

# Demand Response Solutions

## Emergency Demand Management Emergency Curtailment Demand Response DRPro Knowledge Application



*DRPro is a complete end-to-end solution for managing emergency curtailment requests for many customers.*

**Emergency Curtailment is a key tool for a utility/system operator, to assist with dispatching many customers quickly when a network emergency occurs.**

In South Africa, when electricity demand is exceeding supply and an emergency is declared, commercial and industrial customers need to assist with load reductions according to a defined set of rules. This is governed by the NERSA NRS 048-9 standard document. Industry is expected to curtail between 10% and 20% of load, for a defined time period, depending on the severity of the emergency.



DRPro ensures that emergency curtailment customers are consistently dispatched and measured. An audit trail is maintained. DRPro also ensures that the customer information is up to date and current for dispatch purposes, ensuring the portfolio is managed.

**The same principles can be used to help manage emergency curtailment in your utility using our DRPro Demand Response platform.**

### DEMAND RESPONSE MANAGEMENT MADE EASY Emergency Curtailment Demand Response Solutions

What you will achieve with our DRPro solution:

- DRPro dispatches the customers, and then metering information is collected and load curtailment assistance calculated.
- Automated customer dispatching via phone, sms or e-mail. Emergency curtailment customers will be contacted via one source, allowing standard process and consistency.
- Regular and consistent measuring of emergency curtailment customers.
- Automated 'standard' detailed customer emergency curtailment performance reports.
- Automated 'standard' customer monthly and yearly summary reports, showing emergency curtailment performance over set periods.
- A quick way to see the curtailment/performance per customer for an emergency event.
- Historic and summary curtailment reporting for emergencies per customer or group of customers, enabling a clear audit trail and NRS 048-9 reporting.
- Easily be able to monitor adherence to the relevant standards or policy across various customers.
- Ensure ALL emergency curtailment customers are treated and measured fairly and consistently.

### Quick – Easy – Auditable

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People make it happen.*