right to see performance
- You can export to CSV or PDF any report

The data shown is preliminary and may not exactly match the final report.

Device Name: [Dropdown]
Program ID: [Dropdown]
Event Date Start: [Calendar] yyyy-mm-dd
Event Date End: [Calendar] yyyy-mm-dd

1 to 500 of 6417 results

Device Name	Device ID	Service ID	Account ID	Parent Account ID	Event Date	Program ID	Participation Duration	Participation Start Time
#5-7001 CULEBRA RD (Electric - SerNo: [Redacted] [Redacted] [Redacted])	1000935070	1000935070	[Redacted]	[Redacted]	Jan 07, 2025	Economic_30	240	2025-01-07 06:00:00
#LCT-7433 SAWMILL GLADE ([Redacted] [Redacted])	1001874241	1001874241	[Redacted]	[Redacted]	Jan 07, 2025	Economic_30	240	2025-01-07 06:00:00

The data shown is preliminary and may not exactly match the final report.

<https://cpsctest.harrismartworks.com/BizConnect/main.jsp#flex...>

MY BUSINESS ENERGY PORTAL

PERFORMANCE BY DEVICE- DETAIL



- Sort by any category to view low or highest performing sites
- You can export to CSV or PDF any report

1 to 500 of 6417 results

Participation Duration	Participation Start Time	Participation End Time	Contract kW	kW Reduction Achieved	Actual Use kWh	Baseline Use kWh
240	2025-01-07 06:00:00	2025-01-07 10:00:00		0	460.08	317.06
240	2025-01-07 06:00:00	2025-01-07 10:00:00		0	427.36	241.5
240	2025-01-07 06:00:00	2025-01-07 10:00:00		0	978.9	715.8

The data shown is preliminary and may not exactly match the final report.

MY BUSINESS ENERGY PORTAL

PERFORMANCE BY DEVICE- SEASON SUMMARY



- Select Performance by Device- Season Summary to view how you're doing
- You can export to CSV or PDF any report

The data shown is preliminary and may not exactly match the final report.

Performance By Device - Season Summary

Device name
Program ID
Parent Account ID
Year

CSV PDF

Device Name	Device ID	Service ID	Account ID	Parent Account ID	Program ID	Year	Average kW Reduction	Contract kW	Average %
#101-5619 GRISSOM RD (No: ID: \$ NSISD)	1000928728	1000928728			CIDR_Bonus_Hours	2025	2.14	10	
#101-5619 GRISSOM RD (No: ID: \$ NSISD)	1000928728	1000928728			CIDR_option4	2025	7	10	

The data shown is preliminary and may not exactly match the final report.

MY BUSINESS ENERGY PORTAL

PERFORMANCE BY DEVICE- SEASON SUMMARY



- Scroll all the way to the right to see your performance and incentive for each site*
- You can export to CSV or PDF any report

Account ID	Program ID	Year	Average kW Reduction	Contract kW	Average % of Contract	Status	Rebate Rate	Estimated Rebate Amount
830	CIDR_Bonus_Hours	2025	2.14	10	21.37	BELOW LIMIT	\$10.00	\$4.57
830	CIDR_option4	2025	7	10	69.95	ON TARGET	\$73.00	\$510.67

The data shown is preliminary and may not exactly match the final report.

*Performance and incentives are subject to final review!

MY BUSINESS ENERGY PORTAL



PERFORMANCE BY PARENT ACCOUNT- SEASON SUMMARY

- Select Performance by Parent Account- Season Summary to view how all accounts are doing
- Scroll all the way to the right and down to see your performance and incentive*
- You can export to CSV or PDF any report

Parent Account ID	Program ID	Year	Total kW Reduction	Total Contract kW	Average % of Contract	Status	Rebate Rate	Estimated Rebate Amount
20830	CIDR_Bonus_Hours	2025	3013.19	6050	49.8	BELOW LIMIT	\$10.00	\$15,007.98
20830	CIDR_option4	2025	5134.12	5365	95.7	ON TARGET	\$73.00	\$374,790.76
20830	Economic_30	2025	275.67			ON TARGET	\$30.00	\$8,270.10
20830	Economic_30	2026	495.12	1530	32.36	BELOW LIMIT	\$30.00	\$4,806.74
20830	Economic_30_PM	2025	21.34			ON TARGET	\$20.00	\$426.80
20830	Economic_30_PM	2026	537.43	1530	35.13	BELOW LIMIT	\$20.00	\$3,775.67
Total:			9476.87	Total: 14475				\$407,077.10

*Performance and incentives are subject to final review!

MY BUSINESS ENERGY PORTAL



ANALYZING PERFORMANCE

- Click Performance by Device- Detail
- Scroll to the right
- Sort by performance
- You can export to CSV or PDF any report

The screenshot shows the CPS Energy portal interface. The top navigation bar includes the CPS Energy logo, a 'Meters 382' indicator, a 'Green Button Download My Data' button, and a 'Logout' button. A left sidebar menu contains options like 'My Dashboard', 'Library', 'Reports', 'Consumption History', 'Demand Response', 'Contract Commitments', 'Performance By Device - Detail', 'Performance By Device - Season Summary', 'Performance By Parent Account - Season Summary', and 'Settings'. The main content area displays a table with the following columns: 'ID', 'Participation Duration', 'Participation Start Time', 'Participation End Time', 'Contract kW', 'kW Reduction Achieved', 'Actual Use kWh', and 'Baseline Use kWh'. The table shows two rows of data. The first row has a 'kW Reduction Achieved' value of 2.8775, which is circled in red. The second row has a 'kW Reduction Achieved' value of 0. A red arrow points from the bottom of the table towards the right, indicating the direction of scrolling.

ID	Participation Duration	Participation Start Time	Participation End Time	Contract kW	kW Reduction Achieved	Actual Use kWh	Baseline Use kWh
30	240	2025-01-07 06:00:00	2025-01-07 10:00:00		2.8775	262.08	273.59
30	240	2025-01-07 06:00:00	2025-01-07 10:00:00		0	460.08	317.06

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<https://cpsctest.harrismartworks.com/BizConnect/main.jsp>

MY BUSINESS ENERGY PORTAL

ANALYZING PERFORMANCE



- Scroll left or export file
- Highlight any Account Number
- Right click & Copy

The screenshot displays the CPS Energy portal interface. On the left is a navigation sidebar with options like 'My Dashboard', 'Library', 'Reports', 'Consumption History', 'Demand Response', and 'Performance By Device - Detail'. The main area shows a table with columns: Device Name, Device ID, Service ID, Account ID, Parent Account ID, Event Date, Program ID, Participation Duration, and Participation Start Time. A table row for device #LCT-7433 is highlighted, and a context menu is open over the 'Account ID' cell (3005429067). The 'Copy' option is selected in the menu. Red circles highlight the 'Account ID' and 'Event Date' (Jan 07, 2025) cells. A red arrow points to the bottom of the table. At the bottom of the table, there is a note: 'The data shown is preliminary and may not exactly match the final report.'

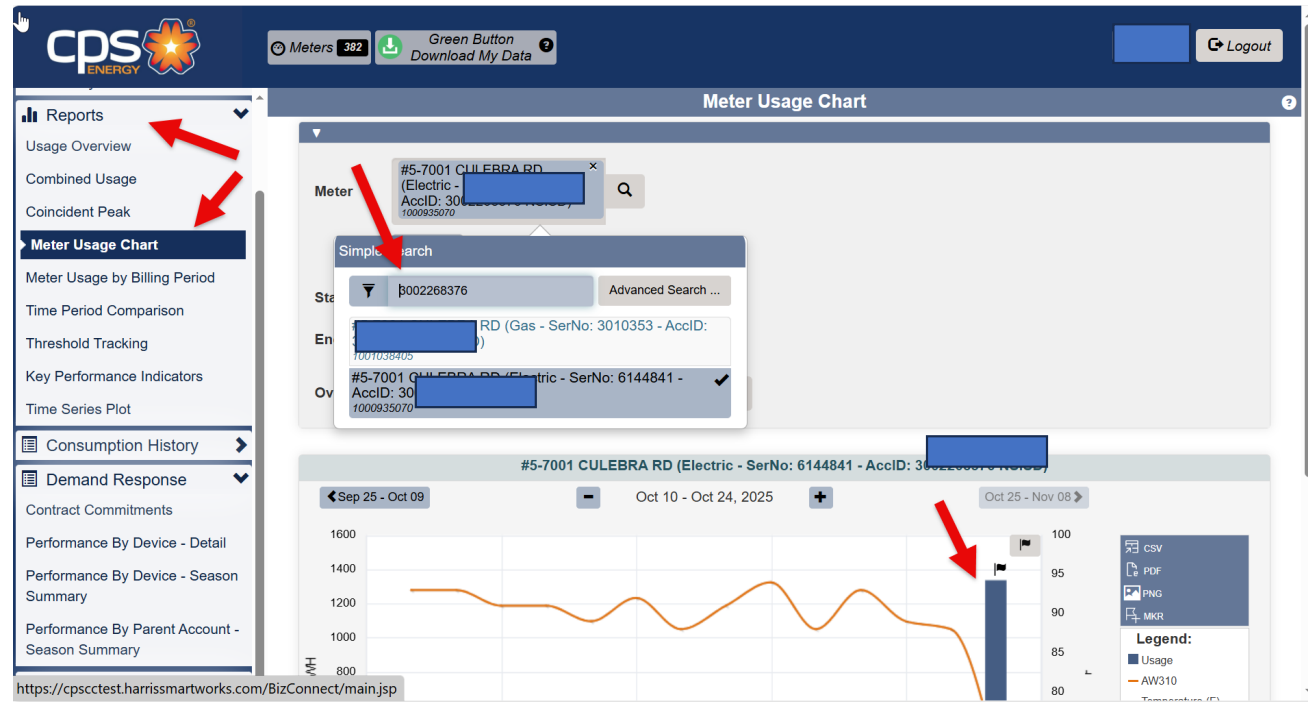
Device Name	Device ID	Service ID	Account ID	Parent Account ID	Event Date	Program ID	Participation Duration	Participation Start Time
#5-7001 CULEBRA RD (Electric - SerNo: [redacted])	1000935070	1000935070	[redacted]	[redacted]	Jan 07, 2025	Economic_30	240	2025-01-07 06:00:00
#LCT-7433 SAWMILL GLADE (Electric - SerNo: [redacted])	1001874241	1001874241	3005429067	[redacted]	Jan 07, 2025	Economic_30	240	2025-01-07 06:00:00
#2LCT-6003 THUNDER DR (Electric - SerNo: [redacted])	1001846080	1001846080	3005429067	[redacted]	Jan 07, 2025	Economic_30	240	2025-01-07 06:00:00
#LCT-8092 TALLEY RD (Electric - SerNo: [redacted])	1001752203	1001752203	3005429067	[redacted]	Jan 07, 2025	Economic_30	240	2025-01-07 06:00:00
#2LCT-12801 TALL TIMBER (Electric - SerNo: [redacted])	1001734397	1001734397	3005429067	[redacted]	Jan 07, 2025	Economic_30	240	2025-01-07 06:00:00

MY BUSINESS ENERGY PORTAL

ANALYZING PERFORMANCE



- Go to Reports- Meter Usage Chart
- Paste account number in search, hit enter
- Make sure the dates are for when you need
- The account should appear with data
- Click on the bar for that date

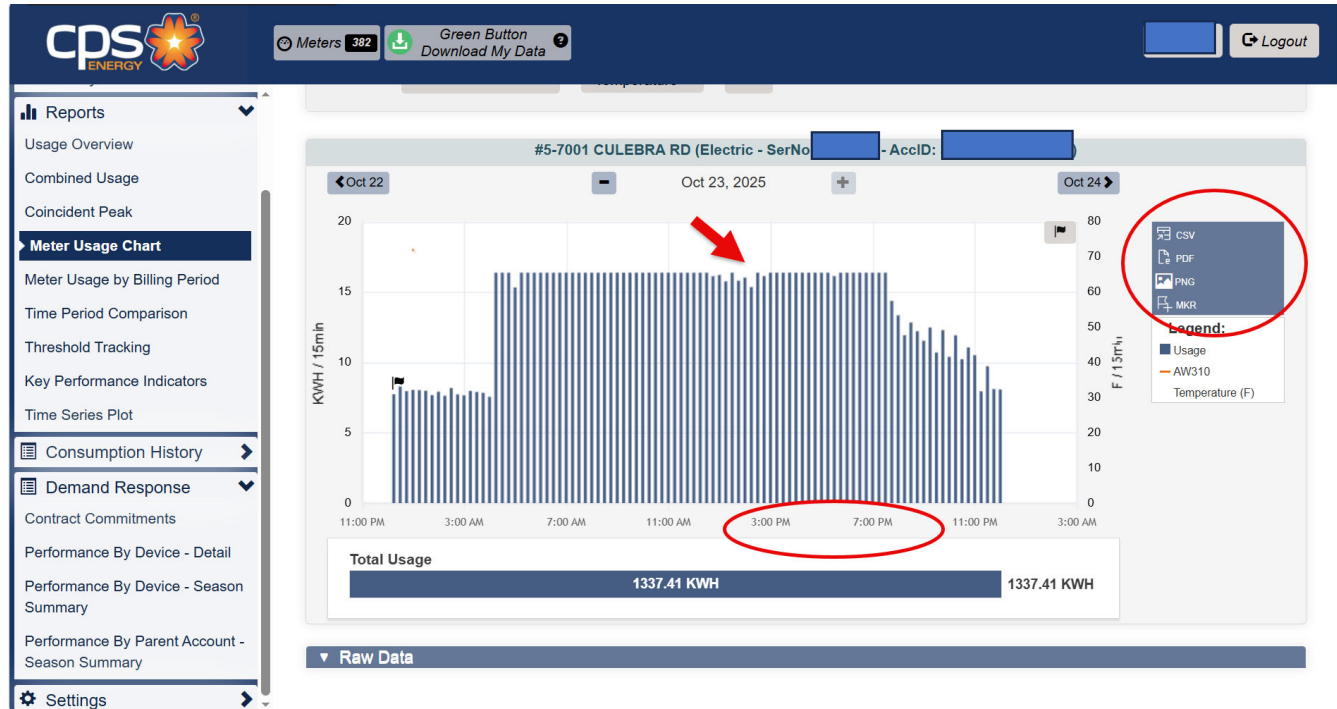


MY BUSINESS ENERGY PORTAL

ANALYZING PERFORMANCE



- After clicking on the bar, you will see the 15-minute intervals
- You can export in CSV, PDF, etc
- You should see when/if you curtailed & time of day





QUESTIONS?

If you have any questions or issues, please reach out to your Key Account Manager!



THANK YOU