Solve My Problem

Company Profile – Xcel Energy
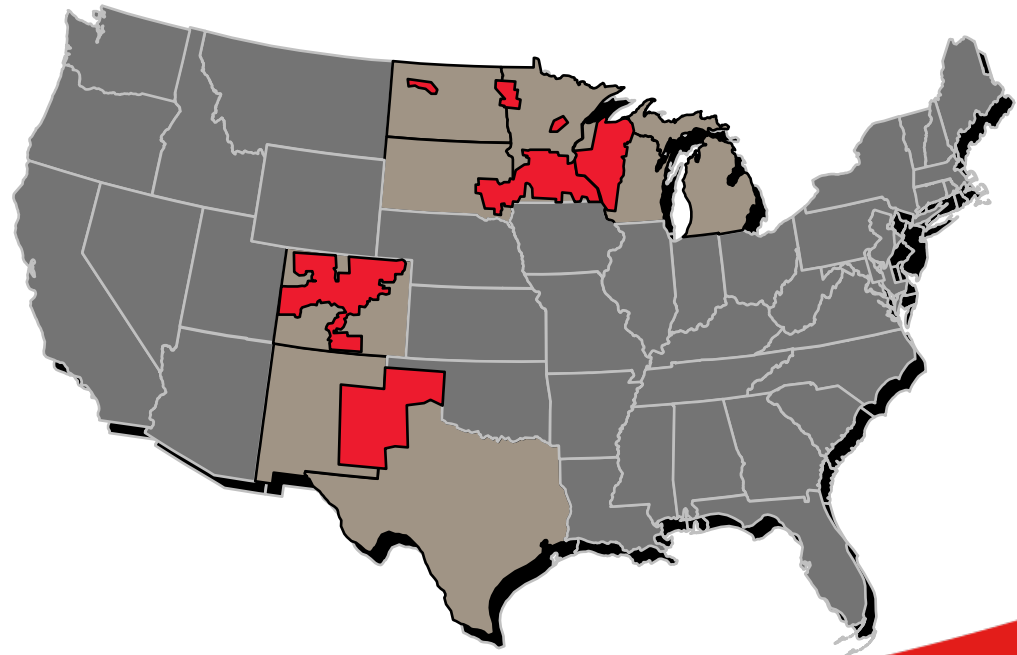
Xcel *Energy*®

Xcel Energy is an electric and natural gas company, with annual revenues of $11.4 billion. Based in Minneapolis, MN, we have regulated operations in eight Midwestern and Western states
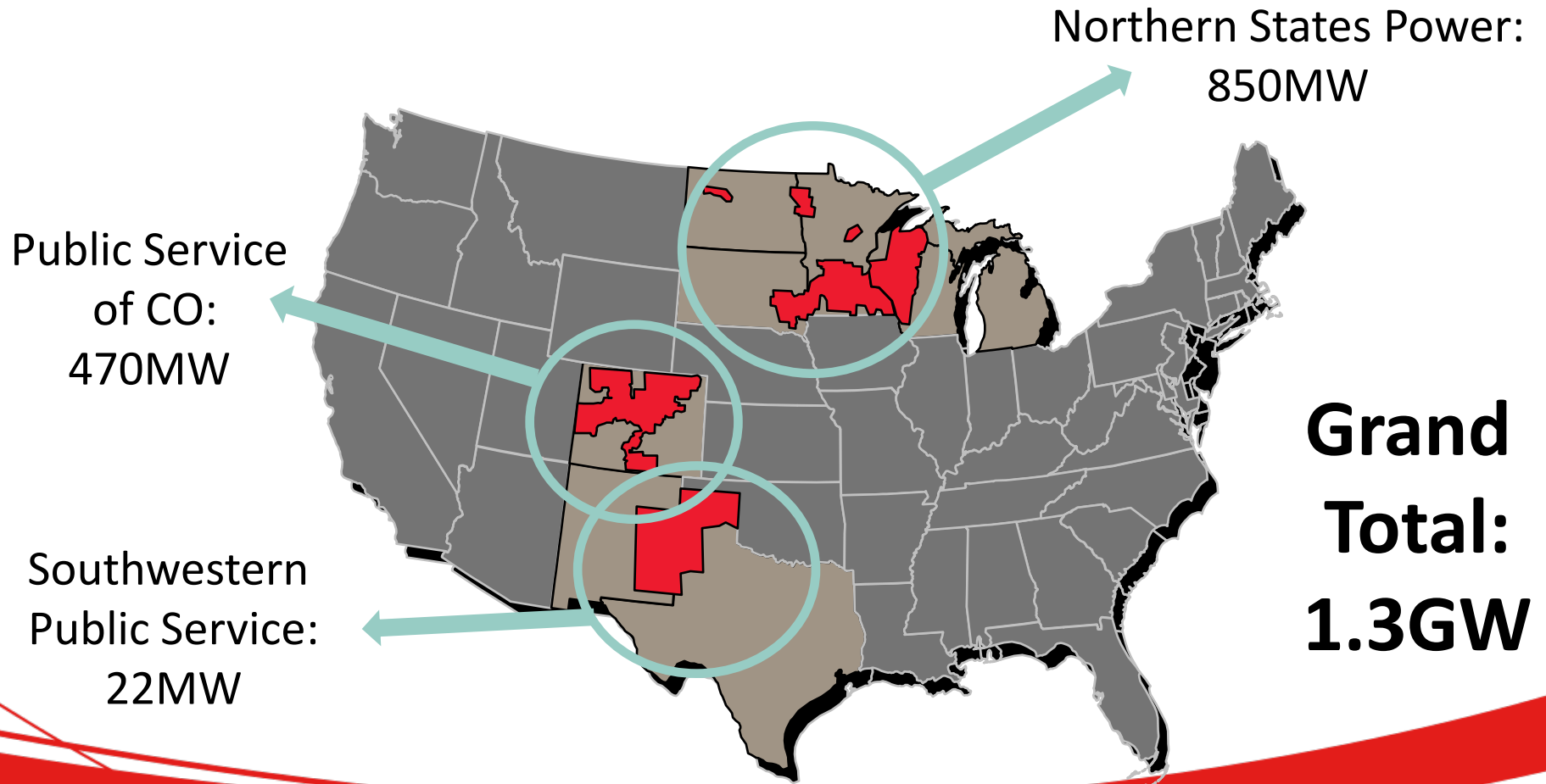
- **Employees: 11,865**
- **Natural gas operations**
  - Customers: 2.0 million
- **Electricity operations**
  - Customers: 3.6 million

Demand Response at Xcel Energy

XcelEnergy®

Programs dating back to the 1980s

Northern States Power: 850MW

Public Service of CO: 470MW

Southwestern Public Service: 22MW

Grand Total: 1.3GW

Our Bold, Carbon-Free, Future

2017 — 35% Reduction

2030 — 80% Reduction

2050 — 100% Carbon Free

Changes Needed

Fast forward to 2019

Device Connectivity Issues

Useless Event Reporting

Enrollment Portal Challenges

Zero DRMS Provider Urgency

Control Event Execution <20%

A new start in 2020

- I need to:
  - Migrate 10K existing participants from current DRMS to new platform
- I need a new way to:
  - Enroll customers in BYOT
    - Ecobee / Honeywell / Emerson
  - Sign customers up for Direct Install
  - Execute events [offset / pre-cooling]
  - Issue bill credits for enrollments and annual participation
  - Report on performance

I need it in 55 days...[12/31/19]

What Would you do?