



RULE 24  
DIRECT PARTICIPATION DEMAND RESPONSE

Sheet 1

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A. APPLICABILITY

This Rule establishes the terms and conditions that apply to those entities, which are subject to this Rule, who wish to take part in Direct Participation Demand Response Service ("DR Service"). DR Service is offered by the California Independent System Operator (CAISO) and allows a Demand Response Provider (DRP) or a retail customer to participate in the CAISO wholesale energy market. (N)  
(D)

DRP DR Services under this Rule are subject to the dual participation rules. As a general rule, DRPs are prohibited from registering Service Accounts in CAISO's Relevant Systems that are already registered with another DRP or that are participating in an SCE event-based demand response program(s). (See Section C.2.d for detailed rules) (N)(T)  
(T)

1. Entities and Services Subject to Rule 24

- a. SCE acting on behalf of its customers as the Load Serving Entity (LSE), DRP, Utility Distribution Company (UDC), Meter Data Management Agent (MDMA), or Meter Service Provider (MSP),
- b. Affiliates of SCE acting as a DRP,
- c. Non-Utility affiliated DRPs enrolling SCE Bundled Service customers,
- d. Bundled Service customers acting as a DRP for their own load.

2. Entities Not Subject to Rule 24

- a. Non-Utility DRPs enrolling only Direct Access (DA), Community Aggregator (CA) or Community Choice Aggregation (CCA) Service customers,
- b. DA, CA, or CCA Service customers acting as a DRP for their own load,
- c. Electric Service Providers (ESPs), CAs, and CCAs acting as an LSE for DA, CA or CCA Service customers,
- d. Non-Utility affiliated MDMA's and MSP's providing metering services to DA Service customers.

The descriptive headings of the various sections of this Rule have been inserted for convenience of reference only and shall in no way define, modify, or restrict any of the terms and provisions thereof.

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**B. DEFINITIONS**

Certain specific terms used in this Rule are defined below. Additional definitions for more widely used terms in SCE's tariffs are also found in Rule 1.

1. **AFFILIATE:** Any legal entity in which five percent or more of the outstanding shares are owned, controlled, or held with power to vote, directly or indirectly either by the DRP or any of its subsidiaries; or by the DRP's controlling entity or any of its subsidiaries; or by any company in which the DRP, its controlling entity, or any of the DRP's affiliates, exert substantial control over the operation of the company or indirectly have substantial financial interests in the company which is exercised through means other than ownership. For purpose of this definition, "substantial control" includes, but is not limited to, the possession, directly or indirectly and whether acting alone or in conjunction with others, of the authority to direct or cause the direction of the management or policies of the company. A direct or indirect voting interest of five percent or more by the DRP in an entity's company creates a rebuttable presumption of control.

For the purposes of this Rule, Utility affiliates participating in DR Services are considered "Non-Utility DRPs".

2. **AGGREGATOR:** An entity that contracts with end-use customers in multiple locations to help provide them with DR Services. For instance, an Aggregator will aggregate customers' loads so that they may be placed into a single CAISO demand response resource. An Aggregator will also generally perform customer-facing functions such as customer marketing, enrollment, communications and payments for participation. An Aggregator might utilize a CAISO DRP to bid DR resources into the CAISO market or elect to become a CAISO DRP itself. (T)
3. **CAISO's DR Service:** The CAISO's wholesale DR market mechanism(s), market model(s), and/or market product(s) that allow retail customers' loads to be bid in to the CAISO's wholesale energy markets. (T)
4. **CAISO DEMAND RESPONSE PROVIDER (CAISO-DRP):** An entity that is responsible for delivering certain DR Services into the CAISO's wholesale market and which has undertaken, in writing, by execution of the applicable agreement to comply with all applicable provisions of the CAISO Tariff. CAISO-DRP functions generally include registering customer Service Accounts in the CAISO's Relevant Systems and working with a Scheduling Coordinator to bid into and settle with the CAISO market. (T)

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| 5. CISR-DRP: The Customer Information Service Request – Demand Response Provider form (Form 14-941 or its successor) approved by the Commission for customers to authorize the release of customer’s personal energy-related information under Section D. 1. a. of this Rule to a Non-Utility DRP or Aggregator for purpose of direct participation in the CAISO wholesale market, or the authorized electronic authorization processes on SCE’s website.  | (N)<br> <br> <br> <br> <br> <br>(N) |
| 6. CPUC DEMAND RESPONSE PROVIDER (DRP): An entity that is responsible for performing any or all of the functions associated with either a CAISO-DRP and/or an Aggregator. DRPs serving Bundled Service customers must register with the CPUC and CAISO DRP’s must also register with the CAISO. Unless otherwise specifically stated, all references to “DRP” herein shall refer to this definition. All third-party DRPs and the Utility affiliates participating in DR Services are considered “Non-Utility DRPs”.<br><br>Any of the following entities may elect to become a DRP: Utilities, Non-Utility entities such as Electric Service Providers (ESP), Community Aggregation (CA) and Community Choice Aggregation (CCA) entities who elect to participate in CAISO DR Services with Bundled Service customers, any other third-party who wishes to bid- in Bundled Service Accounts in the CAISO wholesale market, or a Bundled Service retail customer (bidding in its own load). Unless otherwise specifically stated, all references to “DRP” herein shall refer to all of these entities. | (T)<br>(N)<br>(N)                   |
| 7. DEFAULT LOAD AGGREGATION POINT (DLAP): A geographic area corresponding to the IOU Transmission Access Charge (TAC) area as defined by the CAISO.  | (N)<br>(N)                          |
| 8. DEMAND RESPONSE (DR): The load reduction and/or increase by retail customers in response to a signal or pricing mechanism. Currently under this Rule, Demand Response is bid into the wholesale market as a Proxy Demand Resource (PDR) or a Reliability Demand Response Resource (RDRR) as defined and offered under CAISO tariffs.  | (T)<br>(T)                          |
| 9. DEMAND RESPONSE (DR) SERVICE: DR Service in this Rule generally refers to demand response activities associated with a DRP’s or a customer’s direct participation in the CAISO’s wholesale market where a retail customer, either on its own or enrolled in a DRP’s DR Service, changes its electric demand in accordance with the market awards and dispatch instructions established by the CAISO.  | (T)                                 |
| 10. DRP’s DR Service: A DR service provided by the DRP to one or more retail customers to bid loads on their behalf into the CAISO wholesale energy market using the CAISO’s DR Service(s).  | (T)                                 |
| 11. EVENT-BASED DEMAND RESPONSE: The dispatchable load reduction or increase by retail customers in response to a day-ahead or day-of event signal.  | (T)                                 |

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**B. DEFINITIONS (Continued)**

- 12. INTERVAL METER: For the purposes of this rule, an “interval meter” is defined as a meter and communication system capable of measuring, storing, and transferring the minimum data required for the CAISO’s settlement processes. Minimum data requirements are specified by the CAISO and vary by the CAISO’s DR Services. (L)(T)  
|  
|  
(L)
- 13. LOCATION: Physical location of the customer’s Service Account that is providing demand response. (N)  
(N)
- 14. PRICING NODE (PNode): A single network Node or subset of network Nodes where a physical injection or withdrawal of electricity is modeled and for which a Locational Marginal Price is calculated by the CAISO and used for financial settlements. A network Node is a point in the CAISO’s Full Network Model representing a physical location within the CAISO’s Balancing Authority Area or the CAISO Controlled Grid. (T)
- 15. RELEVANT CAISO DEMAND RESPONSE SYSTEMS (Relevant Systems): One or more of the information technology (IT) systems that the CAISO uses to complete the necessary steps to allow DRPs to provide DR Services under its tariff. These systems include but are not limited to the CAISO’s Demand Response System (DRS) and the Demand Response Registration System (DRRS) and their successors. User Guides can be found on the CAISO’s website ([www.caiso.com](http://www.caiso.com)) (T)
- 16. RESOURCE REGISTRATION: Entry by a DRP of the physical location(s) of one or more retail customer’s loads into the CAISO’s Relevant Systems. (T)
- 17. REVENUE QUALITY METER DATA (RQMD): Interval Meter Data that has been validated, edited, and estimated in accordance with the Direct Access Standards for Metering and Meter Data (DASMMD) as described in Rule 22. (T)
- 18. SERVICE ACCOUNT (SA): For the purposes of this Rule, a customer’s Service Account refers to an SCE-specific identifier for tracking and measuring energy service deliveries for retail billing purposes of a specific load associated with a specific physical Location. (N)  
|  
|  
(N)
- 19. SETTLEMENT QUALITY METER DATA (SQMD): SQMD is RQMD that has been processed, aggregated, formatted, and stored pursuant to CAISO’s procedures for CAISO’s settlement and auditing purposes. See CAISO Tariff Appendix A, Master Definitions Supplement. (T)
- 20. SUBLAP: A CAISO defined subset of PNodes within a DLAP. (T)
- 21. TELEMETRY: An electric meter capable of recording, storing, and transferring the minimum data required in accordance with the CAISO’s telemetry technical requirements (current technical requirements are available on the CAISO’s website (at [www.caiso.com](http://www.caiso.com))). (T)

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B. DEFINITIONS (Continued)

22. **UNIQUE CUSTOMER IDENTIFIER:** An identifier assigned by the UDC and entered into the CAISO's Relevant Systems by a DRP. The identifier is specific to a customer's Service Account. SCE will use the customer's Service Account number as customer unique identifier. (T)
23. **UTILITY DISTRIBUTION COMPANY (UDC):** An entity that owns or operates a distribution system for the delivery of energy to and from the CAISO controlled grid and that provides regulated retail electric service and regulated procurement service. SCE is the applicable UDC under this Rule. (T)

Herein, the "Utility" is SCE and it may serve one or more of the following functions: UDC, LSE, MDMA, MSP and DRP.

C. GENERAL TERMS

1. General Obligations of SCE

a. Non-Discrimination and Competitive Neutrality

(1) Neutral Discharge of Responsibilities

SCE, acting in any capacity described herein, shall discharge its responsibilities in a neutral manner to all DRPs. When acting as an MDMA, this would include ensuring that the Revenue Quality Meter Data (RQMD) for each Service Account sent to the DRP meets the current validated, edited, and estimated (VEE) standards established in the Direct Access Standards for Metering and Meter Data (DASMMMD). (T)

Unless otherwise authorized by the California Public Utilities Commission (CPUC or Commission), the Federal Energy Regulatory Commission (FERC), or the affiliate transactions rules<sup>1</sup>, SCE shall not provide or represent that it will provide to itself, its affiliates or customers of itself or its affiliates any preferential treatment with regard to SCE services than other, unaffiliated, service providers would receive, including, but not limited to, terms and conditions, information, pricing or timing.

(2) Non-Discriminatory Response to Requests for SCE Services

SCE, acting in any capacity, shall process requests for similar SCE services in the same manner and within the same period of time for its affiliates, customers of itself and its affiliates, and for all unaffiliated market participants and their respective customers. SCE shall provide non-discriminatory access to its meter data, where available, to Non-Utility DRPs when authorized by the customer. In particular, SCE shall not have any greater access to meter data for the purposes of fulfilling its DRP duties and obligations than does a Non-Utility DRP. (T)  
(T)  
(T)

<sup>1</sup> D.97-12-088, 77 CPUC 2d 422, 449, as amended by D.98-08-035, 81 CPUC 2d 607 and D.98-12-075, 84 CPUC 2d 155, D.06-06-062 and D.06-12-029.

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C. GENERAL TERMS (Continued)

1. General Obligations of SCE (Continued)

a. Non-Discrimination and Competitive Neutrality (Continued)

(3) Competitive Neutrality

Confidential, competitive information received by SCE from Non-Utility DRPs, or (T)  
from the CAISO about the DRPs or their customers, in connection with SCE's  
performance of its duties to implement and administer the DRPs' use of SCE's (T)  
Bundled Service load for DR Services shall be limited to the SCE staff who are (T)  
responsible for performing the utility's non-DRP responsibilities under this Rule.  
Such confidential, competitive information shall not be used to promote SCE's  
services to its customers or customers of its affiliates.

SCE staff receiving such confidential, competitive information from the DRPs or  
the CAISO in the discharge of SCE's roles and responsibilities as a non-DRP  
shall not share such confidential, competitive information with other individuals in  
SCE who are also responsible for discharging SCE's roles and responsibilities as  
a DRP under this Rule.

b. Timeliness and Due Diligence

Consistent with state law and CPUC decisions, SCE acting in any capacity shall  
exercise due diligence in meeting its obligations and deadlines under this Rule so as  
to facilitate a customer's election to participate in a DRPs' DR Service in CAISO's  
wholesale markets as quickly as possible.

c. Review of DRP Customer Service Account(s) in the CAISO's Relevant System

SCE, acting as a UDC and/or LSE, shall review all customer Service Accounts (within (T)  
its electric service territory) submitted by a DRP to the CAISO's Relevant Systems as  
defined in the CAISO tariff. SCE's review shall be limited to ensure accuracy of the  
customer information presented and that the customer is not otherwise participating in  
an SCE event based demand response program at the same time period. SCE, acting  
as the UDC, shall also review customer Service Account(s) for Entities not subject to (T)  
this Rule in the same manner contained in this subsection and on the same non-  
discriminatory basis.

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C. GENERAL TERMS (Continued)

1. General Obligations of SCE (Continued)

c. Review of DRP Customer Service Account(s) in the CAISO's Relevant System  
(Continued)

SCE will conduct such review in accordance with the timelines set forth in the CAISO's Business Practice Manuals (BPMs). SCE shall notify the CAISO and the DRP within ten (10) business days if the customer information presented in the customer Service Account is inaccurate, if the Non-Utility DRP is not appropriately registered for DRP DR Services at the CPUC, and confirm that the customer Service Account does not conflict with the dual participation rules in Section C.2.d. To the extent reasonable and feasible, SCE and the DRP shall coordinate and cooperate to ensure an accurate registration of the customer Service Account. (T) (T) (T)

d. Provision of Customer Data by SCE

In response to a completed, CISR-DRP, SCE shall provide the required information to the (applicable) Non-Utility DRP to facilitate a customer's enrollment in a DRP DR Service(s) in a timely fashion. This information will be provided in accordance with Section D of this Rule. The customer may also designate the timeframe of continuous data transmittal. The customer or its authorized Non-Utility DRP(s) may instruct SCE to terminate the continuous data release at any time by using the revocation processes of the CISR-DRP. (T) (T)(D) (C) (N) (N)(C)

e. SCE Tariffed Demand Response Programs

For those customers enrolled in an SCE event-based demand response program, SCE will act as the customer's DRP if SCE elects to registers the customer's Service Account into the CAISO's Relevant Systems. This customer could be an SCE Bundled Service, Direct Access, or Community Aggregator or Community Choice Aggregation Service customer. (T) (T)

f. KYZ Pulse Installations

Upon the request of and payment by the customer or its agent, SCE, acting as the MSP, shall install where feasible a KYZ pulse initiating device or another acceptable telemetry solution. A DRP may, with the permission of the CAISO, use the information from such a device to submit preliminary settlement data to the CAISO. The customer or its DRP will be responsible for the cost of the installation.

If the customer wishes to terminate the delivery of its KYZ pulse data to the DRP at any time, the DRP will take action, upon receipt of notification from the customer, to discontinue data transmission from its facilities, as soon as practicable, but no later than 45 days after customer notification of termination, to allow for financial settlements to occur.

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C. GENERAL TERMS (Continued)

2. General Obligations of DRPs Enrolling Bundled Service Customers

This Section is applicable to all DRPs enrolling Bundled Service customers, unless otherwise specified. Requirements for SCE, acting as the DRP for DA, CA and CCA Service customers, are specified in Section D.

a. Timeliness and Due Diligence

DRPs shall exercise due diligence in meeting their obligations and deadlines under this Rule so as to facilitate customer enrollment in DRP DR Service in a timely manner. To the extent ordered by the CPUC, DRPs shall make all payments resulting from CPUC-authorized charges owed to SCE for services specified under this Rule in a timely manner subject to applicable payment dispute provisions.

b. Arrangements Between DRPs and Their Customers

DRPs shall be solely responsible for having appropriate contractual or other arrangements with their customers necessary to implement DRP DR Service consistent with all applicable laws, CAISO requirements, CPUC requirements, if any, and this Rule.

c. Scheduling Coordinator (SC)

In accordance with the CAISO's tariff, a DRP must become or contract with a SC prior to registering a Location into the CAISO's Relevant Systems. SCE shall not act as an SC on behalf of a Non-Utility DRP. The Non-Utility DRP must obtain its own SC to participate in DR Services or otherwise qualify to act in that capacity. (T) (T)

d. Dual Participation

DRPs are prohibited from registering a customer's Service Account in the CAISO's Relevant System for any time period within the Start Date and End Date of another DRP's registration of the customer's Service Account and that has been given a "Pending", "Inactive", or "Active" status by the CAISO under its rules and procedures. (C) | (C)

Non-Utility DRPs are also prohibited from enrolling a customer Service Account in the DRP DR Services or registering a customer Service Account in the CAISO's Relevant System if the customer is already enrolled in an SCE event-based demand response program. Additionally, DRPs are also prohibited from enrolling a customer Service Account in any other pilot or program that is ineligible to participate under this Rule in its tariff, contract, or program design. The customer can disenroll from SCE's pilot or program in accordance with the pilot's or program's terms and conditions in order to enroll in a DRP DR service. (T) | (N) (T) (N) | (N) (L)

(Continued)

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C. GENERAL TERMS (Continued)

2. General Obligations of DRPs Enrolling Bundled Service Customers (Continued)

d. Dual Participation (Continued)

A Non-Utility DRP is notified by SCE via its CISR-DRP process that a customer is already enrolled in an SCE event-based DR program or ineligible pilot/program, and of the Non-Utility DRP's obligation to ensure that the customer has disenrolled from SCE's event-based demand response program or ineligible pilot/program before placing the customer Service Account in the CAISO's Relevant Systems for the same period. The effective date to disenroll that customer from its current program to enroll it in DRP's DR Service will be established in accordance with SCE's demand response program rules and its Rule 12.

(L)(T)  
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(N)  
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In the event of a conflict between SCE's DR program specific requirements and its Rule 12, the program's tariff requirements will apply.

For instance, a customer who is currently participating in an SCE event-based demand response program or ineligible pilot and program and wishes to enroll with a Non-Utility DRP DR Service must first disenroll from the SCE program. Disenrollment will be subject to any contractual or program obligations currently in effect with the SCE demand response program.

(T)  
(N)

Similarly, if a customer is currently registered at the CAISO for DR Services, that customer must be disenrolled from the DRP DR Service and removed from registration with CAISO prior to that customer's participation in either another DRP's enrollment or an SCE event-based demand response program. However, a DRP is not prohibited from also enrolling its own customers for other DR Service(s) that it offers and registering such customers at the CAISO, if applicable. It is the DRP's obligation to ensure the DRP's customer Service Accounts do not conflict with the CAISO rules on DR Services.

(T)  
(T)  
{C}

If a customer's Service Account is enrolled in SCE's Critical Peak Pricing (CPP) program, then the Service Account will be scheduled to be disenrolled by SCE without further action by the customer or the Non-Utility DRP when the Service Agreement has been approved by both the UDC and LSE for use in the CAISO's wholesale market by a Non-Utility DRP. Under SCE's Rule 12, the earliest disenrollment date for CPP is the customer's next meter read date. Therefore, the Start Date of a Non-Utility DRP customer Service Account that is enrolled in CPP should be on the next or future meter read date.

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C. GENERAL TERMS (Continued)

2. General Obligations of DRPs Enrolling Bundled Service Customers (Continued)

d. Dual Participation (Continued))

SCE shall provide a two-digit meter read cycle number to the Non-Utility DRP via its CISR-DRP process as also described in Section D.1.a. It is the Non-Utility DRPs' obligation to use the cycle number and match it for the customer Service Account's next or future meter read date(s) from SCE's meter reading schedules. SCE's annual meter reading schedules can be found in [www.sce.com/wps/portal/home/partners/contractors/meter-data-management/](http://www.sce.com/wps/portal/home/partners/contractors/meter-data-management/).

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Non-Utility DRPs shall notify residential or small commercial customers prior to the registration of their Service Account(s) in the CAISO's Relevant System through the Customer Notification Form Letter required in Section C.7, that the customer will be disenrolled from CPP and may lose bill protection, if applicable.

(L) (T)  
| (T)  
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(L)

When SCE is acting as a DRP, it is obligated to ensure that the customer has disenrolled from Non-Utility DRP's DR Service before enrolling the customer in its own event-based program.

e. Resource Registration of DR Locations at the CAISO

DRPs shall be solely responsible for registering DR Locations at the CAISO with the Service Accounts for which they are providing DR Services.

f. Notification of Customer Enrollment in Non-Utility DRP DR Service

The CAISO, through its registration process, will make available to SCE, as a UDC and/or an LSE, the ability to verify the Non-Utility DRPs' customers' enrollment status and other information pertinent to their customers' participation in DR Services. Non-Utility DRPs shall not be responsible for providing separate notification to SCE of an enrollment of a customer in Non-Utility DRP DR Services.

g. Utilizing the MDMA for Revenue Quality Meter Data

DRPs shall utilize the MDMA chosen by the customer (or the customer's LSE) for gaining access to Revenue Quality Meter Data (RQMD).

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C. GENERAL TERMS (Continued)

3. Transfer of Cost Obligations Between DRPs and Customers

Nothing in this Rule is intended to prevent DRPs and customers from agreeing to reallocate between them any costs for DRP's DR Services that are subject to this Rule to be paid by either of them.

4. LSE Is Not Liable for DRP DR Services

To the extent the customer takes service from a DRP, the customer's LSE has no obligations to the customer with respect to the services provided by the DRP.

5. DRP is Not Liable for LSE's Services

The DRP has no obligations to the customer with respect to the services provided by that LSE. The customer must look to its LSE, not the DRP, to carry out the responsibilities associated with those services.

6. Split Loads Not Allowed

Customers requesting DRP DR Service may not partition the electric loads of a Service Account among different DRPs at any one time. The entire load and load reduction for a Service Account can be registered in the CAISO's Relevant Systems to only one DRP at any one time.

7. Formal Notification for Residential and Small Commercial Customers

Residential customers are defined as SCE customers who are eligible for service under one of its residential rate schedules. Small Commercial customers are defined as any non-residential customers with a maximum billing peak demand of less than 20 kilowatt (kW). Non-Utility DRPs intending to enroll Residential and Small Commercial customers in DR Services are required to meet additional CPUC requirements before submitting such customer Service Accounts for Resource Registration at the CAISO Relevant System. These DRPs must obtain approval from the CPUC's Energy Division for a Customer Notification Form Letter (Form Letter) (samples on CPUC website), in hard copy or electronic form, to be provided to each customer explaining the DRP's terms and conditions of participating in the DRP's DR Service. If the customer is enrolled in SCE's CPP, the Form Letter shall also provide the estimated disenrollment date from CPP and that the customer may lose bill protection, if applicable. The disenrollment date shall be on the customer's next or future meter read date. (see Section C.2.d) (T) (N)

The Non-Utility DRP must provide the Form Letter to the customer before placing its Service Account in a DRP's Resource Registration in the CAISO's Relevant System. The Form Letter shall provide any grace period in which the customer can cancel the DR Service enrollment without any charges or penalties.

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C. GENERAL TERMS (Continued)

8. Master Metered Customers

Master metered customers who provide sub-metered tenant billings may participate in DRP DR Service as only a single master Service Account. A master-metered customer may not partition the electric loads of a single master meter among several DRPs.

9. Service Fees and Other Charges

SCE may incur costs in order to facilitate a Non-Utility DRP's participation in CAISO's DR Services. Any fees to reimburse SCE for these costs are described in SCE rate Schedule DRP-SF, Demand Response Provider Service Fees, and Schedule CC-DSF, Customer Choice - Discretionary Service Fees and must be paid on a timely basis to ensure service under this Rule.

D. ACCESS TO CUSTOMER DATA

1. Access to Customer Energy-Related Data – Release of Information to Non-Utility DRP(s) (T)

SCE will provide confidential customer-specific information and usage data for a Bundled, DA, CA or CCA Service customer to parties specified by that customer, subject to Rule 25, and the following provisions: (T)

- a. The inquiring party or parties must have customer authorization pursuant to a CISR-DRP before a customer's personally identifiable information can be released. The information, upon such authorization, will be released only to the inquiring party or parties, unless otherwise authorized by the customer, as part of the CISR-DRP process. The inquiring party or parties as the recipient of this data agrees to abide by the applicable Commission customer privacy rules and requirements and SCE's Rule 25, Protecting the Privacy and Security of Customer Usage Information, When SCE receives a complete CISR-DRP, SCE shall transmit the following data to the authorized Non-Utility DRP: (T)

(1) Customer's Service Account information, including without limitation, Service Account number, service address and rate schedule. (C)(N)

(2) Up to 36 months of historical interval usage data, monthly billed usage, tier breakdown, bill line items, billed charges, as applicable, if it is available for that Service Account. (N)

(3) Unique Customer Identifier to track the customer Service Account in CAISO Relevant Systems. This information will be provided to the customer's Load Serving Entity (LSE) too if different from the SCE. (T)

(4) Customer two-digit meter read cycle number for purposes of verifying Meter Read Date and date to begin DR Service.

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D. ACCESS TO CUSTOMER DATA (Continued)

1. Access to Customer Energy-Related Data – Release of Information to Non-Utility DRP(s)  
(Continued)

a. (Continued)

(5) Ongoing interval usage data (T)

(6) Ongoing monthly billed usage, tier breakdown, bill line items, billed charges, rates, as applicable, for that specific Service Account. (N)  
(N)

(7) End-user information such as customer's service voltage, the SLAP and PNode, Local Capacity Area, the identity and contact information of customer's LSE, MDMA and MSP. (N)

(8) SCE's demand response program(s) and tariff schedule(s) in which the Service Account(s) is (are) currently enrolled and the estimated date of when the customer may be eligible to participate in DRP DR Service without direct financial consequence, such as, but not limited to, losing bill protection, or incentive payments, return of received incentives, and/or penalties. SCE will also indicate if customer's Service Account(s) is (are) participating in the Critical Peak Pricing option of its applicable rate schedule. (N)  
(D)

Customer Service Accounts that are currently enrolled in SCE pilot(s) or program(s) not eligible to dual participate in this Rule pursuant to Section C.2.d. In addition, the estimated date of when the customer Service Account(s) participating on these SCE programs may be eligible to participate in DR Service without direct financial consequence. (T)  
(C)

(9) Basic meter information including the meter number, the type of meter and the intervals currently being collected by the meter. (T)

b. The following occurs when a CISR-DRP is submitted: (T)

(1) The customer grants the Non-Utility DRP(s) permission to request that SCE shorten the interval length of its electric meter(s), as available by SCE, when either Non-Utility DRP has successfully registered its Service Account with the CAISO, if SCE is the Meter Service Provider. (T)

(2) The customer understands and agrees that if its Service Account is on Critical Peak Pricing (CPP), then the Service Account will automatically be unenrolled from CPP when its Service Account has been successfully registered by the Non-Utility DRP in the CAISO's Relevant Systems. The customer agrees to bear any resulting financial consequences, including without limitation, loss of bill protection, incentive payments, and reimbursements to SCE of incentives, related to customer's participation in CPP, other SCE DR programs, or DR enabling technology. (T)

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D. ACCESS TO CUSTOMER DATA (Continued))

1. Access to Customer Energy-Related Data – Release of Information to Non-Utility DRP(s)  
(Continued)

b. The following occurs when a CISR-DRP is submitted: (Continued)

(3)The customer acknowledges that it may specify in the CISR-DRP the duration (C)  
during which the Non-Utility DRP(s) may receive access to the customer's  
information. The customer may choose: (1) indefinite authorization until revoked by  
the customer or either Non-Utility DRP, or (2) a specified time period, subject to the  
date ranges established by either Non-Utility DRP, until revoked by the customer or  
either Non-Utility DRP. If the customer makes no election on Form 15-941, SCE  
will assume that customer authorization is for an indefinite period of time (per  
CPUC Resolution E-4599). If the customer does not agree with the Non-Utility  
DRP-offered duration, the customer may reject the Non-Utility DRP's selection by  
not completing the authorization process. In all cases, the authorization starts when  
SCE receives and approves the CISR-DRP. (C)

(4) The customer acknowledges and agrees that in the event that the customer, not the (T)  
Non-Utility DRP(s) on the customer's behalf, revokes access to customer meter  
data, SCE shall provide the Non-Utility DRP(s) with immediate notice of the  
revocation. (T)

(5) It is the Non-Utility DRP's responsibility to notify SCE to terminate the Non-Utility (T)  
DRPs' access to the customer's data. Upon receipt of the notice of termination (C)  
from one of the collaborating Non-Utility DRPs or the revocation of data access  
authorization from the customer, SCE will cease to provide the customer's on- (T)  
going interval usage data to both collaborating Non-Utility DRPs. However, the (C)  
Non-Utility DRP(s) may continue to receive data that pertains to the period of time (D)  
during which customer authorization was valid. This information will assist the  
Non-Utility DRP(s) in settling invoices with the CAISO related to customer Service (T)  
Accounts during the time that they were active in DR Services.

c. When SCE is acting as the MDMA, and if daily meter data is available through SCE's (T)  
portals, the daily interval data will not be RQMD. RQMD data will be available on a  
monthly basis. When Open ADE is available for SCE, the tariff for Open ADE will  
govern the provision of daily meter data. (L)

d. Customer information specified in Sections D.1.a.(1-4 and 8-9) will be released to the (L)  
customer's authorized agent up to two (2) times per year per Service Account at no  
cost to the requesting party. Thereafter, SCE may have the right to assess a  
processing charge as approved by the CPUC. (L)

(L)

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D. ACCESS TO CUSTOMER DATA (Continued)

2. Access to Direct Access, CA or CCA Service Customer Data when SCE is the DRP but not the MDMA (L)(T)

SCE, when acting as a DRP, will contract with the customer's MDMA in order to receive the necessary meter data (as described in Section F) for the purposes of managing its own DRP DR Services program, and to assist in its forecasting, bidding, dispatch, and settlement activities. (T)  
(L)

3. Customer Inquiries Concerning Billing-Related Issues

- a. Customer inquiries concerning SCE's charges or services should be directed to SCE.
- b. Customer inquiries concerning the Non-Utility DRP's charges or services should be directed to the Non-Utility DRP.
- c. Customer inquiries concerning the LSE's charges or services should be directed to the LSE.

4. Customer Inquiries Related to Emergency Situations and Outages

- a. SCE will be responsible for responding to all inquiries related to distribution service, emergency system conditions, outages, and safety situations. Customers contacting the DRP with such inquiries should be referred directly to SCE.
- b. It may be necessary for SCE to shed or curtail customer load at the request of the CAISO, or as otherwise provided by CPUC authorized tariffs. SCE shall provide notice to the Non-Utility DRP(s) of such curtailments as soon as practical; however, SCE is not responsible to notify the Non-Utility DRP's Scheduling Coordinator. Nothing in this rule shall change the criteria for load-shedding established by the CAISO, the CPUC, or SCE's operation procedures.
- c. SCE shall continue to be responsible for implementing its own CPUC-approved DR programs.

E. NON-UTILITY DRP DR SERVICE ESTABLISHMENT

Non-Utility DRPs enrolling Bundled Service customers must satisfy the following regulatory requirements, as they might apply, before the DRP can provide DRP DR Services in SCE's service territory. (T)  
(L)

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E. DRP DR SERVICE ESTABLISHMENT (CONT'D)

1. CPUC Registration Requirements (Cont'd)

- a. Execute a Demand Response Provider Service Agreement (DRP Service Agreement – Form No 14-942) with SCE. (L)
- b. Satisfy SCE's credit requirements as specified in Section H. (L)
- c. Execute a Demand Response Service Provider Registration Application Form with the CPUC and maintain a valid DRP registration at the CPUC. (N)
- d. Non-Utility DRPs enrolling SCE's residential and small commercial customers shall also provide the CPUC a performance bond under the name of the CPUC as a security deposit or financial guarantee bond in an amount pursuant to the matrix below and as specified in the CPUC Demand Response Service Provider Registration Application Form. (D)  
(T)

Number of Customers	Security Deposit Amount
1 – 2,500	\$25,000
2,501 - 5,000	\$50,000
5,001 – 10,000	\$75,000
10,001 +	\$100,000

- e. Non-Utility DRP(s) enrolling SCE's residential and small commercial customers shall also provide the Customer Notification Form letter to the CPUC. (N)  
(N)

2. Maintenance of Non-Utility DRP Registration at the CPUC

- a. The CPUC will post the list of registered Non-Utility DRPs on its website. The CPUC will enforce all rules for the Non-Utility DRP registration and may suspend or revoke a Non-Utility DRP registration if the CPUC determines that the Non-Utility DRP violated Rule 24 or terms and conditions outlined in the CPUC Demand Response Provider Registration Application Form. The CPUC may require that the Non-Utility DRP periodically renew its registration to maintain its status. (L)  
(T)
- b. The CPUC will investigate complaints relative to Non-Utility DRP activities and may suspend or revoke a Non-Utility DRP registration if a civil or business court, or the CPUC, finds that the Non-Utility DRP has engaged in activities that warrant such action, after appropriate due process considerations. The CPUC may also allow the Non-Utility DRP to cure any identified deficiencies or inappropriate activities within a reasonable period of time. (T)  
(T)
- c. Non-Utility DRP(s) shall keep the CPUC registration information up to date. (T)  
(L)

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- E. DRP DR SERVICE ESTABLISHMENT (Continued) (L)
3. CAISO Requirements (D)
- All DRPs enrolling SCE Bundled Service Customers must: (L)
- a. Execute the necessary service agreements for registering resources with the CAISO. (L)
  - b. Meet all the CAISO's requirements for the DRP and maintain their registration at the CAISO as a qualified DRP. (L)
- F. METERING SERVICES (L)

Metering Services are comprised of three primary functions: Meter Ownership, Meter Services (installation, maintenance, and testing), and MDMA services. Each participating DRP DR Service customer must have an interval meter capable of meeting CAISO DR Service requirements being read remotely by SCE when acting in its capacity as MDMA.

1. Meter Changes

If a meter change is required to participate in DRP DR Services (i.e. the existing meter is not an appropriate interval meter), and SCE is the MSP, the customer, and Non-Utility DRP have choices for how to proceed:

- a. The customer may be scheduled to receive an interval meter as part of SCE smart meter deployment. In this instance, the customer and Non-Utility DRP can elect to begin DRP DR Services after SCE completes its deployment of SCE SmartConnect meters and is able to provide the required interval data. (T)
- b. If an interval meter with a shorter measurement duration is desired, and such a meter and metering service-related back-office capability are readily available from SCE, or the existing meter can be reprogrammed. SCE will provide this meter or reprogramming at an additional CPUC-approved fee to the DRP per Schedule DRP-SF, except : (T)

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F. METERING SERVICES (Continued)

1. Meter Changes (Continued)

b. (Continued)

- (1) For Bundled Service, CA and CCA Service Accounts with a maximum demand of 200 kW or greater for at least one month in the past 12 billing months, SCE will provide and install the metering and communication equipment at no cost to the customer or Non-Utility DRP. (T) (N)
- (2) For Bundled Service, CA and CCA Service Accounts whose maximum billed demand has not exceeded the level specified in item 1 above, the customer can elect one of the following; (T)
  - i. Pay the cost to have SCE install an appropriate interval meter that is not a SmartConnect interval meter at the customer's expense pursuant to Rule 2, Added Facilities, or
  - ii. If the SCE SmartConnect meter requirements meet CAISO DR Services metering standards, wait until an SCE SmartConnect meter is installed and remote-read enabled. (T)
- c. For DA and CA Service Accounts where SCE is the Meter Data Management Agent (MDMA), no incremental fees under this Rule are required. Other Metering services shall be provided pursuant to Rule 22. (T)
- d. For DA and CA Service Accounts where SCE is the MSP but not the MDMA, the customer will be responsible for any and all costs associated with providing acceptable interval data to the DRP, including costs for any additional metering and communication equipment, and fees assessed by the customer's Electric Service Provider (ESP). (T)
- e. SCE is not required to install an interval meter and communication equipment or SmartMeter to provide remote read capability if the installation is impractical or not economically feasible.
- f. SCE shall endeavor to complete the meter change request within fifteen (15) days of Service Account registration with CAISO's Relevant Systems in the absence of a meter installation backlog or other circumstances beyond SCE's control such as, but not limited to, delays in the installation of a communication line to the meter. SCE shall provide notice of any current meter service backlog and estimate its next available installation date. However, if the Non-Utility DRP or the customer is willing to pay a fee to expedite the installation of the meter, SCE will endeavor to accommodate the request. The fee shall be consistent with fees adopted by the CPUC. (T)

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F. METERING SERVICES (Continued)

1. Meter Changes (Continued)

- g. If requested by the customer or the Non-Utility DRP, SCE as the MSP will make available a KYZ pulse connection to the customer's meter so as to provide near real-time access to meter data to the Non-Utility DRP and the customer. The charge for the installation will be reasonable and consistent with CPUC-approved fees for similar services, and shall be paid for by either the customer or Non-Utility DRP. The installation shall not interfere with the normal operation of the meter. SCE will endeavor to complete the installation of its pulse termination block (also known as the pulse interface box) within 15 days of payment by the Non-Utility DRP or customer. Resource and access constraints, or certain emergency conditions, may preclude SCE from meeting this timeframe. In these instances, SCE shall provide the Non-Utility DRP notice of the next expected available installation date.

2. MDMA Services Performed by SCE

SCE shall perform all MDMA services required for DRP DR Service for Bundled Service customers, CA and Community Choice Aggregation Service customers. Also, SCE shall perform MDMA services for those Direct Access Service customers that have elected SCE to be its MDMA.

MDMA obligations include but are not limited to the following:

- a. Meters for each of the Non-Utility DRP's customers shall be read and converted into RQMD and transferred to the Non-Utility DRP or its designated agent pursuant to applicable standards;
- b. SCE shall provide the Non-Utility DRPs (or their designated agents) with reasonable and timely access to meter data as required to allow the proper performance of billing, settlement, scheduling, forecasting and other functions;
- c. The LSE and DRP shall have access to individual customer RQMD via an electronic interface (e.g., MDMA server);
- d. SCE shall provide RQMD customer data to the Non-Utility DRP in accordance with standards adopted in the DASMMMD or other standards in compliance with the CAISO's applicable requirement, for the DRP's or its agent's consolidation into SQMD for the CAISO. SCE shall be liable for providing timely and accurate RQMD to the Non-Utility DRPs or its designated agent to facilitate final meter data submission in accordance with the CAISO's tariff. If the MDMA is found, through the remedy and dispute resolution process, to have failed to comply fully with the applicable requirements for submission of timely and accurate RQMD so as to be the sole fault for the ability for the Non-Utility DRP or its agent to comply fully with the applicable CAISO requirements, the MDMA shall be held liable, limited to the penalties imposed by the CAISO upon the Non-Utility DRP or its Scheduling Coordinator (SC) due to the non-compliance.

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F. METERING SERVICES (Continued)

3. MSP Services performed by SCE

When acting as an MSP, SCE shall, on a non-discriminatory basis, ensure that the revenue meter equipment is accurate within acceptable limits as specified in SCE's applicable rules, and provide testing as necessary to maintain this standard. SCE shall endeavor to fulfill requests for meters with interval durations specified by the Non-Utility DRP and/or its customers consistent with Section F.1.b above. (T)

4. Telemetry

If a telemeter is required or communication facilities for sending telemeter information are required to participate in a Non-Utility DRP's program, the telemetering services and communication must conform to the CAISO's telemetry technical requirements. The Non-Utility DRP is solely responsible for providing a communication solution or telemetry solution subject to CAISO requirements at the expense of the Non-Utility DRP. To the extent that SCE has the expertise and technical resources to install or assist with installation of the required telemetry solution or communication solution, SCE may install or assist the Non-Utility DRP to facilitate the installation of the telemetry solution, at the Non-Utility DRP's expense. (T)

5. Charges for Metering Services

The metering services for supporting Non-Utility DRP DR Services may be more extensive than normal metering services. SCE, as an MSP, may charge the Non-Utility DRP for metering services only to the extent such charges are authorized by the CPUC. (T)

G. DISCONTINUATION OF SERVICE BY NON-UTILITY DRP

1. Service Changes at the Individual Customer Level

The Non-Utility DRP may elect to discontinue providing DRP DR Service to its customers, or the customer may elect to disenroll from the program pursuant to any agreement between the Non-Utility DRP and its customers. Should the customer terminate electric service with SCE, the customer is responsible for terminating its agreement with the Non-Utility DRP directly. For customers who change their LSE, the Non-Utility DRP is responsible for effectuating necessary changes in the CAISO's Relevant Systems. (T)

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G. DISCONTINUATION OF SERVICE BY DRP (Continued)

- 2. Discontinuation at the CAISO Resource Registration Level (T)
  - A customer enrolled in a Non-Utility DRP service as part of a Resource Registration at the CAISO may have its CAISO DR Service discontinued by its DRP due to the following conditions: (T)
    - a. The CPUC terminates or revokes the Non-Utility DRP's registration or its ability to participate in CAISO's DR Services (T)
    - b. The CPUC issues an order that otherwise prohibits the Non-Utility DRP from entering into a DRP Service Agreement with SCE (Form 14-942); (T)
    - c. The Non-Utility DRP has materially breached its obligations under the terms and conditions of the DRP Service Agreement with SCE (Form 14-942); (T)
    - d. The Non-Utility DRP exercises its contractual right to terminate the DRP Service Agreement with SCE (Form 14-942); (T)
    - e. The Non-Utility DRP is no longer authorized by the CAISO to provide DR Services.
    - f. The CPUC revokes the Utilities' authority to participate in DR Service(s) activities.
  
- 3. Discontinuation of DRP DR Service Offering or Provision by the Non-Utility DRP to a Subset of Customers or All Customers (C)
  - a. The Non-Utility DRP is responsible for notifying affected customers, the LSE, SCE, the SC and the MDMA, if impacted, when it discontinues offering or providing DRP DR Service to such customers and revokes the customers' authorizations to transmit their data to the Non-Utility DRP(s). (C)
  - b. If the Non-Utility DRP discontinues its offering or provision of DRP DR Services, the Non-Utility DRP shall also notify the CAISO and CPUC, of its decision to do so and specify the date(s) on which service will be discontinued. The Non-Utility DRP will effect a termination of its Resource Registration with the CAISO. (C)(D)
  - c. If the Non-Utility DRP is no longer able to provide DRP DR Service because its authorization to do so has been terminated or revoked, the Non-Utility DRP shall notify the impacted parties (LSEs, SCE, SC, MDMA), the CAISO, and CPUC, unless they are already involved in the decision on such revocation or termination. (T)

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H. NON-UTILITY DRP CREDIT REQUIREMENTS REQUIRED BY SCE

1. SCE may require the Non-Utility DRP enrolling Bundled Service customers to establish and maintain its creditworthiness through evaluations, deposits, or other security in the manner described in Section H.2, to the extent the CPUC approves the ability for SCE to levy charges for services rendered as a result of DR activities. That is, the creditworthiness only applies to charges that are billed by SCE directly to the Non-Utility DRP. The method of determining the amount of credit that a DRP would need to submit in order to initiate services within SCE's service territory shall be equal to two times the estimated or actual monthly CPUC-approved fees for DRP DR Service, as described herein and as verified by SCE. The Non-Utility DRP will be obliged to provide the CPUC with a separate performance bond as part of its registration process for Residential and Small Commercial customers.

2. The Non-Utility DRP may establish its creditworthiness with SCE through any one of the following:

- a. Credit Evaluation

A Non-Utility DRP with a demonstrable current credit rating of Baa2 or higher from (T) Moody's or BBB or higher from Standard and Poor's or Fitch is deemed to be creditworthy unless the SCE determines that a material change in the Non-Utility DRP's creditworthiness has occurred. SCE requires the Non-Utility DRP to complete a credit application including financial information reasonably necessary to establish credit. The creditworthiness evaluation may be conducted by an outside credit analysis agency, determined by the SCE, with final credit approval granted by the SCE. This evaluation will be completed within ten (10) business days. Credit reports will remain strictly confidential between the credit analysis agency and SCE, except to the extent SCE is required to disclose to the CPUC or its agents. A credit application processing fee, as approved by the CPUC, may be charged to offset the cost of determining the Non-Utility DRP's creditworthiness.

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H. NON-UTILITY DRP CREDIT REQUIREMENTS REQUIRED BY SCE (Continued)

2. The Non-Utility DRP may establish its creditworthiness with SCE through any one of the following (Continued):

b. Security Deposits

The Non-Utility DRP may submit and maintain a security deposit in lieu of submitting to or being qualified under a creditworthiness evaluation. The amount of the security deposit required to establish credit will be twice the estimated maximum monthly bill that SCE may expect to remit to the Non-Utility DRP for participating in one month of Demand Response Activities, where such estimate is based on the last twelve (12) months of historical activity. The initial value of the security deposit will be two times the monthly fees assessed by SCE upon the DRP. Security deposits may be in the form of (1) cash deposits, with interest earned at the 3-month Non-Financial commercial paper rate, (2) letters of credit, defined as irrevocable and renewable issued by a major financial institution rated A/A2 by S&P/Moody's, respectively, (3) surety bonds, defined as renewable and issued by a major insurance company rated A/A2/A by S&P/Moody's/A.M. Best, respectively, or (4) guarantees, with guarantors having a credit rating of Baa2 or higher from Moody's or BBB or higher from Standard and Poor's, or Fitch unless SCE determines that a material change in the guarantor's creditworthiness has occurred, or, in other cases, through the credit evaluation process described above. Security deposits must be posted with the SCE prior to the DRP's participation in DRP DR Service.

c. Security Deposit Payment Timetable

Non-Utility DRPs are obligated to post security deposits with SCE prior to receiving certain services from SCE which help facilitate their DR activities. SCE shall provide notice to the Non-Utility DRP of the appropriate deposit amount upon receiving a service request from the Non-Utility DRP. Such a deposit shall be required at least three (3) days prior to SCE providing its services to the Non-Utility DRP for DR activities. (T)

d. Interest on Cash Deposit

SCE will pay interest on cash deposits as described in its Rule 7.

e. Ongoing Maintenance of Credit

To ensure continued validity of established unsecured credit, the Non-Utility DRP shall promptly notify SCE of any material change in its credit rating or financial condition. The Non-Utility DRP shall also furnish evidence of an acceptable credit rating or financial condition, as set forth above, to SCE upon request. In the event SCE determines that the Non-Utility DRP's, or the Non-Utility DRP's guarantor's, creditworthiness has materially changed, as set forth above, and the Non-Utility DRP, within 30 days written notice, does not rectify or provide a security deposit commensurate with the change in creditworthiness, then SCE shall notify the CAISO that the Non-Utility DRP has defaulted on its credit requirements and is no longer eligible to participate as a DRP under SCE's tariffs.

(Continued)

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H. NON-UTILITY DRP CREDIT REQUIREMENTS REQUIRED BY SCE (Continued)

2. The Non-Utility DRP may establish its creditworthiness with SCE through any one of the following (Continued):

f. Re-establishment of Credit

A Non-Utility DRP whose eligibility as a DRP has been terminated, revoked or suspended under this section may reestablish its credit-worthiness by the provision of a security deposit, or by any other manner described in this Section H.

I. COMPLAINT AND DISPUTE RESOLUTION PROCESSES

(T)

1. Disputes Involving Entities Subject to this Rule

Disputes arising under this Rule or Schedule DRP-SF or Schedule CC-DSF shall be resolved in accordance with the CPUC's complaint procedures, Article 4 of the Commission's Rules of Practice and Procedure. Parties may choose to seek resolution through the Alternate Dispute Resolution Processes available through the Commission. The Commission shall resolve complaints regarding customer account eligibility, whether brought by the DRP, SCE or the customer, expeditiously. However, entities seeking damages related to this Rule must do so in court.

2. Suspension or Revocation of Non-Utility DRP's Registration at the CPUC

Pursuant to the Commission's authority provided by California Public Utilities Code Sections 451, and 701, through 702, the CPUC's enforcement authority includes; but is not limited to, suspension or revocation of Non-Utility DRP registration and imposition of penalties and/or fines after appropriate due process. The CPUC's Consumer Affairs Branch (CAB) shall process and report to the Commission all informal consumer complaints against Non-Utility DRPs on a quarterly basis.

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I. COMPLAINT AND DISPUTE RESOLUTION PROCESSES (Continued) (T)

2. Suspension or Revocation of Non-Utility DRP's Registration at the CPUC (Continued)

If CAB staff determines, after consultation with Energy Division staff and facilitating mediation between a retail customer complainant and a Non-Utility DRP, that a resolution cannot be reached, the complaint may be escalated to the CPUC's Safety and Enforcement Division (SED). SED may consider taking appropriate enforcement action, including proposing for Commission consideration the suspension and/or revocation of the Non-Utility DRP's registration, and fines and/or penalties. SED will notify the Non-Utility DRP, the CAISO, the relevant LSEs, and the UDC of such pending adverse action. The Non-Utility DRP that is the subject of the SED action may respond to such action consistent with the procedures provided in the Commission's Rules of Practice and Procedure.

This process does not exclude alternative means of investigation of complaints regarding Non-Utility DRPs as provided by the CPUC's Rules of Practice and Procedure. Information regarding formal and informal complaint processes is available through the CPUC's Public Advisor's Office or at [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

Grounds for potential suspension or revocation of Non-Utility DRP's registration and/or penalties or fines are based on the statutes cited in this section and the Commission Decisions (D.)12-11-025 and 13-12-029. Examples of conduct that may violate these authorities include, but are not limited to:

- a. Forgery of Rule 24 forms and other required documents or equivalent electronic process; (N)
- b. Use of deceptive or unclear advertisements or terms and conditions in contracts and customer letter; (N)
- c. Improper registration for servicing residential and small commercial customers (see Demand Response Provider Registration Application Form); (N)

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I. COMPLAINT AND DISPUTE RESOLUTION PROCESSES (Continued) (T)

2. Suspension or Revocation of Non-Utility DRP's Registration at the CPUC (Continued)

- d. Failure in notifying customers when servicing residential and small commercial customers (see Section C.7);
- e. Failure in notifying SCE and other impacted entities of a customer discontinuation of DR Services (see Section G.3);
- f. Violation of dual participation rules (see Section C.2.d);
- g. Non-payment of SCE fees or credit/performance bond lapse. (see Sections E.1 and H);
- h. Unauthorized data transfer of customer specific data to others (see Section D.1.d);
- i. Invalid DRP Service Agreement (Form 14-942) with SCE and the CAISO (see Section E);
- j. Failure to fulfill the mutually agreed terms and conditions, e.g., non-payment to the enrolled customers for services rendered (See Customer Notification Form Letter);
- k. Provision of faulty or misleading equipment/data to the customer by the DRP to the detriment of the customer;

I. Maintenance of sufficient bond amount (N)

3. Appeal of a Non-Utility DRP Suspension or Revocation at the CPUC

A Non-Utility DRP may appeal in writing to the CAB regarding notification of suspension, revocation, or immediate revocation. To appeal the notification, the disqualified entity must first contact the CAB within thirty (30) days to discuss the issue. If the revoked entity has new information to provide the CAB, then it must be provided to CAB within thirty (30) days. If the revoked entity and the CAB cannot resolve the dispute, then the revoked entity can file a complaint using the CPUC's Formal Complaint process. Information on the formal Complaint process is available through the Public Advisor's Office at the CPUC or on CPUC's website: [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

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J. ACRONYMS

The following acronyms are used within this Rule 24:

- (BPM) - Business Practice Manual
- (CAB) - CPUC's Consumer Affairs Branch
- (CAISO) - California Independent System Operator
- (CA) - Community Aggregator
- (CCA) - Community Choice Aggregation
- (CISR-DRP)- Customer Information Service Request for Demand Response Providers (T)  
(T)
- (CPUC) - California Public Utilities Commission
- (DA) - Direct Access
- (DASMMMD) - Direct Access Standards for Metering and Meter Data
- (DLAP) - Default Load Aggregation Point
- (DR) - Demand Response
- (DRRS) -Demand Response Registration System
- (DRP) - Demand Response Provider
- (DRS) - Demand Response System
- (ESP) - Electric Service Provider (D)
- (FERC) - Federal Energy Regulatory Commission

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J. ACRONYMS (Continued)

- (LSE) - Load Serving Entity
- (MDMA) - Meter Data Management Agent
- (MSP) - Meter Service Provider
- (Open ADE) - Open Automated Data Exchange
- (PN) - Pricing Node (N)
- (RQMD) - Revenue Quality Meter Data
- (SC) - Scheduling Coordinator
- (SLAP) - Sub Load Aggregation Point (T)
- (SQMD) - Settlement Quality Meter Data
- (UDC) - Utility Distribution Company
- (VEE) - Validated, Edited, and Estimated

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