

PLMA Demand Response Training Course  
 Program Design & Implementation

**Demand Response Program Design and Implementation  
 Training Course Agenda**

(Subject to adjustment as necessary based on class needs)

Hosted by NV Energy, Las Vegas, Nevada

May 10-12, 2017

Instructors: Stuart Schare and Greg Wikler, Navigant

| <b>Day 1: 12:00 -5:00 pm</b>          | <b>Topic</b>  | <b>(Lead presenter)</b> |
|---------------------------------------|---|-------------------------|
| 12:00 - 1:00 pm                       | <i>Check in and lunch in the room</i>   |                         |
| 1:00 - 1:10 pm                        | <i>Welcome, Mark Martinez, Southern California Edison and PLMA Education Planning Group Co-Chair; Christine Riker, Energy Solutions and PLMA Planning Group Co-Chair with host Michael Brown, Berkshire Hathaway NV Energy, PLMA Vice-Chair</i> |                         |
| <b>Session 1: Introduction</b>        |   |                         |
| 1:10 - 1:40 pm                        | Module 1: Broad Overview of DR <ul style="list-style-type: none"> <li>• What is (and what is not) “demand response”</li> <li>• Utility DR programs vs. non-utility DR in wholesale markets</li> <li>• Drivers of DR</li> </ul>                  | Stuart Schare           |
| <b>Session 2: Program Development</b> |   |                         |
| 1:40 - 2:30 pm                        | Module 2A: DR Potential <ul style="list-style-type: none"> <li>• How many MWs can you get?</li> <li>• Key drivers of potential</li> </ul>   | Greg Wikler             |
| 2:30 - 2:40 pm                        | <i>Break</i>  |                         |
| 2:40 - 3:40 pm                        | Module 2B: DR Portfolio Development <ul style="list-style-type: none"> <li>• Matching program attributes with business needs</li> <li>• Size of the DR resource</li> <li>• Timing</li> </ul>  | Stuart Schare           |
| 3:40 - 3:50 pm                        | <i>Break</i>  |                         |
| 3:50 - 4:50 pm                        | <i>Interactive Exercise: Portfolio Development</i>  |                         |
| 4:50 - 5:00 pm                        | Summary, Looking to Tomorrow  |                         |
| 5:00 pm                               | Adjourn   |                         |
| 6:00 - 7:30 pm                        | <i>Unhosted Networking Dinner - Nora's Italian</i>  |                         |

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| <b>Day 2: 8:30 am - 5:00 pm</b>                   | <b>Topic</b>   | <b>(Lead presenter)</b> |
|---|--|-------------------------|
| 8:00 - 8:30 am                                    | <i>Light Breakfast</i>   |                         |
| <b>Session 2: Program Development (continued)</b> |  |                         |
| 8:30 - 9:20 am                                    | Module 2C: DR Program Design <ul style="list-style-type: none"> <li>• Target market/eligibility</li> <li>• Marketing/recruitment</li> <li>• Technology standards and choices</li> <li>• Incentives</li> <li>• Evaluation plans</li> <li>• Implementation logistics (including budget development)</li> </ul> | Greg Wikler             |
| 9:20 - 9:30 am                                    | <i>Break</i>   |                         |
| 9:30 - 10:20 am                                   | Module 2D: Cost Effectiveness – Making the Business Case for DR <ul style="list-style-type: none"> <li>• Cost categories</li> <li>• Determining benefits</li> <li>• Various test perspectives</li> <li>• Key issues and decisions for the analysis</li> </ul>  | Greg Wikler             |
| 10:20 - 10:30 am                                  | <i>Break</i>   |                         |
| 10:30 - 11:30 am                                  | <i>Interactive Exercise: Cost-effectiveness Analysis</i>   |                         |
| 11:30 - 11:40 am                                  | <i>Break</i>   |                         |
| <b>Session 3: Program Implementation</b>          |  |                         |
| 11:40 am - 12:30 pm                               | Module 3A: Program Staffing and Operations <ul style="list-style-type: none"> <li>• Organizational structure</li> <li>• Marketing and recruitment</li> <li>• DR and planning/operations</li> </ul>   | Stuart Schare           |
| 12:30 - 1:30 pm                                   | <i>Lunch Break in the loft</i>   |                         |
| 1:30 - 2:10 pm                                    | Module 3B: Strategic Outsourcing <ul style="list-style-type: none"> <li>• Outsourced pay for MWs</li> <li>• Hybrid models</li> </ul>   | Greg Wikler             |
| 2:10 - 2:20 pm                                    | <i>Break</i>   |                         |
| 2:20 - 3:10 pm                                    | Module 3C: Technology Architecture and Integration <ul style="list-style-type: none"> <li>• Load control devices</li> <li>• Communications for DR</li> <li>• Demand response management systems (DRMS)</li> <li>• Future trends in DR technology</li> </ul>  | Stuart Schare           |
| 3:10 - 3:20 pm                                    | <i>Break</i>   |                         |
| 3:20 - 4:45 pm                                    | <i>Tour: NV Energy facility and host presentation</i>  |                         |
| 4:45 - 5:00 pm                                    | Summary, Looking to Tomorrow   |                         |
| 5:00 pm   | Adjourn  |                         |
| 6:00 - 7:30 pm                                    | <i>Unhosted Networking Dinner location to be announced</i>   |                         |

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| <b>Day 3: 8:00 am -12:00 pm</b>                      | <b>Topic</b>  | <b>(Lead presenter)</b> |
|--|---|-------------------------|
| 8:00 - 8:30 am                                       | <i>Light Breakfast</i>  |                         |
| <b>Session 3: Program Implementation (continued)</b> |   |                         |
| 8:30 - 9:20 am                                       | Module 3D: Evaluation, Measurement and Verification <ul style="list-style-type: none"> <li>• Estimating impacts</li> <li>• Improving program design and delivery</li> </ul> | Stuart Schare           |
| 9:20 - 9:30 am                                       | Break   |                         |
| 9:30 - 10:30 am                                      | <b>PLMA Mentor Round-Table and Open Discussion</b>  |                         |
| 10:30 - 10:45 am                                     | Break   |                         |
| 10:45 - 11:30 am                                     | Exam  |                         |
| 11:30 - 12:00 pm                                     | Exam Review   |                         |
| 12:00 pm   | Adjourn   |                         |
| 12:00 - 1:00 pm                                      | <i>Lunch in the room</i>  |                         |