

Curtailment Demand Response

DRPro KNOWLEDGE APPLICATION

DEMAND RESPONSE SOLUTIONS
Emergency Demand Management

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

Curtailment is a key tool for a system operator/utility 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 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 a utility using our DRPro demand response platform.



Quick – Easy – Auditable



What you will achieve with our DRPro solution

DRPro dispatches customers, collects metering information and calculates load curtailment assistance.

Automated customer dispatching via phone, SMS or e-mail. Emergency curtailment customers are contacted via one source, allowing for consistency and a standard process.

Regular and consistent measuring of emergency curtailment customers.

- *Automated, 'standard' detailed customer emergency curtailment performance reports.*
- *Automated, 'standard' customer monthly and annual summary reports, showing emergency curtailment performance over set periods.*
- *A quick way to see curtailment/performance per customer for an emergency event.*
- *Historic and summary curtailment reports 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 relevant standards or policy across various customers.

Ensure ALL emergency curtailment customers are treated and measured fairly and consistently.

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