

# Interruptible Service Duke Energy FL



# Interruptible Service

The presentation will provide additional helpful details on the Interruptible Service. Presentation agenda to include:

- Background
- Forecasting
- Execution
- **Notification**
- History
- Questions

# Background

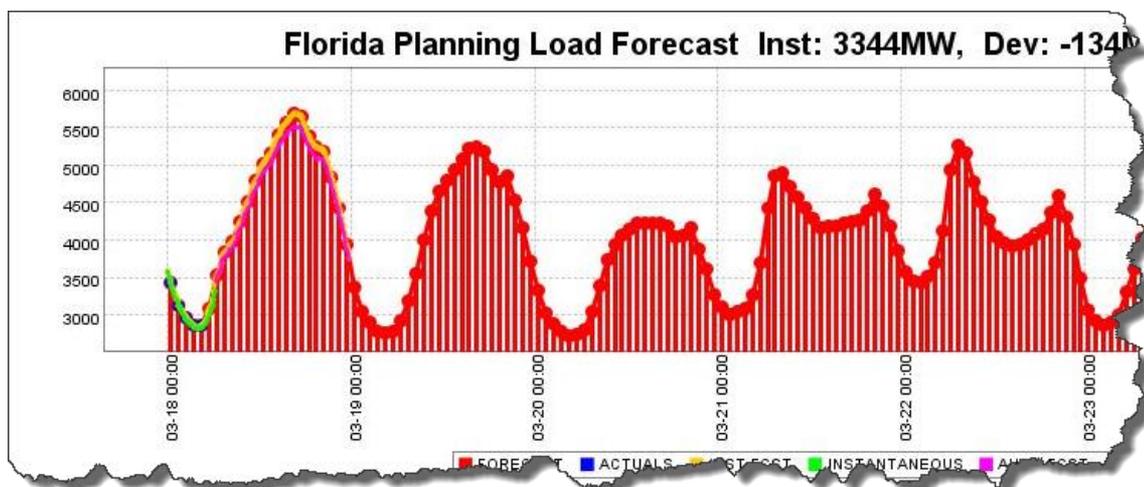
- Thank you for your interest and participation in Duke Energy's Non-Firm Interruptible Rate
- Customers on these rates are an integral part of Duke Energy's "generation dispatch plan"
- These programs assist Duke Energy in economically meeting the energy needs of our customers

## **Interruptible Service Program (IS)**

- Reduces Duke Energy's demand during peak or emergency conditions
- The participant must be a non-residential (Commercial, Industrial) customer with average billing demand of at least 500 kW

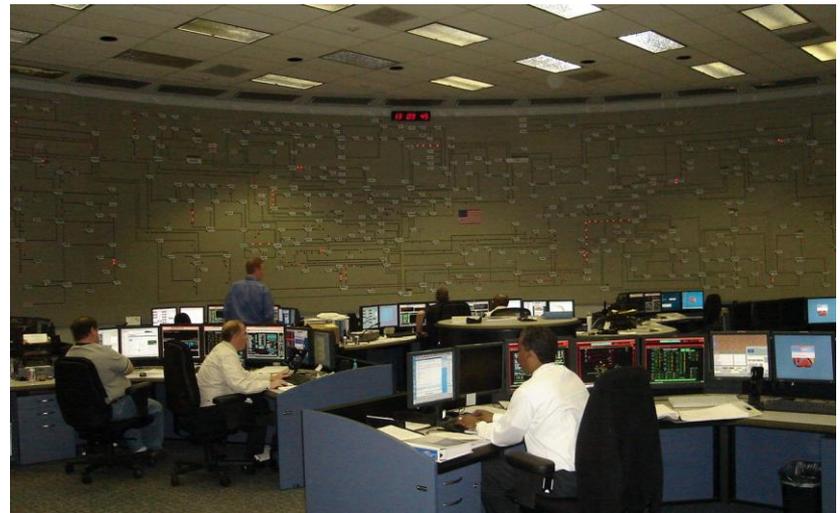
# Forecasting

- Duke Energy is forecasting demand against available generation every single hour of every single day;
- The Interruptible rates provide Duke Energy the flexibility to manage the demand on our system during periods of high energy usage;
- These interruptible non-firm services -- along with Standby Generation, Load Management, Voltage Reduction and off system purchases are used during times when the demand exceeds supply.



# Forecasting

- Duke Energy does not build generating capacity to serve these customers, under peak conditions
- Because of this, we are able to pass on monthly savings to our non-firm customers
- These customers receive a credit whether we interrupt them or not



# Execution

The following measures are used to meet energy capacity needs:

- Generation Fleet
- Off system purchases
- Load Management
- Voltage Reduction
- Standby Generation (must be a Tier 4 emissions capable generators)
- **Interruptible & Curtailable Services** (must be a Tier 4 emissions capable generators)

# Execution

Interruptible accounts are broken into groups to allow as limited of an impact as possible:

➤ Three Groups A-B-C

➤ Equal sizes and spread around the state

- Order of the group rotation for interruption
  - ABC – BCA – CAB Order rotates after each interruption event
  - So if we were in ABC order then group A would be interrupted first, then B, and then C. When restoring power groups would also be restored in the ABC order.

**Your accounts are in Group  
“C”**

# Notification Process

## Notification Methods:

- Text messages
  - Phone notification
  - E-mail
- 
- Several notification methods are available in an attempt to provide timely and reliable notification.
  - None of these methods are perfect due to the nature of communication systems, email, and other service providers.
  - Customers can simply provide contact info to their Duke Energy Account Executive – phone (voice), mobile phone for text, and email.
  - No limit to the number of representatives a customer can have notified

# Notification Process

## Messages and Communication:

- Each Monday, a “Chance of Interruption or Curtailment” will be communicated to provide probability for the week.
- Once the message is greater than “unlikely”, daily notices will go out until the following Monday.
- Additional messages will be communicated with updates as the chance of interruption or curtailment changes throughout the day or week.

# Notification Alert Phases

Phase alerts you would receive during an Interruption event:

**Phase 1:** Declared when there is a significant probability that service to interruptible and curtailable (non-firm rate) customers will be interrupted.

**Phase 2:** Declared when purchase power begins to support interruptible and curtailable (non-firm rate) customers. Higher purchase power energy costs could be passed to the customer for Purchased Power to meet energy needs at this phase, but Duke is usually able to bypass this phase. For this reason customers could consider curtailing load if in this phase.

**Phase 3:** Declared when curtailments are implemented. (Power is interrupted)

**Phase 4:** Declared when emergency purchases for firm load are in progress.

**Phase 5:** Declared when firm load will need to be curtailed in order to balance load and available capacity.

**Phase 6:** Termination of capacity emergency by executing phases in reverse order as necessary. (Power is restored)

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If any Questions?

Contact your Duke Energy Account Executive

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