

THE LEADING PROVIDER OF DEMAND RESPONSE RESOURCES IN THE UNITED STATES

## Customer Highlight: Glendale Water and Power

### 11 MW of Demand Response Capacity



North America Power Partners (NAPP), a national Demand Response provider, signed a contract with Glendale Water and Power (GWP) that will provide up to 11 megawatts of new demand response capability over five years to help reduce electricity demand during peak demand days.

This contract comes on the heels of NAPP's agreement between Southern California Public Power Authority (SCPPA) and NAPP to become an approved Curtailment Service Providers for the SCPPA public power utilities. GWP is the first to take advantage of NAPP's services under this agreement.

This is particularly important since NAPP's DR program will integrate with GWP's national-leading smart grid initiative. NAPP is pleased to collaborate with GWP in their U.S. Department of Energy (DOE) Smart Grid investment grant funding opportunity. This program is directed towards the deployment of AMI-Smart Grid technologies in the City of Glendale, CA. and GWP is the first utility in the nation to be awarded a federal smart grid grant under the American Recovery and Reinvestment Act.

Glenn Steiger, General Manager, GWP stated, *"We are delighted to partner with NAPP on an innovative DR program that will leverage our smart grid initiative while reducing costs for all of our customers."*

NAPP's DR programs will redefine GWP's load shape and serve as a hedge against emergency conditions such as fires, earthquakes, and flooding, which are typical occurrences in the region. During adverse system conditions or peak periods, GWP may issue alerts, warnings or emergencies, thereby triggering rotating outages. It may be during these instances when GWP may rely upon its DR resources to mitigate disruption of service to its customer base.

NAPP's demand response program development and management services include: market assessment; integrated resource analysis; program design; marketing and sales support; customer enrollment; installation of metering and communications equipment; monitoring, tracking and reporting usage and performance data; customer notifications; technical assistance to customers to evaluate load reduction opportunities through technical assessments; installing control systems (if desired); providing fully dispatchable DR from their staffed control room operations; and providing ongoing management reports on the status of the DR programs.

To receive more information of NAPP's Smart Response™ Program and your free initial DR feasibility assessment, contact NAPP's California office at (310) 426-2966.

#### New Jersey

308 Harper Drive, Suite 320, Moorestown, NJ 08057  
(856) 439-0800 or 1-(888) 476-7764

#### California

400 Continental Blvd, Suite 600, El Segundo, CA 90245  
(310) 426-2966



THE LEADING PROVIDER OF DEMAND RESPONSE RESOURCES IN THE UNITED STATES

---

## DEMAND RESPONSE OVERVIEW

Demand Response is the temporary reduction of electrical usage by a customer for an economic or emergency response. DR programs are designed to contribute to energy load reduction during times of high prices, critical peak demand, or supply shortfalls on the electric grid.

## ABOUT NORTH AMERICA POWER PARTNERS

North America Power Partners is a leading provider of Demand Response resources across the United States. We enable our customers to participate in a range of programs including Capacity, Reserves, and Self-Scheduled Energy. Our DR solutions include advanced metering with web-based reporting tools for all our customers. NAPP provides engineering audits, automation, and controls for customers who want to automate their demand response.

## BENEFITS TO YOUR CUSTOMERS

### Revenue

*Create a significant recurring new revenue stream for your customers*

### Grid Reliability

*Reduce the likelihood of a blackout in your community*

### Environmental

*Offset the need for new generation plants; reduce GHG emissions*

### Usage Reports

*Your customers can access valuable electric usage reports every hour to monitor energy use and manage utility costs*

NAPP works with your customers to identify the portion of electric load at each facility that will be reduced – aligning your customers' objectives to generate revenues while limiting impact on facility operations. Ways that facilities reduce their energy usage include idling equipment, shutting down processes, raising thermostats, utilizing building automation and energy management systems, or reducing lighting. NAPP will provide the metering technology and transaction systems required to participate in our DR programs.

### New Jersey

308 Harper Drive, Suite 320, Moorestown, NJ 08057  
(856) 439-0800 or 1-(888) 476-7764

### California

400 Continental Blvd, Suite 600, El Segundo, CA 90245  
(310) 426-2966

