



Federal Energy Regulatory Commission 2008 Survey on Demand Response, Time-Based Rate Programs/Tariffs (DR) and Advanced Metering Infrastructure (AMI) *Frequently Asked Questions (FAQs)*

Below are frequently asked questions about the Commission's 2008 Survey on DR and AMI. If you need further assistance, please do not hesitate to call 1-800-716-9841 or send an email with your question to drsurvey@utilipoint.com.

Participant and Other Administrative Questions

Q. Why did our company receive this survey?

A. This survey was sent to all entities active in the electric industry.

Q. We don't have any retail customers. We are wholesale only. Do I need to fill this out?

A. Your company needs to fill out the General Information form and may need to file the FERC-727 survey for demand response.

Q. We're a very small utility that only measures energy for all of our customers. What should we file?

A. You should file the General Information form. There's a place on that form to indicate your company does not use advanced metering or offer demand response programs and time-based rates/tariffs.

Q. My electric business is small. Given the very low amounts of power involved, do you really want me to report it?

A. Yes we do. If demand is less than 1 MW, enter the demand value using decimal points. For example, you would report 300 kW as 0.3 MW.

Q. We have a load control program that uses one-way radio-operated switches on customer devices. Does this mean we should file FERC-727?

A. Yes, that is a demand response program.

Q. We have a time-of-use rate, but only a small number of customers are on it and no more customers are allowed to sign up. Do we have to file the entire FERC-727 survey for that?

A. Yes, but it won't take long to fill out.

Q. We are a Generation and Transmission co-op or municipality. Do we need to file these forms?

A. You need to fill out the General Information form and may need to file FERC-727 for demand response.

If you sponsor demand response programs for your members, then you should file FERC-727. You will need to coordinate with your associated distribution utilities to make sure only one entity reports the demand response program. FERC is interested in each program being reported once. The entity with the best information should report the information.

Q. Can I have the survey mailed to me instead of filling it out online?

A. Yes, you may call 1-800-716-9841 with your name and address and the EIA number(s) you will be filing, or send an email to drsurvey@utilipoint.com with your request and this information:

Name:
Title:
Company name:
EIA number:
Phone number:
Address:
Email address:

Q. Where do I send the completed surveys?

A. Mail to:
UtiliPoint International, Inc.
FERC Survey
6000 Uptown Blvd. Suite 314
Albuquerque, NM 87110

Q. The person you sent the survey to has left the company. How do I notify you with the name of a new contact person for this survey and for the EIA survey?

A. You can provide that information by calling 1-800-716-9841 and providing us the information to communicate with the new contact. You can also send an email to drsurvey@utilipoint.com with the following information:

Name:
Title:
Company name:
EIA number:
Phone number:
Address:
Email address:

Utilipoint International will forward the information to FERC and the EIA.

Q. What is the EIA number? I don't think we have one.

A. An EIA number is a unique identification number assigned by EIA to companies and entities operating in the electric power industry and responding to the EIA-861 form. If your entity has an EIA ID number, FERC included the EIA ID in the letter or email that was sent to you.
If your entity doesn't file EIA-861, FERC included a respondent ID number in the letter mailed to you. It is a six-digit number beginning with "9".

Q. We didn't receive a letter but my boss heard about it and wants me to fill out the survey. How do I participate?

A. We can help you best if you call us at 1-800-716-9841 or send an email to drsurvey@utilipoint.com. Doing so will allow us to look up the name of your company on the list of companies to whom we sent the survey. If your company is on our list, someone else in your company may have gotten the letter. We'll let you know who that person is. If we do not find your name on the list of companies, providing us with the following information about you and your company will help us determine if your company is eligible to participate:

- Call back number
- Your name
- Company name
- EIA number
- Email address
- Description of company business activities

To participate in the survey, your business must generate, transmit, or distribute electricity or sponsor demand response programs. Your company will not be able to participate if it only sells to electric utilities/demand response providers and does not generate, transmit, or distribute electricity or sponsor demand response programs. If your business is a utility that is active in the water and/or natural gas market segment but **not** the electric segment, your business is not eligible to participate.

Retail customers are not eligible to participate and respond to the survey.

Q. We'd like to participate but we read that the data will be posted online and everyone can see how many customers we serve, etc. We consider that to be proprietary information, so we don't want to participate.

A. Please complete the General Information form and fill out as much of the other two forms as you can without revealing proprietary information. We encourage you to use the comment section in FERC-727 or FERC-728 to note your concern(s) about reporting proprietary information and their effects on your participation in our survey.

Technical Questions

Q. Does our seasonal electric rate qualify as a time-based rate since the customers pay different prices in summer than in winter?

A. No. A time-based rate would have different prices within each day, except perhaps for weekends and holidays. We're looking for rates that charge different

prices depending on when the energy is used during a day. Inverted block rates, declining block rates, flat rates, seasonal rates, or some combination thereof would not be considered time-based rates.

Examples of time-based rates would be: time-of-use rates (with on peak and off peak rates) for energy and/or demand, critical peak pricing rates, critical peak rebate rates, peak time rebate rates, variable peak pricing rates, real time pricing, and hourly pricing.

Q. What is advanced metering?

A. A system including measurement devices and a communication network, public and/or private, that records customer consumption (and possibly other parameters) hourly or more frequently and that provides for daily or more frequent transmittal of measurements to a central collection point.

Q. Our organization does not distinguish peak MW demand by customer class, only the system total. How should we provide this information?

A. FERC would like your best estimate based upon available information. One simple way to estimate peak MW demand by customer class would be to multiply the percentage of the total usage for each class by system peak demand (i.e., if your residential customers account for 90% of your sales and your utility has a 1 MW peak system demand, the residential peak demand estimate would be 0.9 MW).

Q. What if I don't know what is the maximum demand of customers who participate on our load control program?

A. FERC would like your best estimate based on available information. Consult with the best person in your organization to develop an estimate. It could be based on the average residential customer contribution to the system peak demand for 2007 or some other estimate.

Q. What's the difference between *Megawatt (MW)* and *Megawatt-hour (MWh)*?

A. It's similar to miles (a distance measurement) and miles per hour (speed). *MWh* is the amount of energy and *MW* is how much energy is being used. More technically, *MW* is used to express power generating capacity or customer demand. (Demand is how much electricity is needed at any given time to fully meet customer's needs.) *MWh* (or Kilowatt-hour [kWh]) is used to express how much electricity a customer uses in an hour. The *MW* number should be substantially less than the *MWh* for an annual period.

IT Questions

Q. Why can't I see the whole survey on my PC screen?

A. The PC screen resolution may need to be changed. To do this,

- On your desktop, right click anywhere where there is not an icon
- Click Properties
- Click on the Settings tab

- Halfway down on the right, you will see a screen area
- Using the left mouse button, click on the shape and drag it to the left or right
- The further right you go, the smaller the icons and you can see more surface area
- After selecting a new setting, click Apply
- Click OK
- The new setting will take place
- Click Yes to the prompt if you wish to keep the new setting

Q. What browsers are best to use to work with the surveys?

A. We recommend the use of Internet Explorer for PC with Windows and Safari for Macs.

Q. How can I get the surveys to print without losing information at the right margin? I'm working with Internet Explorer.

A. You should set your browser to allow cookies by looking under Tools | Internet Options| go to the Privacy tab | move slide to "low"
When you are ready to print, go to File | Page Setup. Make sure Orientation is set to Portrait and that all of the margins are set to 0.75