# **Customer Journey Map**



#### **Commitment Period**, Local Energy Auction Start

#### May 1, 2021

During the commitment period, participants are required to satisfy their local capacity obligation by making their contracted DER capacity available and responding to activation instructions from Alectra.

Participants will receive an availability payment for making their Local Capacity Obligation available for activations.



#### Local & Wholesale Market Requirement

May 1, 2021 to October 31, 2021

Alectra will assess on a daily basis whether a local or wholesale market requirement is likely to occur. Test activations will also be scheduled during this period.

Storage resources and gas-fired resources will submit energy offers identifying the price at which they are willing to deliver their energy

The bid/offer will remain in place as a standing bid/offer throughout the commitment period unless the participant takes steps to change it.

# **Standby Notice**

In the event that Alectra identifies a local or wholesale market requirement, Alectra will issue a Standby Notice prior to 07:00 EST. The standby notice informs the participants that their contracted DERs may be activated during the upcoming availability window. For test activations, a standby notice will be issued a day ahead of the test activation day.

#### Activation Notice

Activation notices are sent to participants no later than two hours ahead of an activation hour. The activation notice will confirm whether there is a local or wholesale market requirement and the activation hours and quantities activated.

## **Bid/Offer** Submission Start April 14, 2021

Participants are expected to bid/offer the local capacity obligation for the contracted DER in the local energy auction. Energy bids/offers must be submitted for each hour of the availability window (12:00 - 21:00 EST)

## Supplemental Registration Period Closes

Mach 31, 2021

Participants will be required to finalize the registration of their DERs by completing the supplemental registration.



Once activated, participants will be settled consistent with the distribution locational marginal price for the energy delivered or reduced during the activation hours.

A test activation payment will be paid to contracted DERs who successfully complete their test activation.

# **Commitment Period** Ends

October 31, 2021

Contracted DERs will be activated a maximum of ten (10) times during the commitment period and up to two (2) times for test activations.

The Customer Journey Map is meant as a guide only, for official Demonstration rules please visit alectra.com/NWA



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