Appendix A

Program Manager and Staff Interview Topics for the Measurement and Evaluation Study of the PY 2007 BEC Program

Overview of Interview Topics

Interviews with PG&E and BEC program staff, as well as San Francisco city and county officials involved with the BEC, will be used to assess program marketing and outreach efforts, management of event calls, recordkeeping of activities, and overall program effectiveness. The main topics to be addressed regarding the BEC include the following:

- Success of marketing by the BEC to enroll customers,
- Process of setting Firm Service Levels (FSLs),
- Engineering site assessments,
- Alignment of BEC program design and operation,
- Changes/revisions to PY07 BEC program,
- Incentive payment scheme,
- Success of cooperative nature of BEC,
- Event notification processes,
- Assessment of BEC program failures/successes, and
- Suggestions for improvements to BEC Program for PY08.

A.1.1 Program Staff Role

What is your position and what are your responsibilities?

How long have you been in this position?

What is your role in regard to the BEC program?

A.1.2 Program Theory and Operation

Is the BEC program operating as the program designers intended?

If not, what is causing the deviation between program theory and operation?

How are firm service levels set?

Do you or does your company have a role in setting FSLs?

What actions are participants taking to reduce electricity demand during "energy action days"?

How was the BEC demand-response program marketed?

How were participants notified of an event?

A.1.3 Site Assessments

How are you involved in site assessments?

How many participants received a technical site assessment to identify load reducing actions they could take during events? Which participants?

Do you have a role in determining whether or not a site should be assessed?

Are the participants receiving value from the site assessment feature of the program?

Do participants who receive site assessments take different actions on "energy action days" than those who did not?

Do you have a technical assessment survey form or guide that we may have a copy of?

A.1.4 Hard-to-Reach

Has the BEC program been able to recruit hard-to-reach commercial customers into its program?

What strategies have been successful in recruiting the hard-to-reach customer component in to this program rather than other demand-response programs offered by PG&E?

A.1.5 Collective Nature

Since the BEC demand-response program is structured so that participants function to cooperatively meet a demand reduction goal, how does the group of business and civic leaders who participate in the program communicate and manage demand reduction activities?

How cohesive is the BEC and how does this affect its ability to meet an overall demand reduction goal?

A.1.6 Changes in BEC Program

What is your opinion regarding the old incentive system and curtailment goals versus the new system and goal (incentives per kW have been reduced and curtailment goal has increased)?

Do you feel the BEC program has improved over the years?

What changes to the BEC program seem to be most successful?

What changes to the BEC program seem to be least successful?

Appendix B

Program Staff Interview Findings

A series of interviews were conducted with both PG&E and BEC program staff in June 2008. These interviews discussed program design, processes, and effectiveness. The views and insights from these key BEC personnel are summarized below. The individuals interviewed for this evaluation include the Manager of the BEC program, Leanne Hoadley, an analyst at The Energy Coalition, Helen Arrick, and a BEC program analyst at PG&E, Mike Cristofani. The Itron team attempted to set up a key actor interview with John Phillips, former executive director of The Energy Coalition and one of the program's primary developers. Unfortunately, due to circumstances beyond Itron's control, it was not possible to conduct this interview.

In order to assess the program's processes, the Itron team discussed a number of issues with BEC personnel including program marketing and outreach efforts, engineering site assessments and the determination of load reduction capabilities, event management, incentive payment structure, and the cooperative nature of the BEC program. Other areas of focus included discussion of the changes to BEC for PY2008 and the forecasted impact of these changes, and recommendations on future improvements to the BEC program.

B.1 Program Design

In order to effectively assess the operation of BEC it was first necessary to understand key aspects of the Programs' design. To fully understand BEC's design a key focus of these interviews was the target market for the BEC program, the barriers to demand response faced by customers in this market, and subsequently how BEC was developed to address these barriers and increase these customers involvement in Demand Response.

B.1.1 Target Market

According to materials provided to Itron from BEC program managers, "BEC is directed towards customers who are difficult to recruit or have not consistently or significantly participated in load reduction events" and "The BEC program was designed from the customer up, to address barriers of participation in other demand-response programs." These customers tend to be office buildings, hotels, hospitals, and other businesses that, unlike industrial complexes, are unable to reschedule or shut down production process when a

curtailment event is called. These customers have been classified as "hard-to-reach" within the demand-response portfolio; thus, the BEC program arose out of the need for a program that addressed these customers' barriers.

B.1.2 Barriers to Demand Response and Resulting BEC Program Design Elements

BEC program managers provided the Itron team with a document summarizing six of the primary barriers to demand-response facing customers within the target market. These barriers are presented below, along with elements of the program design created to address these barriers.

- **Barrier 1: Overall Customer Risk Aversion**. Commercial customers perceive risk to critical operations, tenant lease agreements, and productivity.

  During the interviews, BEC program managers spoke of the very competitive marketplace that currently exists for property management companies in San Francisco. They are very concerned with tenant comfort; if their tenants' comfort is not taken seriously, they will likely lose these tenants. BEC program managers stressed that, for the customers signed up for the BEC program, this barrier will never go away and it will always be a primary concern. To address this barrier, the building assessment given to BEC participants focuses on load reduction opportunities that will have minimal impact on building operations and tenant satisfaction.

- **Barrier 2: Commercial Sector's Perceived Inability to Reduce Load During Peak Hours**. Statewide peak demand coincides with the peak demand in commercial buildings. While this may limit the ability of building engineers to reduce demand, it does not preclude their participation in demand response.

  While participating in BEC events, building engineers have full control over the extent of their load reduction and decide what measures they are comfortable implementing. This control, along with the demand response and load curtailment education that results from the BEC building assessment, provide commercial building engineers with realistic, implementable load reduction opportunities that can be implemented during peak hours.

- **Barrier 3: Lack of Demand-Response-Enabling Technology.** Many customers do not have the equipment necessary to view their participation and performance in order to participate effectively in demand response programs.

  Participants enrolled in the BEC program have a gateway device installed to their electrical meter that allows them access to the Enjoin system. This gateway device, according to program materials provided to Itron, "transmits data to a secure online communication system where members and program managers can access the data to see graphical real-time use data, which includes alerts, historical analysis, and reporting functions. During curtailment events, members can view their target near real-time usage data (five minute intervals) and the performance

of the group." This system is superior to the systems used by other demand-response programs that only allow customers to see their performance the day after the event. The real-time nature of this BEC technology allows participants to invoke additional load reduction protocols in the event that they are not meeting their load reduction commitments.

- **Barrier 4: Lack of Demand-Response Protocol Expertise.** Building engineers and property managers who have not previously participated in a demand-response program may not feel confident in altering critical building systems during curtailment events.

  To ease this barrier, the BEC program provides each participant with a detailed demand-response site assessment completed by ASW Engineering. A key component of this assessment is to educate the building engineers and/or property managers on demand-response actions that can be taken within their specific location. As a result, "chief engineers are included in [facility] walkthrough and actively participate in establishing a curtailment protocol, customized, step-by-step, kW associated with each potential curtailment measure, identifies maximum demand-response potential."

- **Barrier 5: Commercial Lease Agreements and Restrictions.** Many tenant leases require that indoor temperatures remain in a fixed range.

  The BEC program also offers educational classes for building occupants to help them identify actions they can take to assist in efforts to reduce the overall load. Additionally, the BEC program also uses "PR to recognize the group's contribution to the reliability of the electric system" to foster tenant pride and cooperation.

- **Barrier 6: Complicated Program Requirements**. Many demand-response programs require significant staff time to implement, monitor, and track. The baselines are difficult to determine from one curtailment event to the next.

  According to a document provided by BEC staff, "The intent of the [BEC] pilot program was to provide customers with clear, concise, and transparent reduction goals, minimizing the customer burden of calculating complex reduction requirements…" To help participants overcome this barrier, the BEC program was initially implemented using a "peak" baseline calculated as the maximum two-year average peak summer (June through September) demand. This resulted in a consistent baseline for an entire program year, allowing the building engineers an unchanging energy consumption limit for event hours.

B.2 Process Assessment

A number of topics regarding program processes were covered with the individuals interviewed for the BEC program evaluation. The process portion of the interview focused on how BEC was marketed, the procedure to get a customer enrolled, the site assessments participants received, details regarding the operational aspects of curtailment events and the

incentives customers received for participating in events, and finally how the cooperative nature of the BEC program effects program results. Feedback on each of these areas is described below.

B.2.1 Program Marketing and Outreach Efforts

Marketing for the BEC program is quite different from the marketing of PG&E's other demand-response programs due to the nature of the customers targeted for the BEC program. The BEC program was developed to engage a hard-to-reach, typically non-demand response, sector of the market and, therefore, does not seek to recruit customers who are active in other demand-response programs. In fact, in 2008 customers wanting to enroll in the BEC program were required to send an e-mail to PG&E stating that the other demand-response programs do not work for them before they will be allowed to sign up for the program.

Although it is possible for a PG&E customer to learn about the BEC program from the PG&E website, the primary source of BEC marketing is done by PG&E account representatives and BEC program staff. Account representatives and BEC staff work closely together to identify customers not currently enrolled in a demand-response program and who have said no to a demand-response program in the past, or who are enrolled in a demand-response program but are not actively participating in program events. Once a potential customer has been identified, BEC staff contact the customer to schedule a BEC presentation that provides the customer with detailed information on how the program operates and answer any utility-related questions. BEC staff is quite knowledgeable about all of the demand-response programs available to PG&E customers and often provide information about alternate demand-response programs to ensure the customer is matched with the "most appropriate demand-response program for their business."

BEC program staff felt that during program years 2005 to 2007, they had been very effective at being able to recruit hard-to-reach commercial customers due to the program's attention to the barriers faced by these customers. However, because of the changes mandated for BEC in 2008, BEC staff feels that the BEC program no longer addresses many of these barriers.

B.2.2 BEC Enrollment Procedure

BEC program managers provided Itron with the following sequence of actions that occur once a customer decides to participate in the BEC program. The procedure is as follows:

1. Customers that join the BEC program sign a Memorandum of Understanding (MOU) with The Energy Coalition. Customers also sign a third party agreement with PG&E, which authorizes the BEC to review their meter data. Account sales and service managers confirm the customer's rejection of at least one other demand-response program in order to qualify for the BEC.

2. Each facility will have an engineering assessment by Coalition engineers in order to determine the building's load reduction capacity. This assessment can take one to two days. BEC engineers must review the customer's peak load data prior to their building assessment in order to accurately estimate load reduction potential.
3. Each facility will receive a hard copy of their curtailment protocol report. BEC staff will review the hard copy report with the facility engineer(s) engineers and, if applicable, property management to get final approval on their individual curtailment protocol procedures and kW commitment amount.
4. Each facility must have pulse-ready meters. In order to determine if the facility's meter(s) are pulse-ready, PG&E's metering department will assess the meters at each location. Where meter upgrades are required, PG&E will complete the upgrade work. The Energy Coalition covers all costs associated with meter upgrades. This process can take 30-60 days.
5. Each facility must identify one of three forms of communication (phone line, Ethernet, or DSL) in order for the gateway real-time metering device to collect and transmit meter data. If one of these communication channels is not available at the meter location, the facility must order the installation. The Energy Coalition will cover the costs of installation.
6. Each facility will have a gateway device installed at their meter(s). One gateway can read up to eight meters. The gateway installation is performed by a Coalition electrical engineer. This installation may take two to four days.
7. Once the gateway is installed, the pulse data from that gateway will be verified by comparing it to historic PG&E interval meter data.
8. Each facility will receive personal training on the online real-time meter data website, called Enjoin 5.0. This allows each facility to monitor their electric energy usage online at any time from a password-protected website.
9. Each facility will receive an "Energy Action Day" alert poster for building lobbies or common areas, building occupant tips sheets, and tenant notification text for property managers to customize and use for announcing curtailments via email prior to each event. The use of these materials and services is at the discretion of the facility.

One complaint made by BEC staff concerning the sign-up process resulted from the number of PG&E programs currently requiring meter work. This leads to the PG&E metering queue being months-long, thus delaying a customer's participation in BEC events. To circumvent this delay, BEC labels these customers as "Callable" and encourages them to participate in program events even though they will be unable to see their data in real-time in the Enjoin system. For PY2008, this early participation can lead to a significant increase in the BEC incentive they receive (beginning in 2008 incentives are prorated based on the portion of the summer the customer is enrolled in the program).

B.2.3 Engineering Site Assessments

All customers that sign up for the BEC program are offered a technical site assessment to identify load reduction actions (protocols) that could be taken during BEC events. ASW Engineering administers these site assessments. Although not mandatory, the site assessments are highly recommended and typically accepted. The standard audits offered by PG&E are generally not detailed enough to give a customer specific load curtailment actions that they can take to participate in a demand-response program event. BEC program managers reported that approximately 5% of customers initially decline the site assessment since they feel they will not benefit from it, have already received a site audit through another PG&E program, or have security concerns and do not want individuals in their facility. The majority of the customers who initially decline an audit later come back and request one.

The site assessments offered to BEC participants include two in person meetings for each building. During the first meeting, the chief site engineer typically walks the building/facility with the ASW engineer. After this meeting, the ASW engineer designs a peak-day load reduction plan for the facility and meets with the chief engineer to review the plan and make any modifications necessary. BEC program managers report that often the plan is slightly scaled back at this time to ensure that the proposed plan can be feasibly (and realistically) implemented.

The ASW Engineering site assessment focuses on four main areas of load reduction potential. These areas include the central plant (which includes all chillers and other cooling equipment), any additional pumps or motors in the building, the lighting systems, and other miscellaneous areas such as pools and/or fountains.

The site assessments are used to determine the expected load reduction capabilities of a building. The audit assumes that at the time a BEC event is called, the building will be operating at its peak load (the peak load assumes the current level of occupancy and does not assume that the building is operating all loads at the maximum capacity). In order to determine the peak load of a building, ASW acquires the buildings' monthly peak load for the last few years. This provides a general idea of the buildings' typical maximum energy usage. In situations where the peaks appear inconsistent, ASW requests the 15-minute interval data to more accurately assess the building's expected peak energy usage.

BEC program staff believe that participants who have received a BEC site assessment take different actions on BEC event days than those who have not received an audit. They report that these audits give the participants a good understanding of the real energy savings resulting from each load reduction protocol. Standard load reduction protocols for participants in the BEC program include actions such as resetting the chiller water

temperature, turning off a chiller in afternoon, using lower speeds on motors with variable speed drives (VSD), and cycling fans and/or other equipment.

ASW Engineers work with the program participants to add load reduction protocols as customers become more experienced with taking curtailment actions and, in some cases, start implementing these actions on days that are not BEC event days. BEC staff estimated that approximately 10 to 15% of the programs' participants have dropped out of the program because they have begun invoking these load reduction protocols so regularly (without the program incentives) that they no longer have any additional load to drop on event days.

BEC participants can request an additional site assessment as needed. Typically, assessments are requested every other year or whenever there are substantial changes to the way their building operates (for instance if the building has undergone any major energy efficient retrofits). BEC staff also recommends an updated site assessment when there has been a change in the engineering crew for the building so that the new engineers can effectively continue participating in the program. The cost of these site assessments is $4-6K, which is less than other building audits offered by PG&E.

B.2.4 Load Reduction Capabilities

The method of estimating how much load a customer can reduce during BEC events in PY2005-PY2007 was taken from a similar program that operated in the late 1990s (this program was run by ASW through the IOUs). The method involved calculating a Firm Service Level (FSL) as a proxy for a baseline based on the historic peak summer load of the customer. The difference between the customer's historic peak demand and their FSL resulted in their estimated load reduction for an event. This baseline method was initially chosen for the BEC program because it allowed customers to have a constant goal, thus permitting them to know where they needed to be from one day to the next. As mentioned above, baselines that are "moving targets" have been a major barrier to other demand-response programs for these customers (barrier 6 above).

The 2005/2006 BEC evaluation report completed by Itron found that the FSLs used for BEC events in 2005 and 2006 were significantly overstated, resulting in an over-estimation of program impacts. During the interviews for this 2007 evaluation, BEC program staff agreed that the FSL baselines, as they were being calculated for PY2005 and PY2006, were somewhat high (due primarily to high temperatures in 2003/2004 and changes in San Francisco occupancy levels between 2003 and 2006, which resulted from the post-dotcom boom); however, program staff stated that during 2007, they were actively analyzing baselines used for demand-response programs across the country to determine a more optimal baseline for the BEC program. Their research led them to propose a two-tired baseline for hot and mild days for PY2008. The CPUC rejected this proposal due to

insufficient evaluation results. The BEC program managers feel that the change to the BEC program baseline for PY2008 will negatively affect the program. Reasons for this are described below in the section on PY2008 changes.

B.2.5 Event Management

BEC program managers provided the following description of how BEC events were managed in 2007. The BEC program staff is responsible for notifying participants when an event is called. Typically, BEC waits for PG&E to issue an event, at which time a BEC staffer logs on to the BEC online system and selects the customers to be called for the event (not all customers are necessarily called for all events). The BEC staff member updates the system to include information such as the event start and end times and the reason for the event (customers have reported that it is helpful to understand what triggered the event). The system then contacts all participating customers via an automated e-mail, phone call, fax, pager, etc. (each participants event notification method is individually determined at the time of enrollment in BEC). The online system tracks the acknowledgement of receipt of the message (customers have to take some sort of action upon receiving the notification such as reply to the e-mail or press one on their phone after hearing the message). The system alerts the BEC staff to any customers who have not acknowledged the message within approximately 15 minutes. These participants then receive a phone call from a BEC staff member to ensure they received the notification.

BEC program managers expressed some frustration due to delays from the PG&E procurement group in calling events. They gave as an example an event in 2008 for which at least one of the event triggers had been met the day prior to the event; however, because the procurement group did not think they would need the additional load, they did not call the event. The next morning the procurement group realized they would need the additional load and called a BEC day-of event, to which it is much more difficult for participants to respond. BEC staff reported that, in most cases, BEC participants would prefer that a day-ahead event be called and then cancelled, rather than to have a day-of event called. For this 2008 event, the time at which the event was called made any type of pre-cooling nearly impossible for many of the participating buildings.

B.2.6 Incentive Payment Structure

During PY2007, each participant received an incentive payment of $50/kW annually based on its committed load reduction (otherwise referred to as a customer's fixed capacity available for curtailment). In 2007, this payment was made in November after the completion of the events for the year. Non-performance penalties were assessed based on the group's load curtailment level; however, any penalties assessed were paid from the shortfall reserve fund (not from the participants themselves). Any remaining funds in the shortfall reserve fund were distributed proportionately to BEC participants. The shortfall reserve

funds for the 2006 and 2007 BEC programs were paid on June 26, 2008. According to BEC personnel, this incentive structure was well liked by BEC participants for it was relatively easy to understand and there was no financial risk involved in participation.

B.2.7 Cooperative Nature of the BEC Program

BEC program managers feel that the structure of the program does create a cohesiveness amongst the program participants, which in turn increases its ability to meet an overall demand reduction goal. BEC staff work to foster this cohesiveness by organizing a few activities each year where the BEC participants can gather, allowing building engineers to meet one another. For instance, each year they organize a fun end-of-the-year check distribution event for which they bring in photographers and give out awards (such as best yearly performance), which encourages relationship building amongst the BEC participants.

The cooperative nature of the program is also strengthened by using the Enjoin system, which allows customers to go online and track not only their real-time load reductions, but also the reductions of other buildings owned by the same property management company (i.e., all Shorenstein buildings). This leads to some friendly competition between buildings. They can also see in real-time how the entire group is performing on an aggregate level. The online system also aggregates the group's FSL and load during events allowing participants real-time tracking of the group's performance. This is an important component of the BEC program—a customer who notices the group is struggling might invoke additional protocols at their own location, even if they themselves are currently below their FSL, to help the group succeed.

After an event is over, reports are issued to all BEC participants that show how all participating buildings performed as a percentage of their goal they attained. Because participants know their peers can see their load reduction online, they are very cautious about setting their load reduction level for fear of over-committing, thus jeopardizing the success of the program. Surprisingly, BEC staff reported that although some participants might inquire as to why others may have difficulty reducing their loads, there does not seem to be any anger or frustration.

B.3 Program Year 2008 Changes

For PY2008, two significant changes were made to the BEC program (as mandated by the CPUC) in response to the PY2005/2006 Itron report. These changes included a revision to the baseline used by the program to determine a participant's load reduction and modifying the incentives a customer received for their program participation. These changes are documented in CPUC Resolution E-4163 dated May 15, 2008.

Prior to PY2008, the baseline used for the BEC program was a predetermined FSL calculated as the average of the monthly maximum usage values from the previous two program summers (May to October). In PY2008, the baseline was changed to a 3-in-10 representative day baseline with an optional morning-of adjustment if necessary to address temperature sensitive loads.[1]

The incentive structure of the BEC program was also modified to better align a participant's performance to the payments they received. According to the PG&E Advice Letter 3213-E issued on 2/22/08, the new incentive structure will "reduce fixed capacity incentives and increase the performance-based incentives for delivered demand reductions. This incentive structure change is intended to encourage greater load reductions during program events. It is comprised of the following three changes.

- **Capacity Payment Incentive.** The fixed capacity incentive was reduced from $50/kW to a maximum of $25/kW. It will be measured by the average delivered capacity over the course of the season, up to their maximum enrolled Committed Load Reduction.
- **Individual Performance Incentive.** This is an individual performance incentive of $25/kW, measured as the average delivered capacity over the event hours, up to the participant's maximum enrolled Committed Load Reduction.
- **Group Performance Incentive.** This is a group performance incentive of $25/kW based on the group ability to at or below the group FSL.

In addition to these changes, PG&E implemented a "three strikes" policy to ensure customer participation and now pro-rates all incentives distributed to customers who are not ready and available to curtail when called.

- **"Three Strikes" Policy.** This requires that any BEC participant whose performance is 50% or less than their committed reduction during three consecutive events will forfeit all of their payments for the season.
- **Incentive Pro-Rating.** The capacity, individual, and group performance incentives will be decreased by $5/kW per month for customers who are not ready and available to curtail.

According to BEC program managers, the level of satisfaction BEC participants have with the program has declined in 2008 because of the changes that have been made to the program. The new baseline has made meeting the committed load reduction very difficult. They also view the incentive structure as too confusing; consequently, they are reducing their load reduction commitment goals due to fear of being unable to meet their targets.

[1] The morning-of adjustment factor was calculated based on a participant's energy use during the four hours prior to the event (to limit gaming). A cap of +/-20% was used for this adjustment.

Building engineers view the new baseline as a moving target that they dislike because they do not know the operating level they must achieve until moments before the event starts. Building engineers need to have this information in order to determine if implementing their planned protocols will be enough to meet the goal, or if they will need to go beyond their planned reductions. Program managers stated that they feel the morning-of adjustment should adjust the baseline up if the day is extremely hot, but that it should never adjust down since this negatively impacts the customer. Program managers stated that they are currently working to enable their online system to calculate each customer's baseline the evening prior to an event day (without the morning-of adjustment), but even that timing might not help participants since there will likely be no building engineer available to review it after hours.

BEC program managers said that some BEC participants have already dropped out of the program just on principle alone (four customers have dropped out of the program as of July 10, 2008). They felt that they had signed a contract with PG&E for the BEC program that went through 2008, but that the program had unfairly changed on them. Other participants stated that they have dropped out because they feel like it is now too difficult to participate. Others, while not dropping out of the program, are reducing their committed reduction (BEC staff estimate they have had a 17% reduction in committed kW from 35 kW to 29 kW). Participants who did reduce their loads did so because they did not want to risk affecting the program negatively.

According to BEC program managers, a test of the BEC program in May 2008 showed that new baselines were too low for participants within San Francisco. These customers were significantly reducing loads and still had difficulty meeting their commitments. The temperature on the event day was in the 80s while the temperatures on the previous days going into the baseline calculation were in the 70s. The BEC program managers believe the 3-in-10 day baseline is flawed for BEC participants within San Francisco who would be better suited to a two-tiered baseline for hot and mild days.

B.4 Recommended Program Changes

BEC program managers mentioned that they felt the BEC program, as it was operating in PY2007 and earlier, was successful in meeting the original objectives set forth for the BEC program. The BEC program simplified many aspects of demand-response programs, allowing HTR customer to feel they could participate without the risk of upsetting their tenants and/or customers. The engineering audits they received as part of the program also provided them with the knowledge to be able to accurately estimate how much load they could curtail when events were called and the tools to be able to meet this committed load reduction with minimal impacts to their business.

In an effort to continue improving the program, Itron asked the key BEC personnel interviewed for input on future program changes. The two recommended changes concerned changes made to the program for PY2008.

- Continue researching program baselines to produce an accurate and fair baseline that is transparent enough to overcome the barrier these customers face and that considers San Francisco weather conditions.
- Monitor customers' reactions to the new incentive payment structure. If customers perceive it as overly confusing or inadequate, they will be less inclined to continue participating in the program.

Appendix C

Post-Event Survey

2007 BEC Participant Survey Instrument

INTRODUCTION

OUTCOME1
This is _____ calling on behalf of PG&E from Itron, Incorporated. THIS IS NOT A SALES CALL NOR A SERVICE CALL. May I please speak with [CONTACT] or the person at this location who is most knowledgeable about your organization's participation in last summer's Business Energy Coalition demand response program, also called BEC.

1	Yes	PERSON1
2	Respondent not available now	CALL BACK
3	Respondent coming to phone	PERSON1
4	No such person	T & T
88	Refused	T & T

PERSON1
Hello, I am _____ calling from Itron Consulting on behalf of PG&E. This is not a sales call. According to our records, your organization participated last summer in PG&E's BEC demand response program. Are you the correct person to speak with regarding your organization's participation in the BEC?

[IF NEEDED:] The information you provide will be kept in strictest confidence and used only for purposes of this program evaluation. If you agree to participate in the survey, PG&E will provide energy use and load information for your facility to the research contractor. This information and your survey responses will be shared with the study team (the Energy Coalition, its contractors, and PG&E) only in a form that does not allow the identification of any business, individual, or facility.

This interview should take about 15 minutes. Is this a good time for you or is there a better time I can call you back?

1	Yes	SC1
2	No, schedule callback	CALL BACK
88	Refused	T&T

If utility contact information requested, please use the following:

PG&E:	Michael Cristofani	(415) 973-0896
Energy Coalition:	Leanne Hoadley	(415) 973-1548

TCONTNAME
Who would be the person most familiar with your organization's participation last summer in PG&E's BEC demand response program?
ENTER CONTACT NAME_____

MAY_I

May I speak with him/her?

1	Yes	SC1
2	Respondent not available now	CALL BACK
3	Respondent coming to phone	SC1
4	No such person	T & T
88	Refused	T & T

CALL BACK

Is this the best phone number to reach [CONTACT NAME]? If not, record phone number to call back.

SC1. First, what is your job title? [DO NOT READ]

1	Facilities Manager	SC2
2	Energy Manager	SC2
3	Other facilities management/maintenance po	SC2
4	Chief Financial Officer	SC2
5	Other financial/administrative position	SC2
6	Proprietor/Owner	SC2
7	President/CEO	SC2
8	Plant Manager	SC2
9	Controller	SC2
10	Engineer	SC2
11	Operations	SC2
77	Other (Specify)	SC2
88	Refused	SC2
99	Don't Know	SC2

SC2. For verification purposes, I would like to confirm that your organization [BUSINESS NAME] was signed up for the 2007 BEC Demand Response Program. Is this correct?

1	Yes	SC3
2	No	T&T
88	Refused	T&T
99	Don't Know	T&T

T& T. This study is for those organizations that were signed up for the BEC program. Our records must be incorrect. Those are all the questions I have for you today. Thank you and good-bye.

SC3. Are you responsible for multiple facilities in the PG&E service territory that are signed up for the BEC?

1	Yes	SC3QTY
2	No	ES1
77	Other	COMMENT
88	Refused	COMMENT
99	Don't Know	COMMENT

SC3QTY. How many of the facilities that you are responsible for are signed up for the BEC?

77	Key in number	COMMENT
88	Refused	COMMENT
99	Don't Know	COMMENT

COMMENT. As you answer the following questions, please keep in mind the participation of all of the locations you were responsible for in the BEC Program in aggregate IF POSSIBLE or to the main location that participated in the program if the aggregate is not possible.

ACTIONS TAKEN / NOT TAKEN

Next, I would like to ask you to think about your overall experience with the BEC this past summer.

ES1. Thinking back over the summer (May-October of 2007), how many events would you say were called for the program? (Get a guess unless they have no idea)

0-12	Key in number	ES2A
13	More than 4	ES2A
88	Refused	FUTUREA
99	Don't know	FUTUREA

ES2A. Were there more events than you expected, about as many as you expected, or fewer than you expected?

1	More than I expected	ES2B
2	About what I expected	ES2B
3	Fewer than I expected	ES2B
88	Refused	ES2B
99	Don't know	ES2B

[ASK IF ES1 IN 1-13]

ES2B. For how many of the {Number from ES1} events were you able to reduce your energy usage?

0-12	Key in number	ES3A
13	All of them	FUTUREA
14	None of them	ES3A
88	Refused	FUTUREA
99	Don't know	FUTUREA

ES3A. What were the main reasons you did not reduce your energy usage for (any/some) of these events? (DO NOT READ)

1	Operation was already was shut down	FUTUREA
2	Didn't need to take action to save money	FUTUREA
3	Could not respond in time	FUTUREA
4	Could not reduce load on that particular day	FUTUREA
5	System Issue /No password	FUTUREA
6	Do not remember why	FUTUREA
7	Was not a mandatory reduction	FUTUREA
77	<RECORD VERBATIM>	FUTUREA
88	Refused	FUTUREA
99	Don't know	FUTUREA

FUTUREA. How likely are you to take demand reduction actions for future events?

1	Very likely	FUTUREB
2	Somewhat likely	FUTUREB
3	Neither likely nor unlikely	FUTUREB
4	Somewhat unlikely	FUTUREB
5	Not at all likely	FUTUREB
77	Other	FUTUREB
88	Refused	FUTUREB
99	Don't know	FUTUREB

FUTUREB. Is there anything that PG&E or the Business Energy Coalition can do to help you take demand reduction actions for future BEC events?

77	<RECORD VERBATIM>	RECENTA
88	Refused	RECENTA
99	Don't know	RECENTA

[ASK RECENTA IF 0 < ES2B < 14]

RECENTA. What demand reduction actions did you take in response to the most recent event in which you participated?

1	Used backup generators	RECENTB
2	Allowed the temperature to rise in the occupied space	RECENTB
3	Reduced overhead lighting	RECENTB
4	Reduced or shut off some or all production processes	RECENTB
5	Shut down completely	RECENTB
6	Turned off non-critical equipment	RECENTB
7	Shut down partially	RECENTB
8	Rescheduled EMS	RECENTB
77	Other <RECORD VERBATIM>	RECENTB
88	Refused	PRIORA
99	Don't know	PRIORA

[ASK RECENTB IF RECENTA in 1-77]

RECENTB. How did you implement these demand reduction actions?

1	Fully automated	RECENTC
2	Partially automated	RECENTC
3	Manual	RECENTC
4	Does not apply	RECENTC
77	Other <RECORD VERBATIM>	RECENTC
88	Refused	RECENTC
99	Don't know	RECENTC

RECENTC. In percentage of total load, what is your best estimate of the load reduction attained as a result of your curtailment actions? (Answer given as a % of total load)

1	0%	PRIORA
2	1-5%	PRIORA
3	6-10%	PRIORA
4	11-20%	PRIORA
5	21-30%	PRIORA
6	31-50%	PRIORA
7	51-75%	PRIORA
8	76-100%	PRIORA
88	Refused	PRIORA
99	Don't know	PRIORA

[ASK PRIORA IF ES2B < 14]

PRIORA. Prior to these events, did you increase your energy usage for a period of time to make up for the reduction that was about to occur?

1	Yes	PRIORB
2	No	AFTERA
88	Refused	AFTERA
99	Don't know	AFTERA

[ASK PRIORB IF PRIORA = 1]

PRIORB. What actions did you take that increased your energy use PRIOR to the reduction period? (DO NOT READ)

1	Ran extra shifts earlier in the day	AFTERA
2	Increased production in off shifts	AFTERA
3	Pre-cooled the building	AFTERA
77	Other <RECORD VERBATIM>	AFTERA
88	Refused	AFTERA
99	Don't know	AFTERA

[ASK AFTERA IF ES2B < 14]

AFTERA. Once an event is over, did you increase your energy use for a period of time to make up for the reduction attained on the event day?

1	Yes	AFTERB
2	No	IMPACTA
88	Refused	IMPACTA
99	Don't know	IMPACTA

[ASK AFTERB IF AFTERA = 1]

AFTERB. What actions did you take that increased your energy use AFTER the reduction period? (DO NOT READ)

1	Ran extra shifts	IMPACTA
2	Increased production in off shifts	IMPACTA
77	Other <RECORD VERBATIM>	IMPACTA
88	Refused	IMPACTA
99	Don't know	IMPACTA

[ASK IMPACTA IF ES2B < 14]

IMPACTA. Did you experience any impacts on your organization in terms of personnel comfort or productivity?

1	Yes	IMPACTB
2	No	NOTIFYA
88	Refused	NOTIFYA
99	Don't know	NOTIFYA

IMPACTB. Please explain the impacts your organization experienced. (DO NOT READ)

1	Staff complaints (lost hours, etc.)	COL1
2	Warm/uncomfortable work environment	COL1
3	Lost production	COL1
4	Financial impact	COL1
5	Safety concerns with limited lighting	COL1
77	Other <RECORD VERBATIM>	COL1
88	Refused	COL1
99	Don't know	COL1

COLLECTIVE NATURE OF PROGRAM

READ: Next, I'd like to ask you about your perceptions regarding the cooperative nature of the BEC.

COL1. While you participated in the BEC program last year, were you aware of the cooperative nature of the BEC, where the participants as a group collectively commit to a group demand reduction goal?

1	Yes	COL2
2	No	FSL1
88	Refused	COL2
99	Don't know	COL2

COL2. Because of the cooperative nature of the program, did you feel less obligated to participate in any events since other participants could make up for your resulting shortfall?

1	Yes	COL3
2	No	COL3
88	Refused	COL3
99	Don't know	COL3

COL3. Did you work with other participants when making demand reductions (e.g., discuss trading off demand reduction actions across events)?

1	Yes	COL4
2	No	COL4
88	Refused	COL4
99	Don't know	COL4

COL4. Was the collective nature of the BEC an attractive feature of the program to your company?

1	Yes	FSL1
2	No	FSL1
88	Refused	FSL1
99	Don't know	FSL1

FIRM SERVICE LEVEL

READ: During this next series of questions, I want to inquire about the way in which your company set a firm service level, or FSL to participate in the program.

FSL1. When you signed up to participate in the BEC, were you given guidance on setting a FSL?

1	Yes	FSL2
2	No	FSL2
88	Refused	FSL2
99	Don't know	FSL2

FSL2. Did you feel you needed guidance from the BEC on setting an FSL?

1	Yes	FSL3
2	No	FSL3
88	Refused	FSL3
99	Don't know	FSL3

[ASK FSL3 IF FSL1 = 1]

FSL3. Was the guidance you were given helpful to you in setting an FSL?

1	Yes	FSL4
2	No	FSL4
88	Refused	FSL4
99	Don't know	FSL4

FSL4. Did you change your FSL at any time during the 2007 program year?

1	Yes	FSL5
2	No	FSL6
88	Refused	FSL6
99	Don't know	FSL6

FSL5. Did you increase or decrease your FSL?

1	Increased	FSL6
2	Decreased	FSL6
88	Refused	FSL6
99	Don't know	FSL6

FSL6. How did you determine your FSL? Open ended.

EVENT NOTIFICATION

READ: Next I have a few questions for you regarding the way in which you were notified about events.

NOTIFYA. What was the primary means used for notification of an event? (DO NOT READ)

1	Pager	NOTIFYB
2	E-Mail	NOTIFYB
3	Fax	NOTIFYB
4	Telephone	NOTIFYB
5	Other	NOTIFYB
88	Refused	NOTIFYD
99	Don't know	NOTIFYD

NOTIFYB. For the BEC program in 2007, there were 4 events. Did you receive notification for all 4 of these events?

1	Yes	NOTIFYC1
2	No	NOTIFYC
88	Refused	NOTIFYD
99	Don't know	NOTIFYD

NOTIFYC. For how many events were you notified?

77	<RECORD NUMBER>	NOTIFYC1
88	Refused	NOTIFYC1
99	Don't know	NOTIFYD

NOTIFYC1. In your opinion, how effective was the process by which you were notified of events? Would you say it was ….

1	Very effective	NOTIFYD
2	Somewhat effective	NOTIFYD
3	Somewhat ineffective (open end next)	NOTIFYC2
4	Very ineffective (open end next)	NOTIFYC2
5	Wasn't notified	NOTIFYD
88	Refused	NOTIFYD
99	Don't know	NOTIFYD

[ASK NOTIFYC2 IF NOTIFYC1 in (3,4)]

NOTIFYC2. Why do you say that? (DO NOT READ)

1	Notice was too late, not enough time to bid	NOTIFYD
2	Notice was emailed and didn't check email	NOTIFYD
3	Cannot bid if out of office	NOTIFYD
4	No follow up after initial call	NOTIFYD
77	Other <RECORD VERBATIM>	NOTIFYD
88	Refused	NOTIFYD
99	Don't know	NOTIFYD

NOTIFYD. Do you have any (additional) comments or concerns regarding the notification process?

1	No	ADVANCE
77	Yes <RECORD VERBATIM>	ADVANCE
88	Refused	ADVANCE
99	Don't know	ADVANCE

ADVANCE. How much time do you need to curtail load in response to the announcement of an event (i.e., the time between event notification and event start hour)?

1	One hour or less	**BACKUPA**
2	Between 1 and 2 hours	**BACKUPA**
3	Between 2 and 4 hours	**BACKUPA**
4	Between 4 and 8 hours	**BACKUPA**
5	Between 8 and 24 hours	**BACKUPA**
6	More than 24 hours	**BACKUPA**
7	Current notification time is fine	**BACKUPA**
77	Other, Specify_____	**BACKUPA**
88	Refused	**BACKUPA**
99	Don't know	**BACKUPA**

BACKUPA. Does this location have any on-site backup electricity generators?

1	Yes	**BACKUPB**
2	No	PREPAREDA
88	Refused	PREPAREDA
99	Don't know	PREPAREDA

BACKUPB. Under what conditions do you use your on-site backup electricity generators?

1	In emergency situations for backup/standby purpo only	RESTRICT
2	As an everyday supplement/replacement for elect purchases from the grid	RESTRICT
3	We have them but do not use them	RESTRICT
77	Other <RECORD VERBATIM>	RESTRICT
88	Refused	PREPAREDA
99	Don't know	PREPAREDA

RESTRICT. What are the legal restrictions on the number of hours your on-site backup system can run during the summer?

77	<RECORD ANSWER>	PREPAREDA
88	Refused	PREPAREDA
99	Don't know	PREPAREDA

PREPAREDA. How well prepared was your organization to manage the demand reductions called for by the BEC last summer? Would you say it was:

1	Very well prepared	ASSESSMENTA
2	Somewhat prepared	PREPAREDB
3	Not at all prepared	PREPAREDB
88	Refused	ASSESSMENTA
99	Don't know	ASSESSMENTA

PREPAREDB. And why was that?

77	<RECORD VERBATIM>	ASSESSMENTA
88	Refused	ASSESSMENTA
99	Don't know	ASSESSMENTA

ONSITE ASSESSMENT

ASSESSMENTA. Did you receive an on-site technical assessment as part of the BEC Program to help you develop a curtailment plan for your participation in demand reduction events?

1	Yes	ASSESSMENTB
2	No	SUPPORTA
88	Refused	SUPPORTA
99	Don't know	SUPPORTA

ASSESSMENTB. How would you characterize the technical assessment that you received in terms of its ability to help you be a successful participant in the BEC? Would you say it was….

1	Extremely helpful	ASSESSMENTC
2	Somewhat helpful	ASSESSMENTC
3	Not at all helpful	ASSESSMENTC
88	Refused	SUPPORTA
99	Don't know	SUPPORTA

ASSESSMENTC. Of the actions that were prescribed as part of the on-site assessment, how many of them did you take during events?

1	All of them	SUPPORTA
2	Some of them	ASSESSMENTD
3	None of them	ASSESSMENTD
88	Refused	SUPPORTA
99	Don't know	SUPPORTA

ASSESSMENTD. Why didn't you take (any) of the suggested actions?

77	<RECORD VERBATIM>	SUPPORTA
88	Refused	SUPPORTA
99	Don't know	SUPPORTA

PROGRAM SUPPORT AND SATISFACTION

SUPPORTA. How would you characterize the level of assistance you received in the development of load reduction options/strategies for this facility? Would you say …

1	As much support as our organization needed	SUPPORTB
2	Some support, but not as much as needed	SUPPORTB
3	No support	SUPPORTB
88	Refused	WHY
99	Don't know	WHY

SUPPORTB. What [READ "additional" only if SUPPORTA =1, 2] support would you have found helpful in enabling you to reduce your demand?

77	<RECORD VERBATIM>	WHY
88	Refused	WHY
99	Don't know	WHY

WHYA-WHYD. Now I'd like to describe some reasons why organizations might decide to participate in DR programs. On a 1 to 5 scale, where 1 indicates insignificant and 5 indicates extremely significant, please rank each of the following reasons you on your decision to participate BEC program. [RANDOMIZE]
How significant a reason is ….

WHYA.	Being a good corporate citizen	WHYNOT
WHYB.	Avoiding rolling blackouts	WHYNOT
WHYC.	The amount of potential bill savings	WHYNOT
WHYD.	Being able to participate in the program without significantly affecting your business operations.	WHYNOT

WHYNOTA-WHYNOTD. I'd also like to now describe some reasons organizations might not participate in demand response programs or would achieve only small demand reductions. Using the same scale, please indicate how significant each of the following is as a concern about demand response program participation at this location. [ROTATE RANDOMLY]

How significant a concern is ….

WHYNOTA.	The effect on occupant comfort	SATISFY
WHYNOTB.	The effect on products or productivity	SATISFY
WHYNOTC.	The amount of potential bill savings	SATISFY
WHYNOTD.	The inability to reduce peak loads	SATISFY

SAITSFYA-SATISFYF. Now, based on your participation this summer, I would like you to rate your satisfaction with various aspects of the BEC. Please tell me if you were very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with each of the following:

SATISFYA.	The process by which you were notified about the DR event	OVRLLSATA
SATISFYB	The amount of advanced notification	OVRLLSATA
SATISFYC	The number of events called	OVRLLSATA
SATISFYD	The duration of the events called	OVRLLSATA
SATISFYE	The program-related customer service you received from your utility	OVRLLSATA
SATISFYF	The amount of incentives offered for participating in the program	OVRLLSATA

OVRLLSATA. Overall, how satisfied are you with your participation in the program this past summer?

1	Very satisfied	OVRLLSATB
2	Somewhat satisfied	OVRLLSATB
3	Somewhat dissatisfied	OVRLLSATC
4	Very dissatisfied	OVRLLSATC
88	Refused	IMPROVEMENTS
99	Don’t know	IMPROVEMENTS

OVRLLSATB. Why is that?

77	<RECORD VERBATIM>	IMPROVEMENTS
88	Refused	IMPROVEMENTS
99	Don’t know	IMPROVEMENTS

OVRLLSATC. Why is that?

77	<RECORD VERBATIM>	IMPROVEMENTS
88	Refused	IMPROVEMENTS
99	Don’t know	IMPROVEMENTS

IMPROVEMENTS. Do you have any suggestions for improving the BEC program?

77	<RECORD VERBATIM>	HTRA
88	Refused	HTRA
99	Don’t know	HTRA

HARD TO REACH RECRUITMENT

HTRA. Prior to participating in the BEC, did PG&E ever try to recruit your facility for another demand response program?

1	Yes	HTRB
2	No	NEXT_SUMMERA
88	Refused	NEXT_SUMMERA
99	Don't know	NEXT_SUMMERA

HTRB. Did you sign up for that program?

1	Yes	HTRC
2	No	NEXT_SUMMERA
88	Refused	NEXT_SUMMERA
99	Don't Know	NEXT_SUMMERA

HTRC. Which program did you sign up for? READ LIST

1	E-BIP (Base Interruptible Program)	HTRD
2	E-DBP (Demand Bidding Program)	HTRD
3	E-CPP (Critical Peak Pricing)	HTRD
4	E-OBMC (Optional Binding Mandatory Curtailment I	HTRD
5	E-POBMC (Pilot Optional Binding Mandatory Curtai Plan)	HTRD
6	E-SLRP (Scheduled Load Reduction Program)	HTRD
7	Technical Assistance Program	HTRD
8	Technology Incentive Program	HTRD
9	E-CBP (Capacity Bidding Program)	HTRD
77	Other <RECORD VERBATIM>	HTRD
88	Refused	NEXT_SUMMERA
99	Don't know	NEXT_SUMMERA

HTRD. Have you ever dropped electricity load in response to an event for that program?

1	Yes	NEXT_SUMMERA
2	No	NEXT_SUMMERA
88	Refused	NEXT_SUMMERA
99	Don't know	NEXT_SUMMERA

NEXT_SUMMERA. Do you plan to participate in the BEC program this summer? (Next question is an open-end for the why)

1	Yes	YES_SUMMERB
2	No	NO_SUMMERB
88	Refused	OTHER_DRA
99	Don't know	OTHER_DRA

YES_SUMMERB. Why will you be participating?

77	<RECORD VERBATIM>	OTHER_DRA
88	Refused	OTHER_DRA
99	Don't know	OTHER_DRA

NO_SUMMERB. Why will you not be participating?

	<RECORD VERBATIM>	OTHER_DRA
88	Refused	OTHER_DRA
99	Don't know	OTHER_DRA

[ASK OTHER_DRA IF NEXT_SUMMERA in (2, 88, 99)]

OTHER_DRA. Do you plan to participate in another demand response program or tariff?

1	Yes	OTHER_DRB
2	No	KNOWLEGE
88	Refused	REDUCTION
99	Don't know	REDUCTION

OTHER_DRB. Which one(s)? SELECT ALL THAT APPLY – READ LIST

1	E-BIP (Base Interruptible Program)	OTHER_DRC
2	E-DBP (Demand Bidding Program)	OTHER_DRC
3	E-CPP (Critical Peak Pricing)	OTHER_DRC
4	E-OBMC (Optional Binding Mandatory Curtailment I	OTHER_DRC
5	E-POBMC (Pilot Optional Binding Mandatory Curtai Plan)	OTHER_DRC
6	E-SLRP (Scheduled Load Reduction Program)	OTHER_DRC
7	Technical Assistance Program	OTHER_DRC
8	Technology Incentive Program	OTHER_DRC
9	E-CBP (Capacity Bidding Program)	OTHER_DRC
77	Other <RECORD VERBATIM>	OTHER_DRC
88	Refused	OTHER_DRC
99	Don't know	OTHER_DRC

[OTHER_DRA = 1 then ask OTHER_DRC]

OTHER_DRC. Why do you plan to switch to the other demand response program?

77	<RECORD VERBATIM>	KNOWLEDGE
88	Refused	KNOWLEDGE
99	Don't know	KNOWLEDGE

[ASK REDUCTION IF NEXT_SUMMERA = 1]

REDUCTION. For this summer, do you think your demand reduction for BEC events will increase, decrease, or stay about the same?

1	Increase	KNOWLEDGE
2	Decrease	KNOWLEDGE
3	Stay about the same	KNOWLEDGE
88	Refused	KNOWLEDGE
99	Don't know	KNOWLEDGE

KNOWLEDGE. As a result of your experience with the BEC, would you say you are: much more knowledgeable, somewhat more knowledgeable, or no more knowledgeable about managing your energy usage at times of peak demand?

1	Much more knowledgeable	MARKETS
2	Somewhat more knowledgeable	MARKETS
3	No more knowledgeable	MARKETS
88	Refused	MARKETS
99	Don't know	MARKETS

MARKETS. How closely does your organization monitor and analyze electricity markets and prices? Would you say:

1	Very closely	SUPPLY
2	Somewhat closely	SUPPLY
3	Not very closely	SUPPLY
88	Refused	SUPPLY
99	Don't know	SUPPLY

SUPPLY. In your organization's view, how likely is it that California's power supplies will be inadequate to meet expected power demand over the next three years? Would you say:

1	Very likely	COSTS
2	Somewhat likely	COSTS
3	Somewhat unlikely	COSTS
4	Very unlikely	COSTS
88	Refused	COSTS
99	Don't know	COSTS

COSTS. How concerned is your organization about energy costs relative to other costs of running your business?

1	Very concerned	CC1
2	Somewhat concerned	CC1
3	Relatively unconcerned	CC1
4	Not at all concerned	CC1
88	Refused	CC1
99	Don't know	CC1

FACILITY CHARACTERISTICS

Read: We are almost finished. I would just like to ask a few questions about your facility(s).

CC1. What is the main business activity of your company? [READ SELECTIONS]

1	Media	EC1
2	Commercial - Financial	EC1
3	Commercial - Multi-tenant	EC1
4	Government	EC1
5	Food processing	EC1
6	High-tech	EC1
7	Hospital	EC1
8	Hotel/Hospitality	EC1
9	Industrial	EC1
10	Manufacturing	EC1
11	Retail	EC1
77	Other [SPECIFY]	EC1
88	Refused	EC1
99	Don't know	EC1

EC1. What percent of your organization's total annual operating costs do energy costs represent?

1	Less than 1 percent	EC1A
2	1 to 4 percent	EC1A
3	5 to 10 percent	EC1A
4	11 to 25 percent	EC1A
5	Over 25 percent	EC1A
88	Refused	EC1A
99	Don't know	EC1A

EC1A . Which of the following is the LARGEST end use in terms of electricity consumption for this facility? [READ LIST]

1	Lighting	EC1B
2	HVAC	EC1B
3	Continuous processing	EC1B
4	Batch processing	EC1B
5	Refrigeration	EC1B
77	Other, Specify_____	EC1B
88	Refused	EC1B
99	Don't know	EC1B

[If EC1A is in 1-77 then ask EC1B]

EC1B. And which would you say uses the SECOND most electricity?

1	Lighting	CL1
2	HVAC	CL1
3	Continuous processing	CL1
4	Batch processing	CL1
5	Refrigeration	CL1
77	Other, Specify_____	CL1
88	Refused	CL1
99	Don't know	CL1

CLOSE

READ: And finally, …

CL1. Do you have any final comments or input regarding your experiences with the BEC program or events?

1	No comments	
77	Yes <RECORD VERBATIM>	
88	Refused	
99	Don't know	

Those are all the questions I have for you today. Thank you very much for your time.

Appendix D

Post-Event Survey Data Tables

This appendix contains frequency tables of the more salient questions asked of participants during the BEC 2007 Program post-event survey. Each data table contains the question asked of the participant and the number and percentage of participants that gave each of the possible answers. The frequency tables for each of the survey questions are categorized into the following topic areas:

- Participant characteristics,
- Recall of 2007 program year,
- Demand response actions taken and not taken for BEC 2007 events,
- Program assistance,
- Program satisfaction, and
- Recommendations for program improvements.

PARTICIPANT CHARACTERISTICS

Main Business Activity

<CC1>What is the main business activity of your company?	COUNT	PERCENT
Media	1	1.9
Commercial-Financial	9	16.7
Commercial-Multi tenant	23	42.6
Government	2	3.7
High-tech	2	3.7
Hospital	1	1.9
Hotel/Hospitality	8	14.8
Manufacturing	5	9.3
Retail	1	1.9
WasteWater Treatment	2	3.7

Primary Use of Energy

<EC1A >Which of the following is the LARGEST end use in terms of electricity consumption for this facility? [READ LIST]	COUNT	PERCENT
Lighting	9	16.7
HVAC	29	53.7
Continuous processing	8	14.8
Refrigeration or	1	1.9
Computers	5	9.3
Something else -specify	2	3.7

Secondary Use of Energy

<EC1B>And which would you say uses the SECOND most electricity?	COUNT	PERCENT
Lighting	25	46.3
HVAC	18	33.3
Continuous processing	1	1.9
Computers	5	9.3
Tenant Use	3	5.6
Something else -specify	2	3.7

Number of Facilities in BEC Program

<SC3QTY>How many of the facilities that you are responsible for are signed up for the BEC?	COUNT	PERCENT
1	50	92.6
2	2	3.7
3	2	3.7

Energy Cost as Percentage of Operating Cost

<EC1>What percent of your organization's total annual operating costs do energy costs represent?	COUNT	PERCENT
Less than 1 percent	3	5.6
1 to 4 percent	10	18.5
5 to 10 percent	15	27.8
11 to 25 percent	8	14.8
Over 25 percent	4	7.4
Don't know	14	25.9

Concern Regarding Energy Cost

<COSTS>How concerned is your organization about energy costs relative to other costs of running your business?	COUNT	PERCENT
Very concerned	40	74.1
Somewhat concerned	14	25.9
Relatively unconcerned	0	0.0
Not at all concerned	0	0.0

Time Needed for Curtailment

<ADVANCE>How much time do you need to curtail load in response to the announcement of an event (i.e., the time between event notification and event start hour)?	**COUNT**	**PERCENT**
One hour or less	14	25.9
1 to 2 hours	14	25.9
2 to 4 hours	6	11.1
4 to 8 hours	4	7.4
8 to 24 hours	12	22.2
More than 24 hours	3	5.6
Current notification time is fine	1	1.9

Level of Preparedness

<PREPAREDA>How well prepared was your organization to manage the demand reductions called for by the BEC last summer? Would you say it was:	**COUNT**	**PERCENT**
Very well	46	85.2
Somewhat or	7	13.0
Not at all prepared?	1	1.9

<PREPAREDB> asked of those who said somewhat or not at all prepared in <PREPAREDA>

<PREPAREDB>And why was that?	**COUNT**	**PERCENT**
Better Communication	2	25.0
Better Internal Cooperation	3	37.5
Other	3	37.5

Why organizations might decide to participate in DR programs

On a 1 to 5 scale, where 1 indicates insignificant and 5 indicates extremely significant, please rank each of the following reasons you on your decision to participate in the BEC program. How significant of a concern is:

<WHYA>Being a good corporate citizen	COUNT	PERCENT
1 NOT AT ALL SIGNIFICANT	0	0.0
2	0	0.0
3	6	11.1
4	8	14.8
5 EXTREMELY SIGNIFICANT	40	74.1

<WHYB>Avoiding rolling blackouts	COUNT	PERCENT
1 NOT AT ALL SIGNIFICANT	3	5.6
2	2	3.7
3	4	7.4
4	12	22.2
5 EXTREMELY SIGNIFICANT	33	61.1

Why organizations might decide to participate in DR programs continued

On a 1 to 5 scale, where 1 indicates insignificant and 5 indicates extremely significant, please rank each of the following reasons you on your decision to participate in the BEC program. How significant of a concern is:

<WHYC>The amount of potential bill savings	COUNT	PERCENT
1 NOT AT ALL SIGNIFICANT	2	3.7
2	2	3.7
3	13	24.1
4	13	24.1
5 EXTREMELY SIGNIFICANT	23	42.6
DON'T KNOW	1	1.9

<WHYD>Being able to participate in the program without significantly affecting your business operations.	COUNT	PERCENT
1 NOT AT ALL SIGNIFICANT	0	0.0
2	2	3.7
3	7	13.0
4	10	18.5
5 EXTREMELY SIGNIFICANT	35	64.8

Why organizations might decide NOT to participate in DR programs

On a 1 to 5 scale, where 1 indicates insignificant and 5 indicates extremely significant, please indicate how significant each of the following is as a concern about demand response program participation at this location.

<WHYNOTA>The effect on occupant comfort	COUNT	PERCENT
1 NOT AT ALL SIGNIFICANT	11	20.4
2	3	5.6
3	12	22.2
4	15	27.8
5 EXTREMELY SIGNIFICANT	12	22.2
REFUSED	1	1.9

<WHYNOTB>The effect on products or productivity	COUNT	PERCENT
1 NOT AT ALL SIGNIFICANT	16	29.6
2	6	11.1
3	7	13.0
4	12	22.2
5 EXTREMELY SIGNIFICANT	12	22.2
REFUSED	1	1.9

Why organizations might decide NOT to participate in DR programs continued

On a 1 to 5 scale, where 1 indicates insignificant and 5 indicates extremely significant, please indicate how significant each of the following is as a concern about demand response program participation at this location.

<WHYNOTC>The amount of potential bill savings	COUNT	PERCENT
1 NOT AT ALL SIGNIFICANT	3	5.6
2	7	13.0
3	12	22.2
4	12	22.2
5 EXTREMELY SIGNIFICANT	20	37.0

<WHYNOTD>The inability to reduce peak loads	COUNT	PERCENT
1 NOT AT ALL SIGNIFICANT	22	40.7
2	5	9.3
3	13	24.1
4	5	9.3
5 EXTREMELY SIGNIFICANT	9	16.7

Hard-to-Reach Battery

<HTRA>Prior to participating in the BEC, did PG&E ever try to recruit your facility for another demand response program?	**COUNT**	**PERCENT**
Yes	27	50.0
No	16	29.6
Don’t Know	11	20.4

<HTRB> asked of those who answered NO or DON'T KNOW to <HTRA>

<HTRB>Did you sign up for that program?	**COUNT**	**PERCENT**
Yes	19	70.4
No	8	29.6

Hard-to-Reach Battery continued

<HTRC> and <HTRD> asked of those who answered YES to <HTRB>

<HTRC>Which program did you sign up for? READ LIST	**COUNT**	**PERCENT**
E-BIP (Base Interruptible Program)	0	0.0
E-DBP (Demand Bidding Program)	8	42.1
E-CPP (Critical Peak Pricing)	3	15.8
E-OBMC (Optional Binding Mandatory Curtailment Plan)	0	0.0
E-POBMC (Pilot Optional Binding Mandatory Curtailment Plan)	0	0.0
E-SLRP (Scheduled Load Reduction Program)	1	5.3
Technical Assistance Program	0	0.0
Technology Incentive Program	0	0.0
E-CBP (Capacity Bidding Program)	0	0.0
Real Time Pricing	4	21.1
Other	2	10.5
Don't know	2	10.5

*Note: "COUNT" refers to total responses from all respondents

<HTRD>Have you ever dropped electricity load in response to an event for that program?	**COUNT**	**PERCENT**
Yes	12	63.2
No	5	26.3
Don't Know	2	10.5

Expected Demand Reduction for Future BEC Events

<REDUCTION>For this summer, do you think your demand reduction for BEC events will increase, decrease, or stay about the same?	COUNT	PERCENT
Increase	11	20.4
Decrease	8	14.8
Stay the same	35	64.8

Future Participation in BEC Program

<NEXT_SUMMERA>Do you plan to participate in the BEC program this summer?	COUNT	PERCENT
Yes	54	100.0

<YES_SUMMERB>Why will you be participating?	COUNT	PERCENT
Corporate decision	6	11.1
To reduce energy use	10	18.5
Because it is easy	2	3.7
It is the right thing to do/be a good corporate citizen	21	38.9
No costs associated with program	2	3.7
Monetary incentive	2	3.7
Other	10	18.5
Don’t know	1	1.9

Knowledge from BEC Experience

<KNOWLEDGE>As a result of your experience with the BEC, would you say you are: much more knowledgeable, somewhat more knowledgeable, or no more knowledgeable about managing your energy usage at times of peak demand?	**COUNT**	**PERCENT**
Much more knowledgeable	12	22.2
Somewhat more knowledgeable OR	37	68.5
No more knowledgeable	5	9.3

PARTICIPANT RECALL OF BEC 2007 PROGRAM

Recall of Number of BEC Events in 2007

<ES1>Thinking back over the summer (May-October of 2007), how many events would you say were called for the program?	COUNT	PERCENT
0	3	5.6
1	1	1.9
2	7	13.0
3	6	11.1
4	11	20.4
5	8	14.8
6	6	11.1
8	2	3.7
10	3	5.6
12	1	1.9
Don't know	6	11.1

More, Less, or About What Was Expected

<ES2A>Were there more events than you expected, about as many as you expected, or fewer than you expected?	COUNT	PERCENT
More than expected	2	3.7
About what was expected	19	35.2
Fewer than expected	32	59.3
Don't know	1	1.9

Primary Means of Notification

<NOTIFYA>What was the primary means used for notification of an event?	COUNT	PERCENT
E-Mail	30	55.6
Phone	5	9.3
Email and Phone	17	31.5
Other	1	1.9
Don't know	1	1.9

Number of Events for Which Notification Was Received

<NOTIFYB>For the BEC program in 2007, there were 4 events. Did you receive notification for all 4 of these events?	COUNT	PERCENT
Yes	48	88.9
No	4	7.4
Don't know	2	3.7

<NOTIFYC> asked of those who answered NO for <NOTIFYB>

Number of Events for Which Customer Was Notified

<NOTIFYC>For how many events were you notified?	COUNT	PERCENT
0	2	50.0
1	1	25.0
2	1	25.0

Estimated Load Reduction for 2007 Events

<RECENTC>In percentage of total load, what is your best estimate of the load reduction attained as a result of your curtailment actions?	COUNT	PERCENT
NOT ASKED THE QUESTION	1	1.9
zero percent	1	1.9
1 to 5 percent	14	25.9
6 to 10 percent	16	29.6
11 to 20 percent	16	29.6
21 to 30 percent	4	7.4
Don't know	2	3.7

DEMAND RESPONSE ACTIONS

Increase Energy Use Before Event

<PRIORA>Prior to these events, did you increase your energy usage for a period of time to make up for the reduction that was about to occur?	COUNT	PERCENT
NOT ASKED THE QUESTION	1	1.9
Yes	7	13.0
No	44	81.5
Don't know	2	3.7

<PRIORB>What actions did you take that increased your energy use PRIOR to the reduction period?	COUNT	PERCENT
Ran extra shifts earlier in the day	0	0.0
Increased production in off shifts	1	1.9
Pre-cooled the building	6	11.1
None	47	87.0

*Note: "COUNT" refers to total responses from all respondents

Increase Energy Use After Event

<AFTERA>Once an event is over, did you increase your energy use for a period of time to make up for the reduction attained on the event day?	COUNT	PERCENT
NOT ASKED THE QUESTION	1	1.9
Yes	4	7.4
No	47	87.0
Don't know	2	3.7

<AFTERB>What actions did you take that increased your energy use AFTER the reduction period?	COUNT	PERCENT
Ran extra shifts	1	1.9
Increased production in off shifts	1	1.9
Brought chillers on-line	1	1.9
Turned on ice machines	1	1.9
None	50	92.6

*Note: "COUNT" refers to total responses from all respondents

Likelihood of Future DR Action in Response to Events

<FUTUREA>How likely are you to take demand reduction actions for future events?	COUNT	PERCENT
Very likely	52	96.3
Somewhat likely	2	3.7

Impacts on Personnel Comfort or Productivity

<IMPACTA>Did you experience any impacts on your organization in terms of personnel comfort or productivity?	COUNT	PERCENT
NOT ASKED THE QUESTION	1	1.9
Yes	15	27.8
No	36	66.7
Don't know	2	3.7

<IMPACTB>Please explain the impacts your organization experienced	COUNT	PERCENT
Staff complaints (lost hours, etc.)	5	9.3
Warm/uncomfortable work environment	11	20.4
Lost production	0	0.0
Financial impact	0	0.0
Safety concerns with limited lighting	0	0.0
Other	2	3.7
None	39	72.2

*Note: "COUNT" refers to total responses from all respondents

<ES3A>What were the main reasons you did not reduce your energy usage for (any/some) of these events? (DO NOT READ)	**COUNT**	**PERCENT**
Operation was already was shut down	2	3.7
Didn't need to take action to save money	0	0.0
Could not respond in time	1	1.9
Could not reduce load on that particular day	3	5.6
System Issue /No password	0	0.0
Do not remember why	0	0.0
Was not a mandatory reduction	0	0.0
Did not receive notification	2	3.7
Don't know	1	1.9
None	45	83.3

*Note: "COUNT" refers to total responses from all respondents

<RECENTA>What demand reduction actions did you take in response to the most recent event in which you participated?	**COUNT**	**PERCENT**
Used backup generators	2	3.7
Allowed the temperature to rise in the occupied space	16	29.6
Reduced overhead lighting	36	66.7
Reduced or shut off some or all production processes?	7	13.0
Shut down completely	1	1.9
Turned off non-critical equipment	36	66.7
Shut down partially	4	7.4
Rescheduled EMS	5	9.3
Other	3	5.6
Don't know	2	3.7
None	1	1.9

*Note: "COUNT" refers to total responses from all respondents

<RECENTB>How did you implement these demand reduction actions?	**COUNT**	**PERCENT**
Fully automated	2	3.9
Partially automated or	24	47.1
Manual	25	49.0

COOPERATIVE NATURE OF THE BEC PROGRAM

Awareness of Program's Cooperative Nature

<COL1>While you participated in the BEC program last year, were you aware of the cooperative nature of the BEC, where the participants as a group collectively commit to a group demand reduction goal?	COUNT	PERCENT
Yes	52	96.3
No	2	3.7

<COL2>- <COL4> asked of all who answered YES to <COL1>

Effect on Obligation to Participate

<COL2>Because of the cooperative nature of the program, did you feel less obligated to participate in any events since other participants could make up for your resulting shortfall?	COUNT	PERCENT
Yes	3	5.8
No	48	92.3
Don't Know	1	1.9

Cooperation With Other Program Participants

<COL3>Did you work with other participants when making demand reductions (e.g., discuss trading off demand reduction actions across events)?	COUNT	PERCENT
Yes	2	3.8
No	50	96.2

Opinion of the Collective Nature of Program

<COL4>Was the collective nature of the BEC an attractive feature of the program to your company?	COUNT	PERCENT
Yes	40	76.9
No	8	15.4
Don't Know	4	7.7

ASSISTANCE RECEIVED FROM PROGRAM MANAGER

<FSL1>When you signed up to participate in the BEC, were you given guidance on setting a FSL?	**COUNT**	**PERCENT**
Yes	40	74.1
No	6	11.1
Don't Know	8	14.8

<FSL2>Did you feel you needed guidance from the BEC on setting an FSL?	**COUNT**	**PERCENT**
Yes	29	53.7
No	19	35.2
Don't Know	6	11.1

Asked if answer to <FSL1> was YES

<FSL3>Was the guidance you were given helpful to you in setting an FSL?	**COUNT**	**PERCENT**
Yes	37	92.5
No	3	7.5

<FSL4>Did you change your FSL at any time during the 2007 program year?	**COUNT**	**PERCENT**
Yes	4	7.4
No	50	92.6

Asked if answer to <FSL4> was NO

<FSL5>Did you increase or decrease your FSL?	**COUNT**	**PERCENT**
Increase	2	50.0
Decreased	2	50.0

<FSL6>How did you determine your FSL?	**COUNT**	**PERCENT**
BEC, PG&E or engineer told us what to do	19	35.2
Based on past bills and or past energy use	19	35.2
Peak demand	4	7.4
Other	3	5.5
Don't Know	9	16.7

<ASSESSMENTA>Did you receive an on-site technical assessment as part of the BEC Program to help you develop a curtailment plan for your participation in demand reduction events?	**COUNT**	**PERCENT**
Yes	40	74.1
No	5	9.3
Don't Know	9	16.7

Asked if answer to <ASSESSMENTA> was YES

<ASSESSMENTB>How would you characterize the technical assessment that you received in terms of its ability to help you be a successful participant in the BEC? Would you say it was?	**COUNT**	**PERCENT**
Extremely	20	50.0
Somewhat or	18	45.0
Not at all helpful?	1	2.5
Refused	1	2.5

<ASSESSMENTC>Of the actions that were prescribed as part of the on-site assessment, how many of them did you take during events?	**COUNT**	**PERCENT**
All of them	19	47.5
Some of them or	19	47.5
None of them	1	2.5
Don't Know	1	2.5

Asked if answer to <ASSESSMENTC> was "Some of them" or "None of them"

<ASSESSMENTD>Why didn't you take (any) of the suggested actions?	**COUNT**	**PERCENT**
Did not have to take all actions to meet goal	3	15.0
Recommendations did not apply	5	25.0
Recommendations were unreasonable/unattainable	7	35.0
Took other actions instead	1	5.0
Didn't get notification	1	5.0
It wasn't a real event	1	5.0
Tennant comfort and operational issues that day	1	5.0
Don't Know	1	5.0

PROGRAM SATISFACTION

Not asked <NOTIFYC1> if answer to <NOTIFYB> was "No" or <NOTIFYC> was 0.

<NOTIFYC1>In your opinion, how effective was the process by which you were notified of events? Would you say it was?	**COUNT**	**PERCENT**
Very effective	46	92.0
Somewhat effective	4	8.0

<NOTIFYD>Do you have any (additional) comments or concerns regarding the notification process?	**COUNT**	**PERCENT**
No	46	85.2
Use multiple forms of communication	3	5.6
Give notification earlier	2	3.7
Inconsistant notification across events	1	1.9
Other reason	2	3.7

<SUPPORTA>How would you characterize the level of assistance you received in the development of load reduction options/strategies for this facility? Would you say…	**COUNT**	**PERCENT**
As much support as our organization needed	43	79.6
Some support, but not as much as our organization needed	5	9.3
No support	1	1.9
Don't Know	5	9.3

<SUPPORTB>What [READ "additional" only if SUPPORTA =1, 2] support would you have found helpful in enabling you to reduce your demand?	COUNT	PERCENT
None	37	68.5
Great Incentives	3	5.6
Automation	2	3.7
Training	2	3.7
Other	5	9.3
Don't Know	5	9.3

<SAITSFYA>The process by which you were notified about the DR event	COUNT	PERCENT
Very Satisfied	44	81.5
Somewhat Satisfied	6	11.1
Somewhat Dissatisfied or	2	3.7
Very Dissatisfied	1	1.9
Don't Know	1	1.9

<SAITSFYB>The amount of advanced notification	COUNT	PERCENT
Very Satisfied	45	83.3
Somewhat Satisfied	4	7.4
Somewhat Dissatisfied or	3	5.6
Very Dissatisfied	1	1.9
Don't Know	1	1.9

<SAITSFYC>The number of events called	COUNT	PERCENT
Very Satisfied	34	63.0
Somewhat Satisfied	16	29.6
Somewhat Dissatisfied or	1	1.9
Don't Know	3	5.6

<SAITSFYD>The duration of the events called	COUNT	PERCENT
Very Satisfied	36	66.7
Somewhat Satisfied	13	24.1
Somewhat Dissatisfied or	2	3.7
Don't Know	3	5.6

<SAITSFYE>The program-related customer service you received from your utility	COUNT	PERCENT
Very Satisfied	39	72.2
Somewhat Satisfied	10	18.5
Somewhat Dissatisfied or	3	5.6
Refused	1	1.9
Don't Know	1	1.9

<SAITSFYF>The amount of incentives offered for participating in the program	COUNT	PERCENT
Very Satisfied	36	66.7
Somewhat Satisfied	16	29.6
Somewhat Dissatisfied or	1	1.9
Don't Know	1	1.9

<OVRLLSATA>Overall, how satisfied are you with your participation in the program this past summer	COUNT	PERCENT
Very Satisfied	39	72.2
Somewhat Satisfied	14	25.9
Somewhat Dissatisfied	1	1.9

Asked if answer to <OVRLLSATA> was "Very Satisfied" or "Somewhat Satisfied"

<OVRLLSATB>Why is that?	COUNT	PERCENT
Money Back	3	5.7
Easy	7	13.2
Longer Notification	2	3.8
Better Communication	2	3.8
No reason	3	5.7
Good program/met expectations	5	9.4
Room for improvement	3	5.7
Reduce energy/bill	6	11.3
Wanted bigger return	4	7.5
Being good person/neighbor/corporation	9	17.0
Other	9	17.0

Asked if answer to <OVRLLSATA> was "Somewhat Dissatisfied" or "Very Dissatisfied"

<OVRLLSATC>Why is that?	COUNT	PERCENT
Couldn't meet curtailment levels	1	100.0

<CL1>Do you have any final comments or input regarding your experiences with the BEC program or events?	**COUNT**	**PERCENT**
NO COMMENTS	43	79.6
Very Satisfied	6	11.1
Like the BEC Website	1	1.9
Could use full blown audit report – hard to go online and need more training	1	1.9
Never got second check	1	1.9
Would like email questionaire	1	1.9
Need to contact customers sooner – before program starts	1	1.9

RECOMMENDATIONS ABOUT BEC PROGRAM

<FUTUREB>Is there anything that PG&E or the Business Energy Coalition can do to help you take demand reduction actions for future BEC events?	**COUNT**	**PERCENT**
No	42	77.8
Earlier Notification Time	4	7.4
More Incentives	1	1.9
More flexibility in participation	1	1.9
An easy way to go back to pre-curtailment operating level	1	1.9
More information for our tennants	1	1.9
More training on the website	1	1.9
Redo FSL	1	1.9
Other	1	1.9
Don't Know	1	1.9

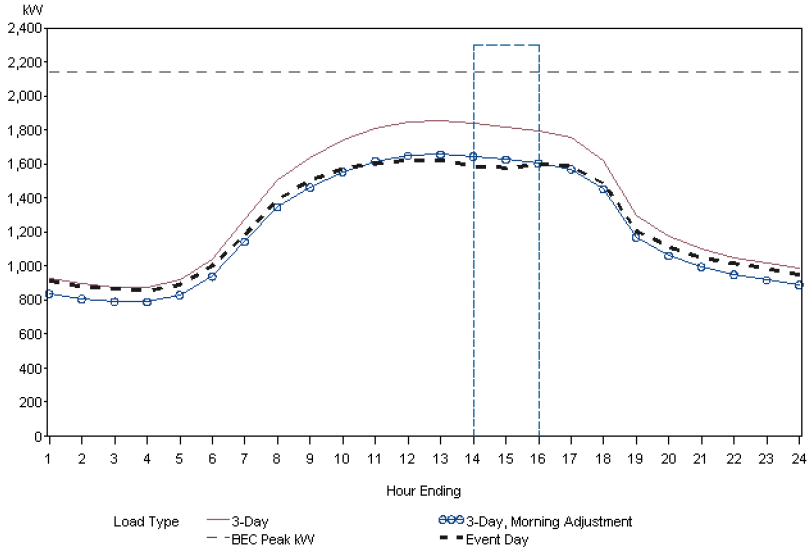
<IMPROVEMENTS>Do you have any suggestions for improving the BEC program?	**COUNT**	**PERCENT**
No suggestions	39	72.2
More money/incentives	5	9.3
Better monitoring/oversight	3	5.6
Better communication/updates on program	2	3.7
Change pgm to have load reduction target rather than FSL	1	1.9
Update FSLs based on tenant changes, etc.	1	1.9
More advanced notification	1	1.9
Raise price on peak and reduce off-peak	1	1.9
Include awards for % reduced to reward smaller companies	1	1.9

Appendix E

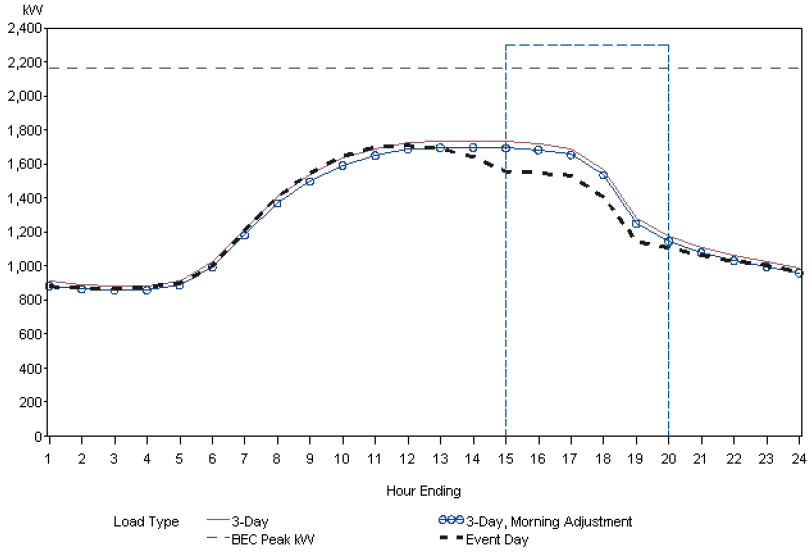
Representative Day Baseline Event Day Load Shapes

This appendix contains plots for each event day of the the various baselines and the event day loads themselves for all participants combined as well as each individual participant.

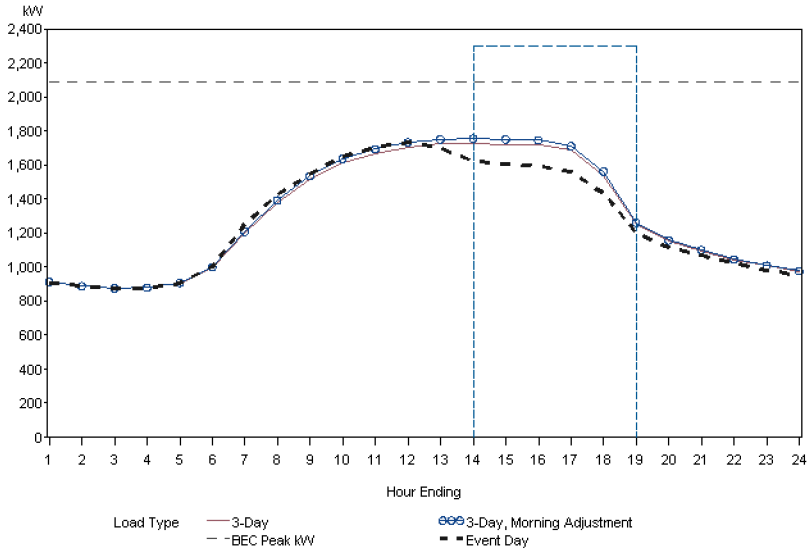
Site: All Parts, June 20th, 13:00 to 15:00



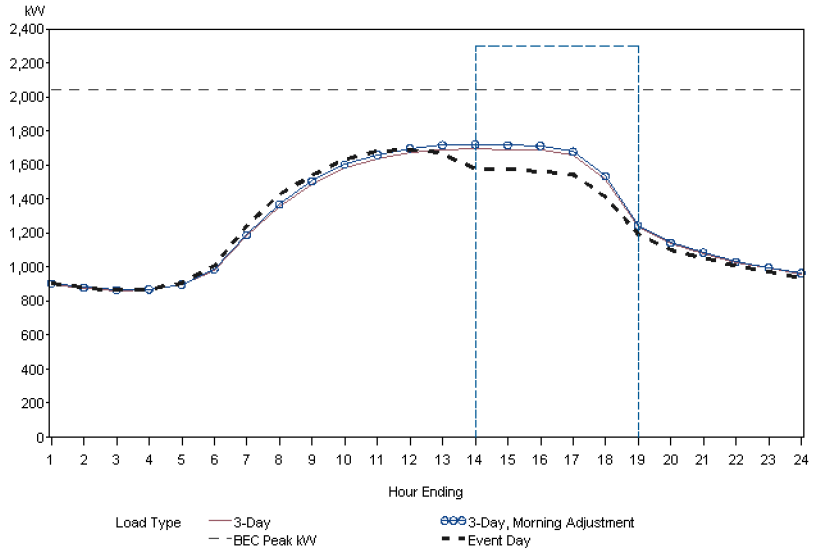
Site: All Parts, July 5th, 14:00 to 19:00



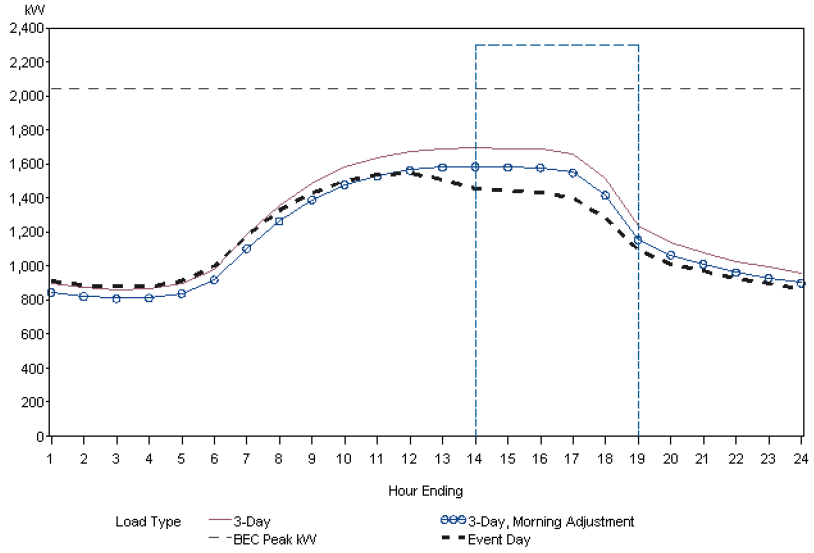
Site: All Parts, Aug. 29th, 13:00 to 18:00



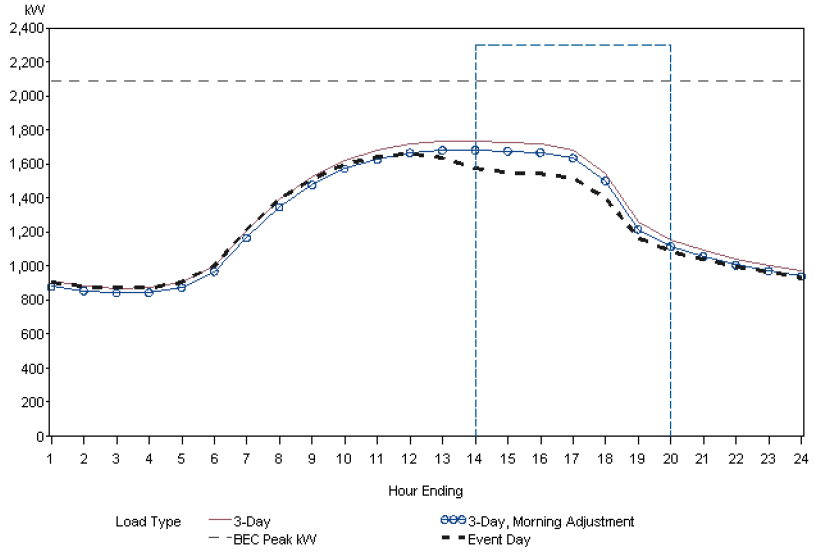
Site: All Parts, Aug. 30th, 13:00 to 18:00



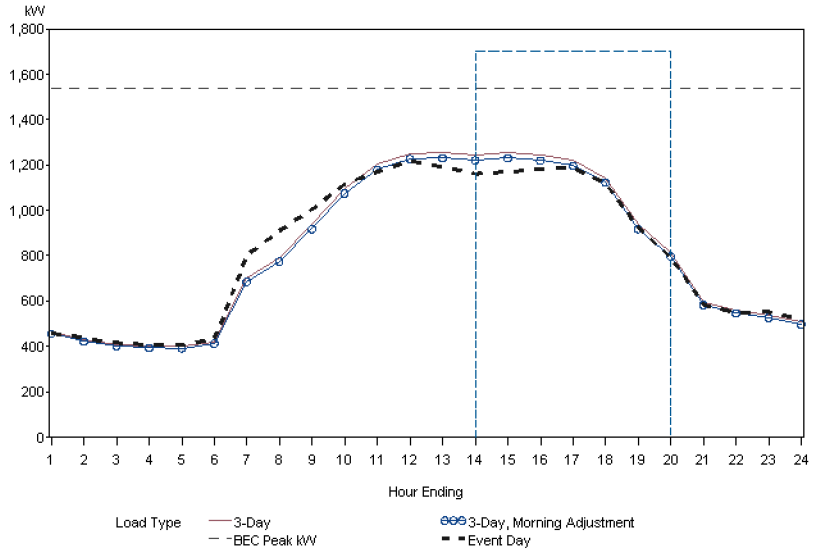
Site: All Parts, Aug. 31st, 13:00 to 18:00



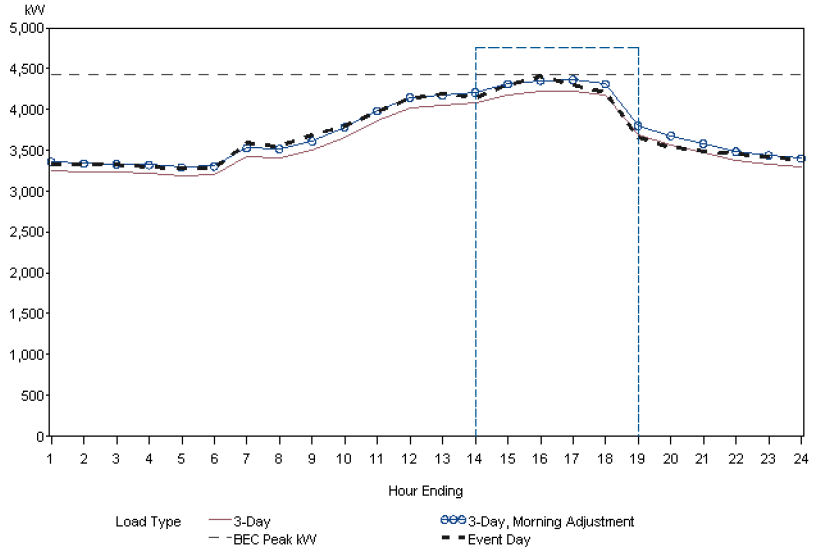
Site: All Parts, All Events, 13:00 to 19:00



Site: 001, All Events, 13:00 to 19:00



Site: 002, Aug. 29th, 13:00 to 18:00



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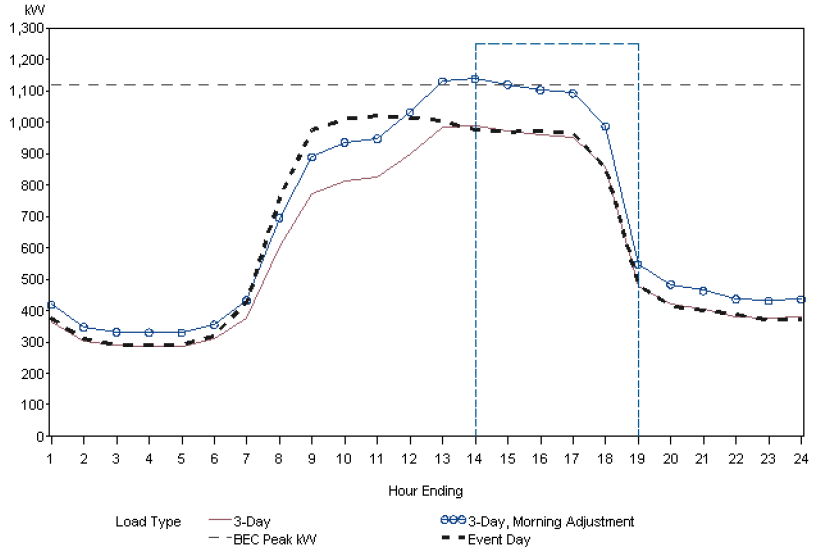

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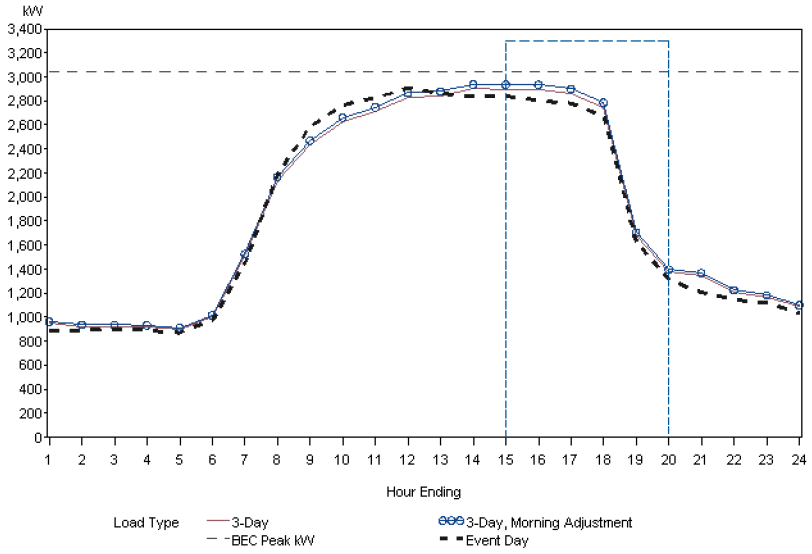

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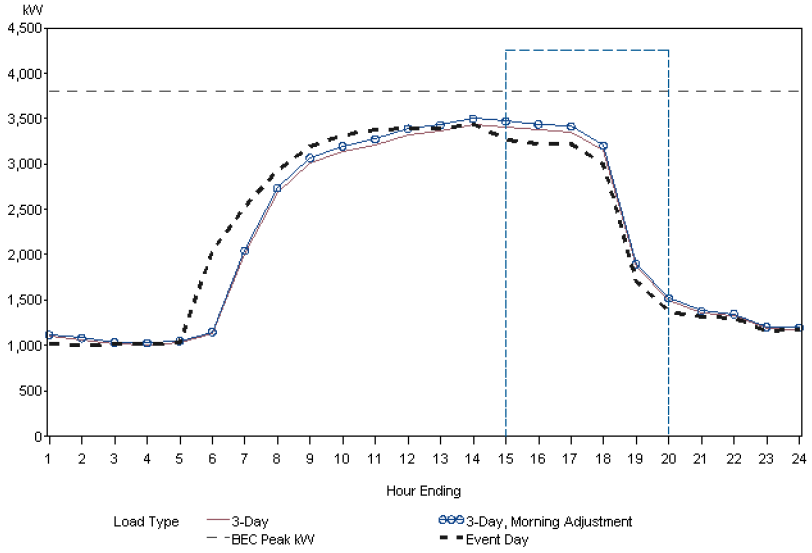

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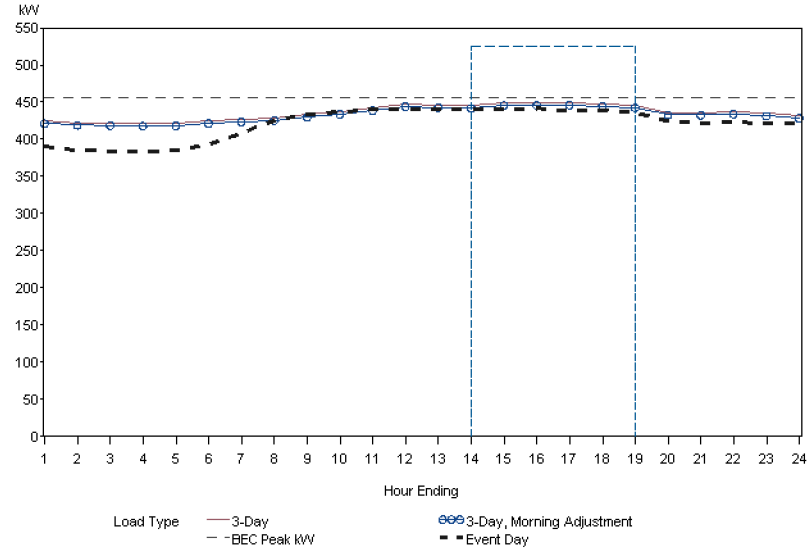

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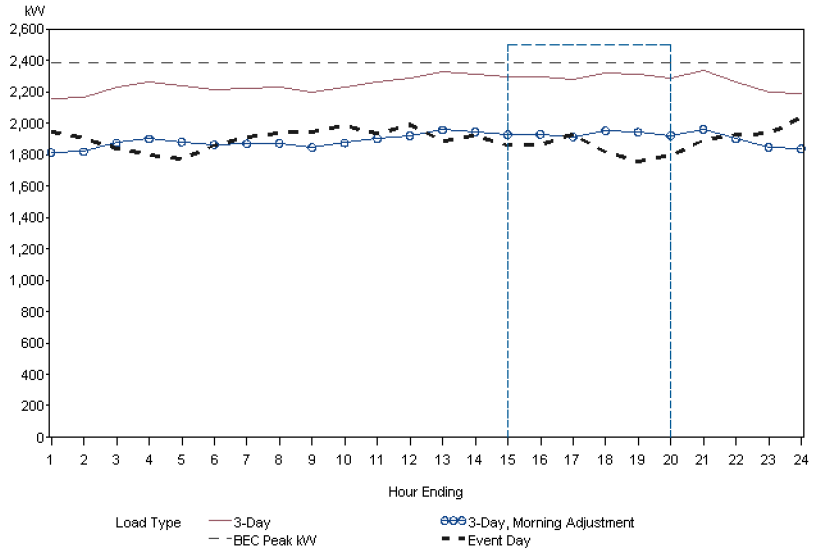

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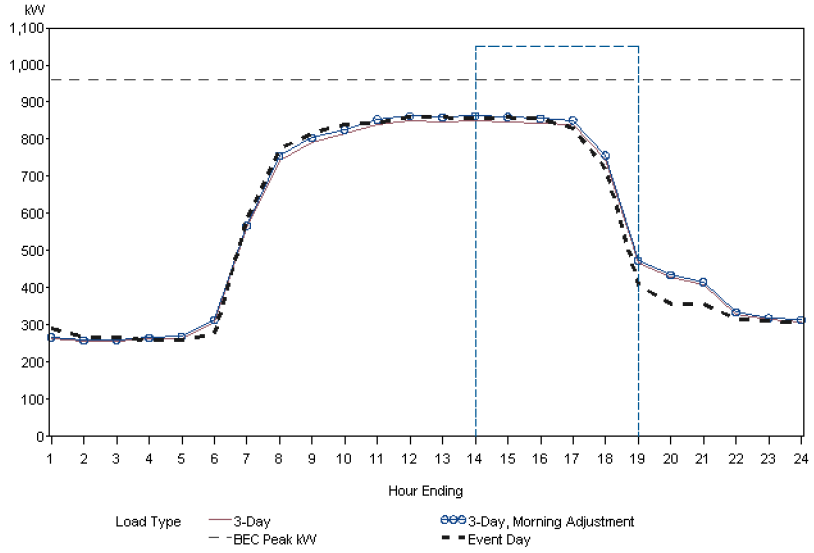
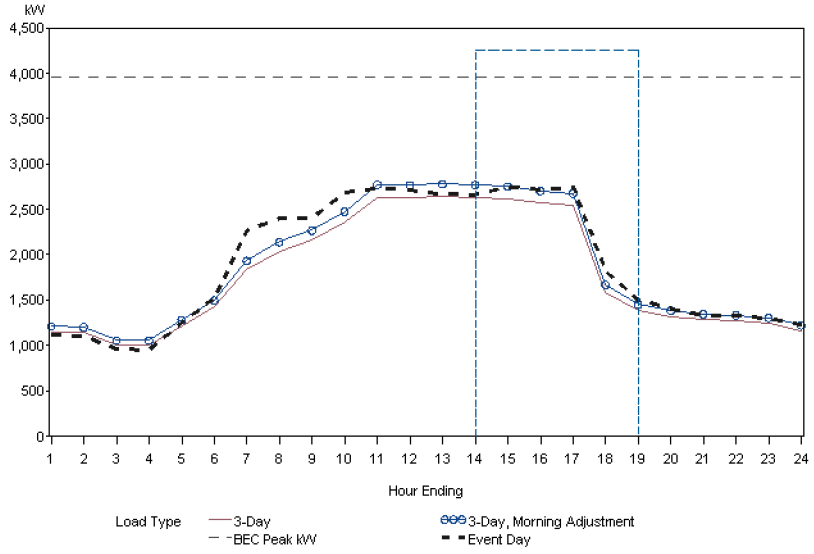
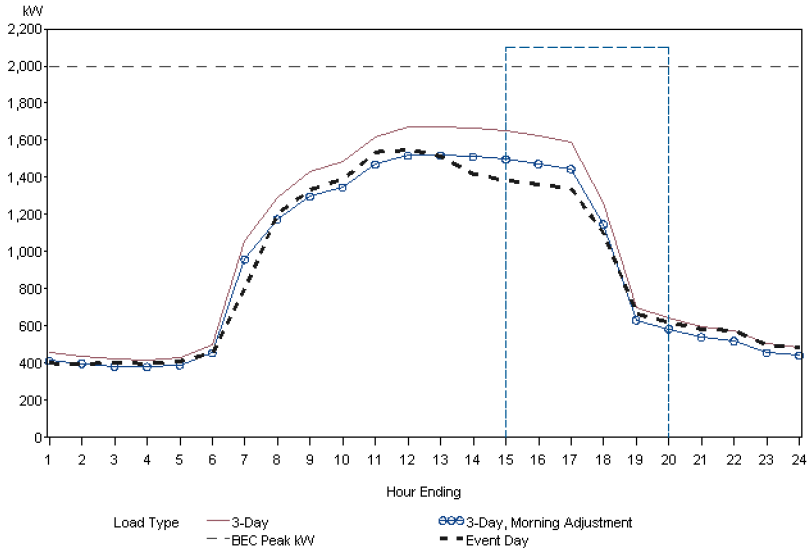


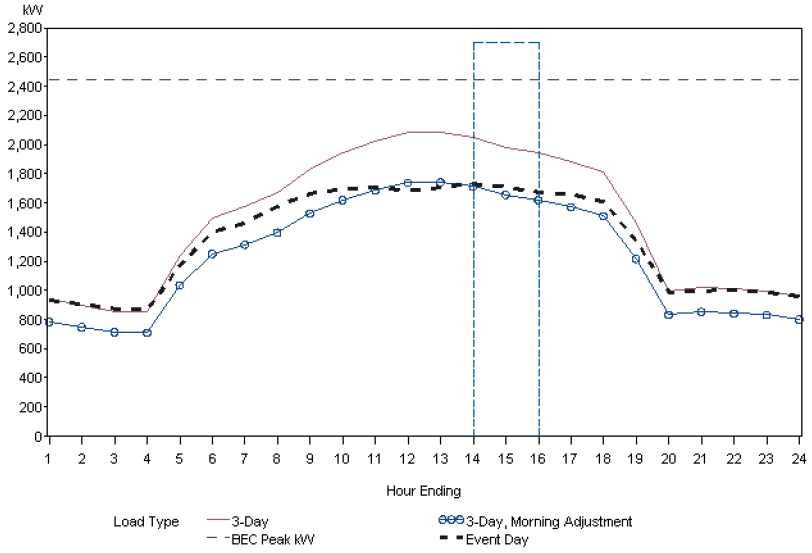
Site: 009, Aug. 30th, 13:00 to 18:00



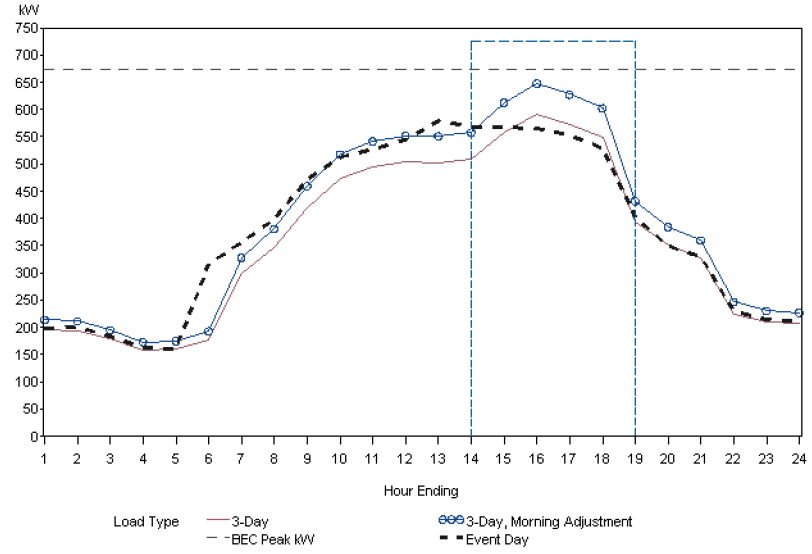
Site: 010, July 5th, 14:00 to 19:00



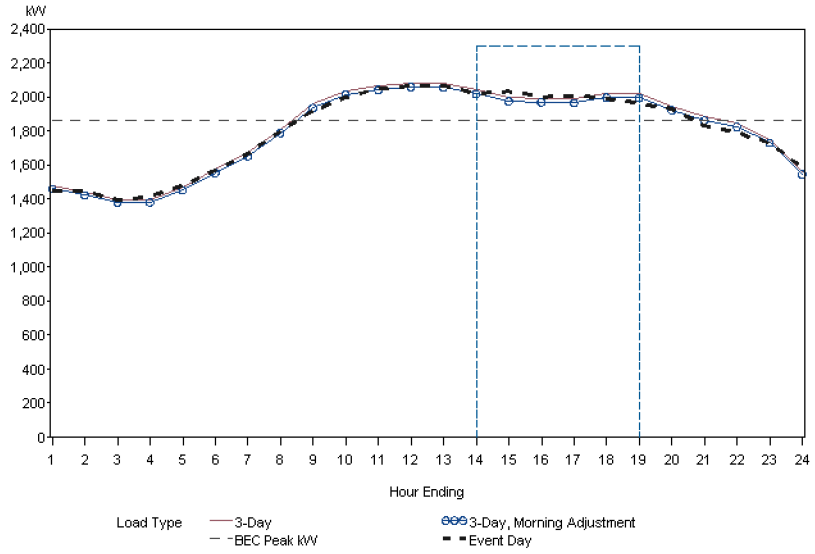
Site: 011, June 20th, 13:00 to 15:00



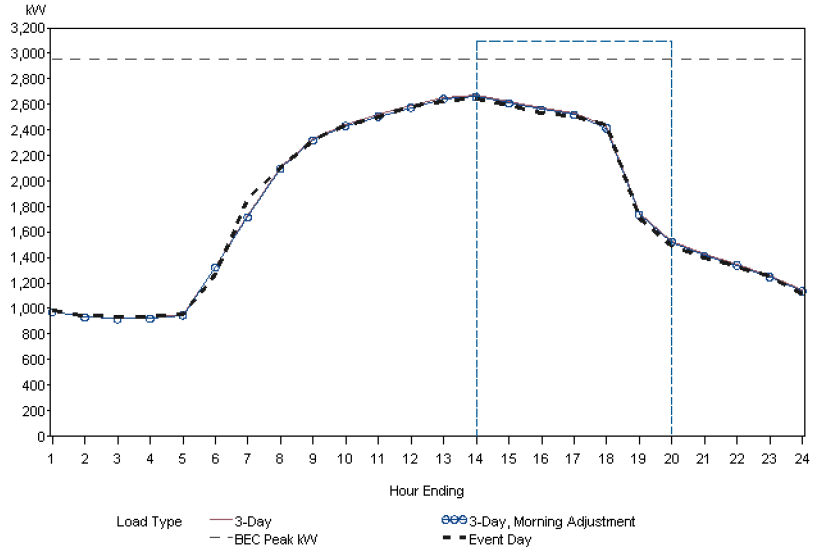
Site: 012, Aug. 29th, 13:00 to 18:00



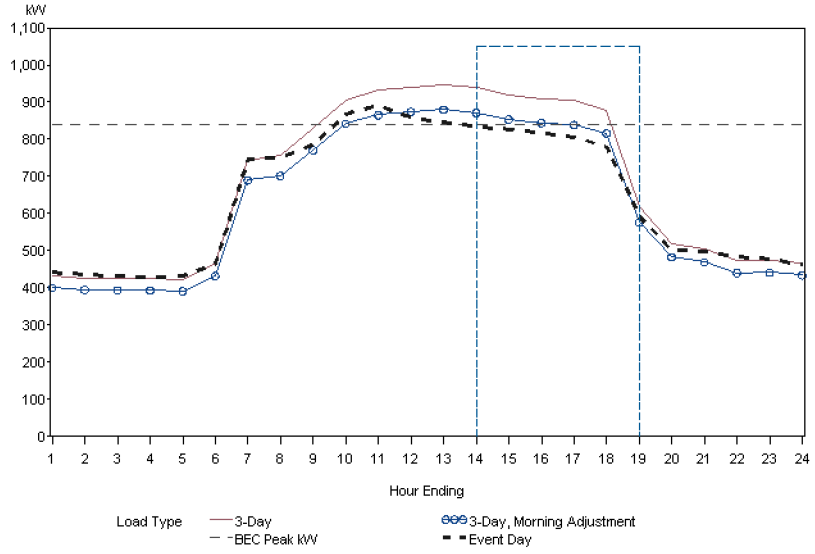
Site: 013, Aug. 30th, 13:00 to 18:00



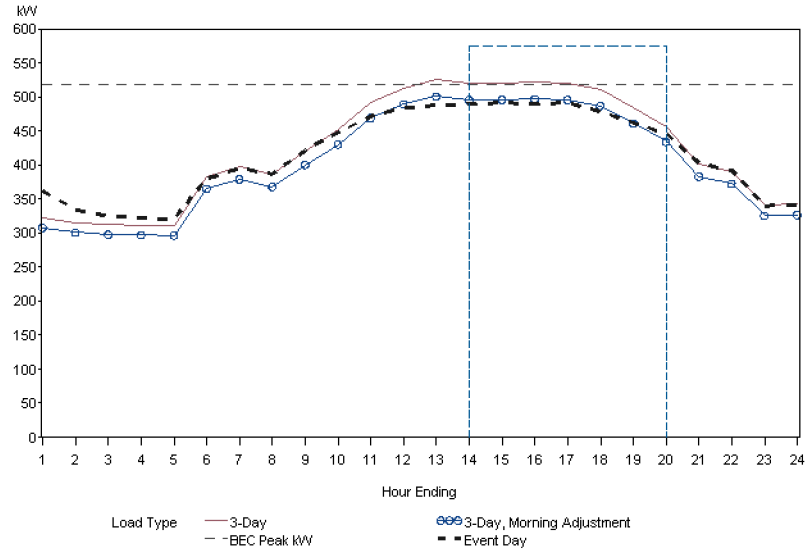
Site: 014, All Events, 13:00 to 19:00



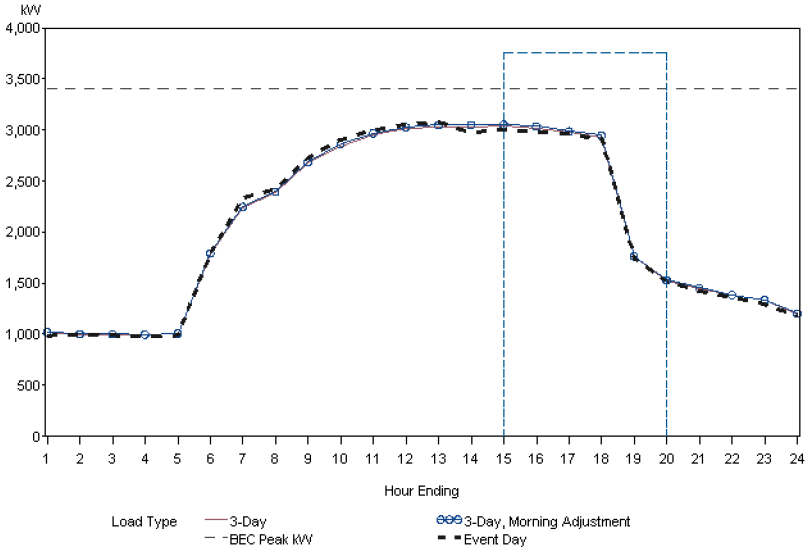
Site: 015, Aug. 30th, 13:00 to 18:00



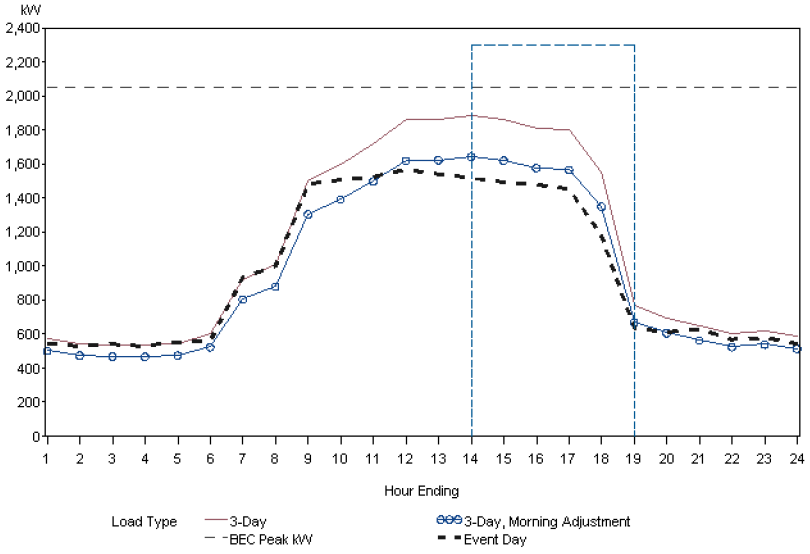
Site: 016, All Events, 13:00 to 19:00



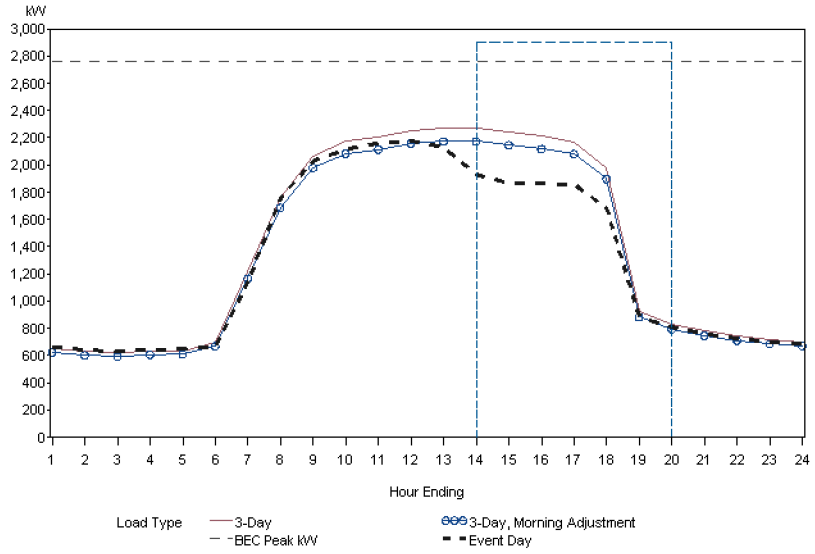
Site: 017, July 5th, 14:00 to 19:00



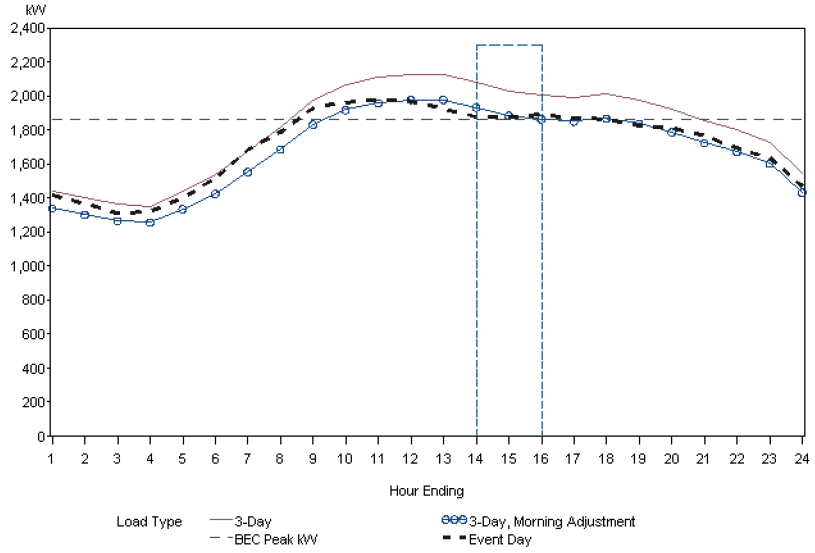
Site: 018, Aug. 31st, 13:00 to 18:00



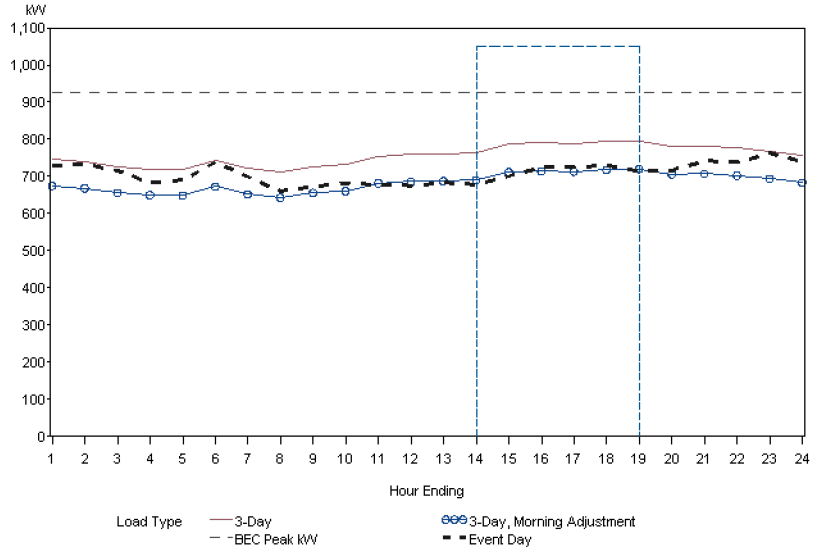
Site: 019, All Events, 13:00 to 19:00



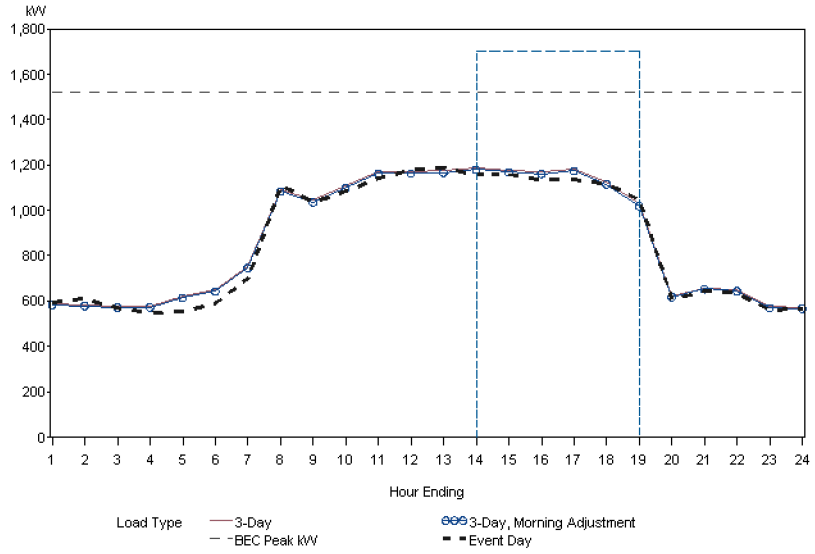
Site: 020, June 20th, 13:00 to 15:00



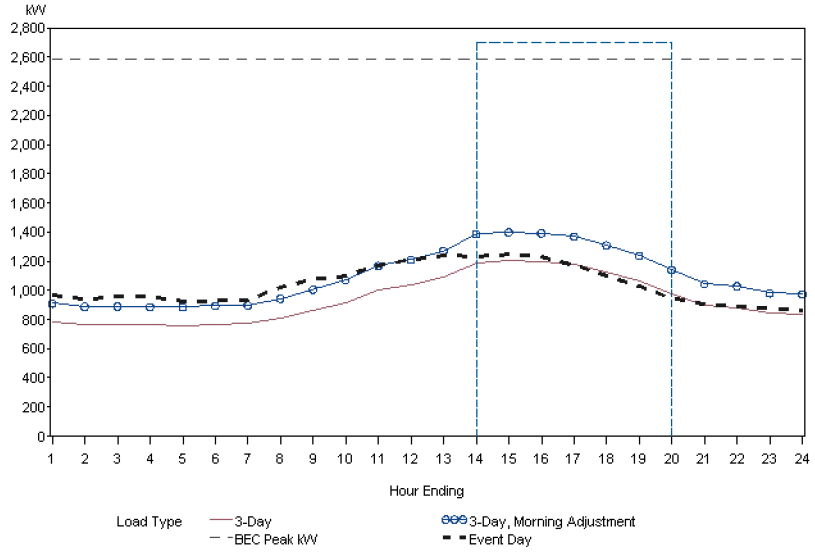
Site: 021, Aug. 30th, 13:00 to 18:00



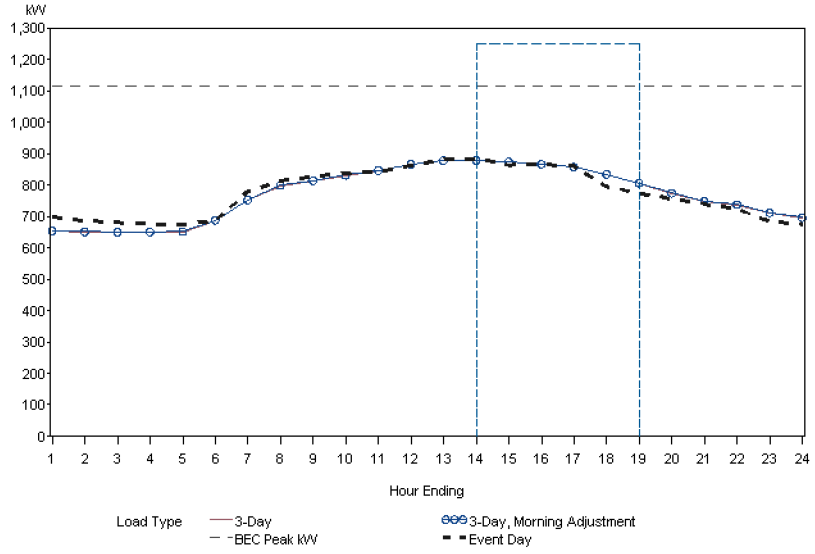
Site: 022, Aug. 30th, 13:00 to 18:00



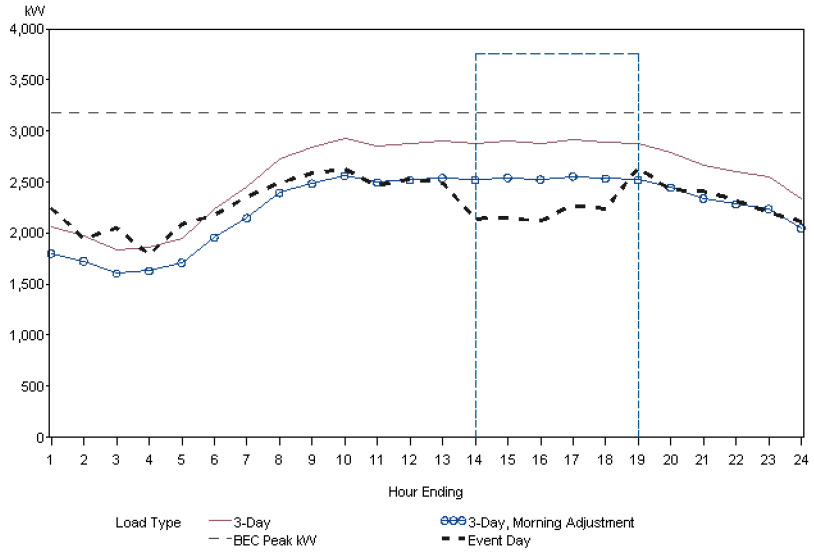
Site: 023, All Events, 13:00 to 19:00



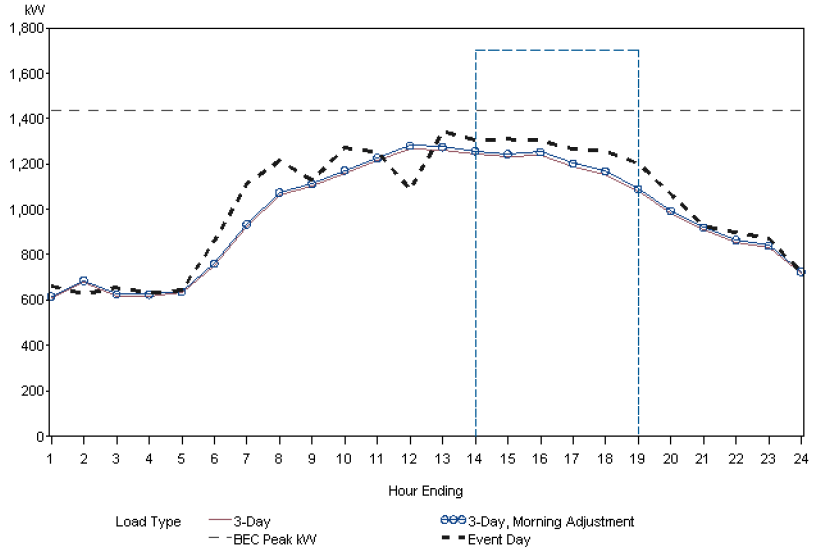
Site: 024, Aug. 31st, 13:00 to 18:00



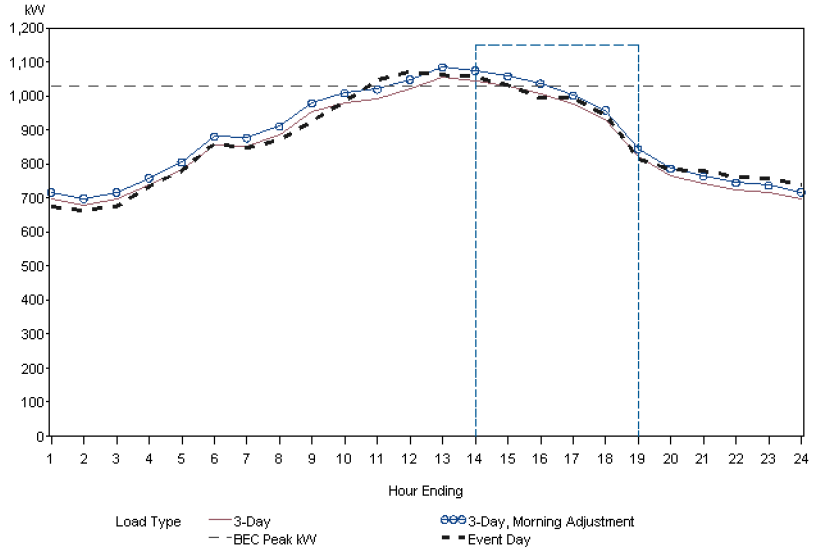
Site: 025, Aug. 31st, 13:00 to 18:00



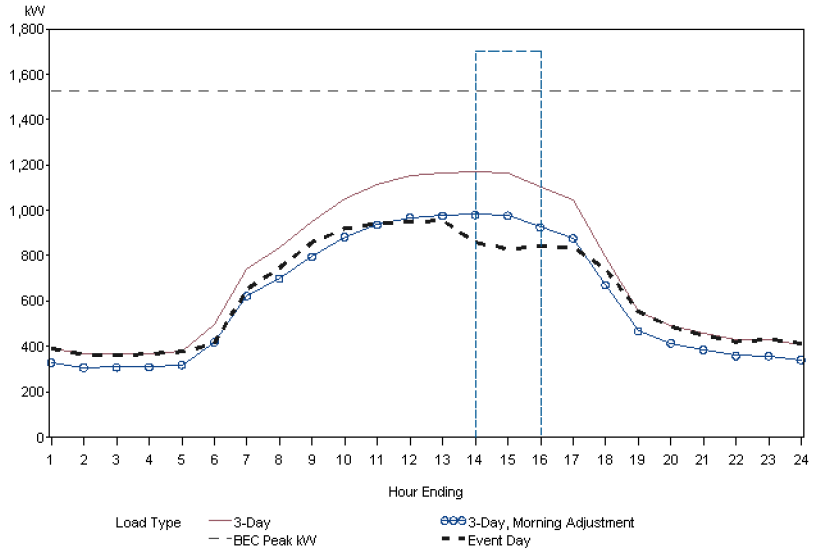
Site: 026, Aug. 30th, 13:00 to 18:00



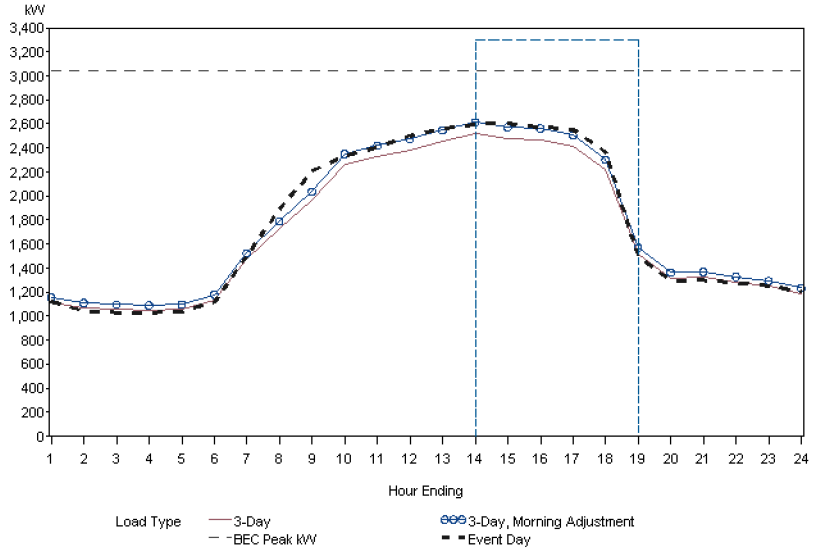
Site: 027, Aug. 30th, 13:00 to 18:00



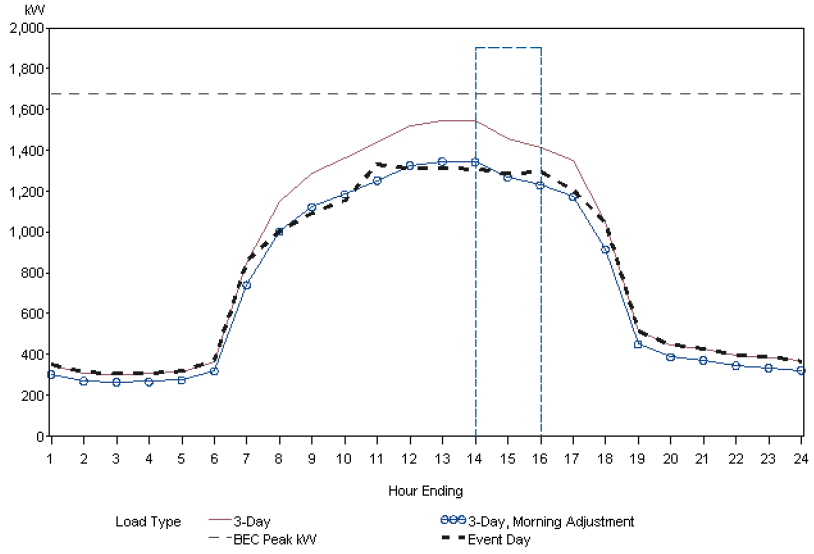
Site: 028, June 20th, 13:00 to 15:00



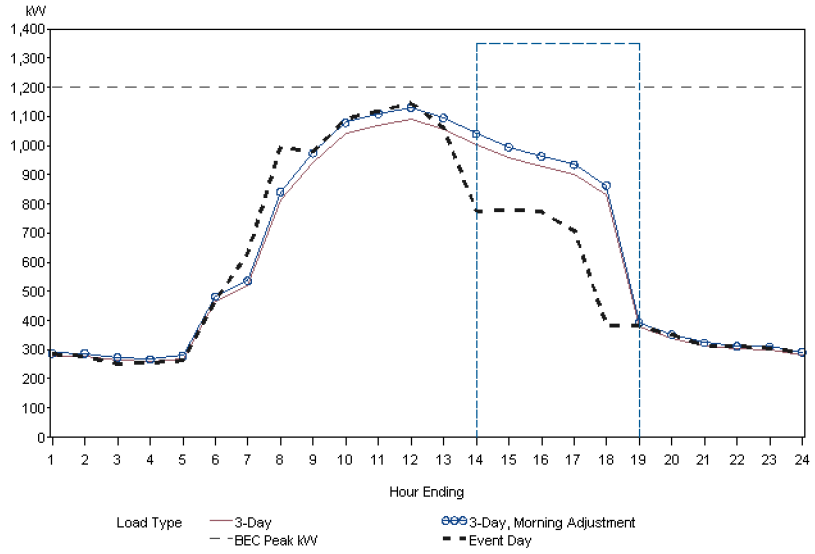
Site: 029, Aug. 29th, 13:00 to 18:00



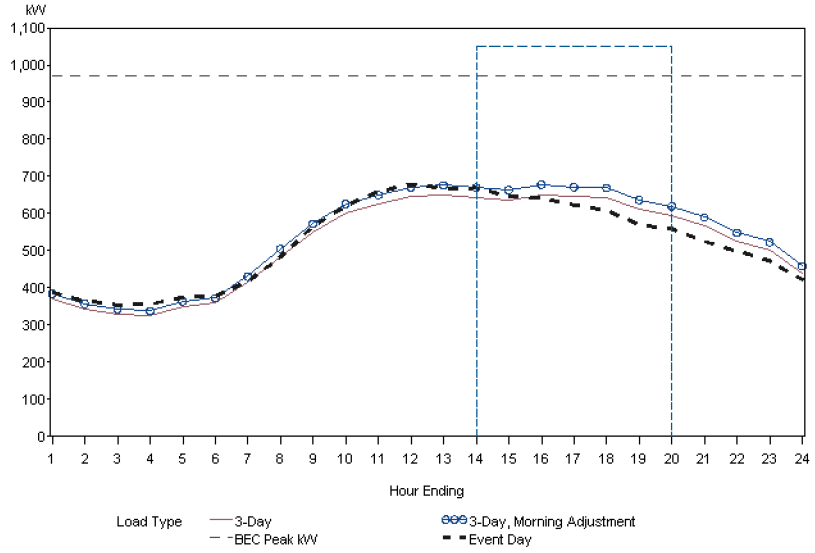
Site: 030, June 20th, 13:00 to 15:00



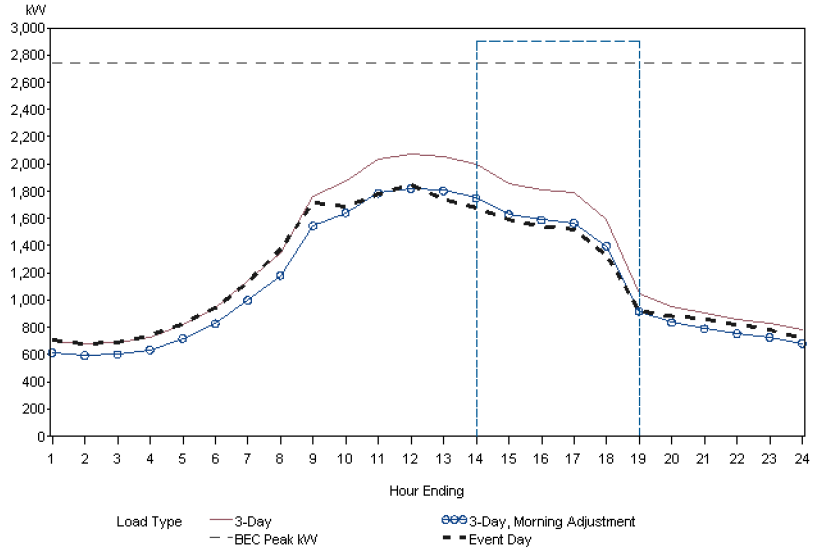
Site: 031, Aug. 30th, 13:00 to 18:00



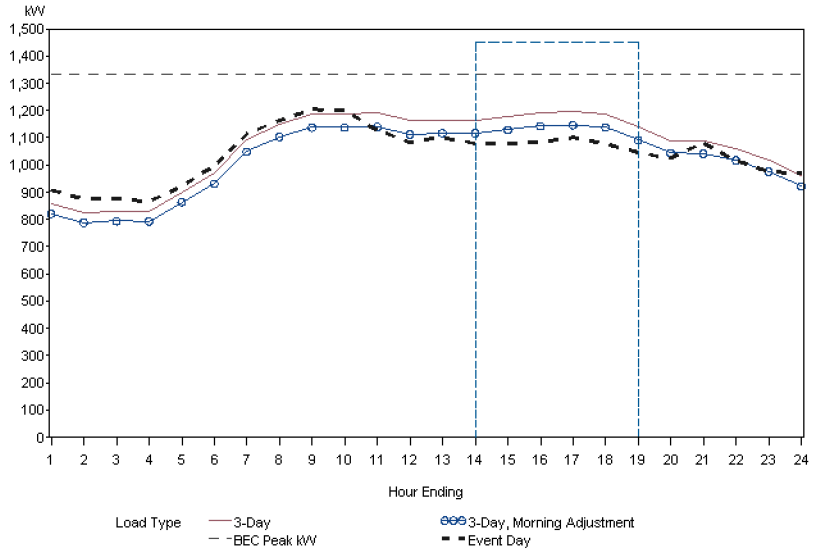
Site: 032, All Events, 13:00 to 19:00



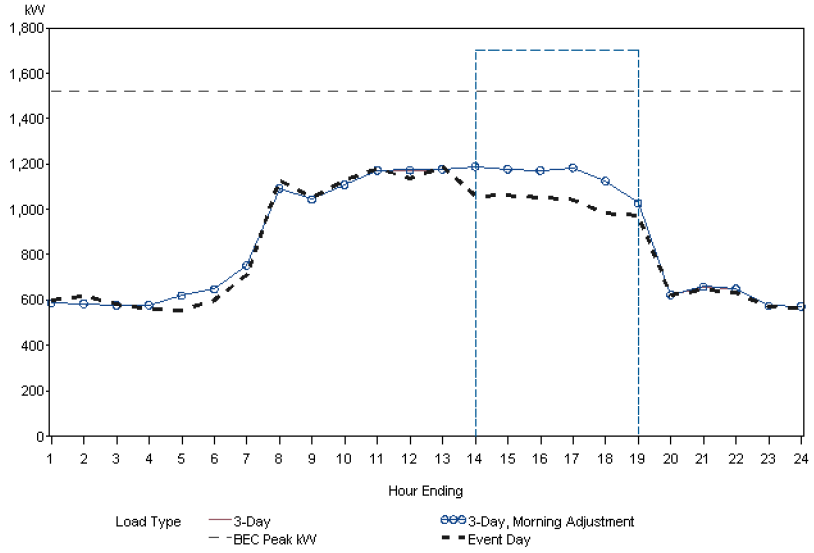
Site: 033, Aug. 31st, 13:00 to 18:00



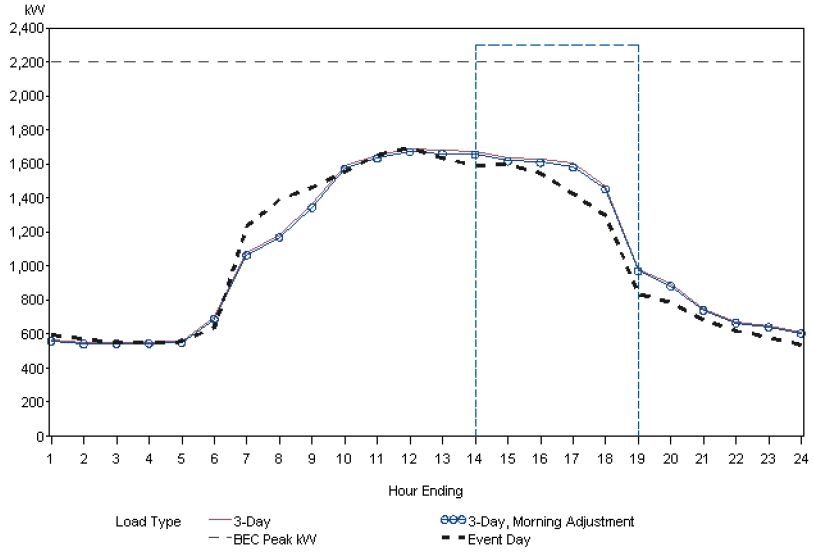
Site: 034, Aug. 30th, 13:00 to 18:00



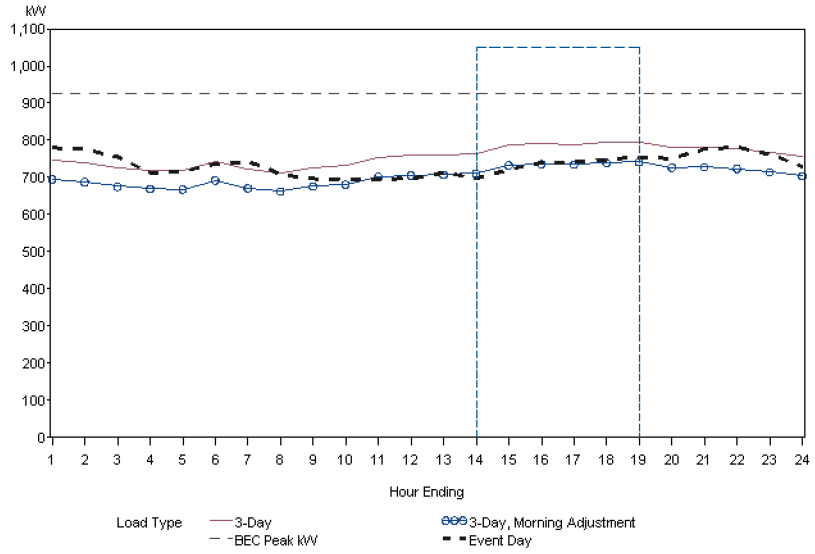
Site: 035, Aug. 29th, 13:00 to 18:00



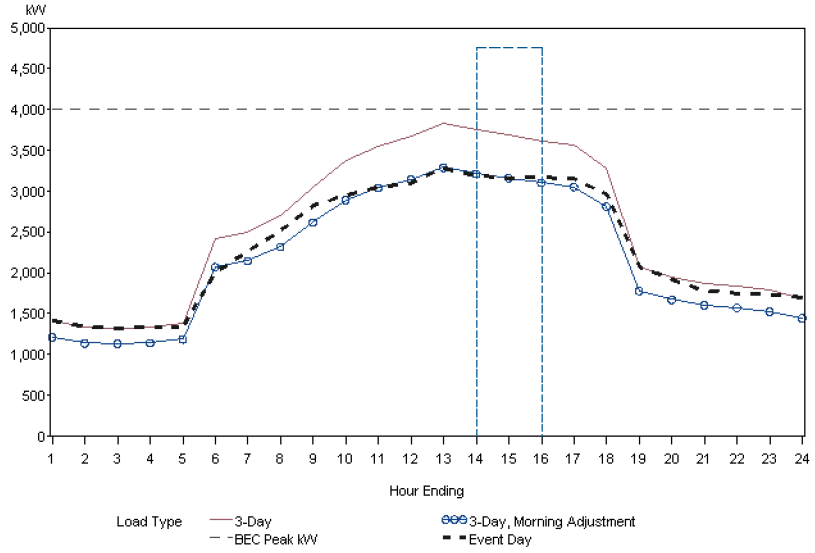
Site: 036, Aug. 31st, 13:00 to 18:00



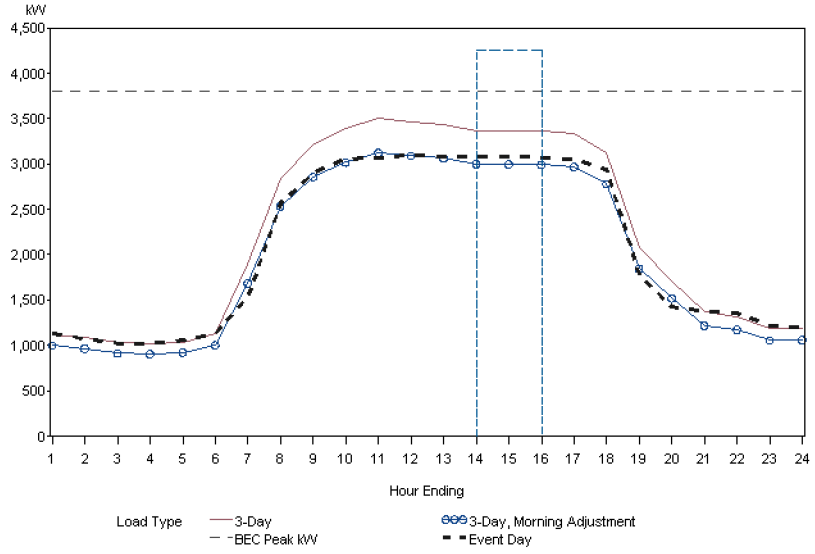
Site: 037, Aug. 29th, 13:00 to 18:00



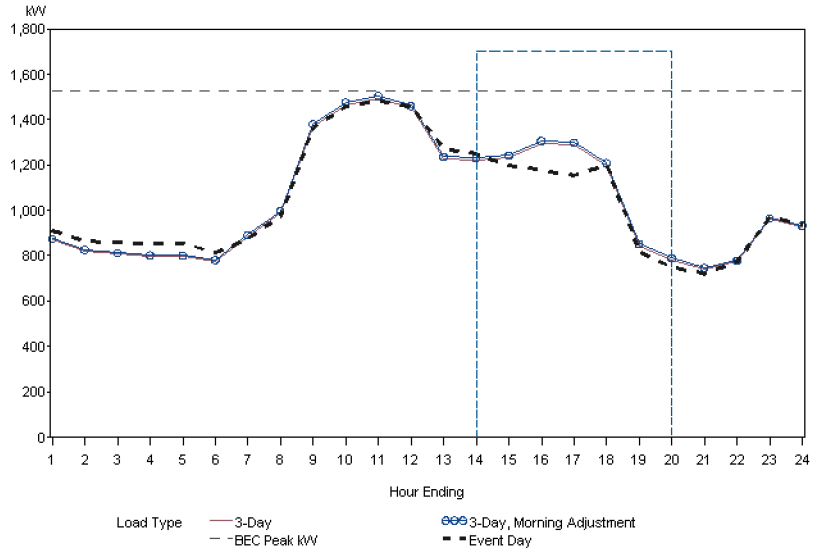
Site: 038, June 20th, 13:00 to 15:00



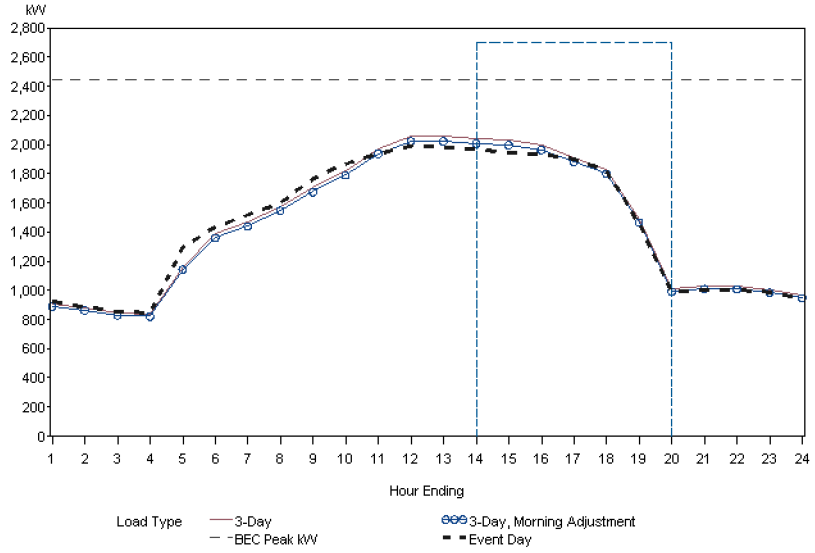
Site: 039, June 20th, 13:00 to 15:00



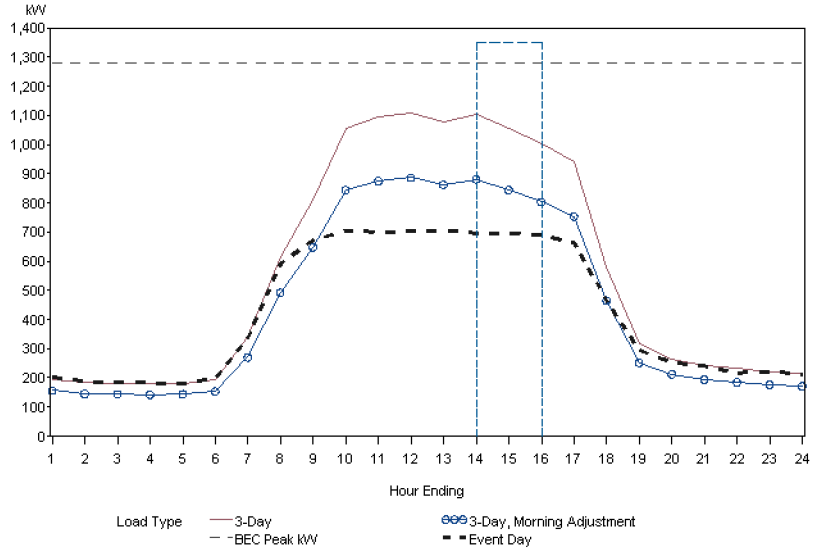
Site: 040, All Events, 13:00 to 19:00



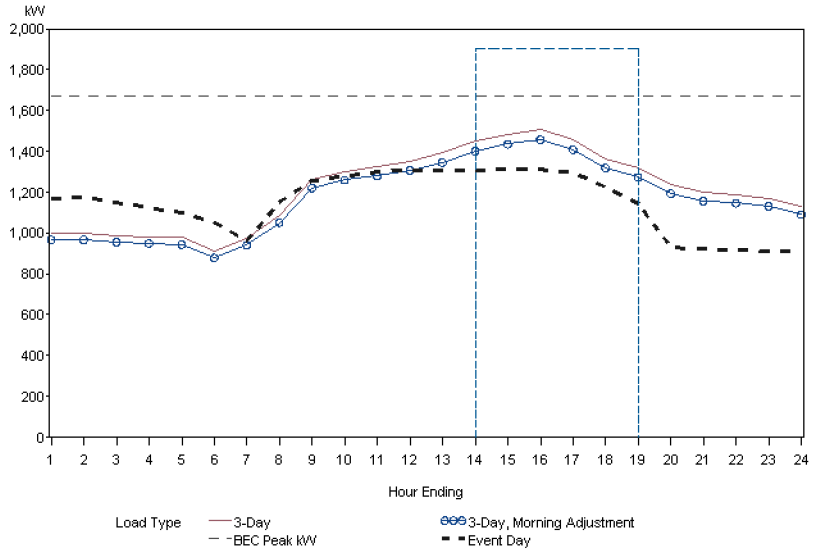
Site: 041, All Events, 13:00 to 19:00



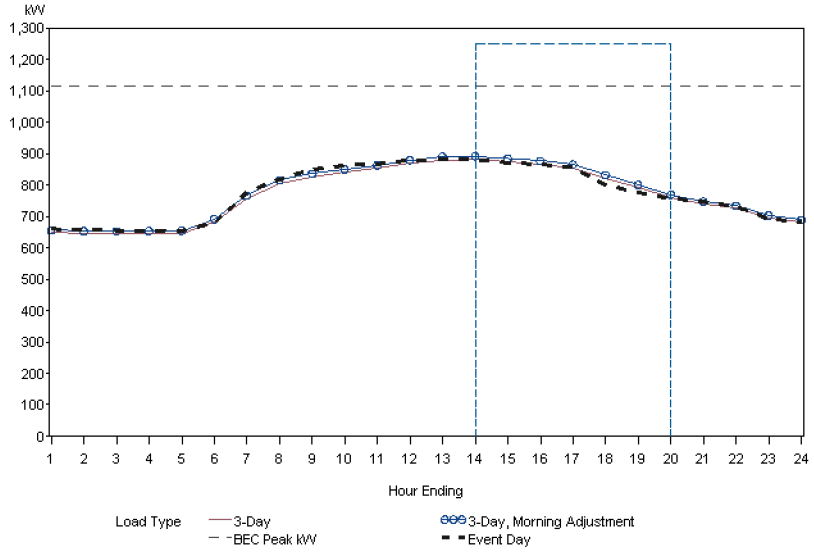
Site: 042, June 20th, 13:00 to 15:00



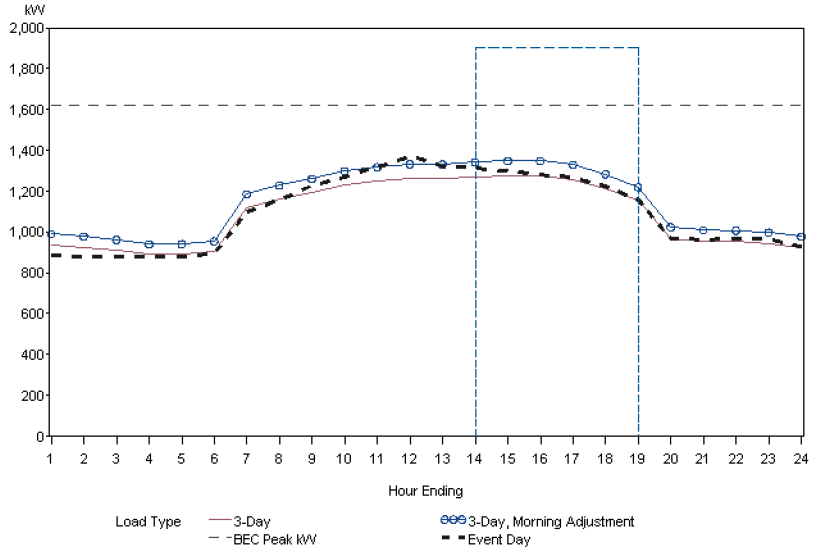
Site: 043, Aug. 31st, 13:00 to 18:00



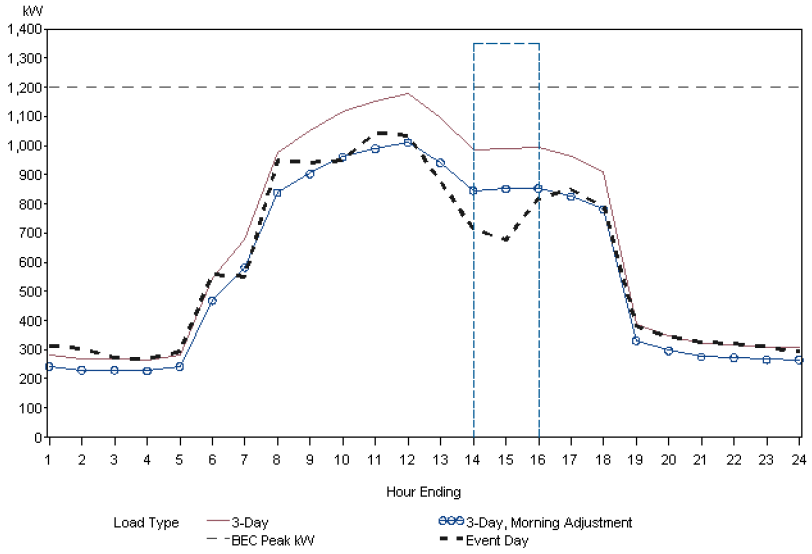
Site: 044, All Events, 13:00 to 19:00



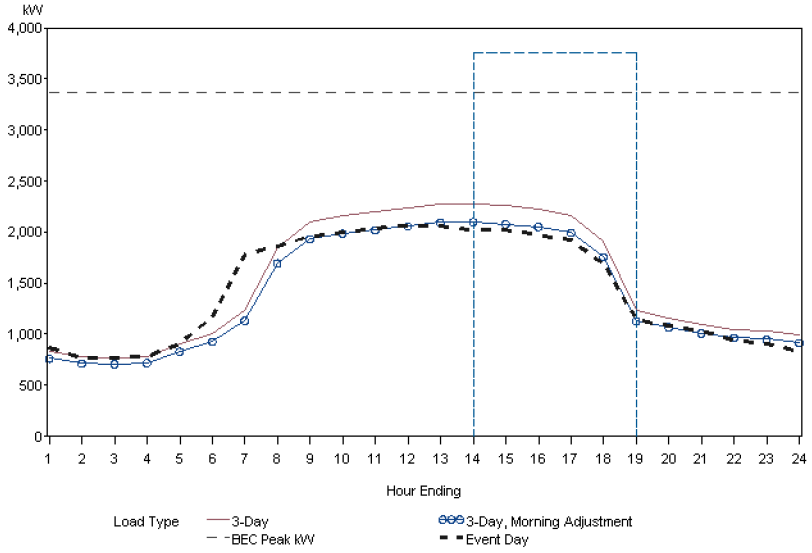
Site: 045, Aug. 30th, 13:00 to 18:00



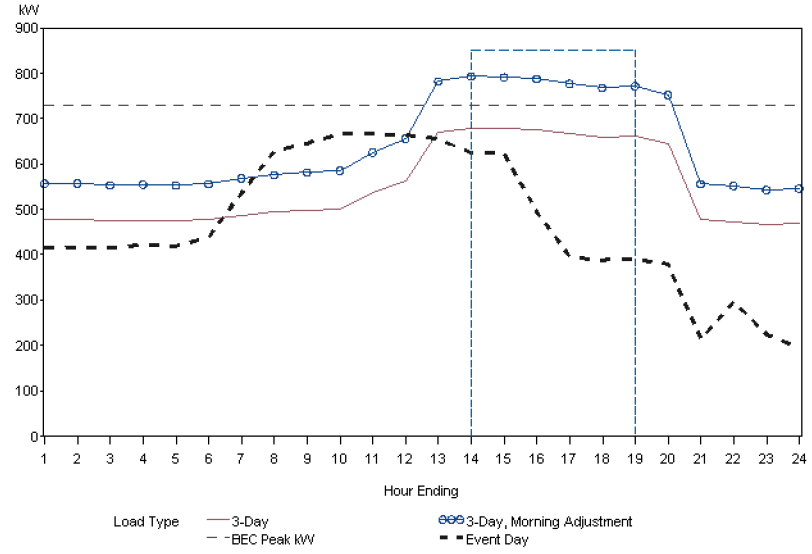
Site: 046, June 20th, 13:00 to 15:00



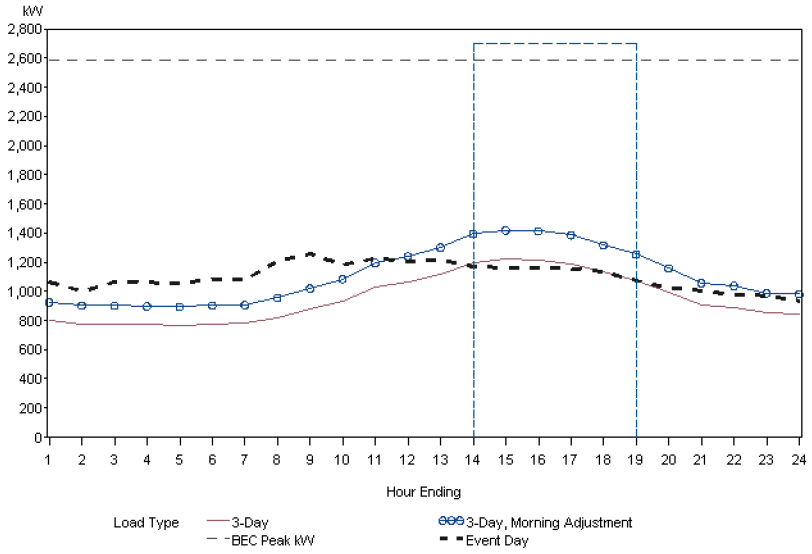
Site: 047, Aug. 31st, 13:00 to 18:00



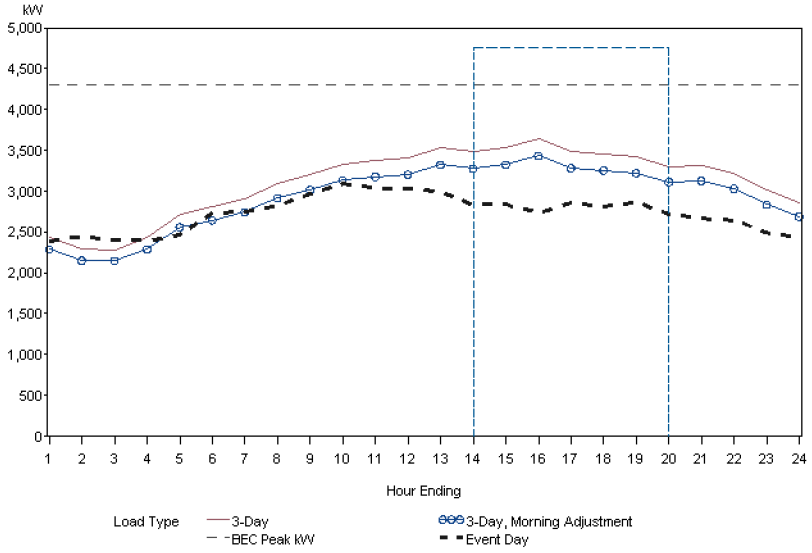
Site: 048, Aug. 30th, 13:00 to 18:00



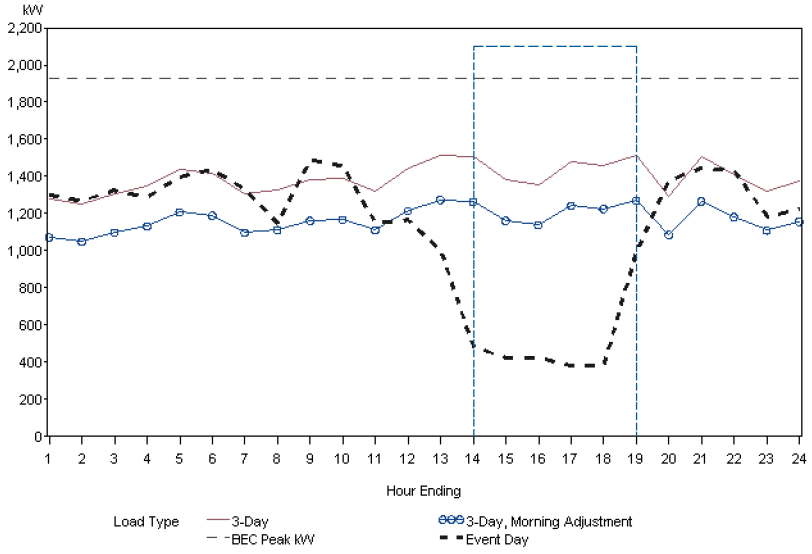
Site: 049, Aug. 30th, 13:00 to 18:00



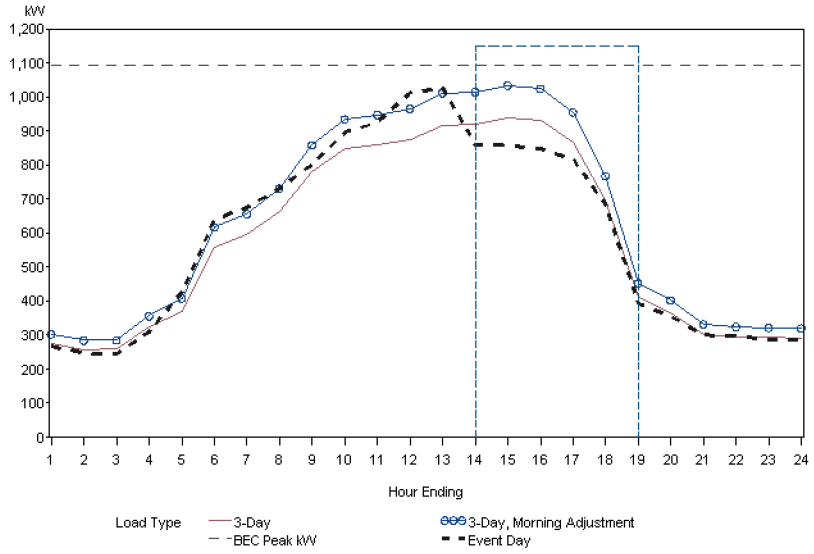
Site: 050, All Events, 13:00 to 19:00



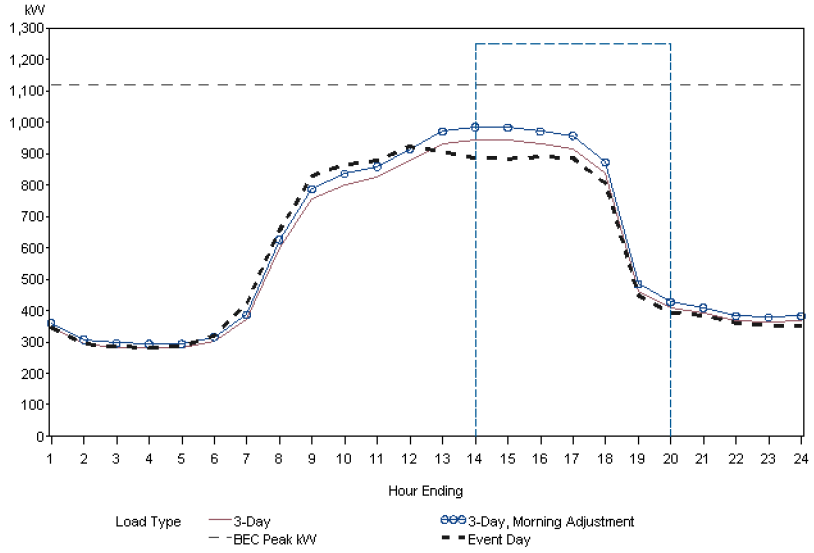
Site: 051, Aug. 29th, 13:00 to 18:00



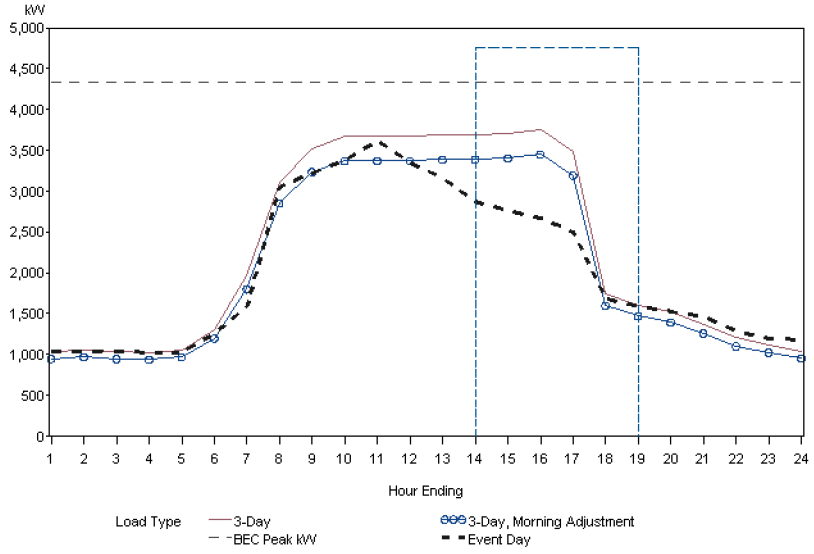
Site: 052, Aug. 29th, 13:00 to 18:00



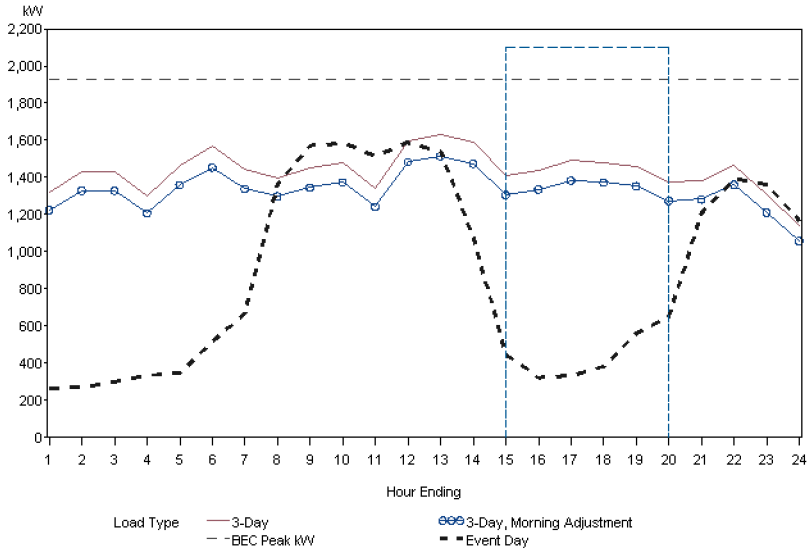
Site: 053, All Events, 13:00 to 19:00



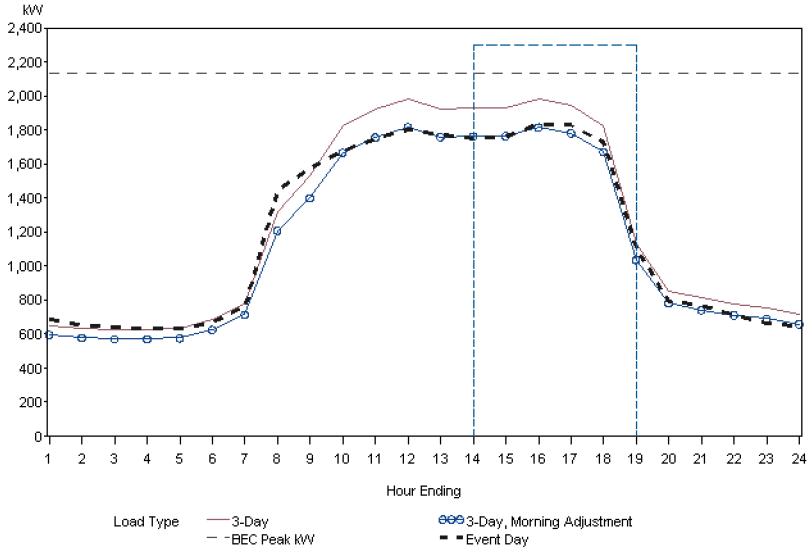
Site: 054, Aug. 31st, 13:00 to 18:00



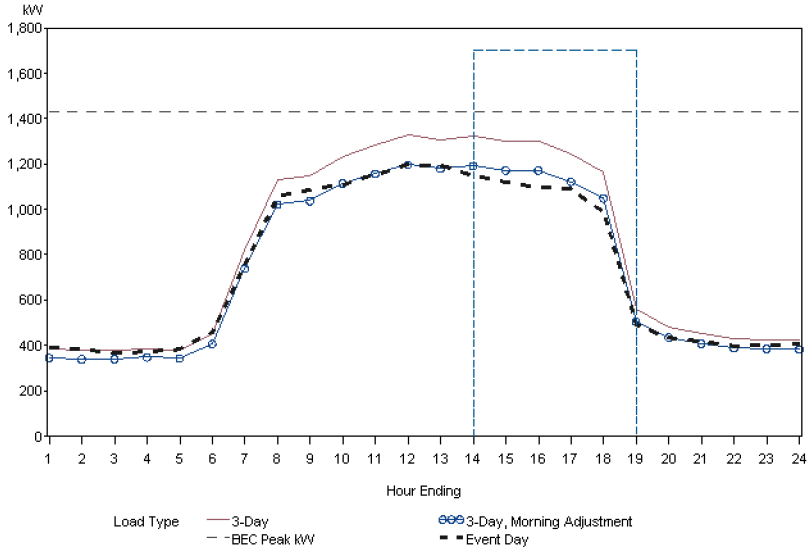
Site: 055, July 5th, 14:00 to 19:00



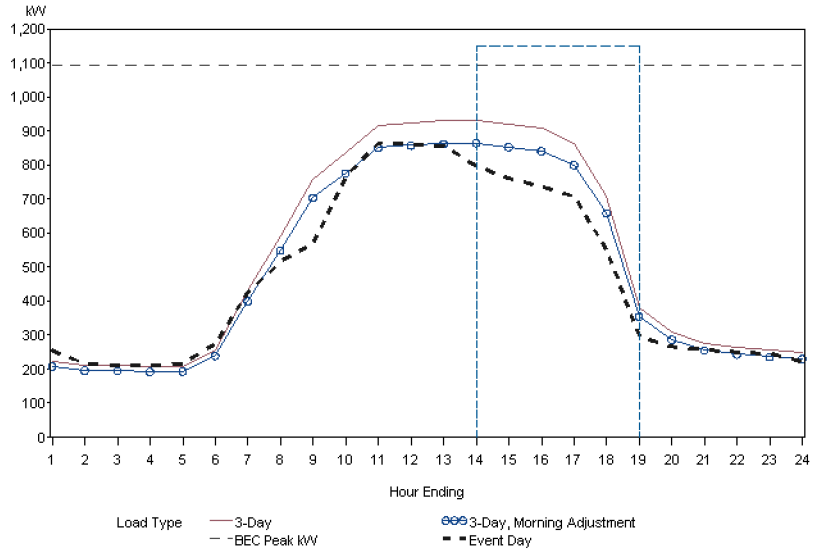
Site: 056, Aug. 31st, 13:00 to 18:00



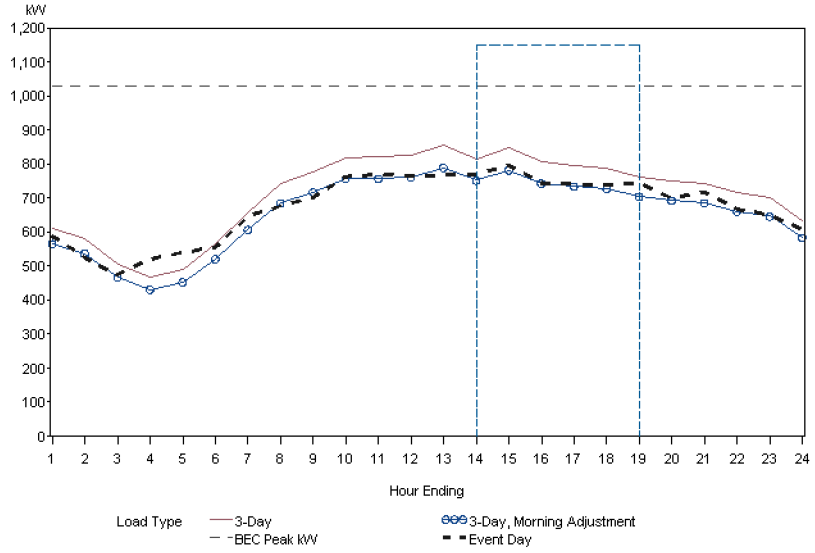
Site: 057, Aug. 31st, 13:00 to 18:00



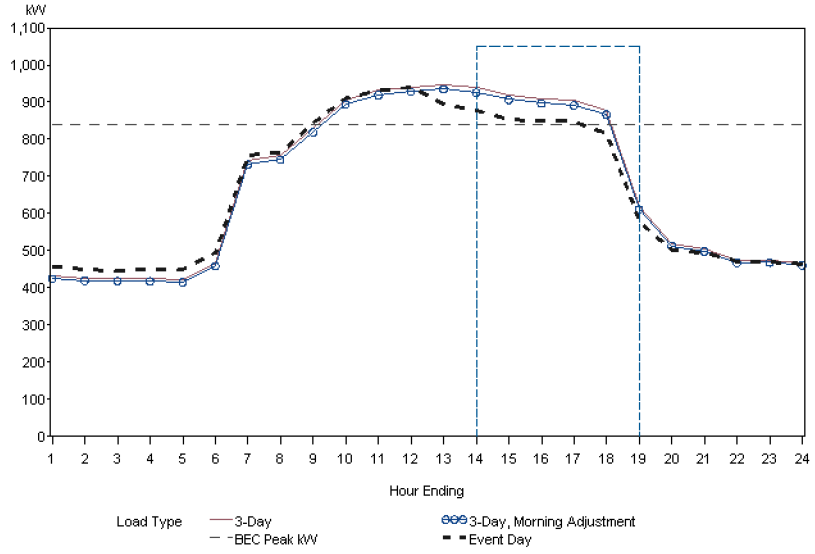
Site: 058, Aug. 31st, 13:00 to 18:00



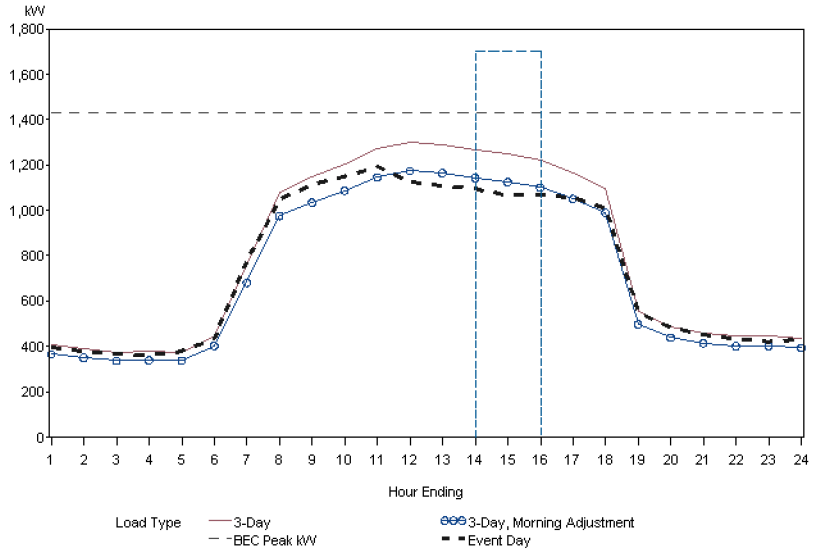
Site: 059, Aug. 29th, 13:00 to 18:00



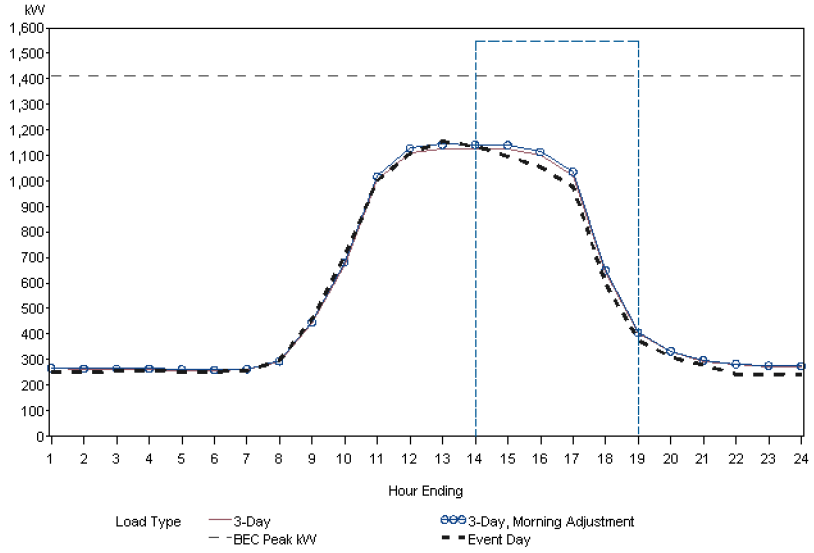
Site: 060, Aug. 29th, 13:00 to 18:00



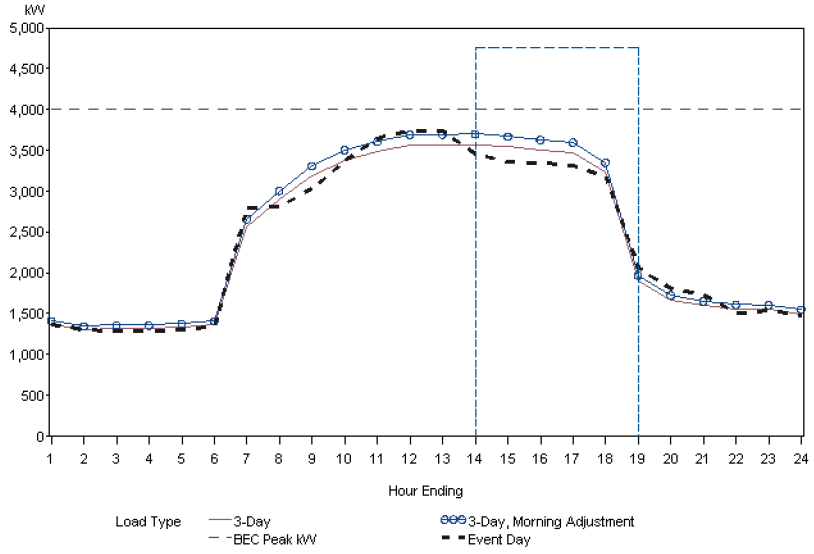
Site: 061, June 20th, 13:00 to 15:00



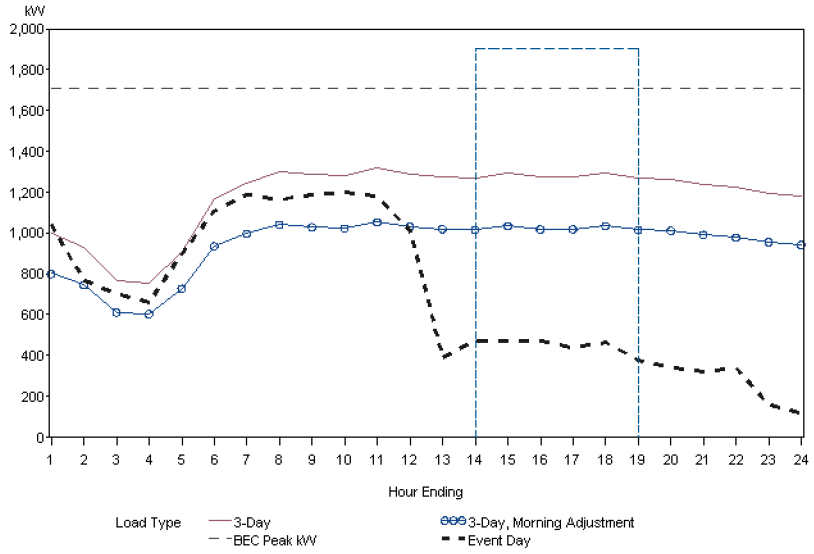
Site: 062, Aug. 29th, 13:00 to 18:00



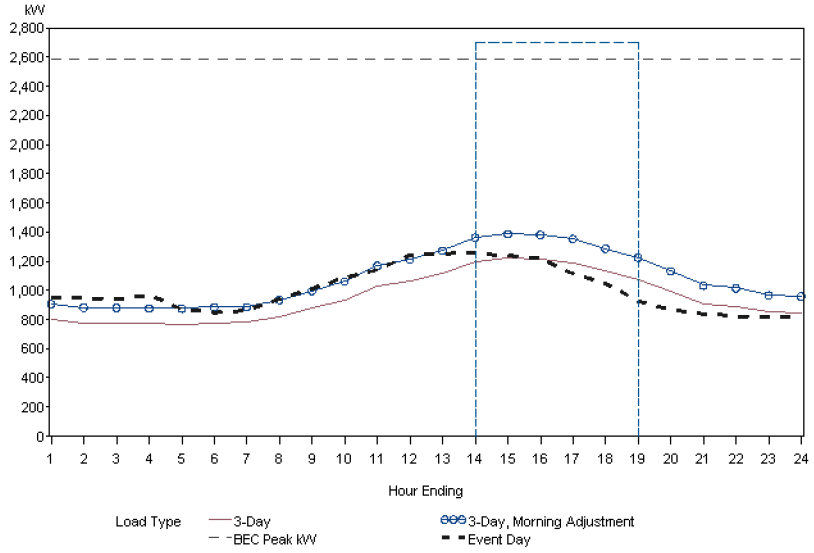
Site: 063, Aug. 29th, 13:00 to 18:00



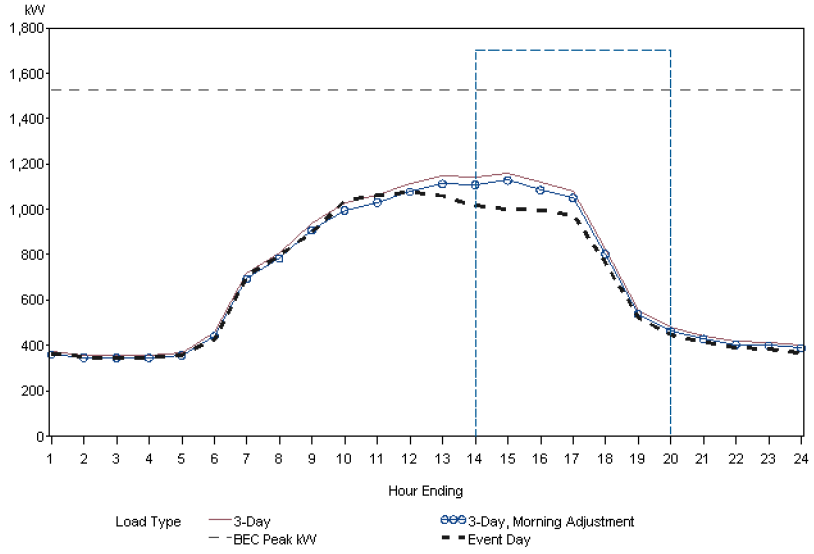
Site: 064, Aug. 31st, 13:00 to 18:00



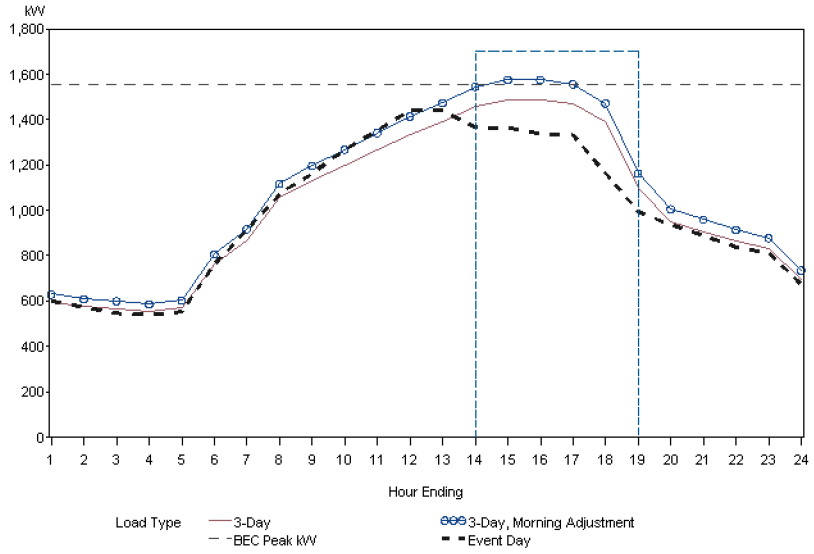
Site: 065, Aug. 31st, 13:00 to 18:00



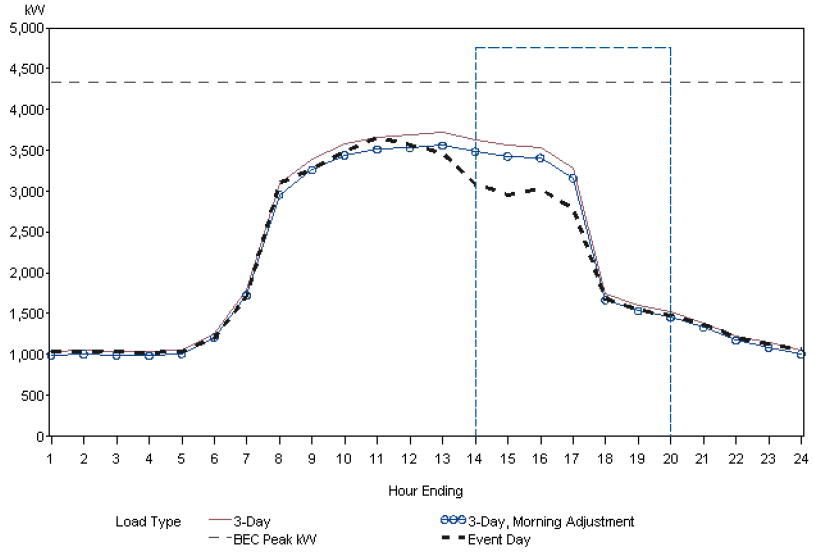
Site: 066, All Events, 13:00 to 19:00



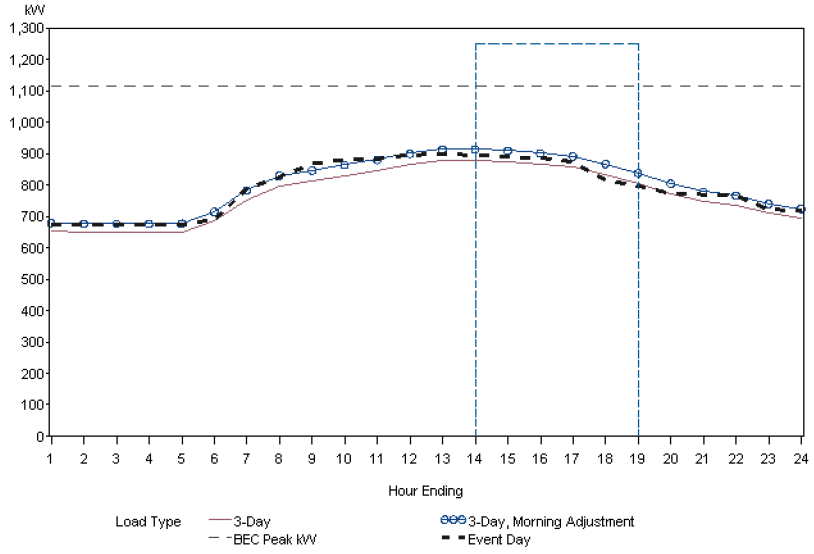
Site: 067, Aug. 30th, 13:00 to 18:00



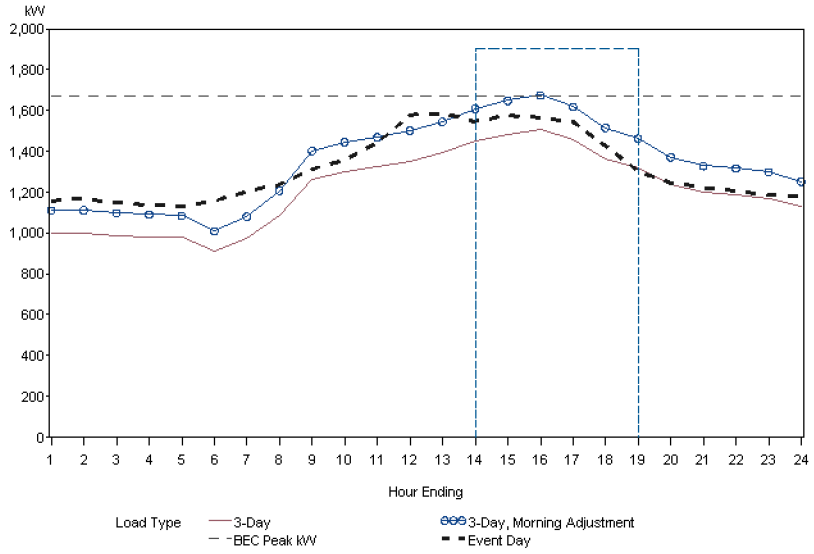
Site: 068, All Events, 13:00 to 19:00



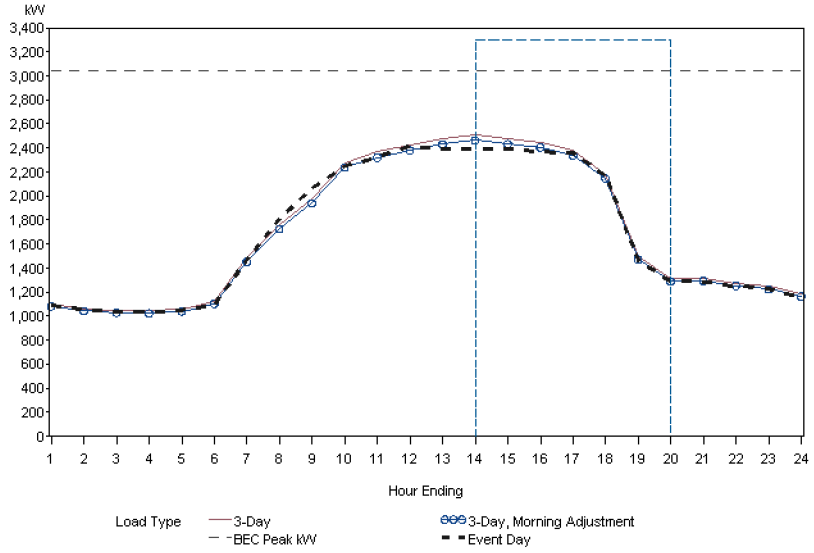
Site: 069, Aug. 30th, 13:00 to 18:00



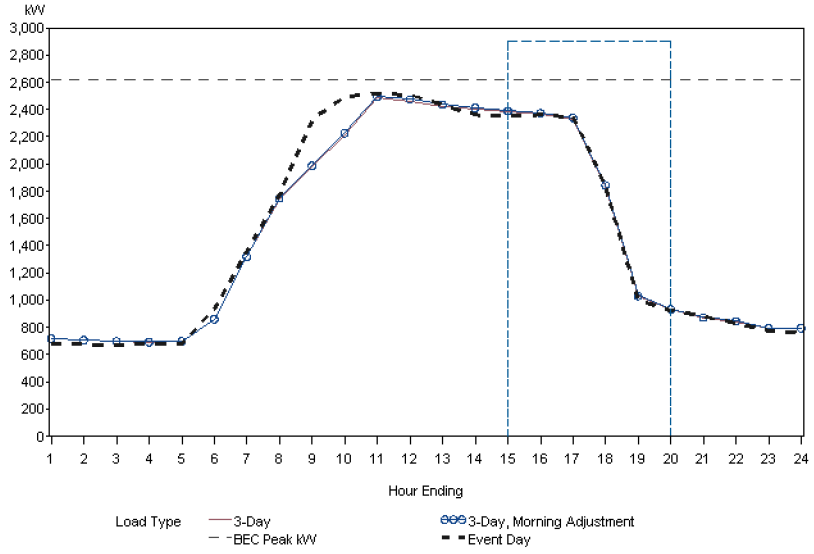
Site: 070, Aug. 30th, 13:00 to 18:00



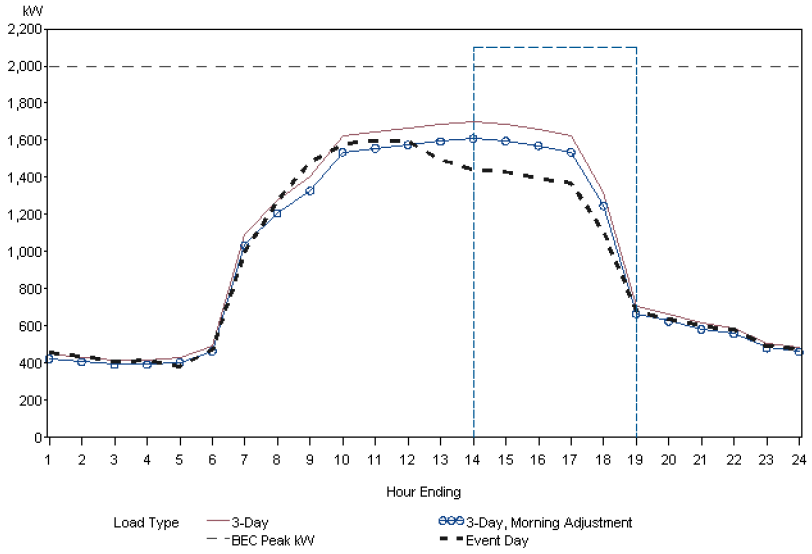
Site: 071, All Events, 13:00 to 19:00



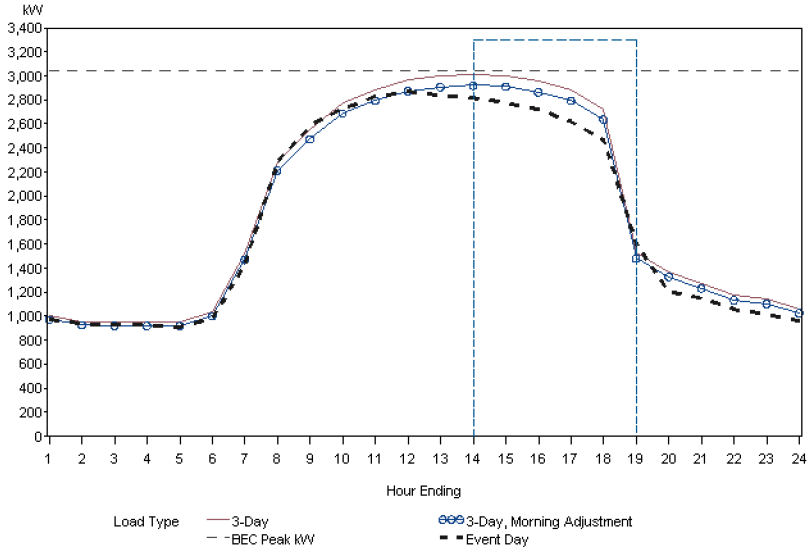
Site: 072, July 5th, 14:00 to 19:00



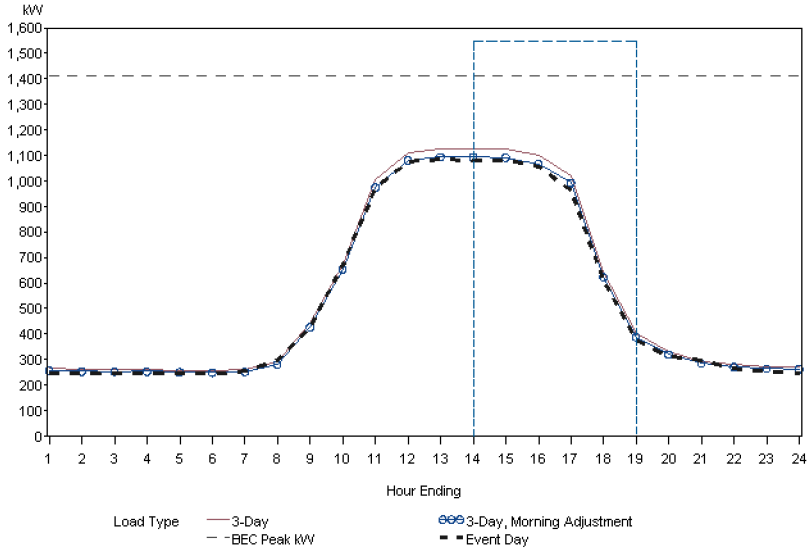
Site: 073, Aug. 29th, 13:00 to 18:00



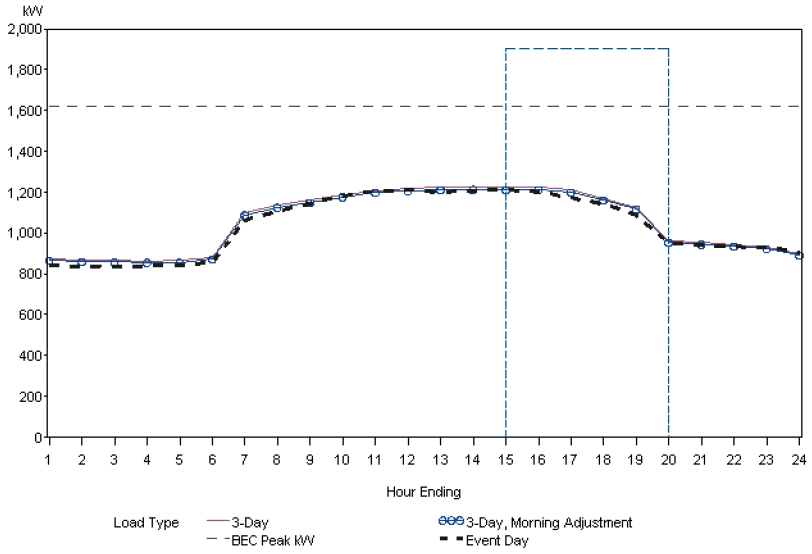
Site: 074, Aug. 31st, 13:00 to 18:00



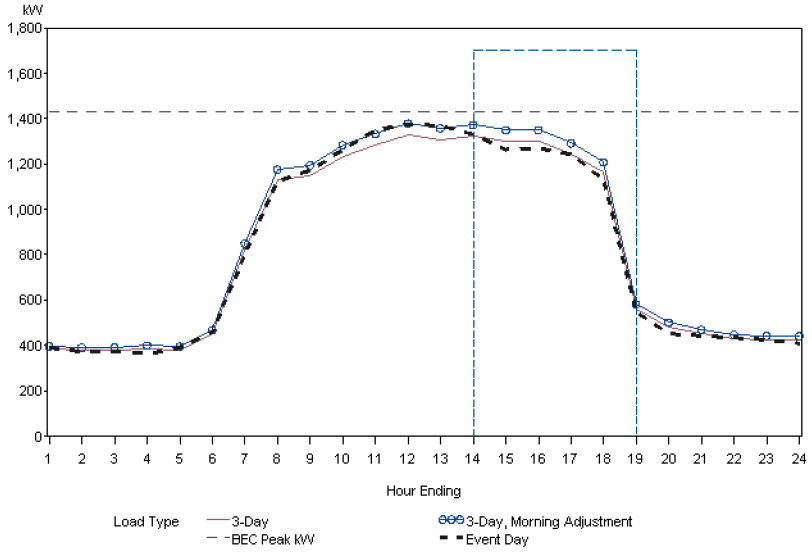
Site: 075, Aug. 31st, 13:00 to 18:00



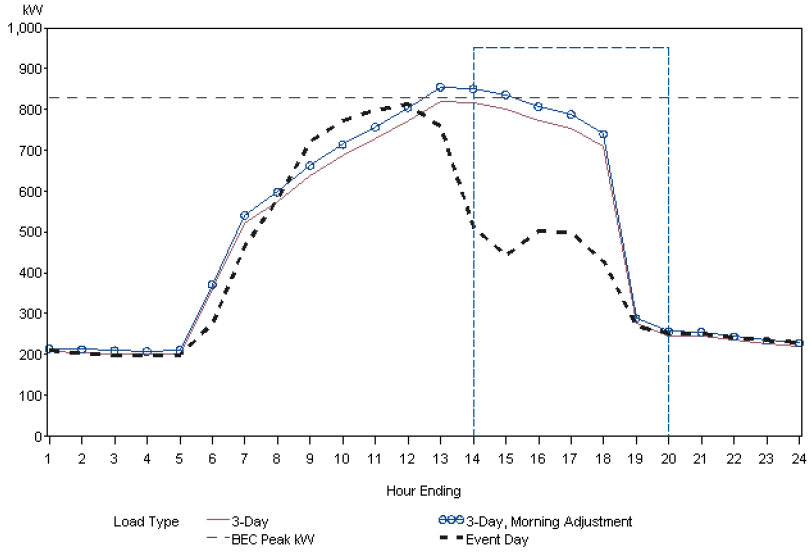
Site: 076, July 5th, 14:00 to 19:00



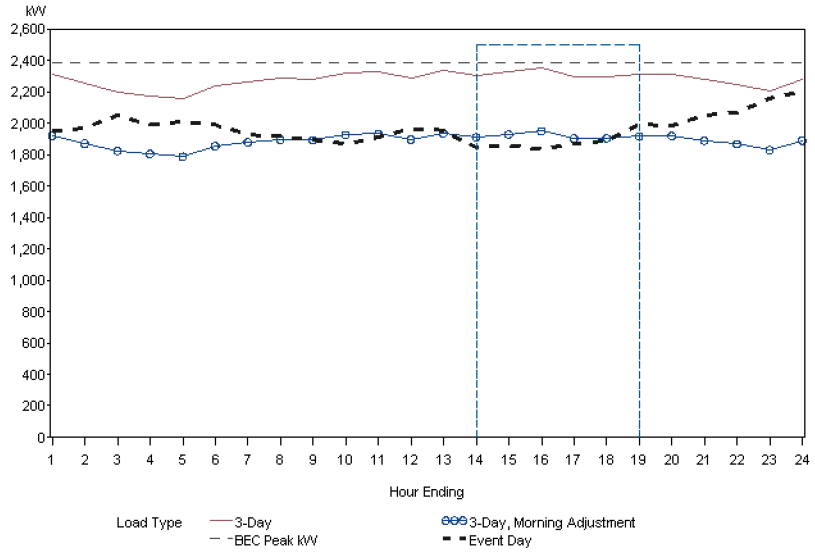
Site: 077, Aug. 29th, 13:00 to 18:00



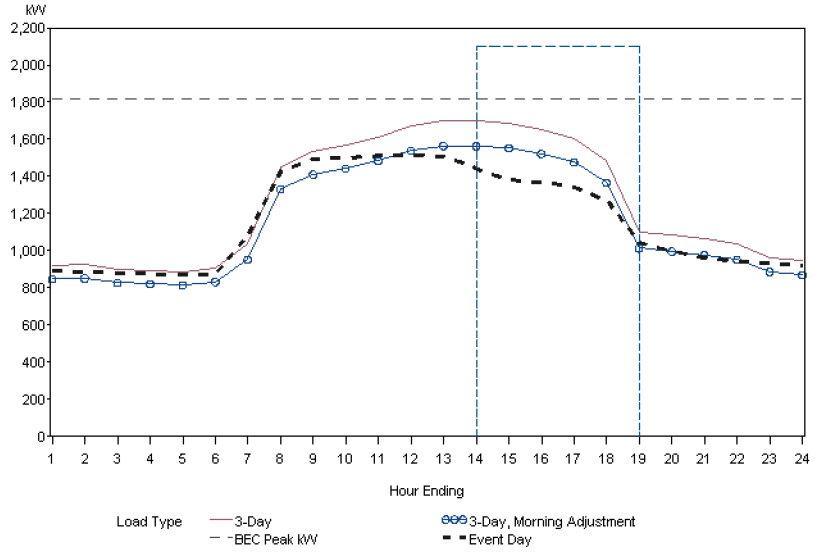
Site: 078, All Events, 13:00 to 19:00



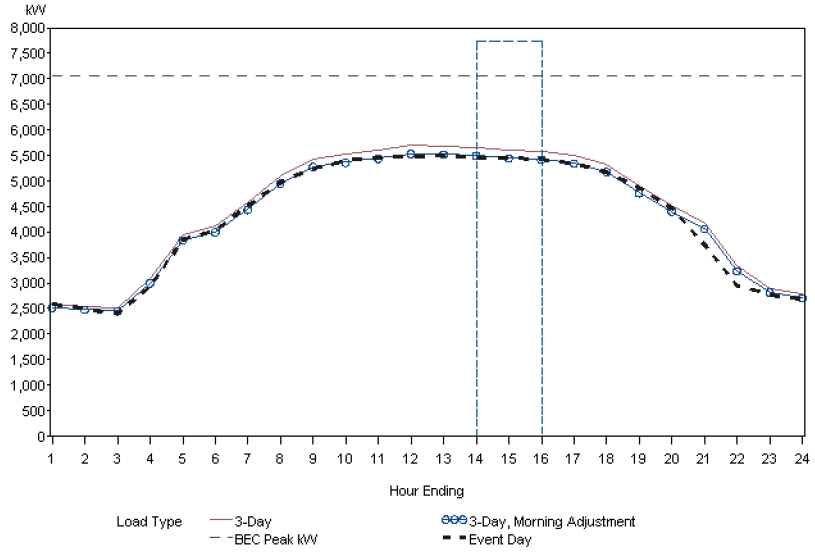
Site: 079, Aug. 30th, 13:00 to 18:00



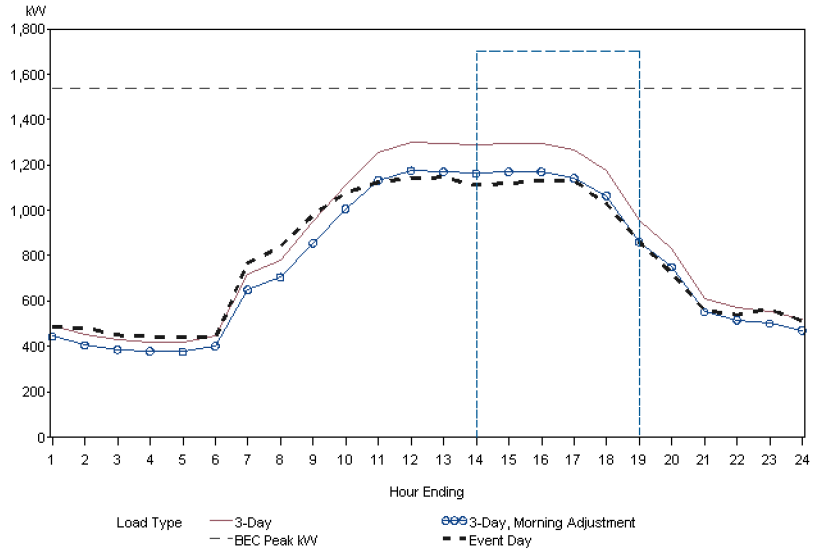
Site: 080, Aug. 31st, 13:00 to 18:00



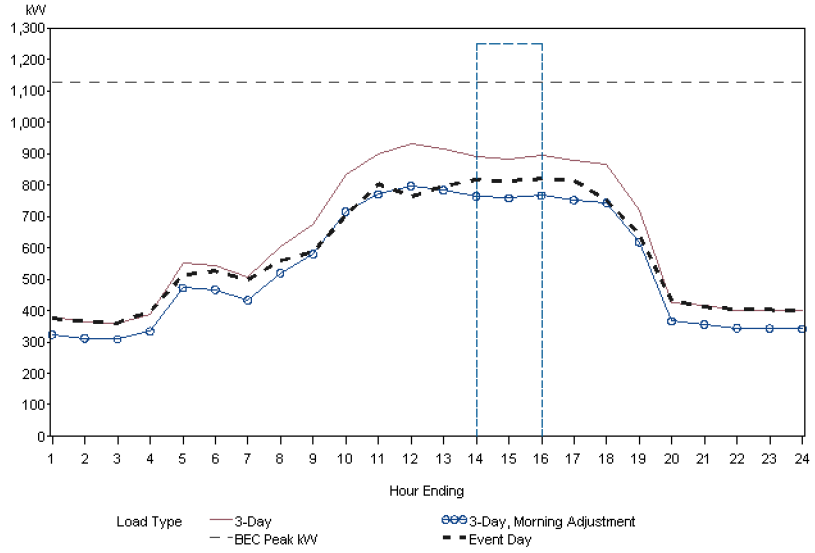
Site: 081, June 20th, 13:00 to 15:00



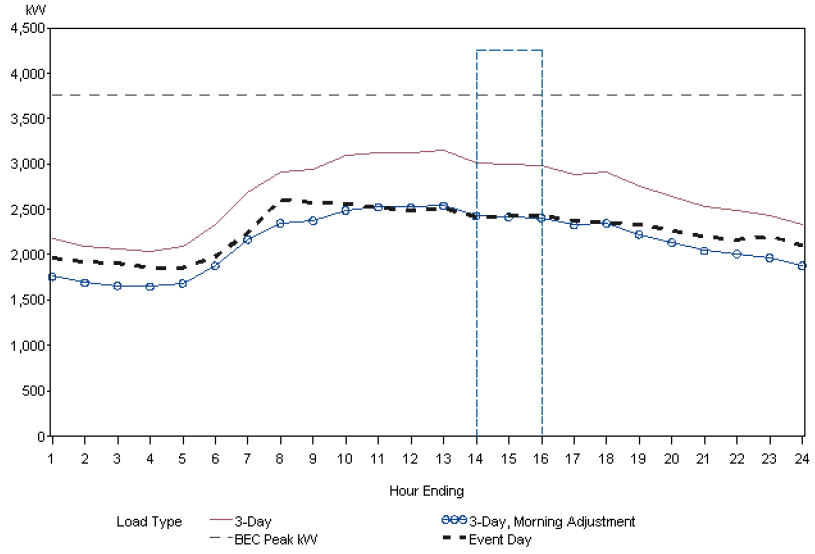
Site: 082, Aug. 31st, 13:00 to 18:00



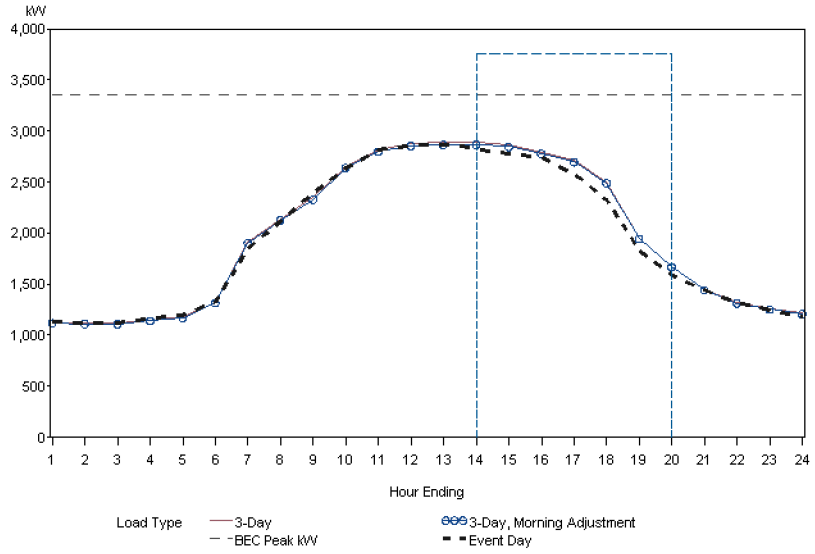
Site: 083, June 20th, 13:00 to 15:00



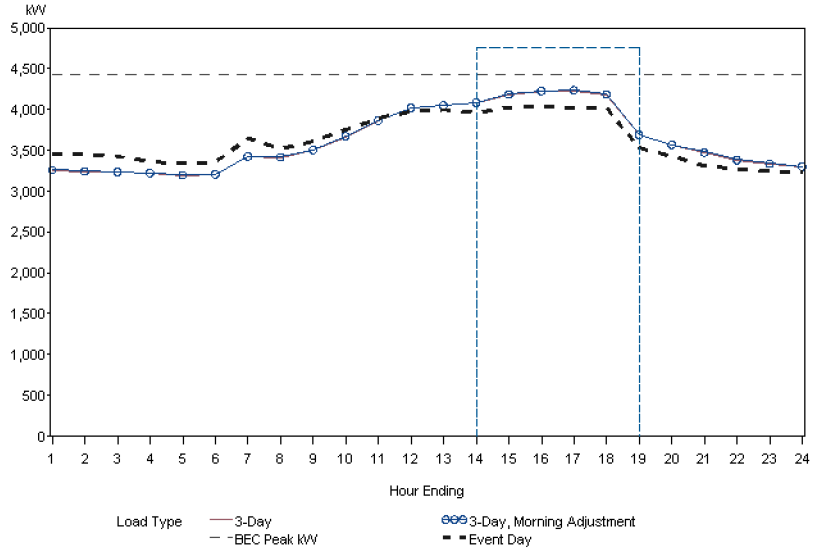
Site: 084, June 20th, 13:00 to 15:00



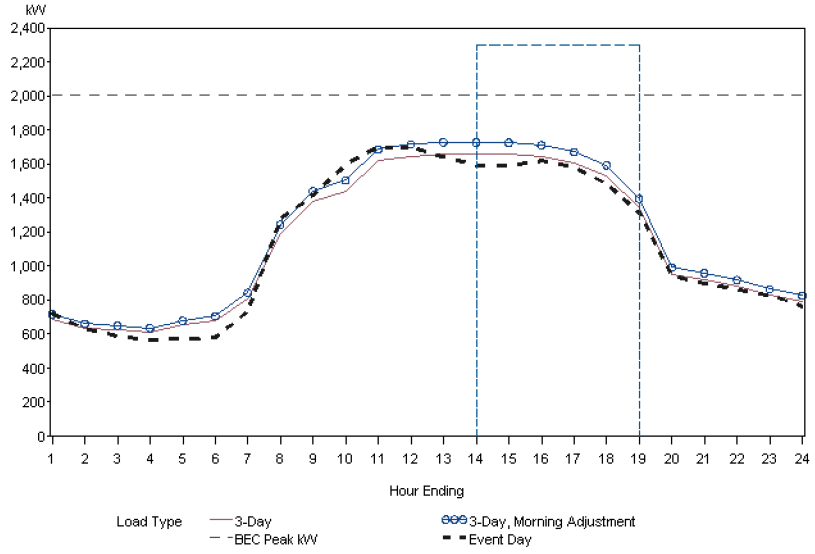
Site: 085, All Events, 13:00 to 19:00



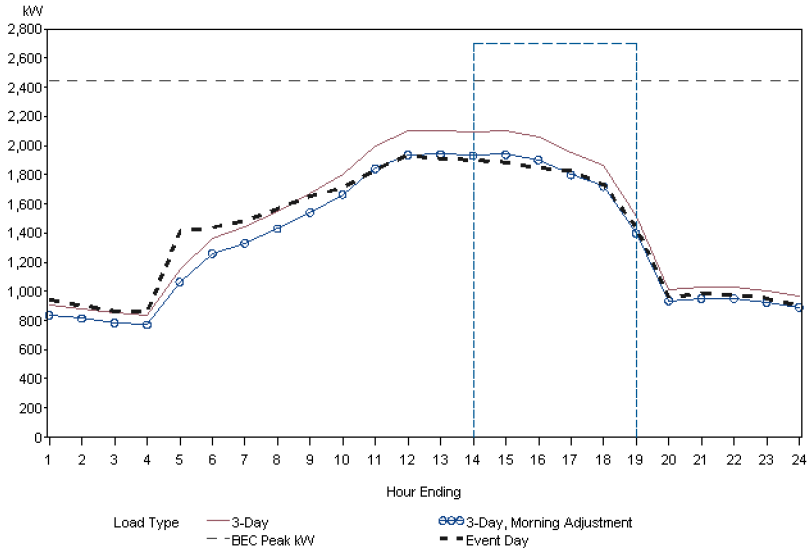
Site: 086, Aug. 31st, 13:00 to 18:00



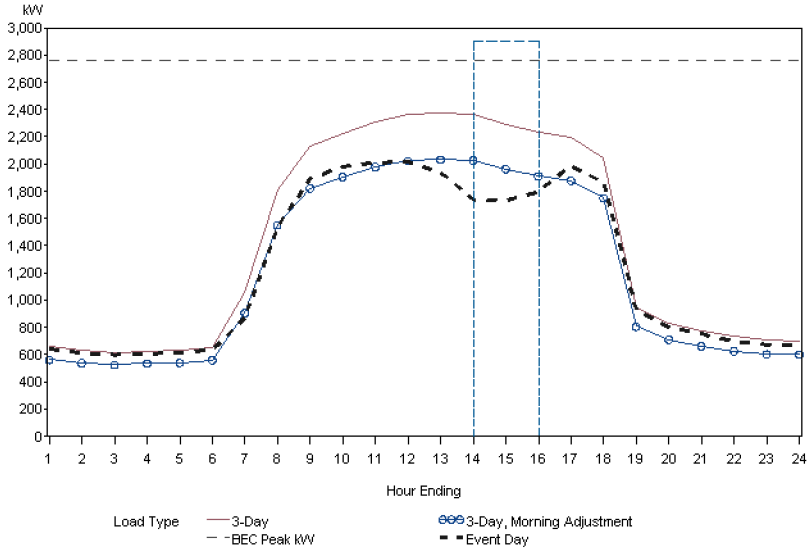
Site: 087, Aug. 29th, 13:00 to 18:00



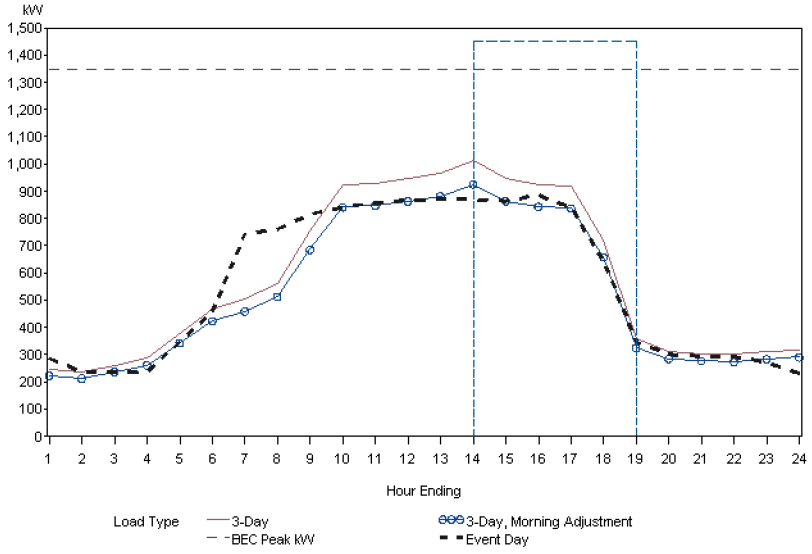
Site: 088, Aug. 31st, 13:00 to 18:00



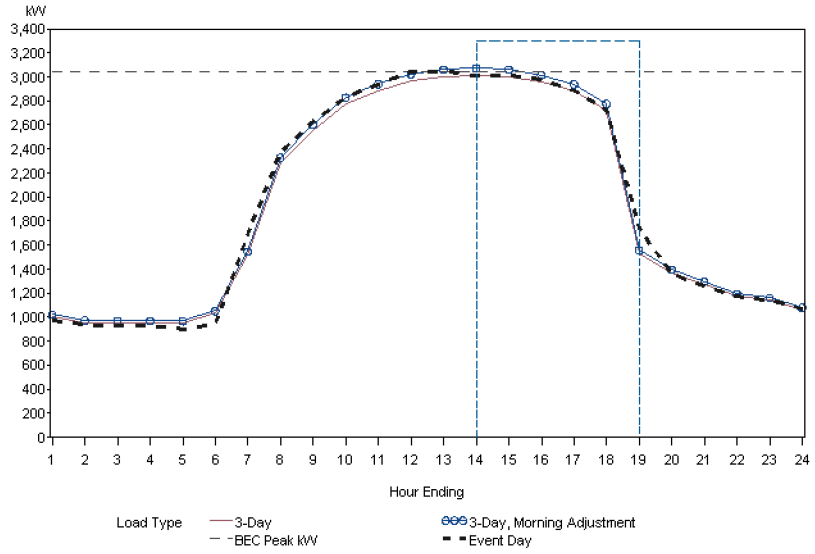
Site: 089, June 20th, 13:00 to 15:00



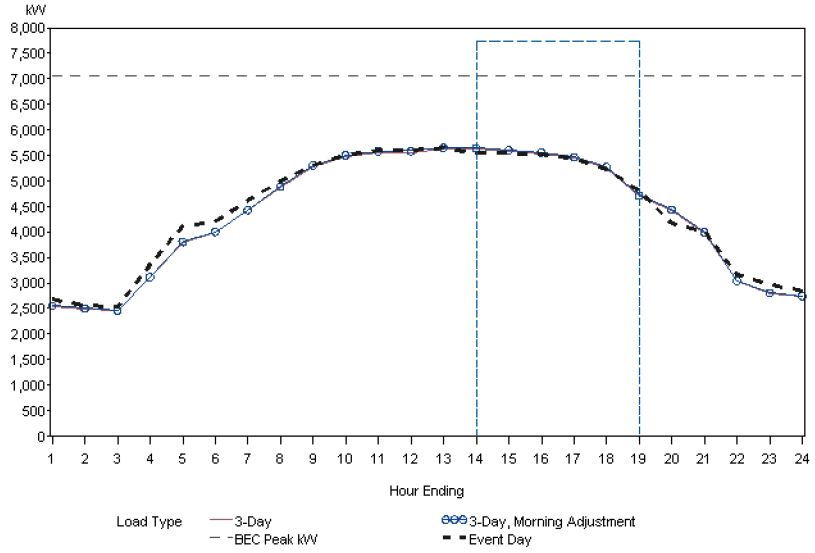
Site: 090, Aug. 31st, 13:00 to 18:00



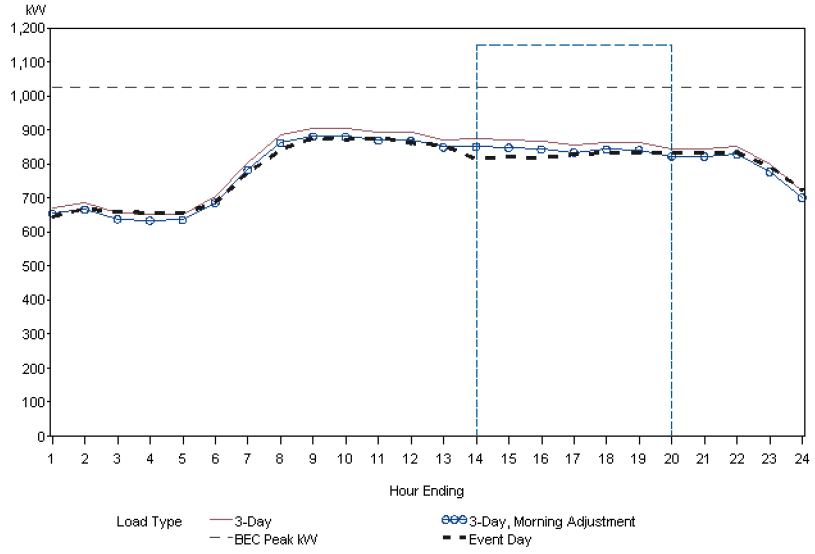
Site: 091, Aug. 30th, 13:00 to 18:00



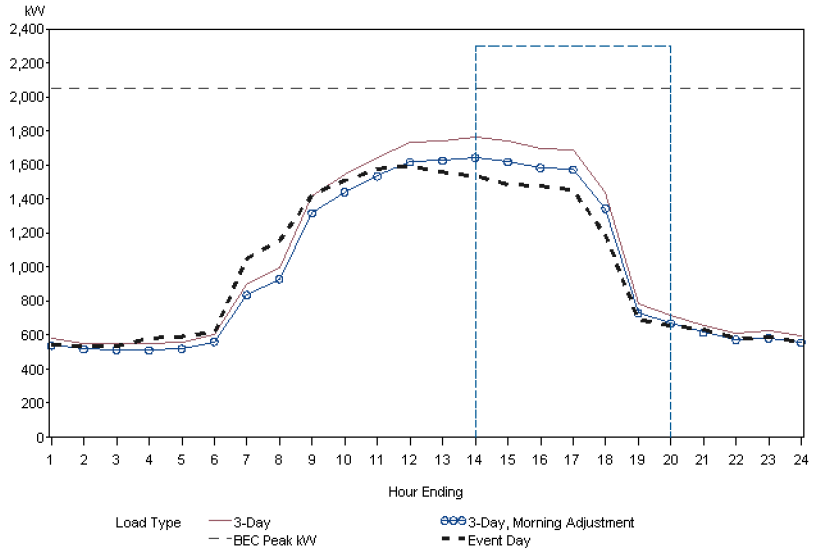
Site: 092, Aug. 30th, 13:00 to 18:00



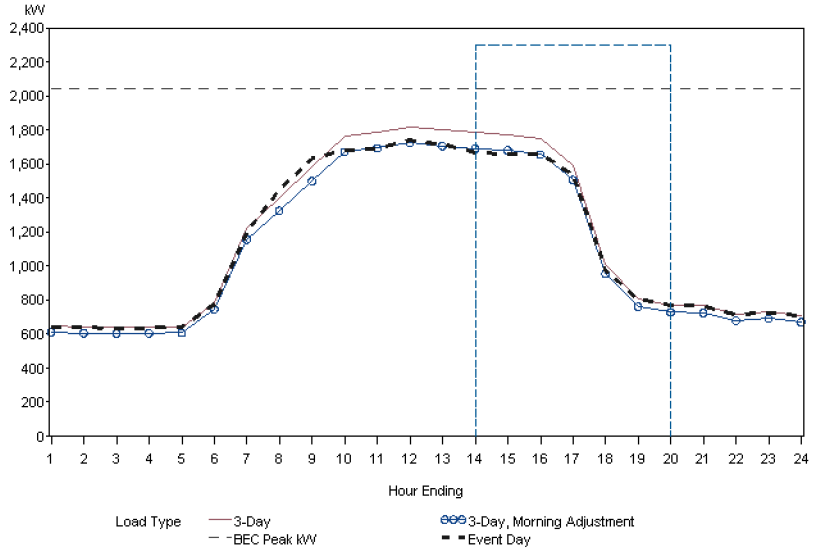
Site: 093, All Events, 13:00 to 19:00



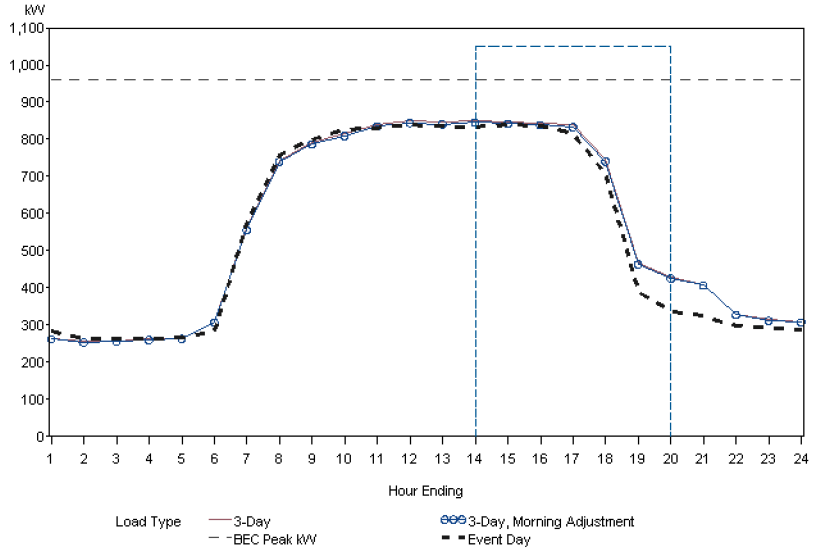
Site: 094, All Events, 13:00 to 19:00



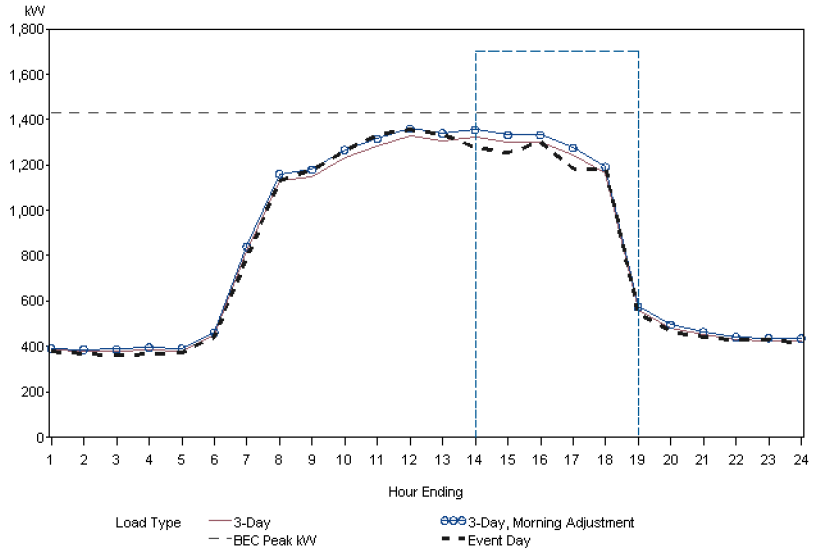
Site: 095, All Events, 13:00 to 19:00



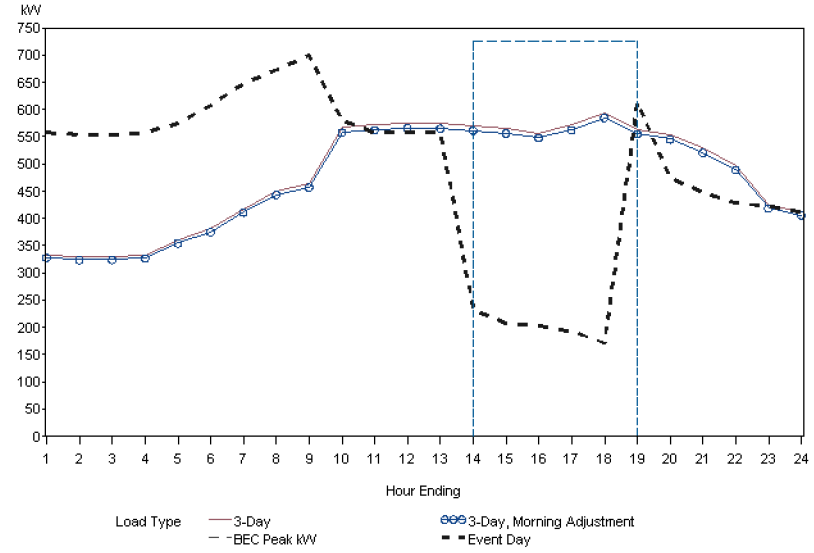
Site: 096, All Events, 13:00 to 19:00



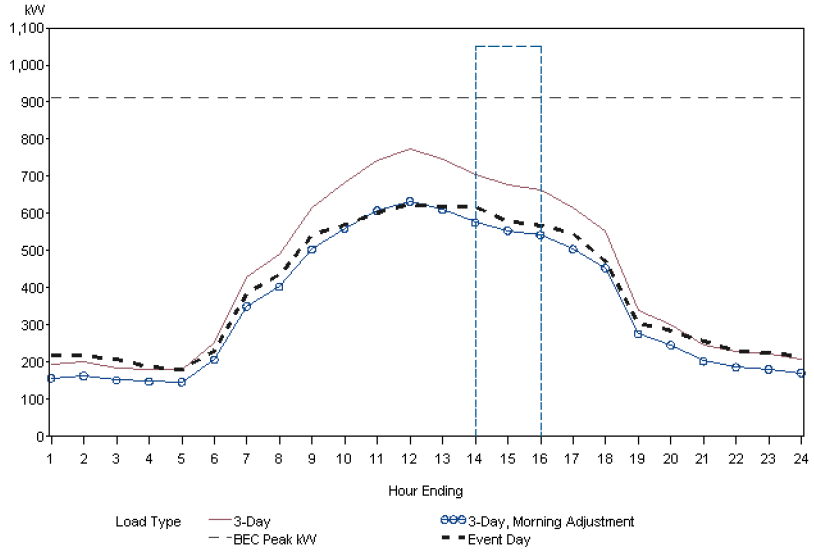
Site: 097, Aug. 30th, 13:00 to 18:00



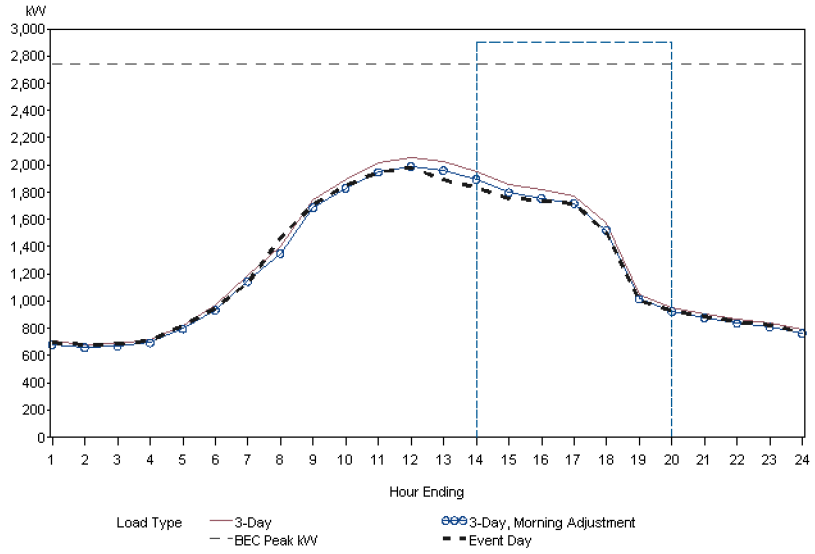
Site: 098, Aug. 30th, 13:00 to 18:00



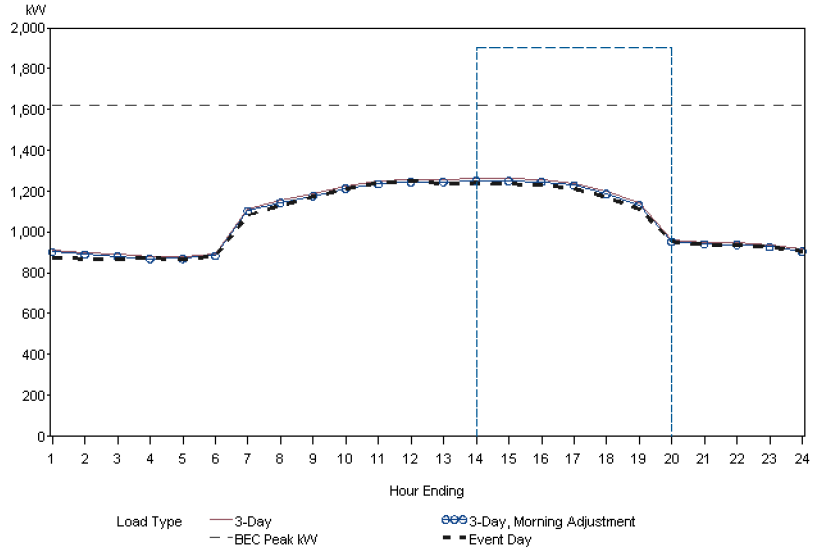
Site: 099, June 20th, 13:00 to 15:00



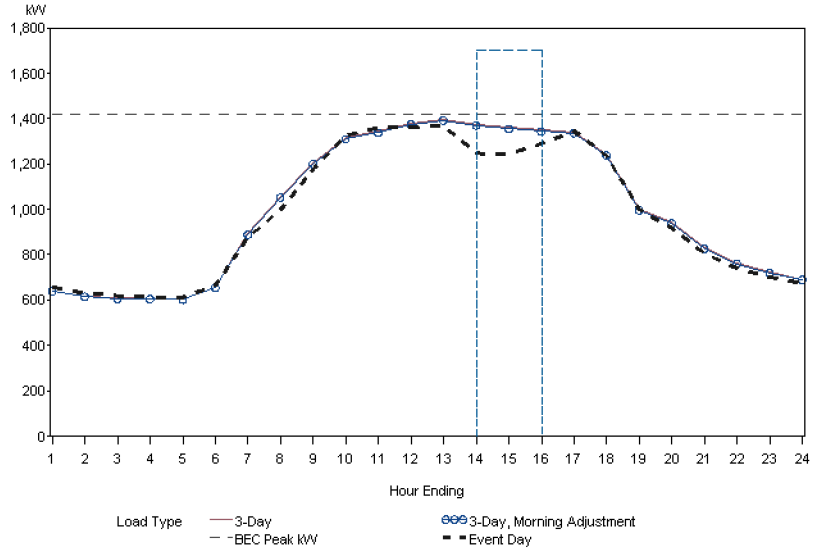
Site: 100, All Events, 13:00 to 19:00



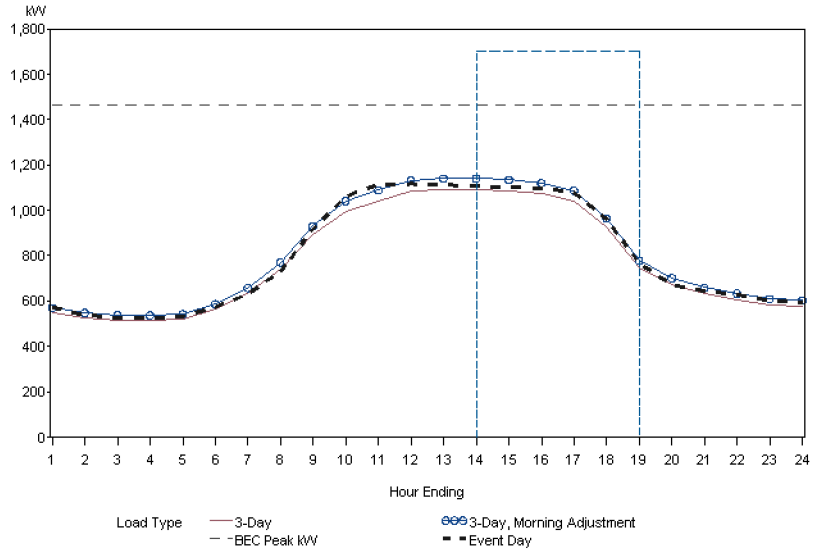
Site: 101, All Events, 13:00 to 19:00



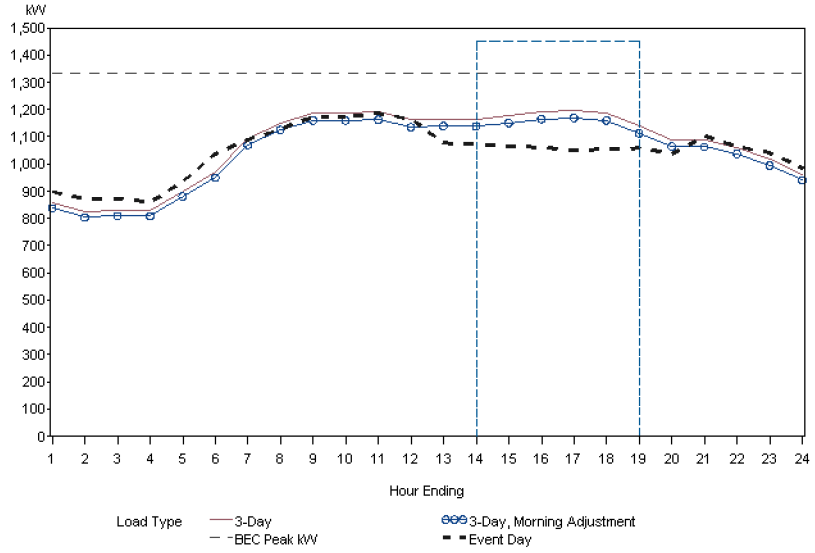
Site: 102, June 20th, 13:00 to 15:00



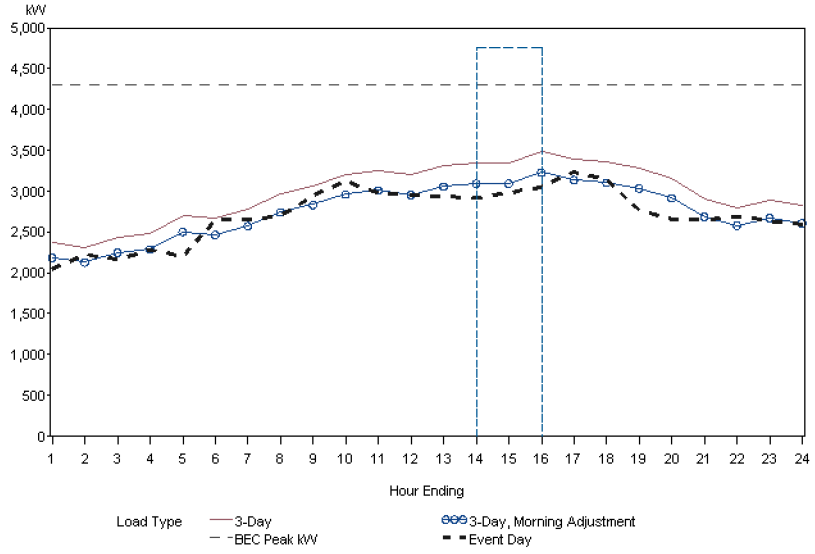
Site: 103, Aug. 29th, 13:00 to 18:00



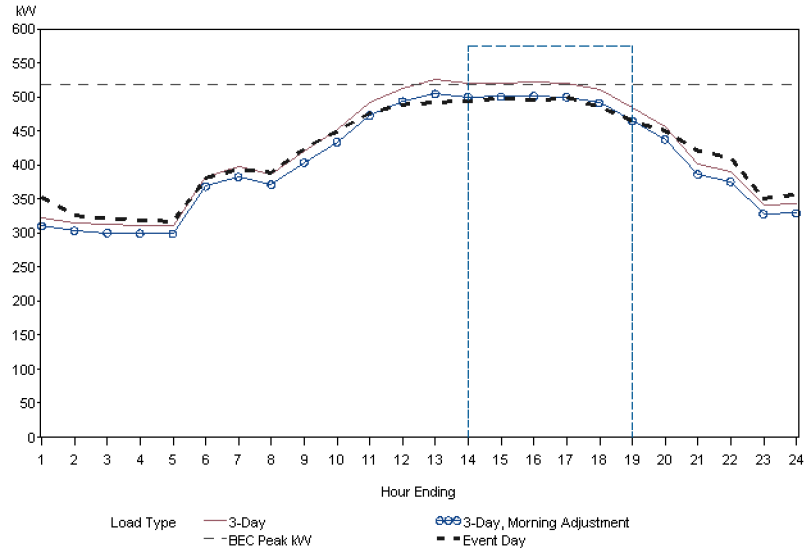
Site: 104, Aug. 29th, 13:00 to 18:00



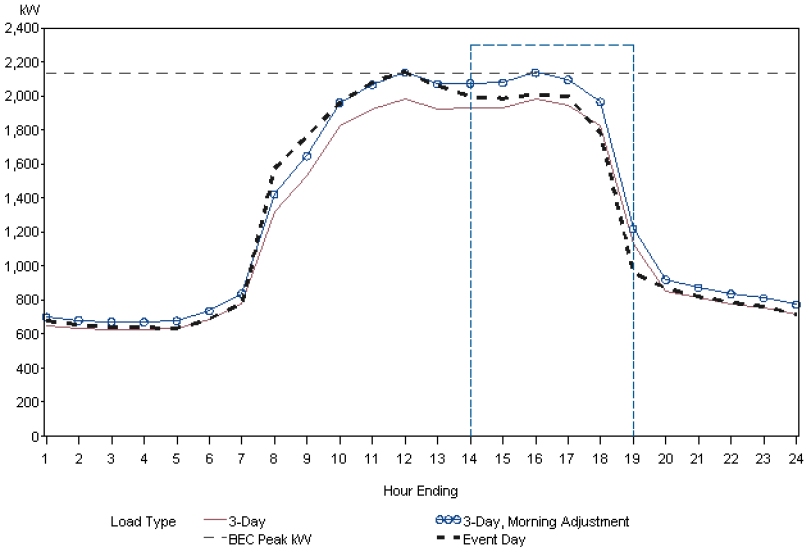
Site: 105, June 20th, 13:00 to 15:00



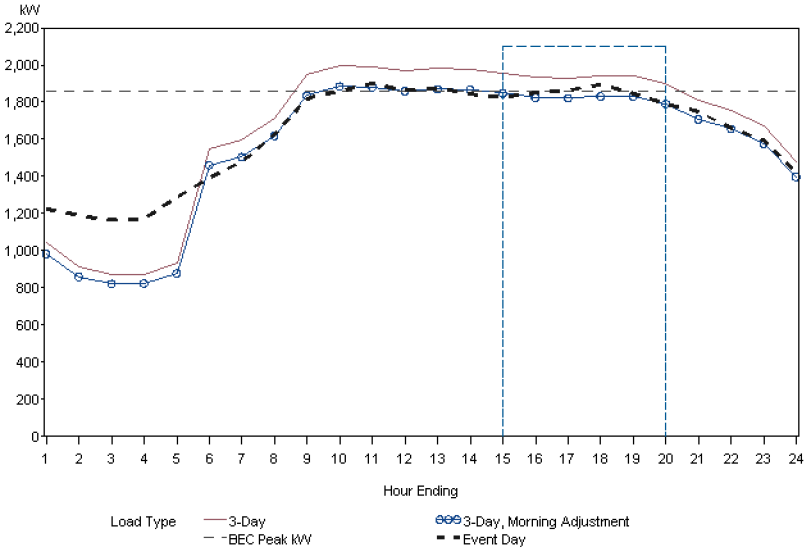
Site: 106, Aug. 30th, 13:00 to 18:00



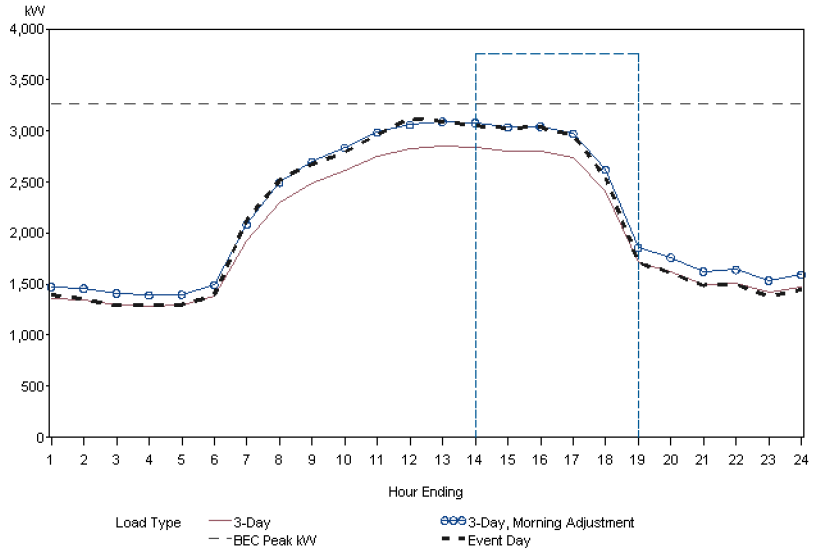
Site: 107, Aug. 29th, 13:00 to 18:00



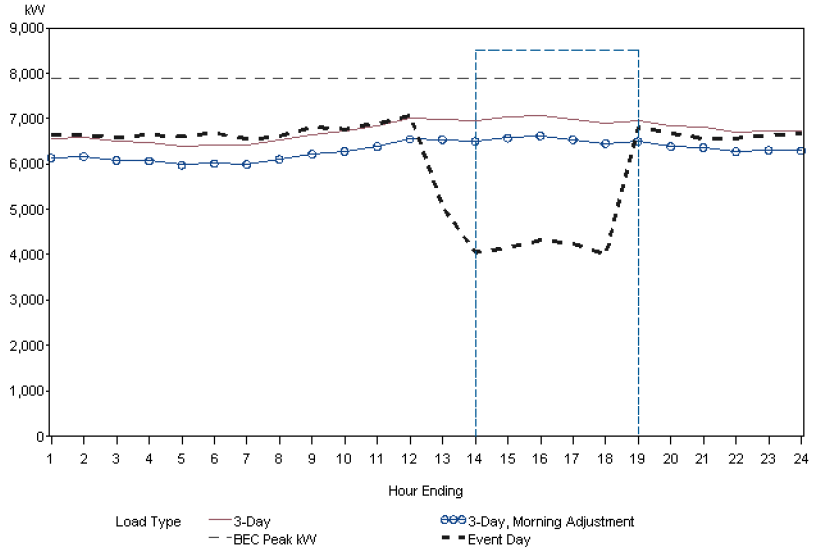
Site: 108, July 5th, 14:00 to 19:00



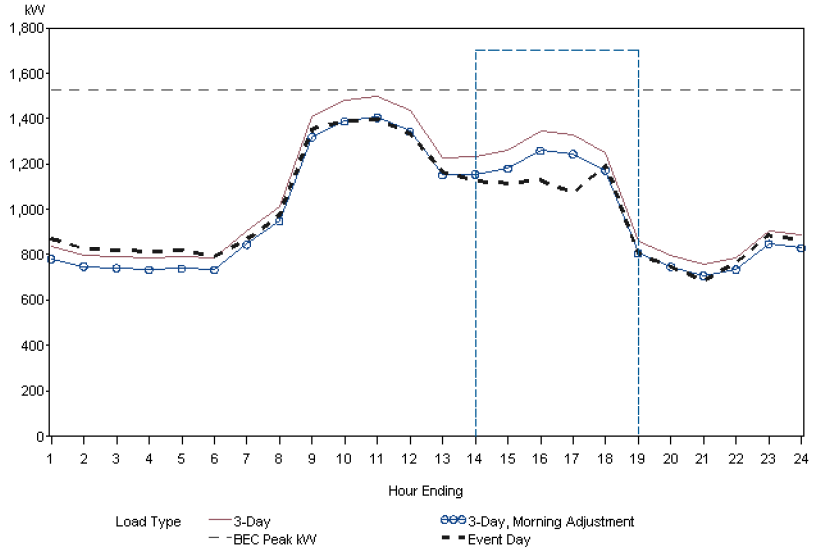
Site: 109, Aug. 29th, 13:00 to 18:00



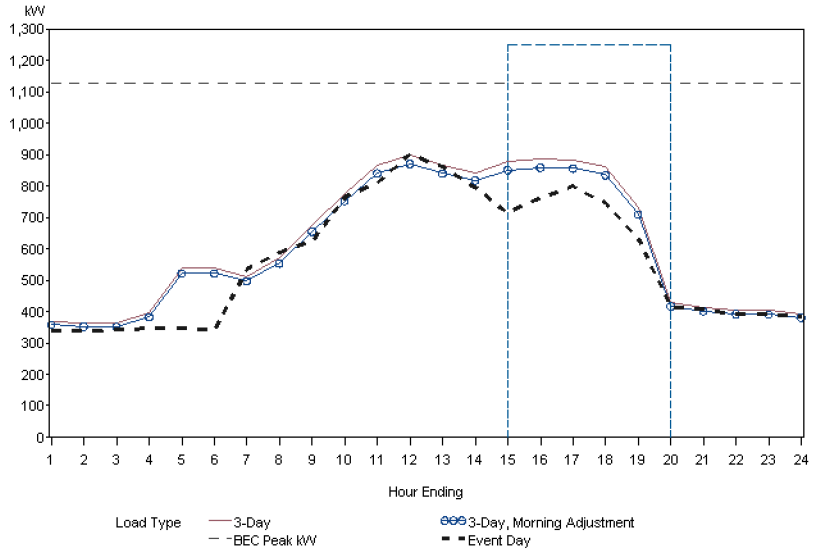
Site: 110, Aug. 31st, 13:00 to 18:00



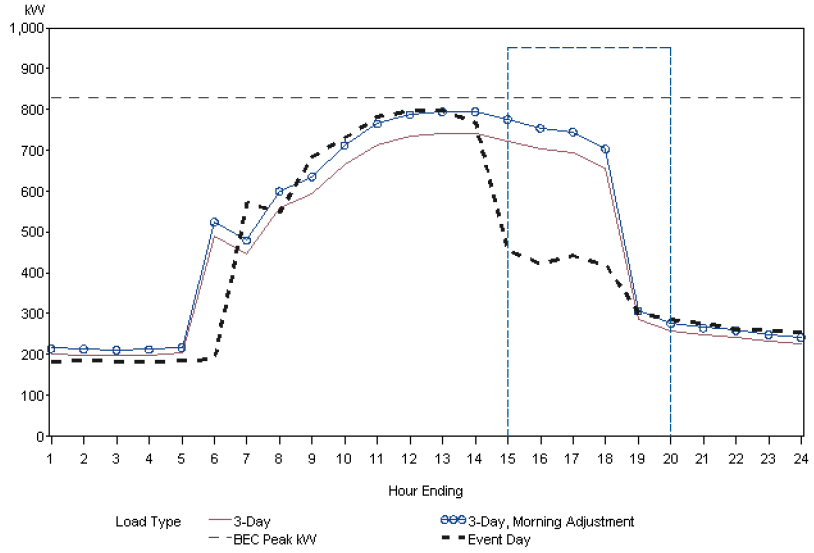
Site: 111, Aug. 31st, 13:00 to 18:00



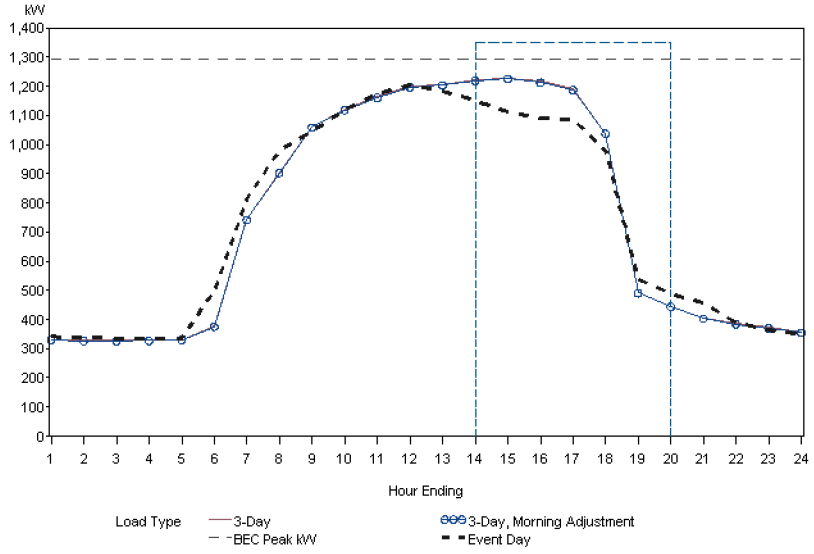
Site: 112, July 5th, 14:00 to 19:00



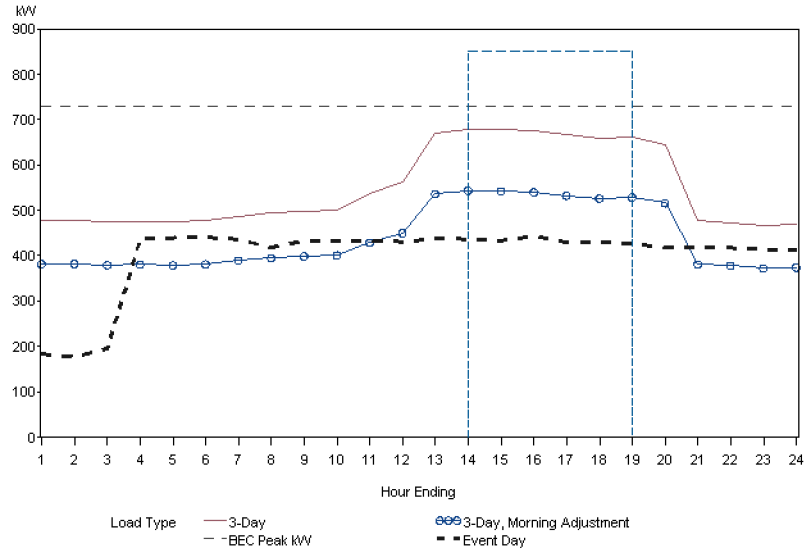
Site: 113, July 5th, 14:00 to 19:00



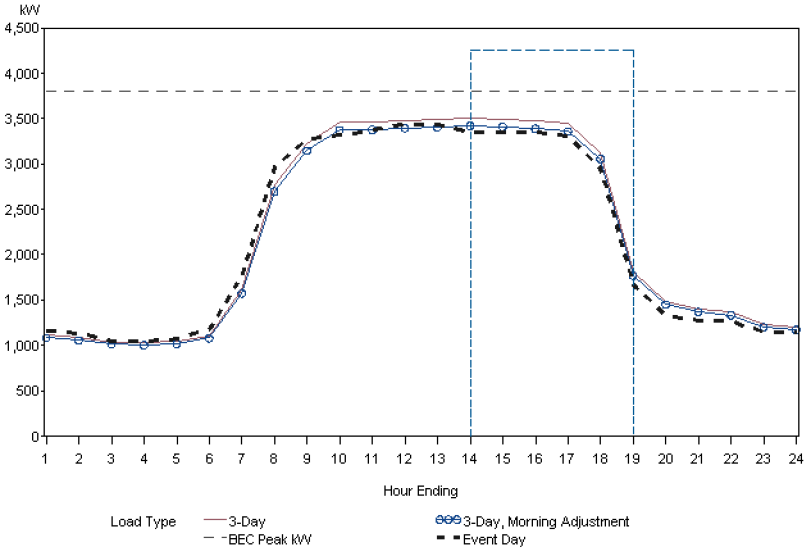
Site: 114, All Events, 13:00 to 19:00



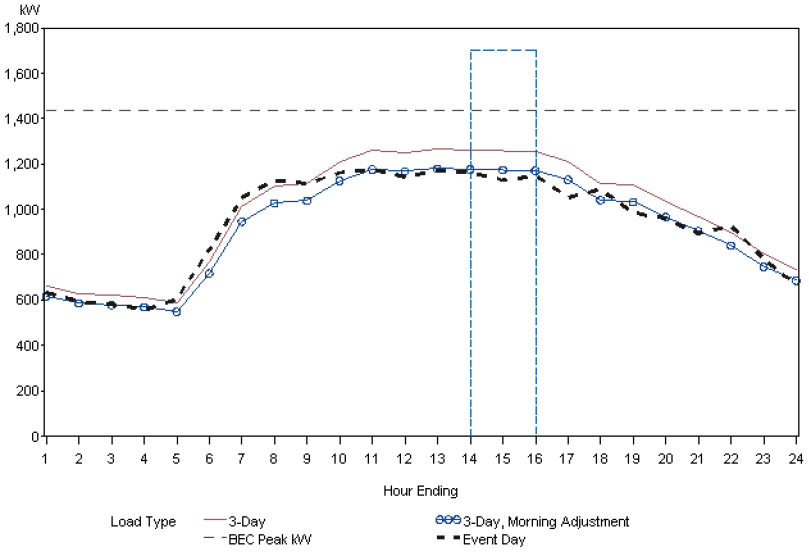
Site: 115, Aug. 31st, 13:00 to 18:00



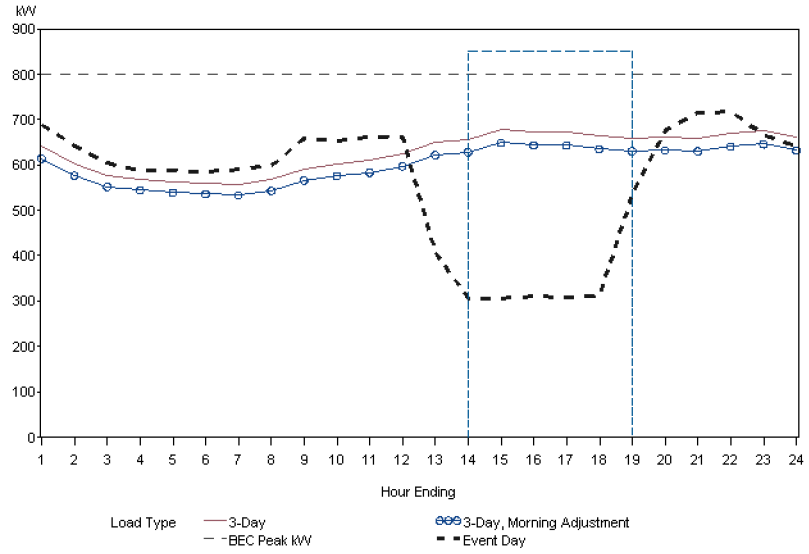
Site: 116, Aug. 31st, 13:00 to 18:00



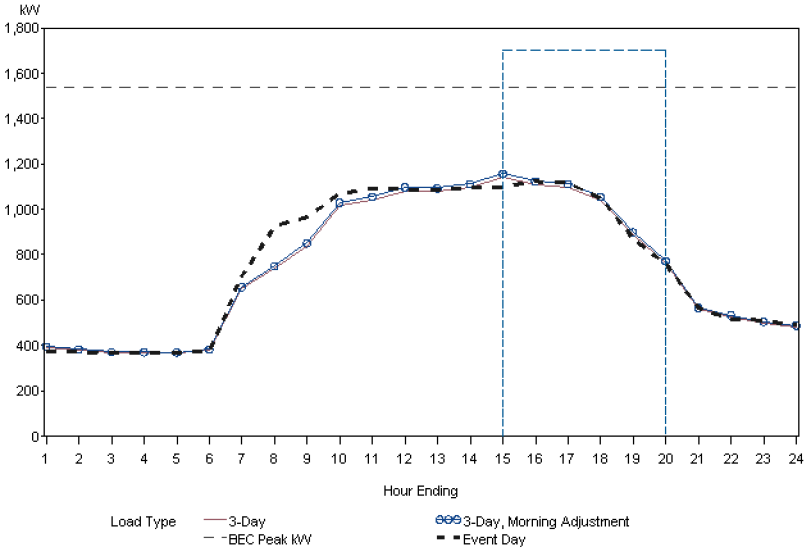
Site: 117, June 20th, 13:00 to 15:00



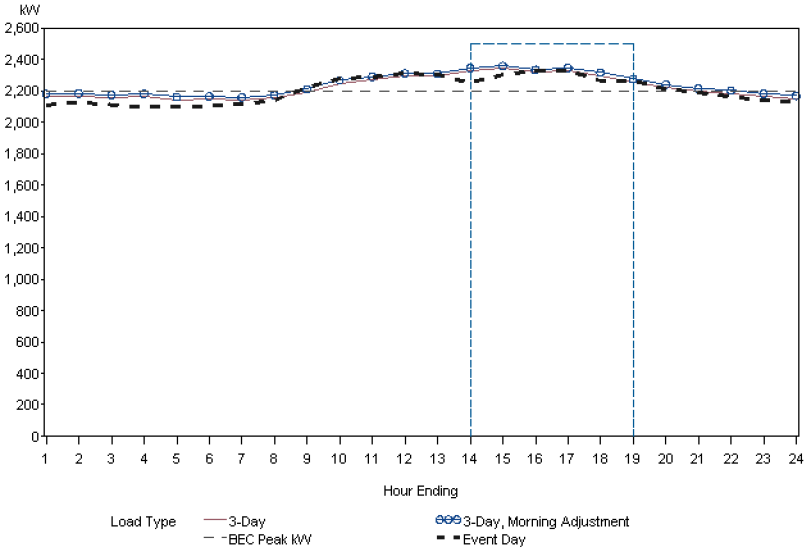
Site: 118, Aug. 31st, 13:00 to 18:00



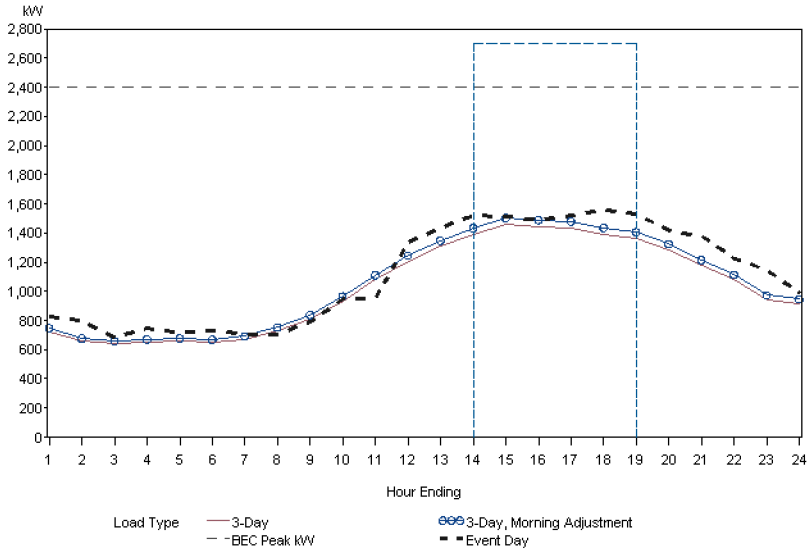
Site: 119, July 5th, 14:00 to 19:00



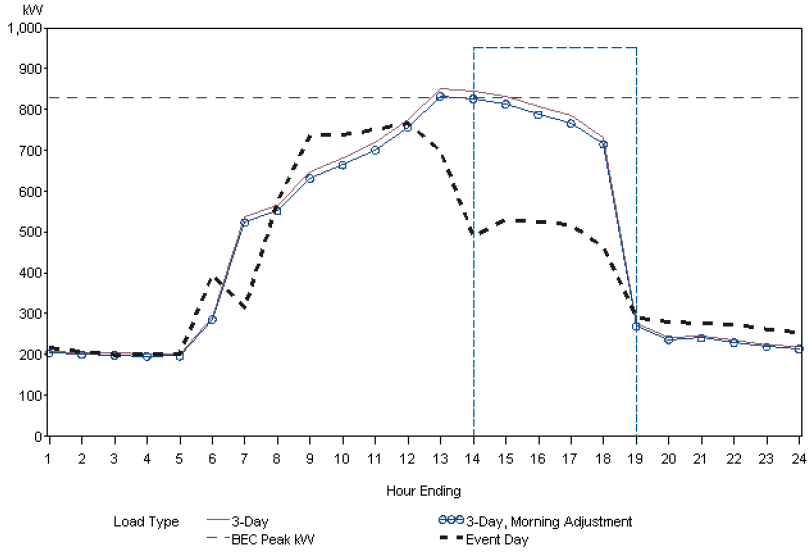
Site: 120, Aug. 29th, 13:00 to 18:00



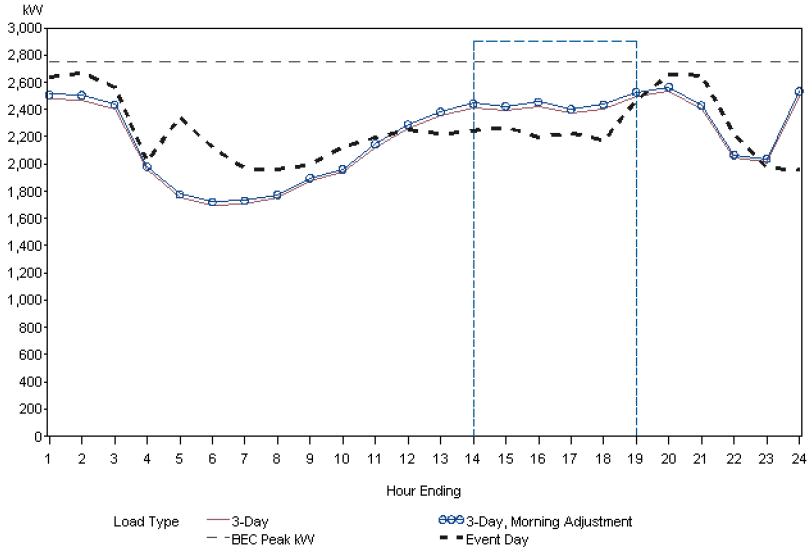
Site: 121, Aug. 29th, 13:00 to 18:00



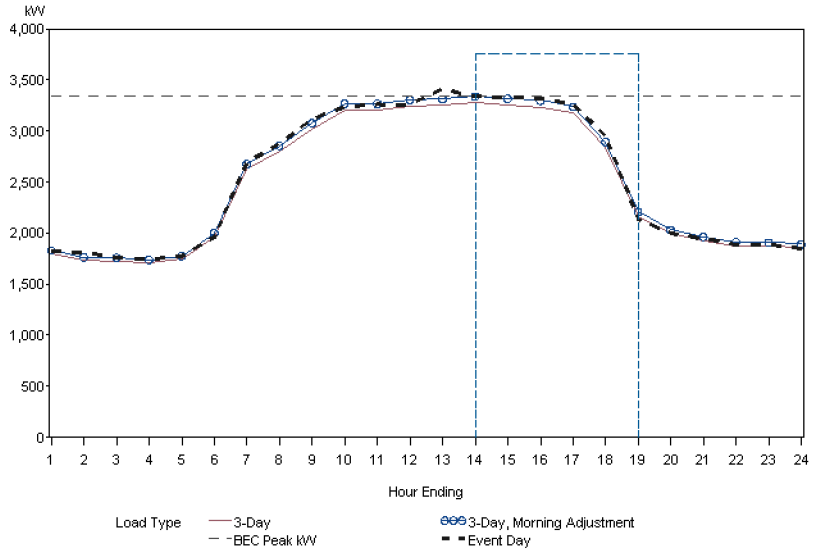
Site: 122, Aug. 31st, 13:00 to 18:00



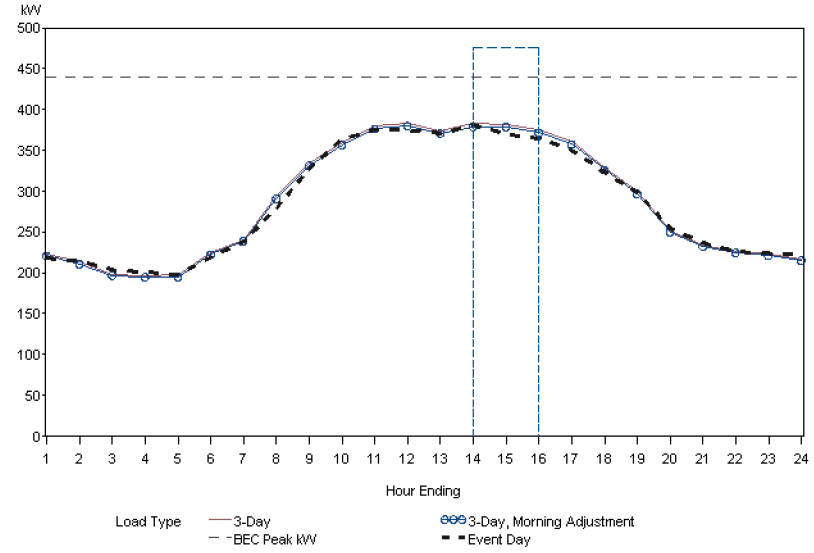
Site: 123, Aug. 31st, 13:00 to 18:00



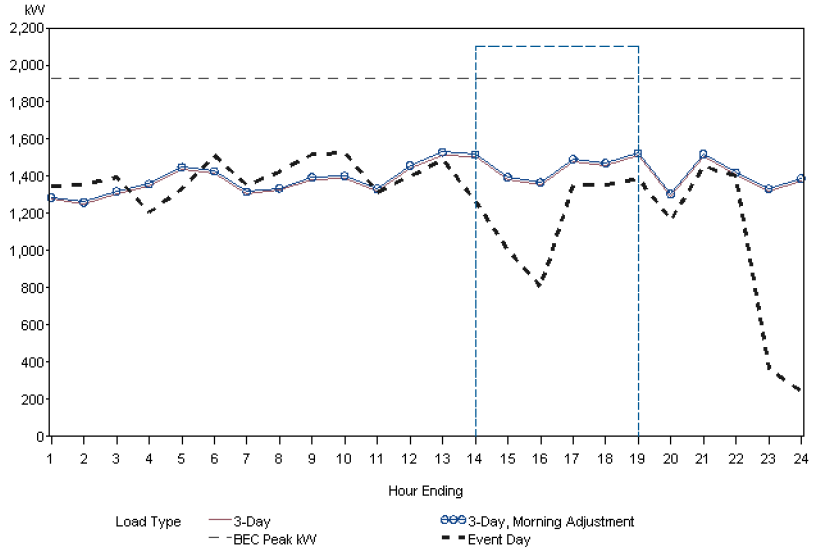
Site: 124, Aug. 29th, 13:00 to 18:00



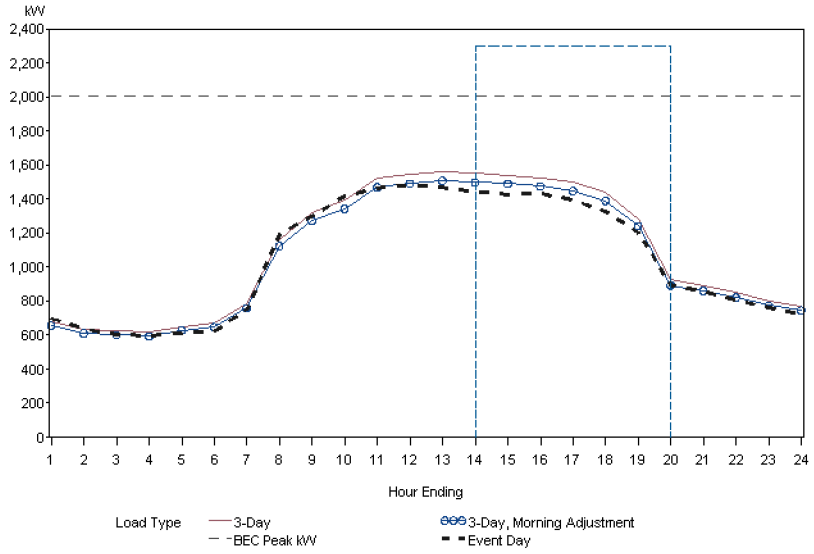
Site: 125, June 20th, 13:00 to 15:00



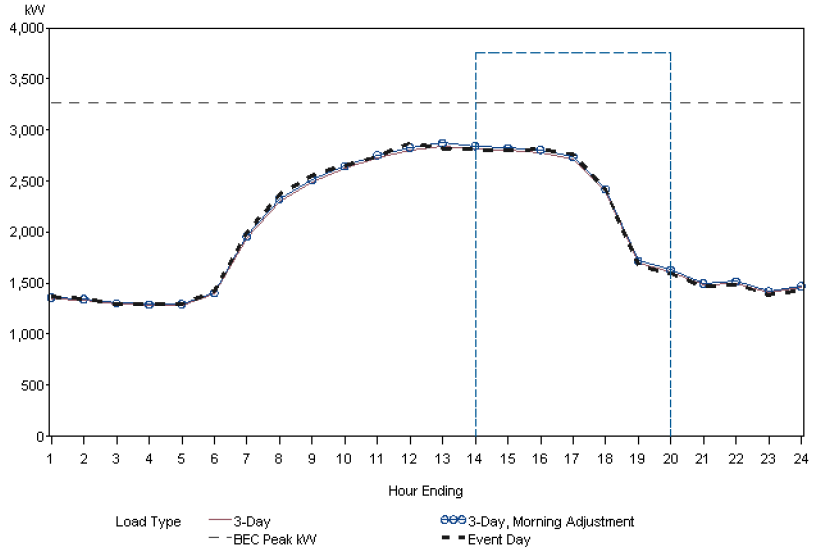
Site: 126, Aug. 30th, 13:00 to 18:00



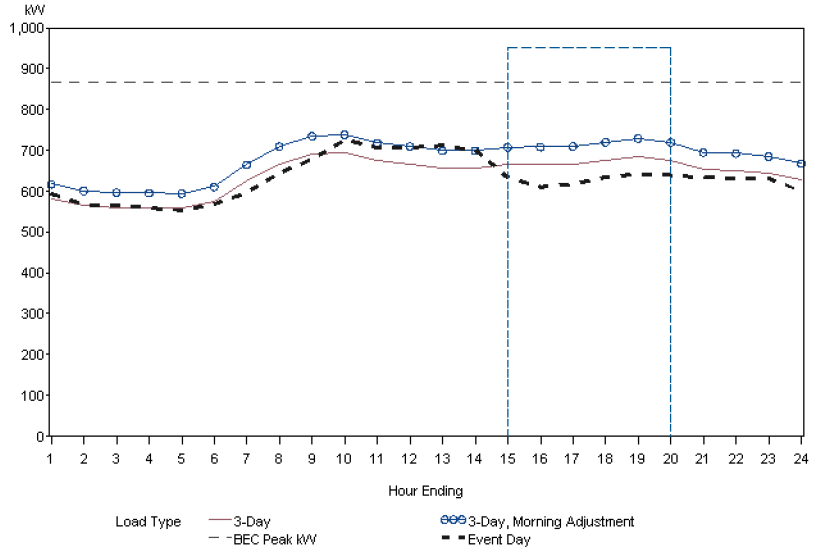
Site: 127, All Events, 13:00 to 19:00



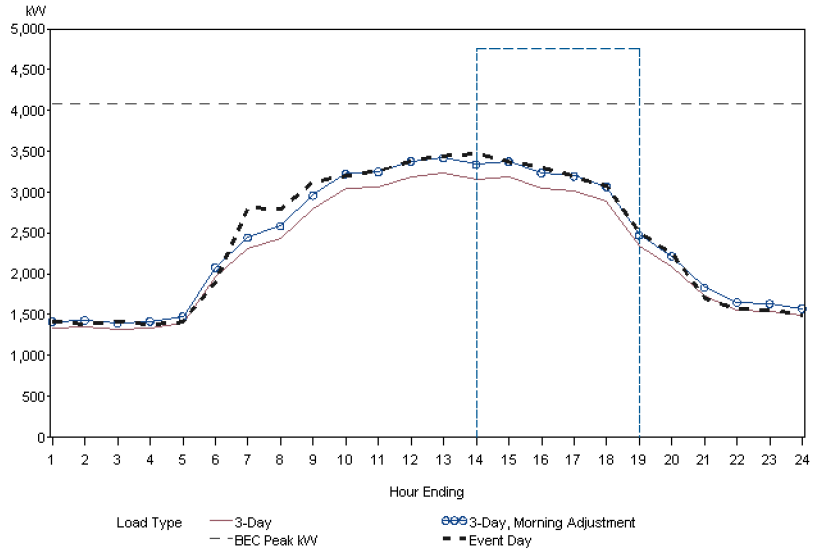
Site: 128, All Events, 13:00 to 19:00



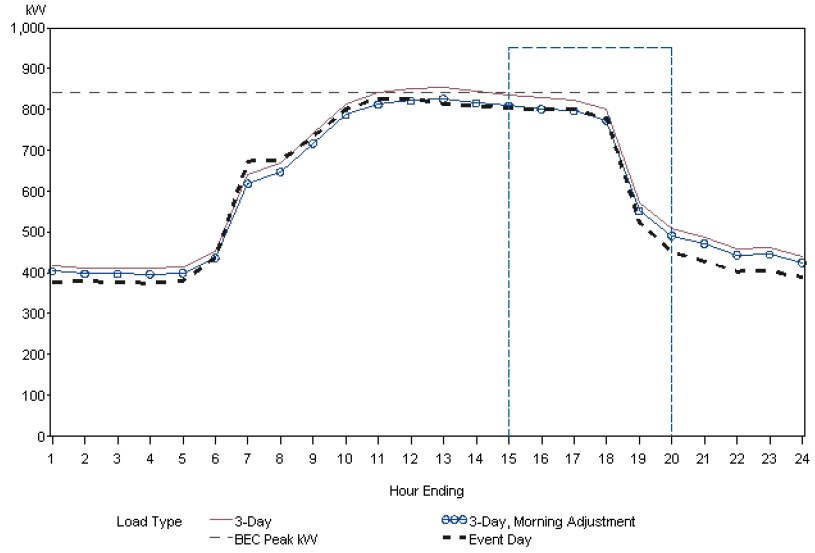
Site: 129, July 5th, 14:00 to 19:00



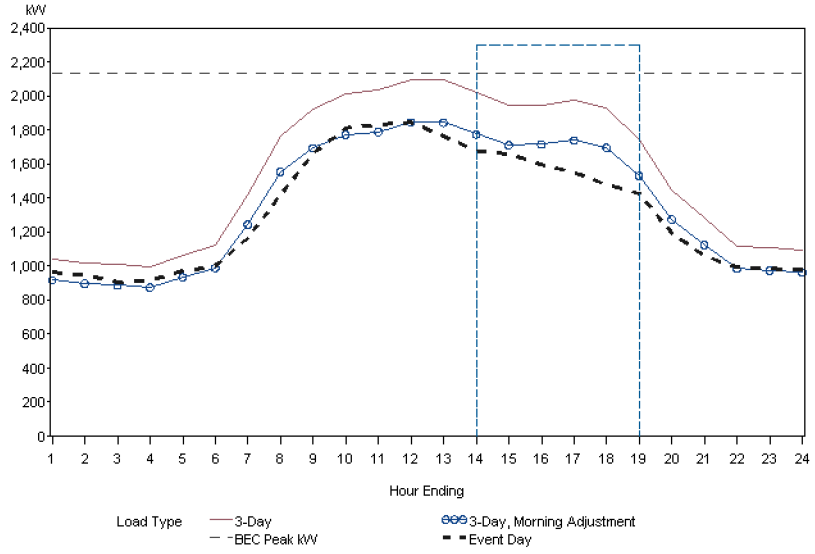
Site: 130, Aug. 29th, 13:00 to 18:00



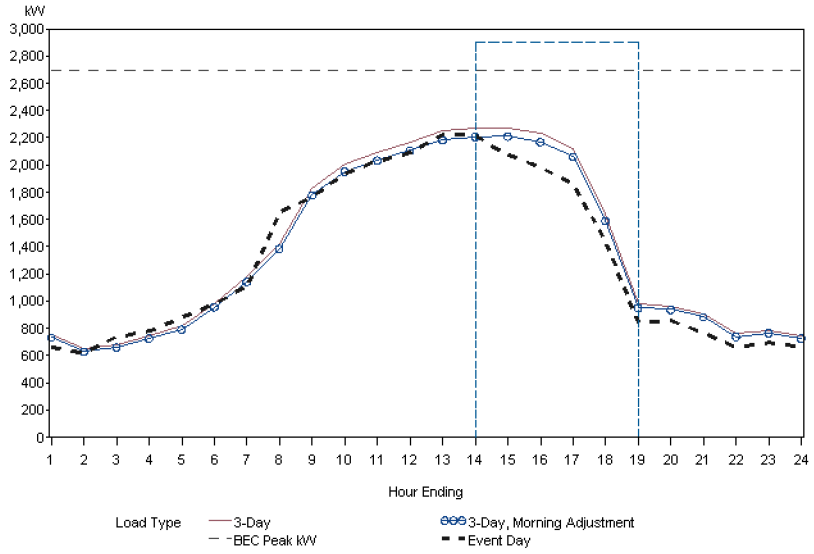
Site: 131, July 5th, 14:00 to 19:00



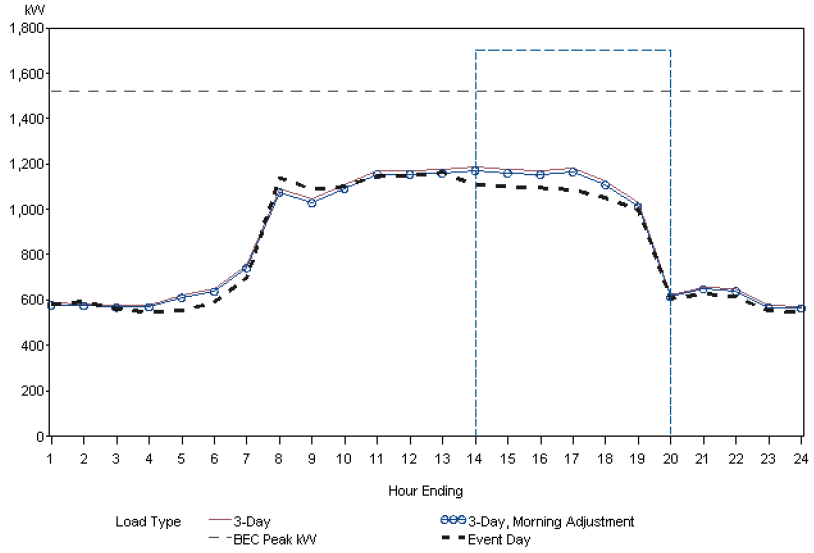
Site: 132, Aug. 31st, 13:00 to 18:00



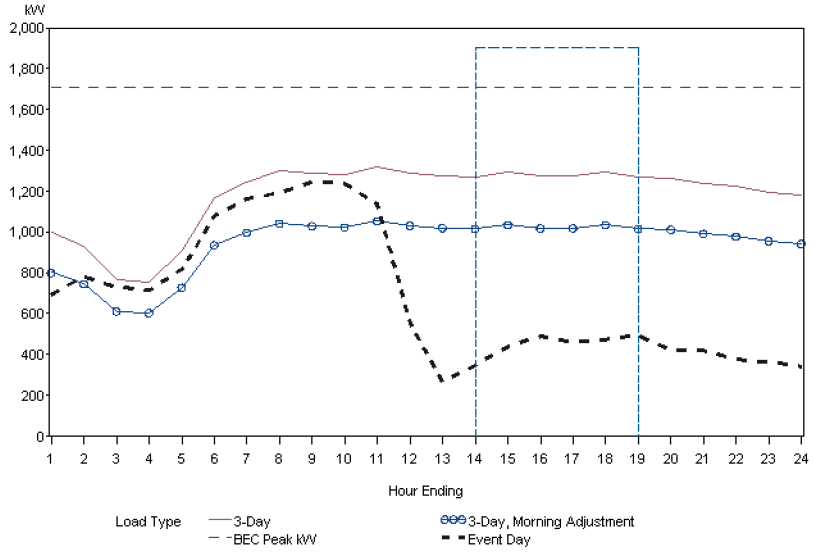
Site: 133, Aug. 31st, 13:00 to 18:00



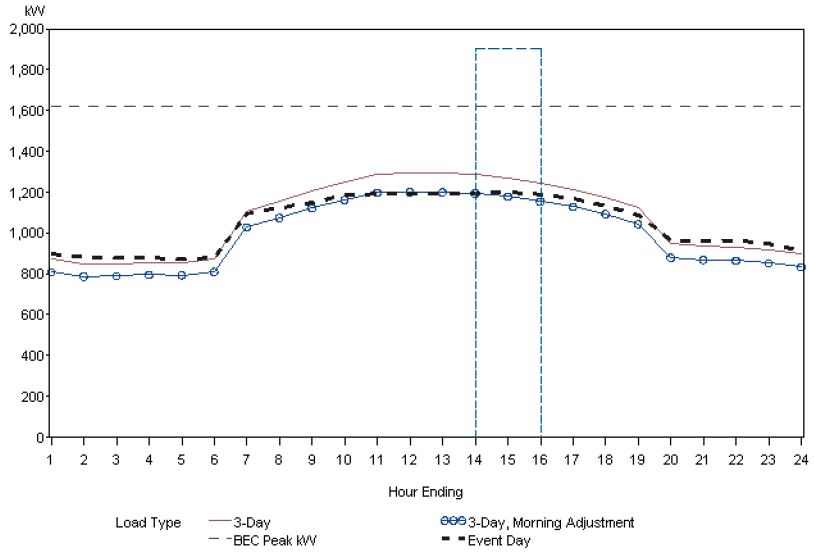
Site: 134, All Events, 13:00 to 19:00



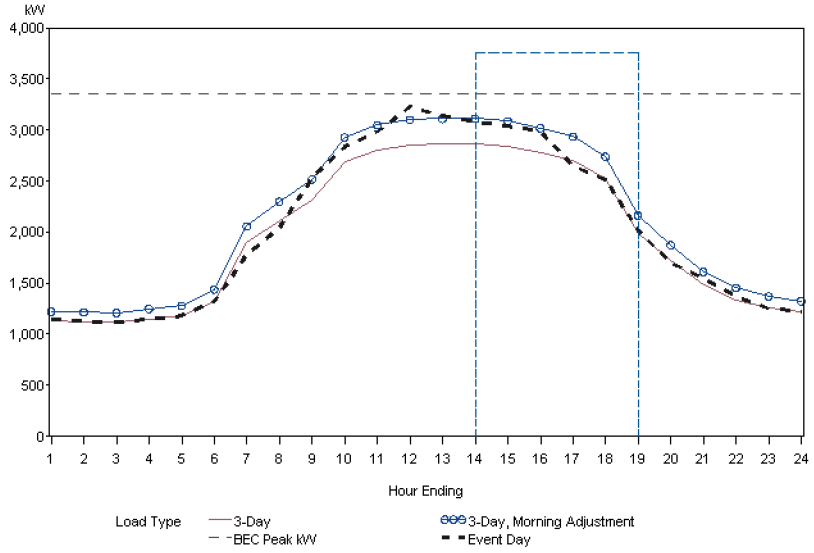
Site: 135, Aug. 30th, 13:00 to 18:00



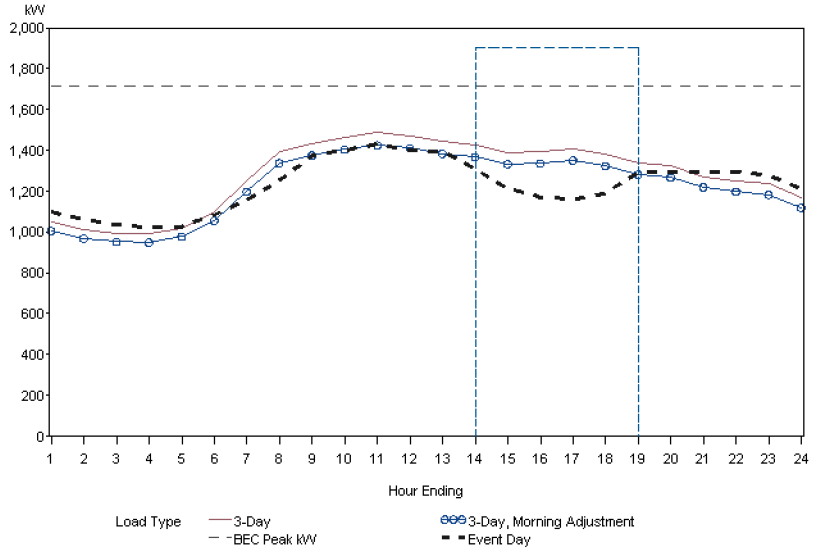
Site: 136, June 20th, 13:00 to 15:00



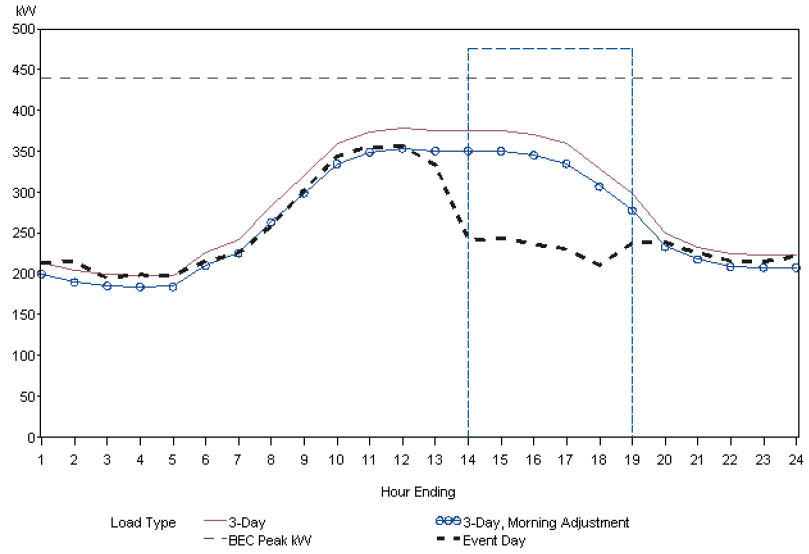
Site: 137, Aug. 29th, 13:00 to 18:00



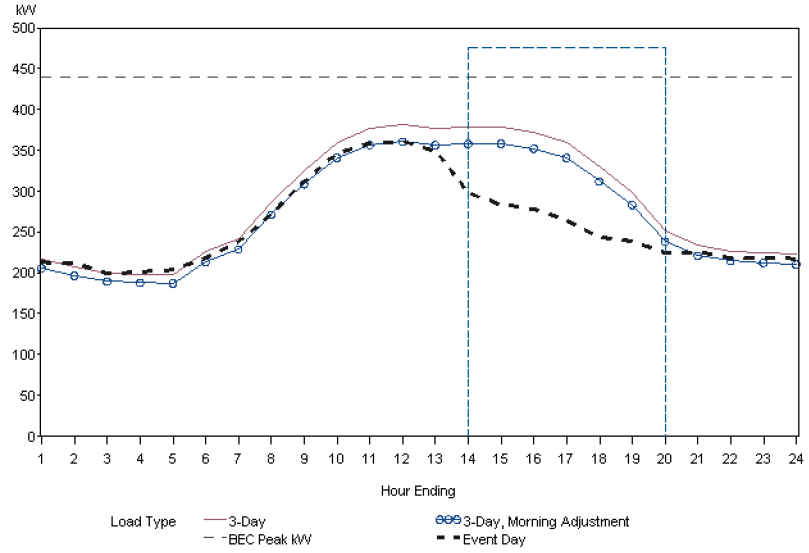
Site: 138, Aug. 31st, 13:00 to 18:00



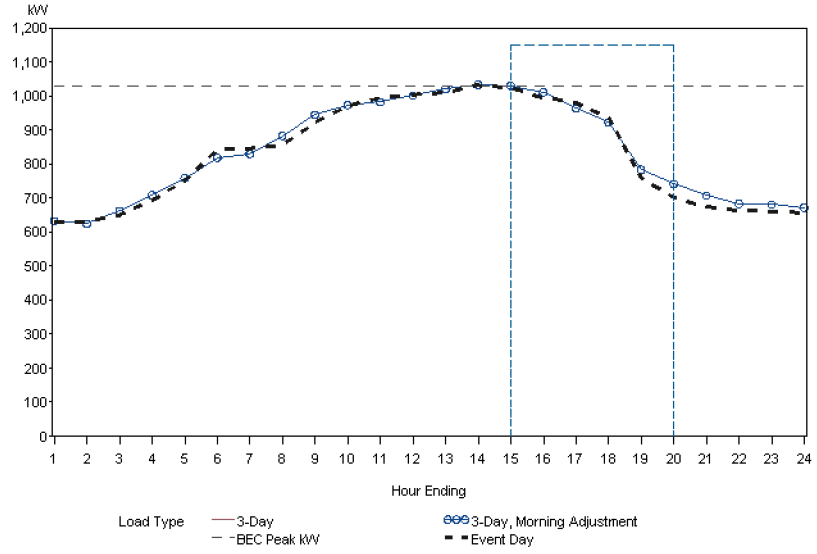
Site: 139, Aug. 30th, 13:00 to 18:00



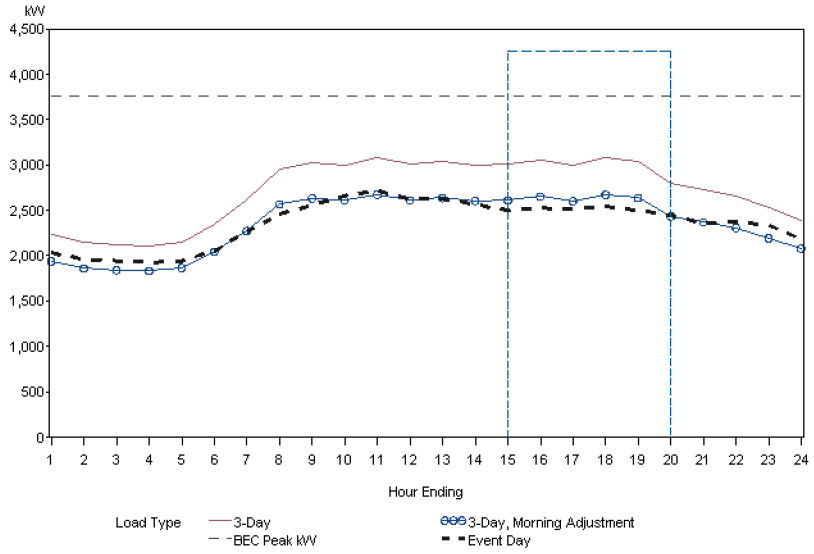
Site: 140, All Events, 13:00 to 19:00



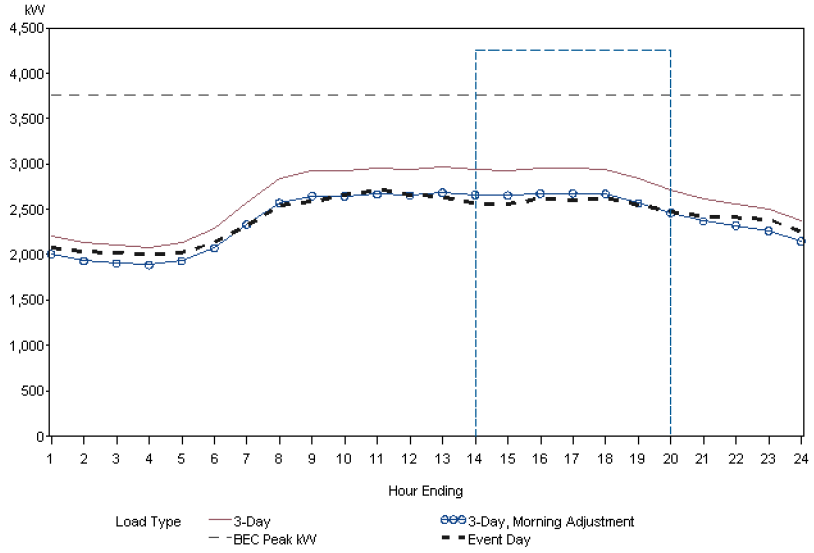
Site: 141, July 5th, 14:00 to 19:00



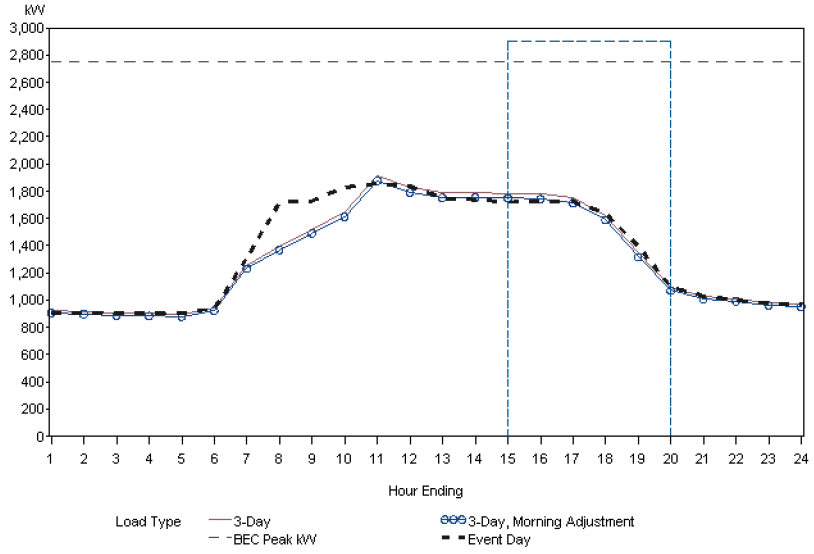
Site: 142, July 5th, 14:00 to 19:00



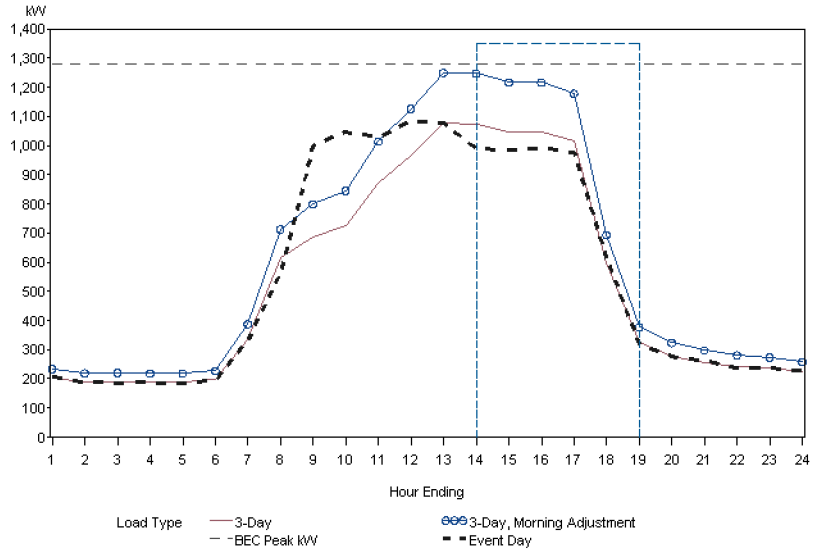
Site: 143, All Events, 13:00 to 19:00



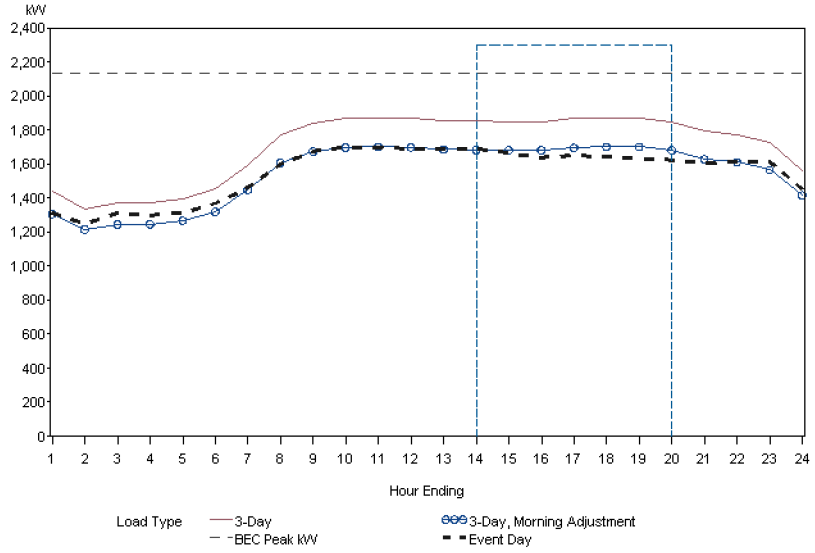
Site: 144, July 5th, 14:00 to 19:00



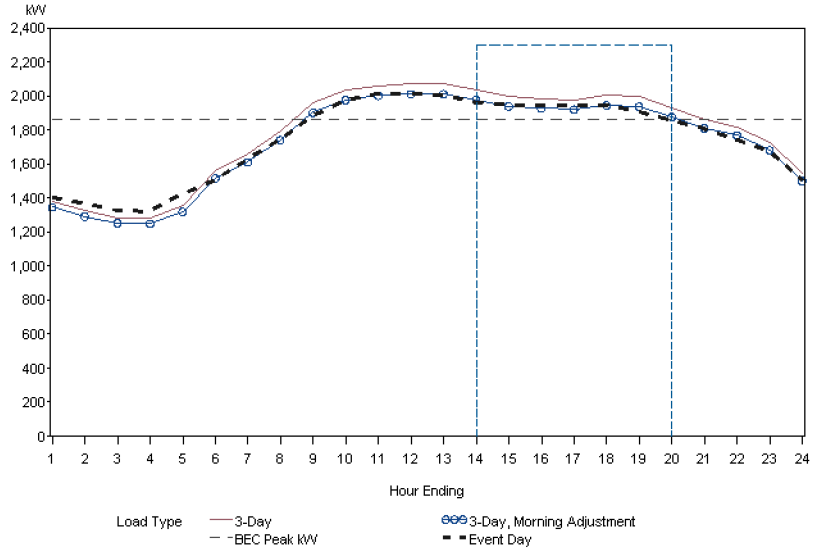
Site: 145, Aug. 29th, 13:00 to 18:00



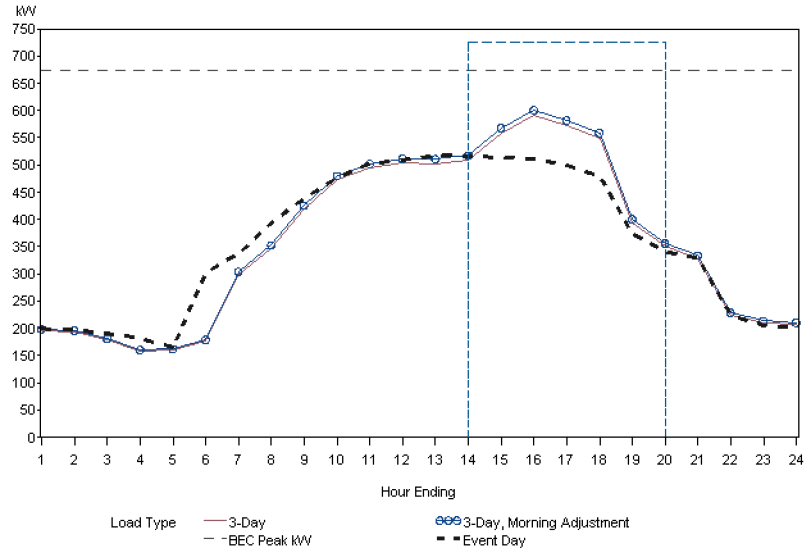
Site: 146, All Events, 13:00 to 19:00



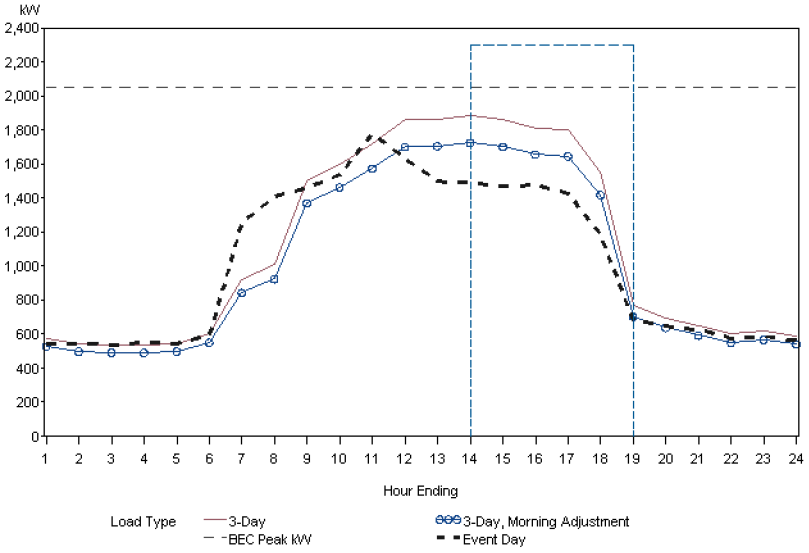
Site: 147, All Events, 13:00 to 19:00



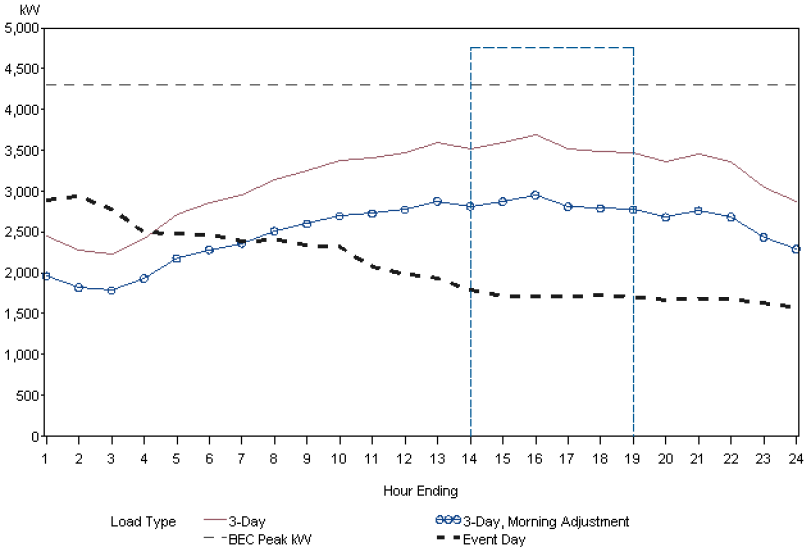
Site: 148, All Events, 13:00 to 19:00



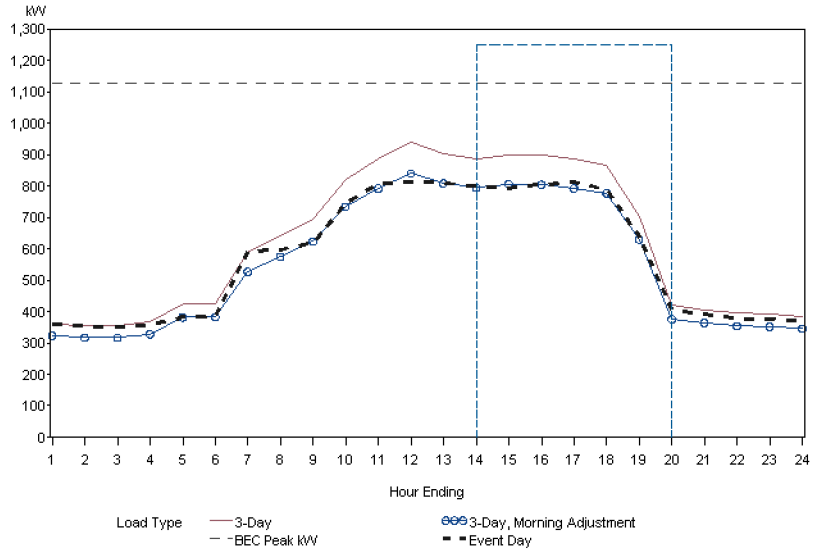
Site: 149, Aug. 30th, 13:00 to 18:00



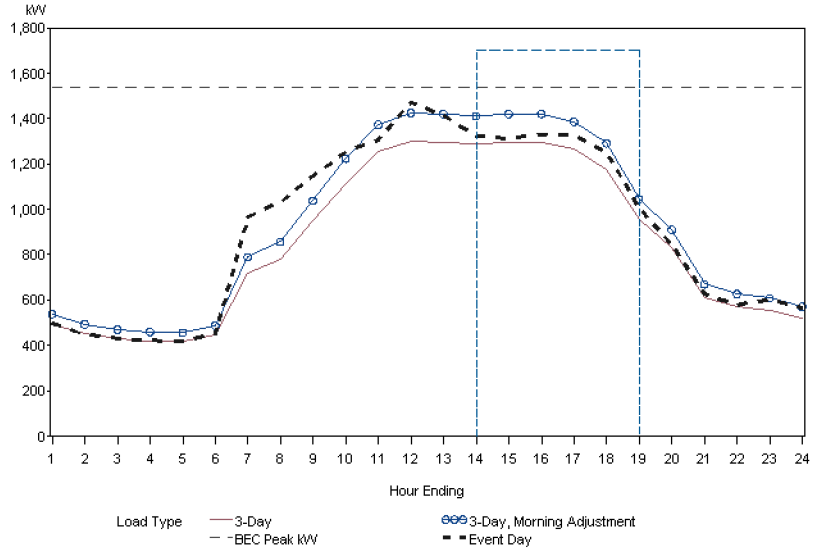
Site: 150, Aug. 31st, 13:00 to 18:00



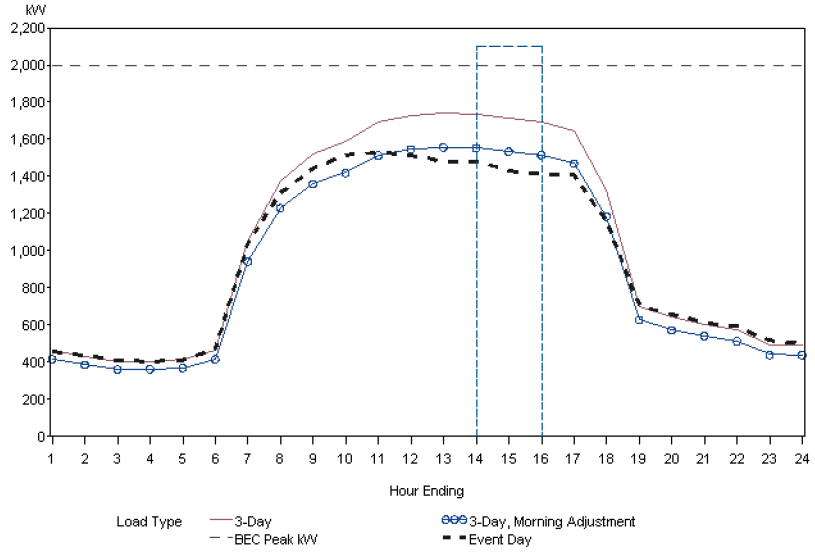
Site: 152, All Events, 13:00 to 19:00



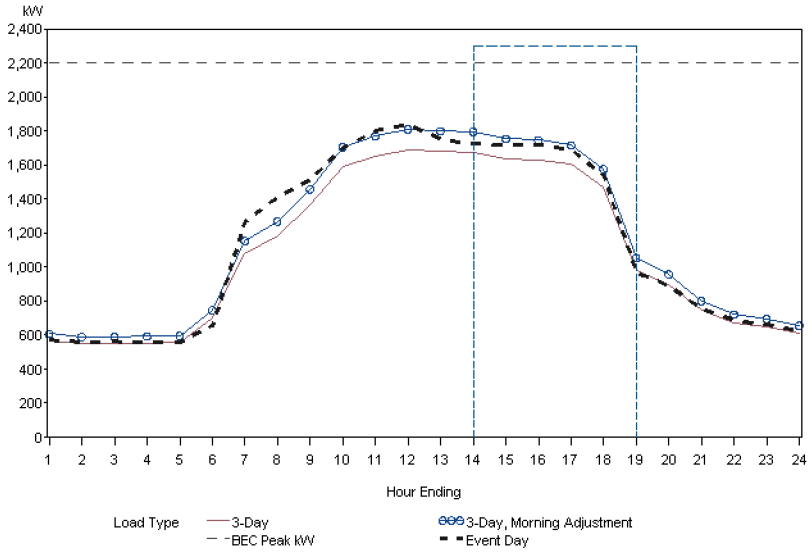
Site: 153, Aug. 29th, 13:00 to 18:00



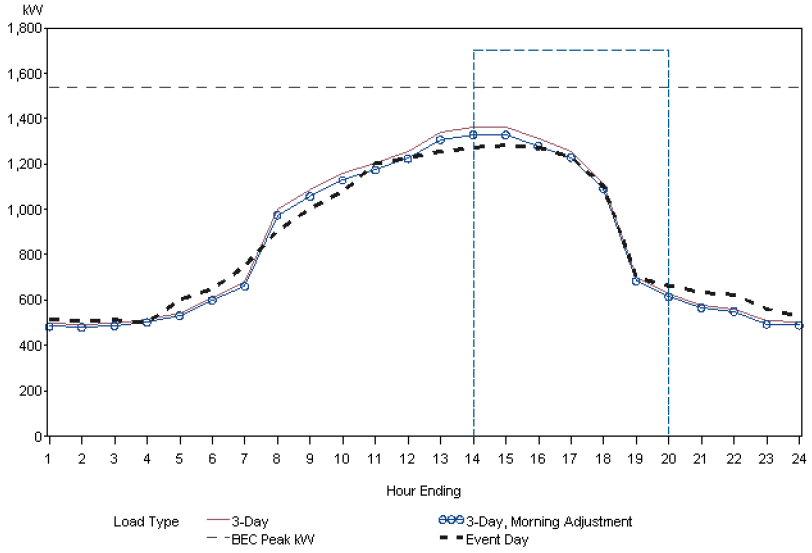
Site: 154, June 20th, 13:00 to 15:00



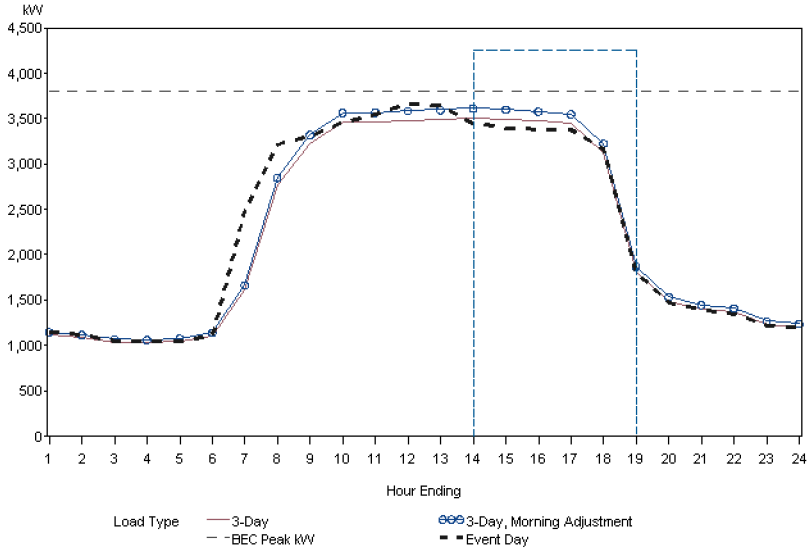
Site: 155, Aug. 30th, 13:00 to 18:00



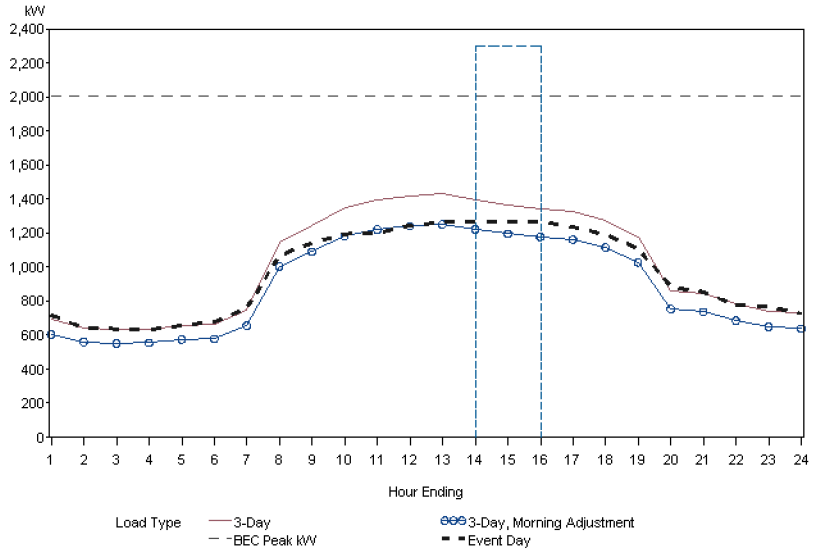
Site: 156, All Events, 13:00 to 19:00



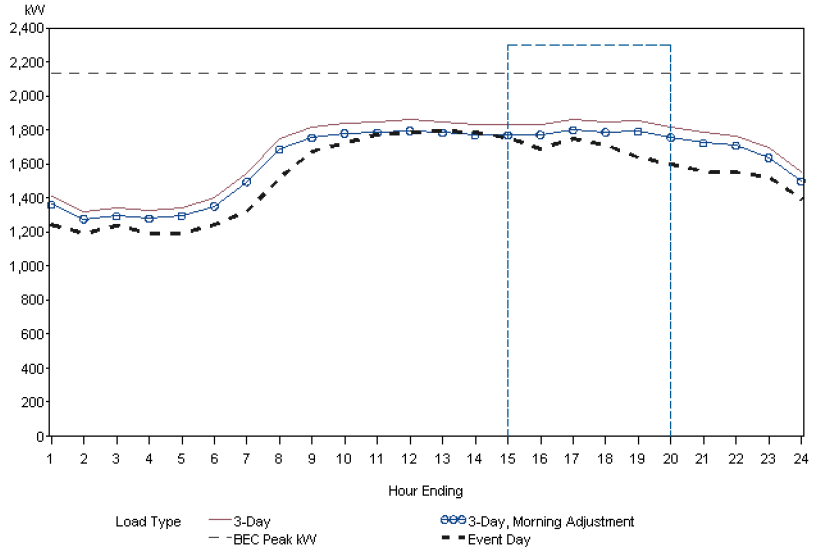
Site: 157, Aug. 29th, 13:00 to 18:00



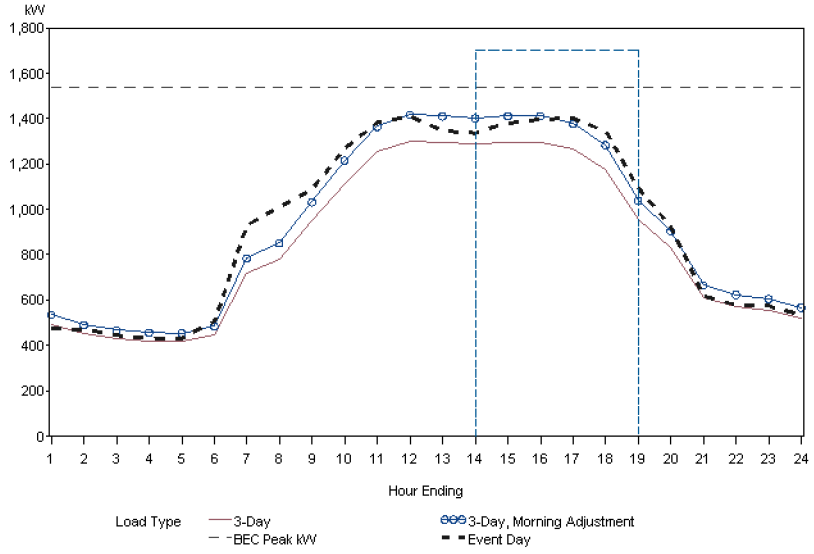
Site: 158, June 20th, 13:00 to 15:00



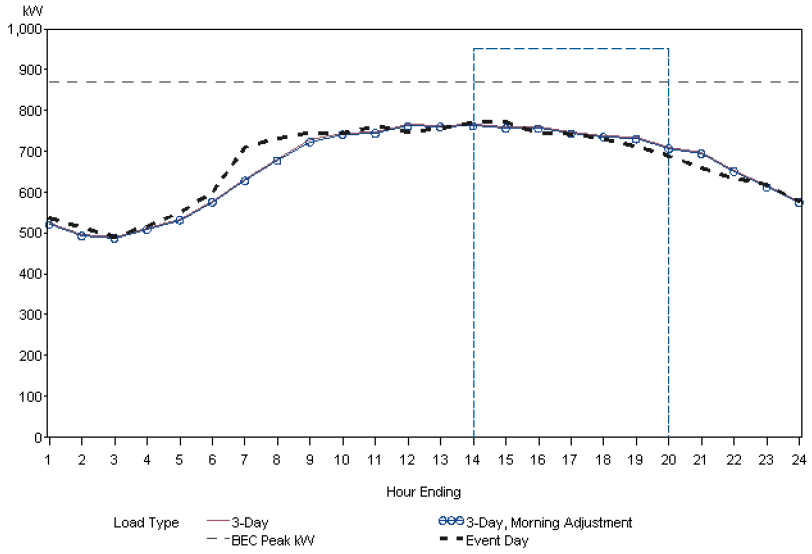
Site: 159, July 5th, 14:00 to 19:00



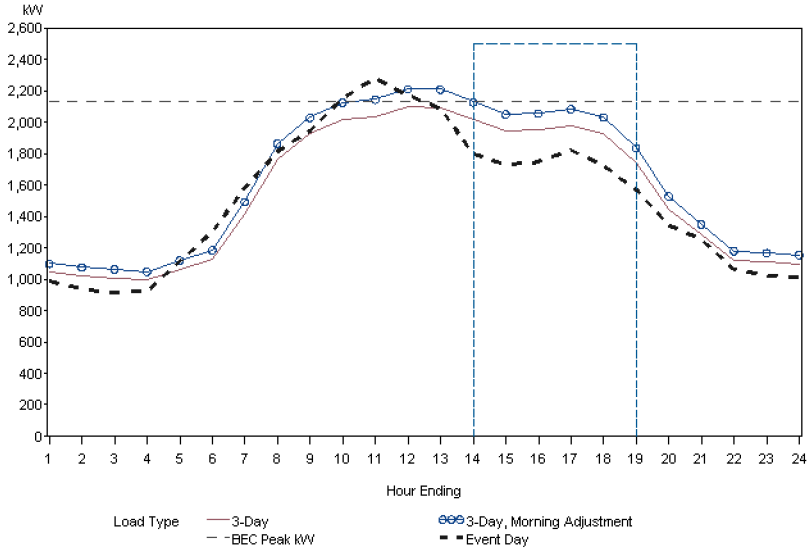
Site: 160, Aug. 30th, 13:00 to 18:00



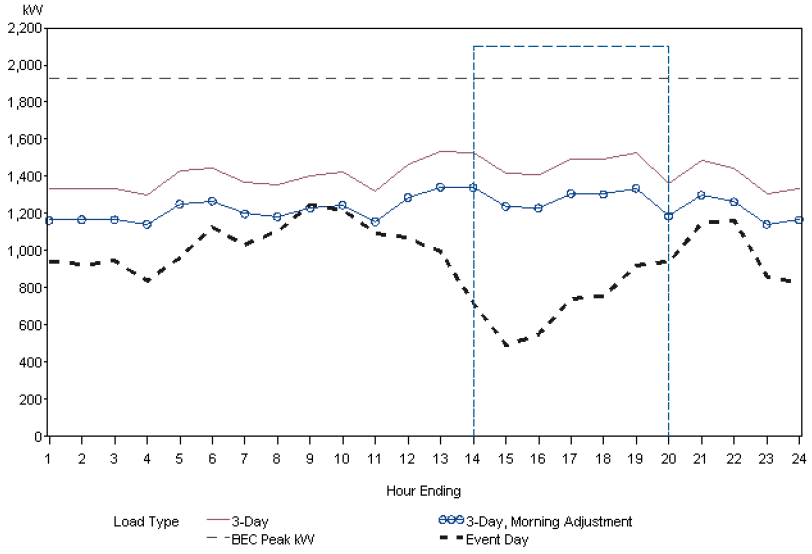
Site: 161, All Events, 13:00 to 19:00



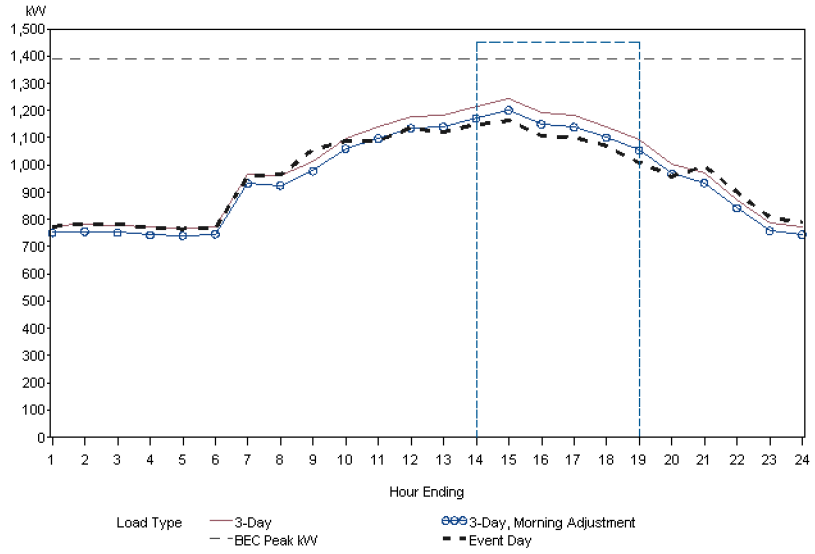
Site: 162, Aug. 30th, 13:00 to 18:00



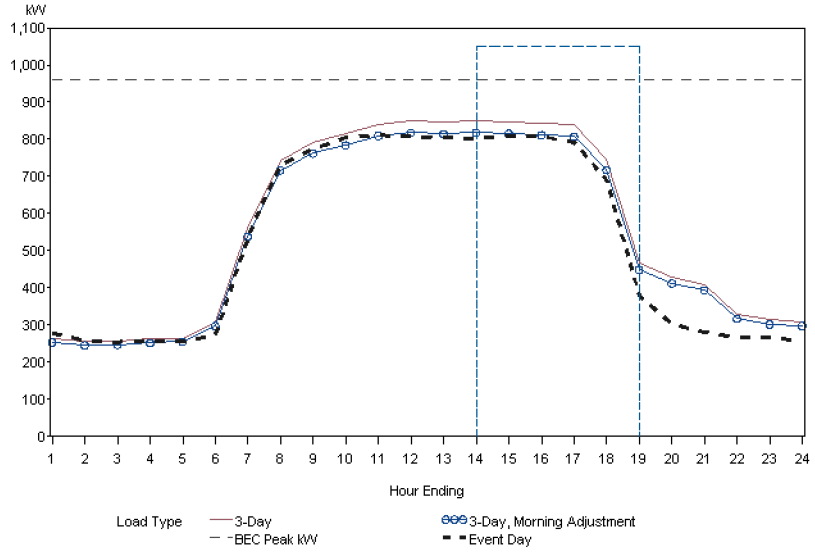
Site: 163, All Events, 13:00 to 19:00



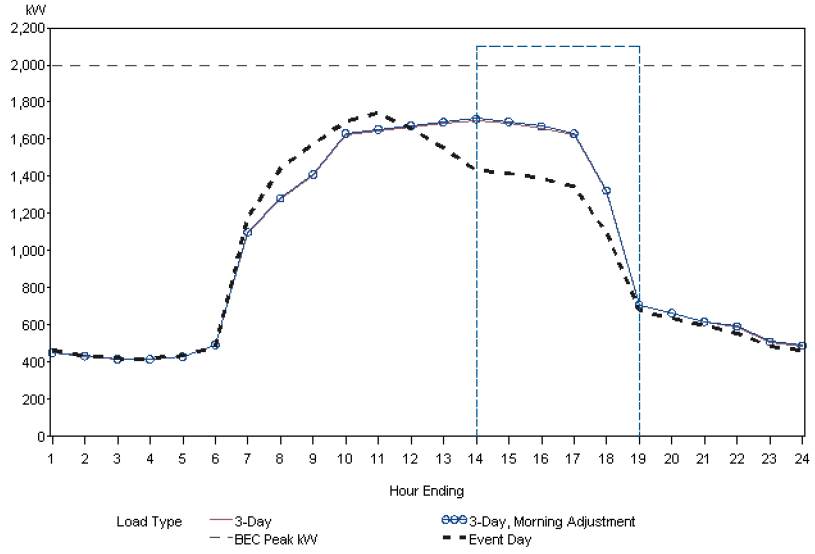
Site: 164, Aug. 30th, 13:00 to 18:00



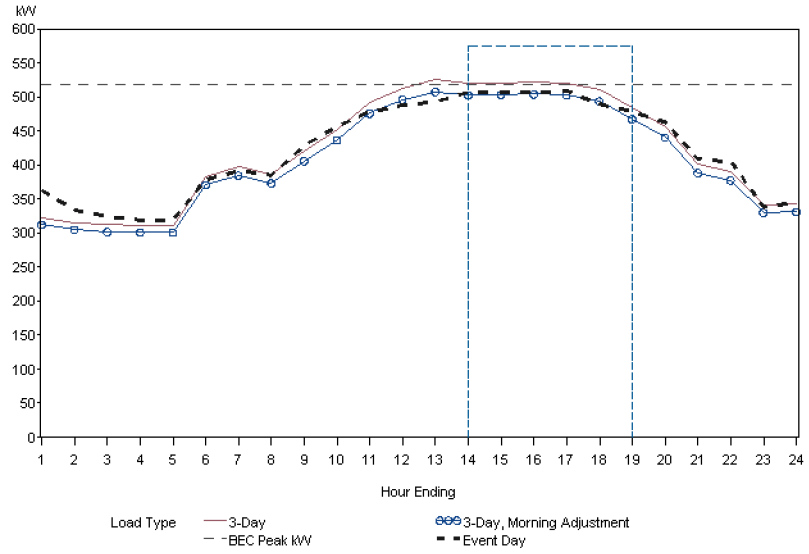
Site: 165, Aug. 31st, 13:00 to 18:00



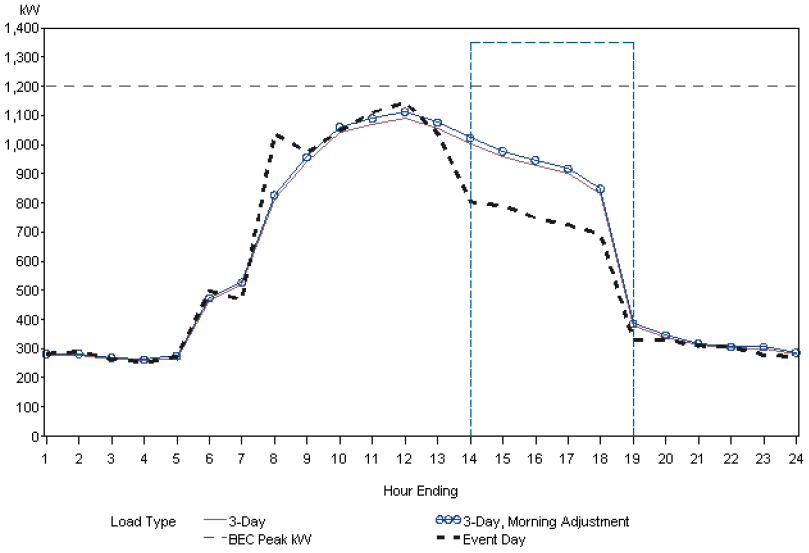
Site: 166, Aug. 30th, 13:00 to 18:00



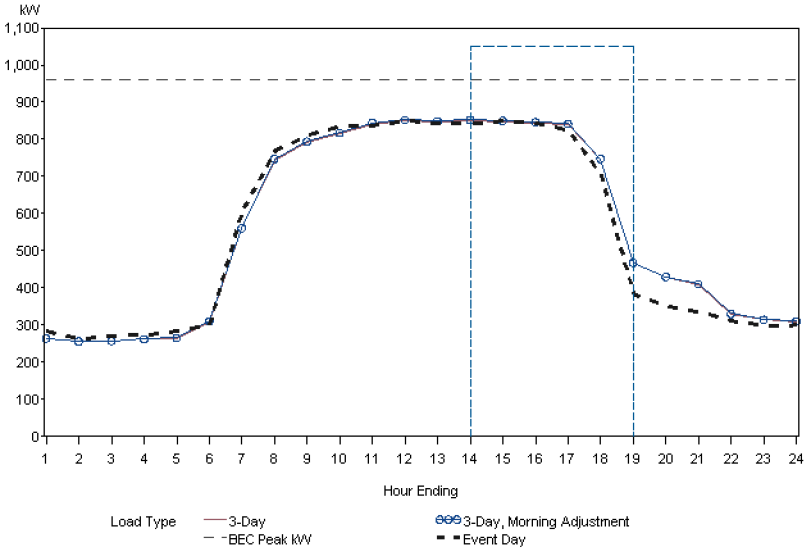
Site: 167, Aug. 29th, 13:00 to 18:00



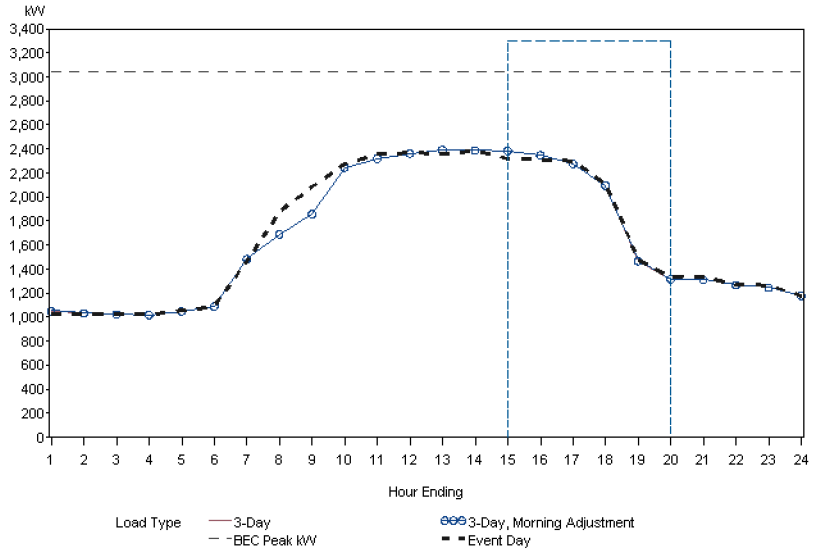
Site: 168, Aug. 29th, 13:00 to 18:00



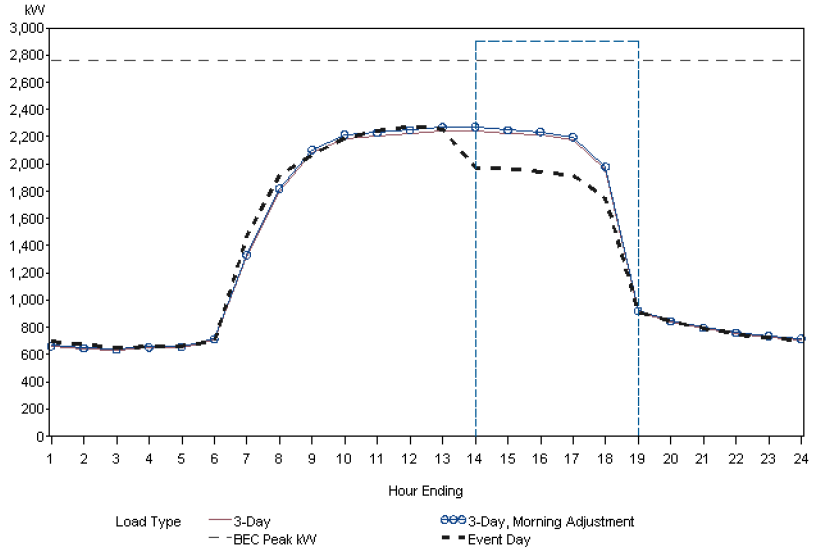
Site: 169, Aug. 30th, 13:00 to 18:00



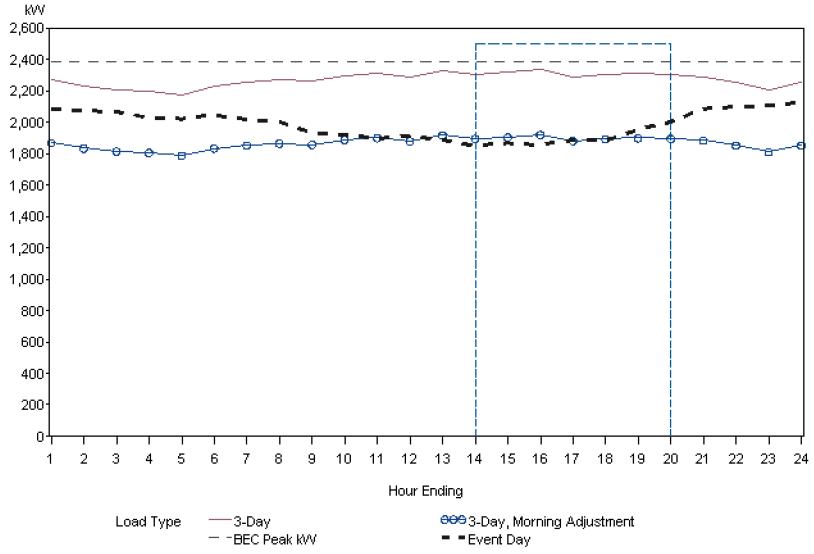
Site: 170, July 5th, 14:00 to 19:00



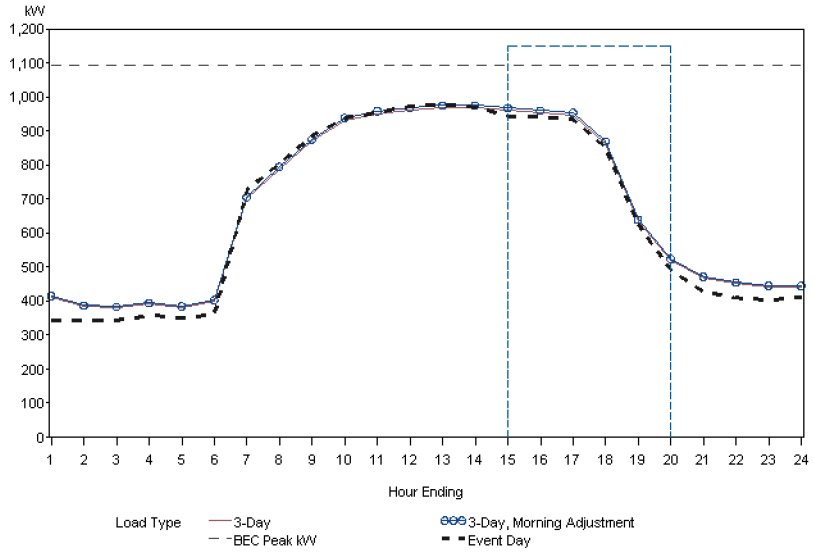
Site: 171, Aug. 29th, 13:00 to 18:00



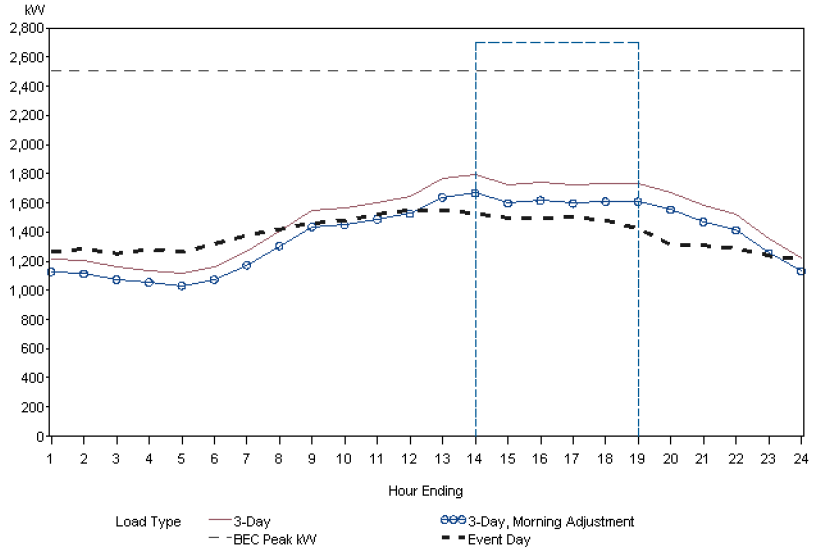
Site: 173, All Events, 13:00 to 19:00



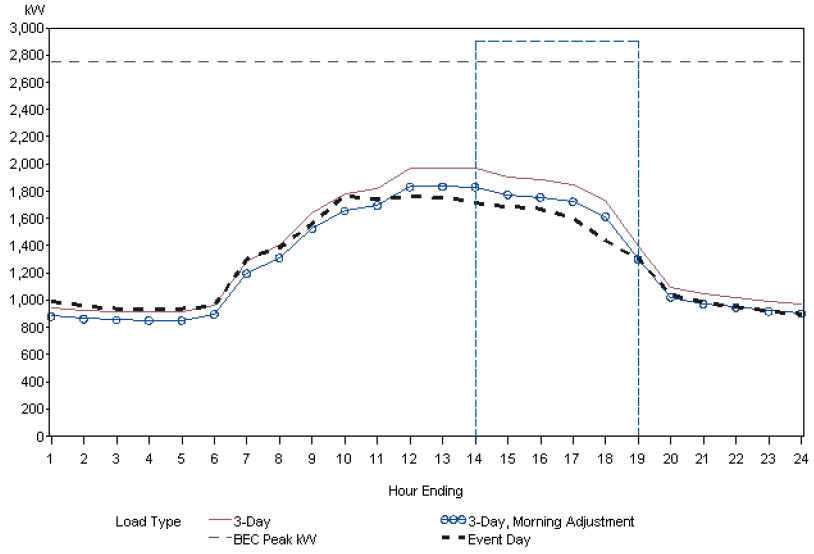
Site: 174, July 5th, 14:00 to 19:00



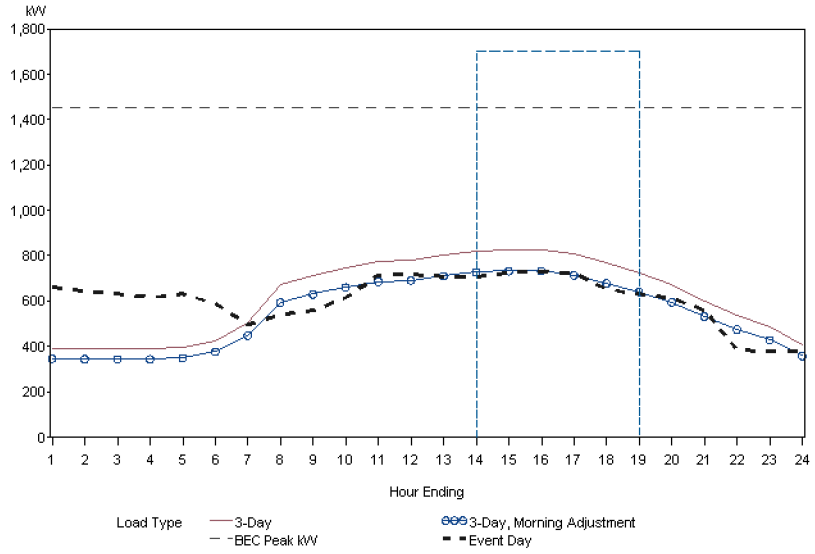
Site: 175, Aug. 31st, 13:00 to 18:00



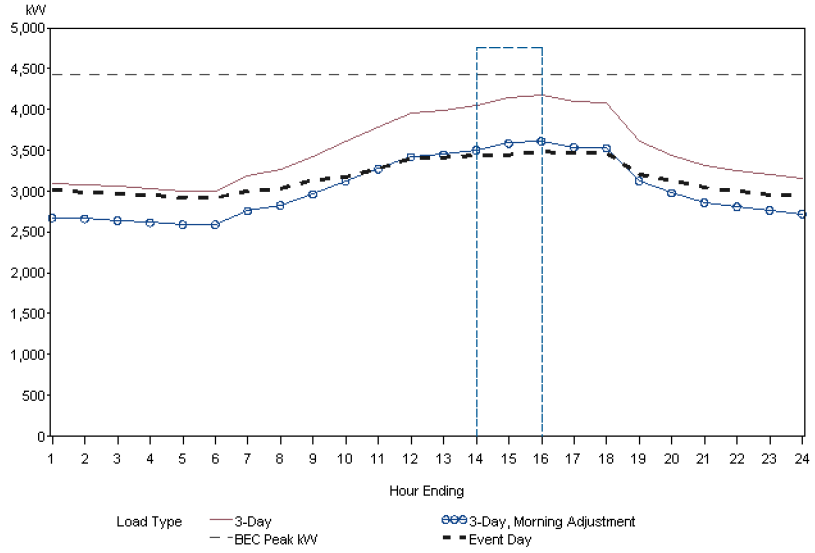
Site: 176, Aug. 31st, 13:00 to 18:00



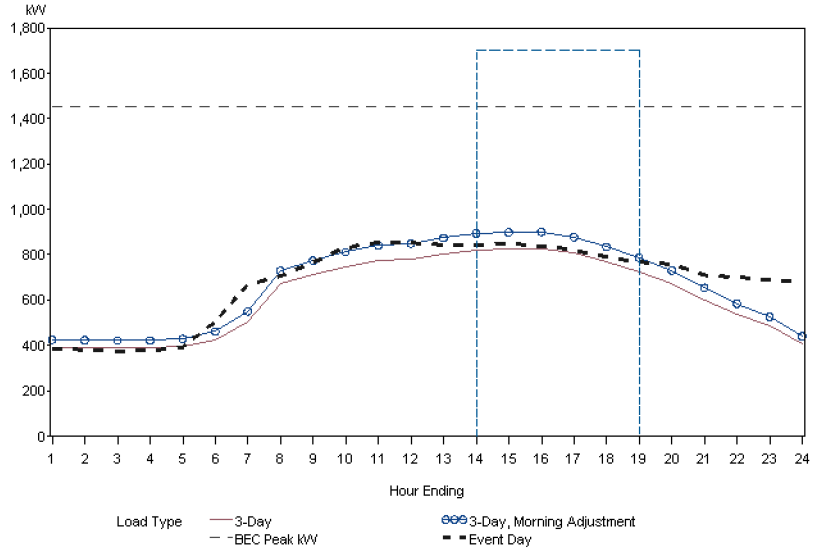
Site: 177, Aug. 31st, 13:00 to 18:00



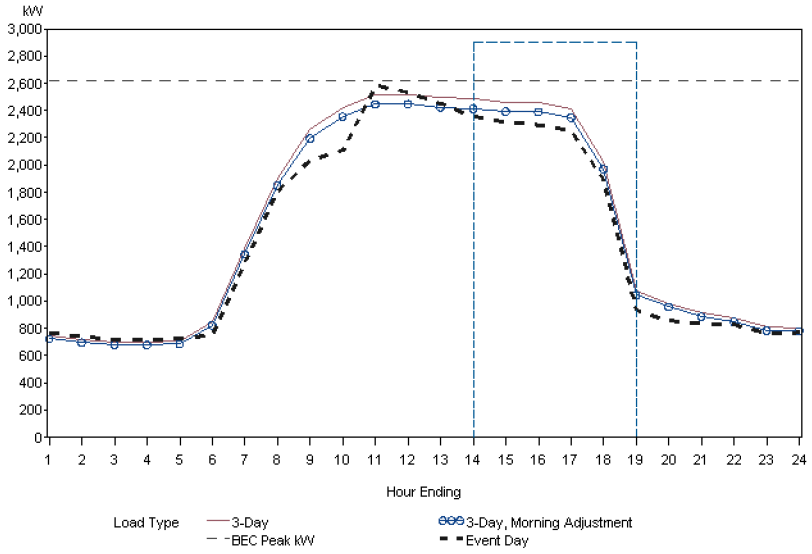
Site: 178, June 20th, 13:00 to 15:00



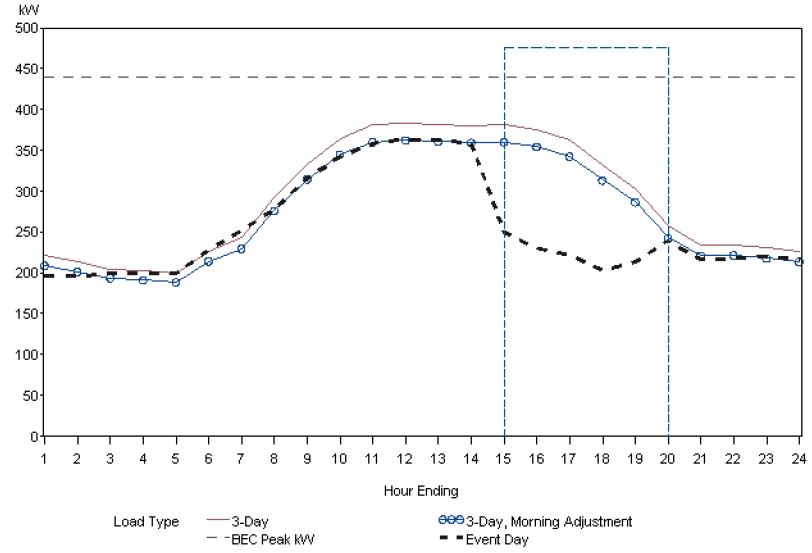
Site: 179, Aug. 30th, 13:00 to 18:00



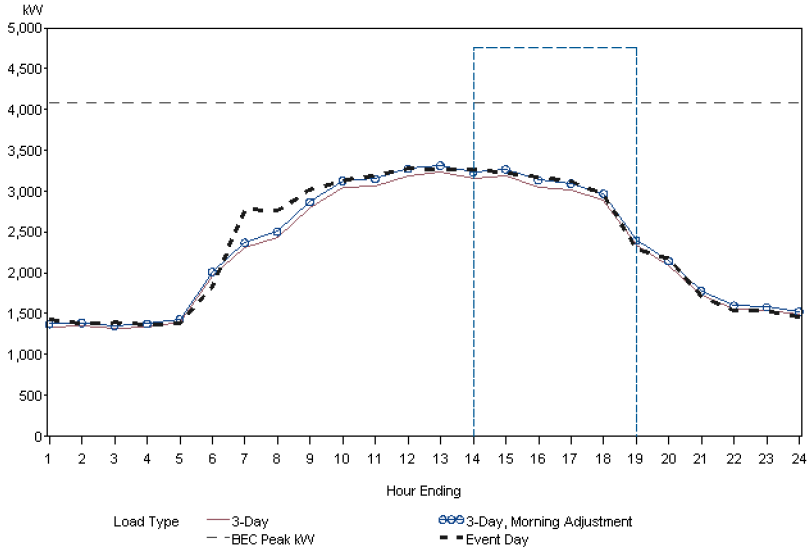
Site: 180, Aug. 31st, 13:00 to 18:00



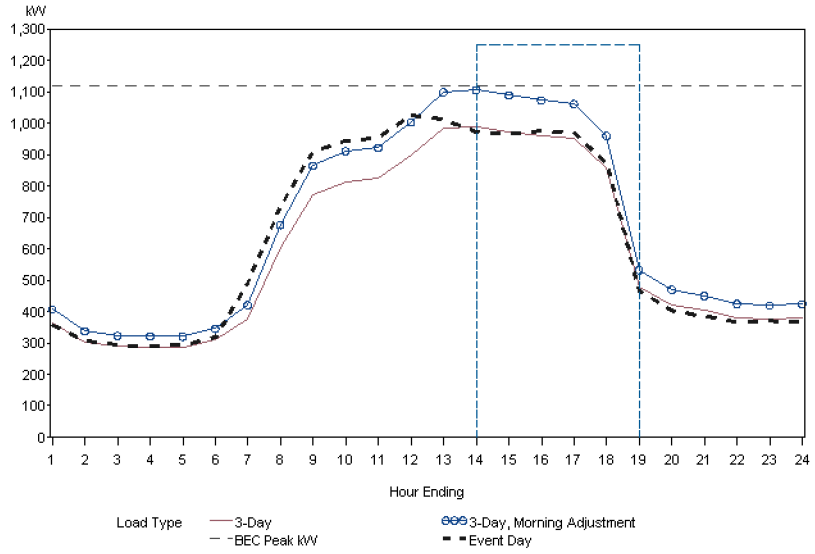
Site: 181, July 5th, 14:00 to 19:00



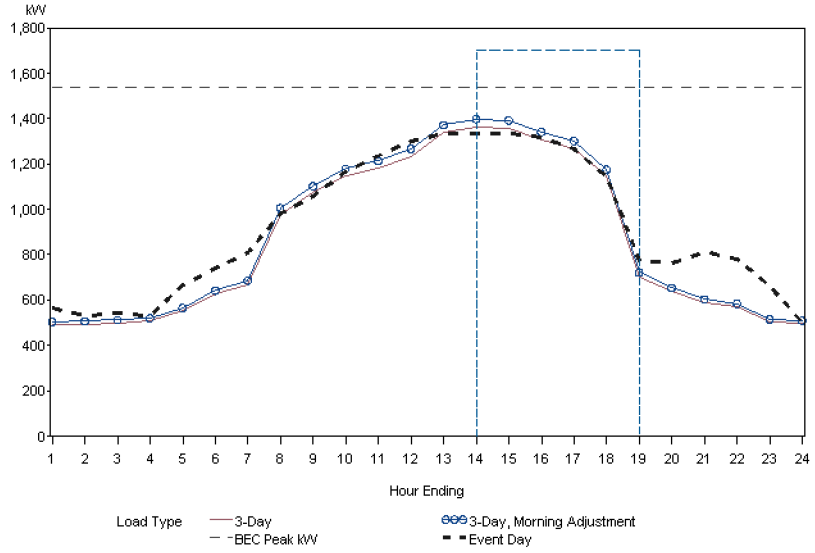
Site: 182, Aug. 30th, 13:00 to 18:00



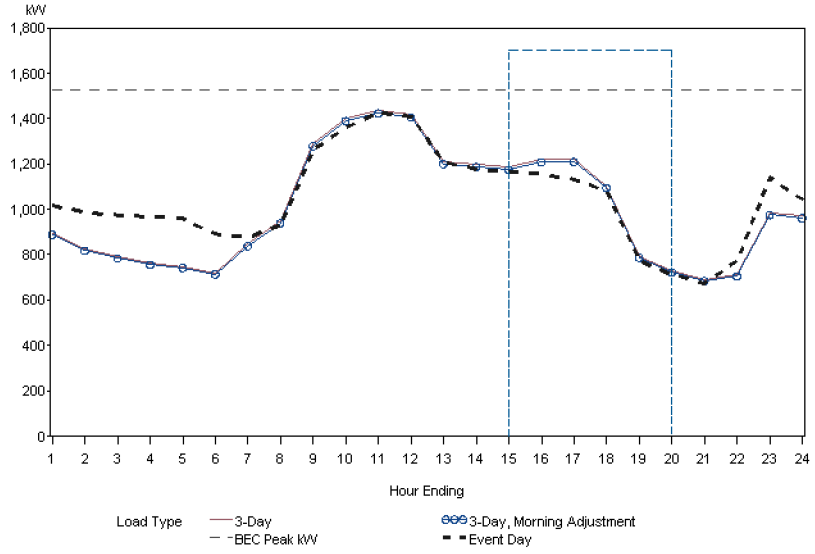
Site: 183, Aug. 30th, 13:00 to 18:00



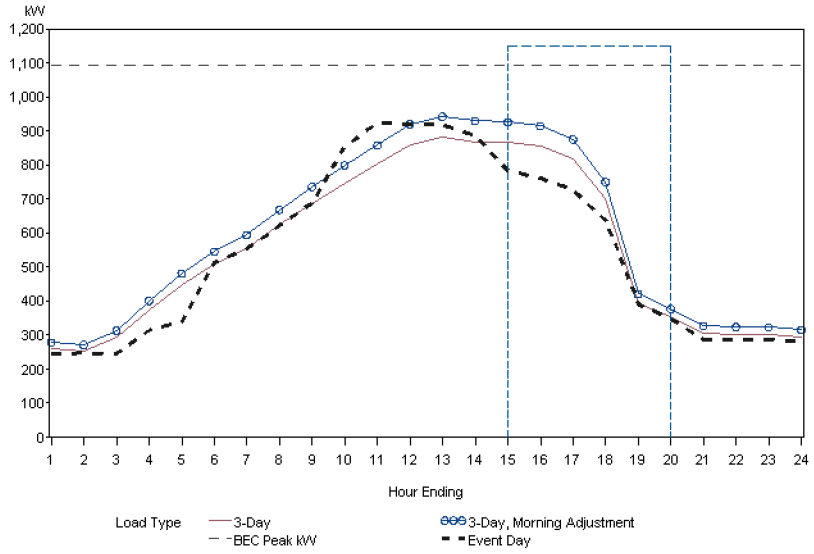
Site: 184, Aug. 31st, 13:00 to 18:00



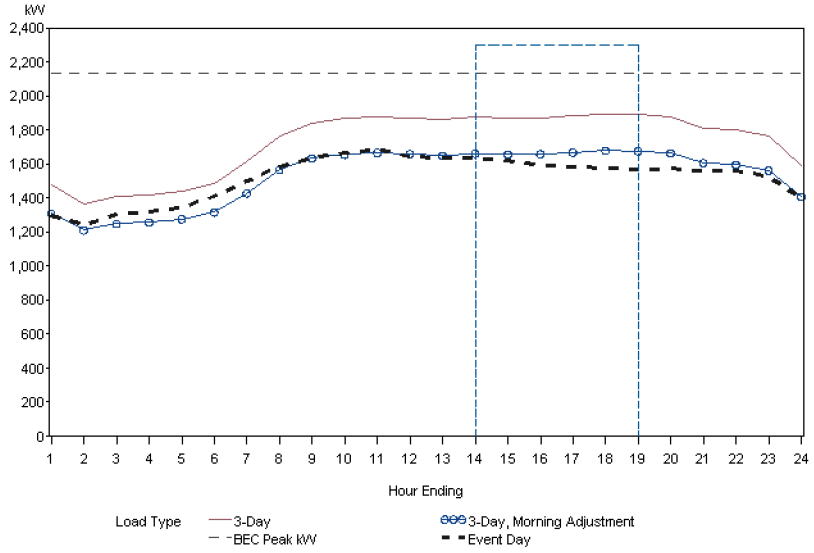
Site: 185, July 5th, 14:00 to 19:00



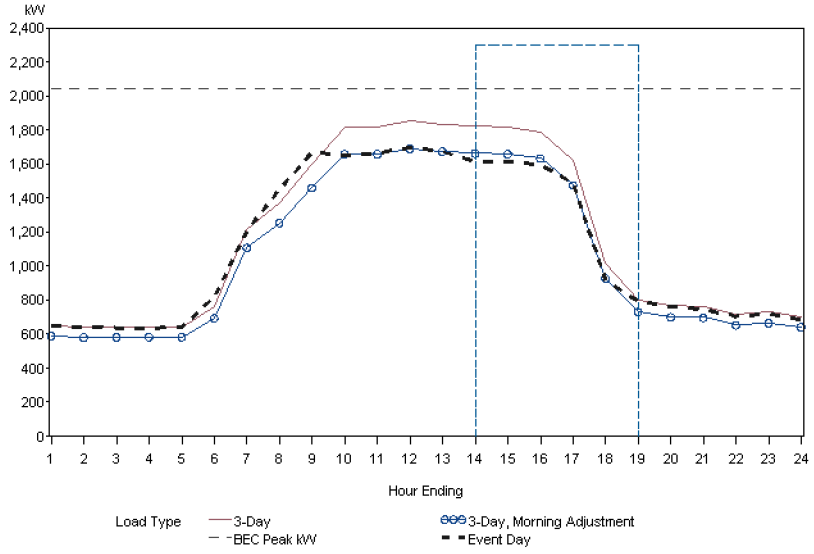
Site: 186, July 5th, 14:00 to 19:00



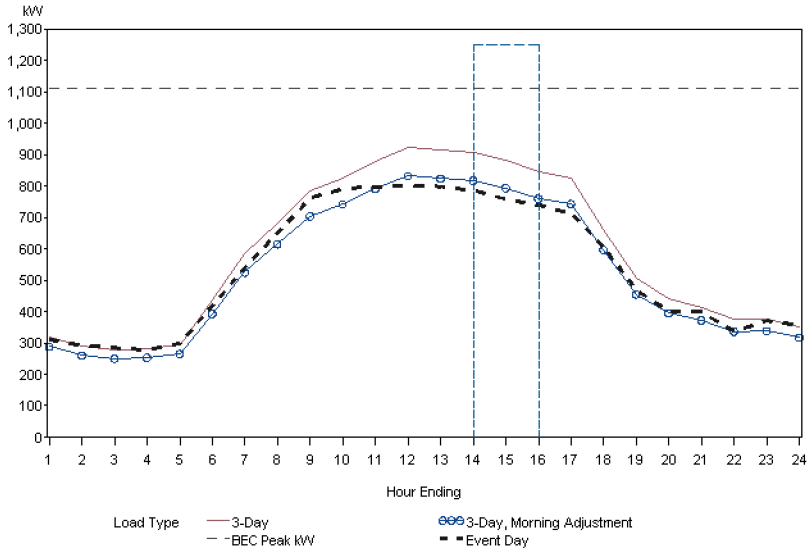
Site: 187, Aug. 30th, 13:00 to 18:00



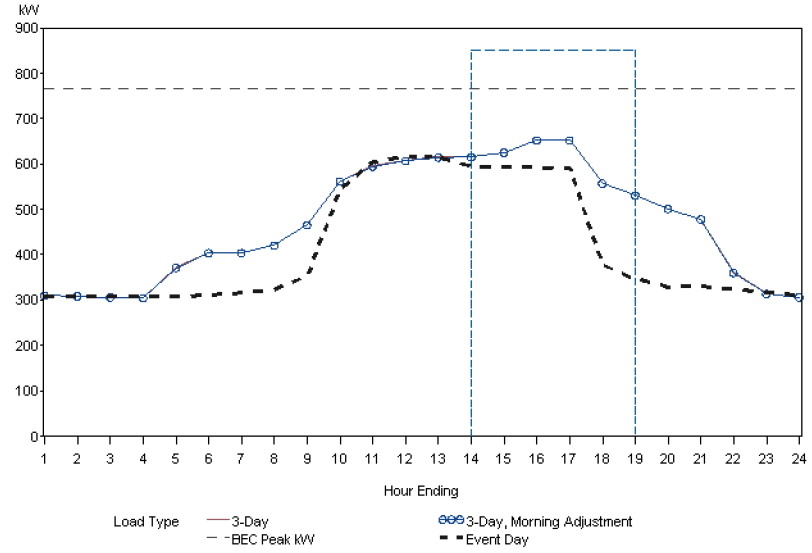
Site: 188, Aug. 31st, 13:00 to 18:00



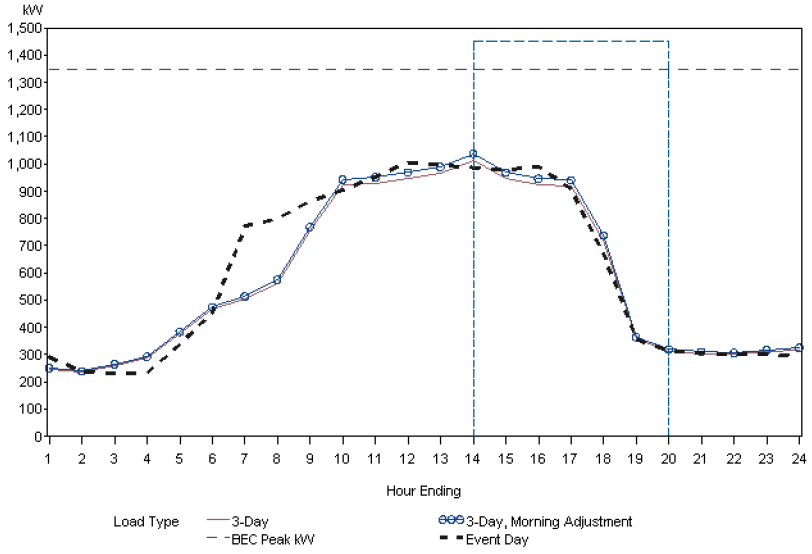
Site: 189, June 20th, 13:00 to 15:00



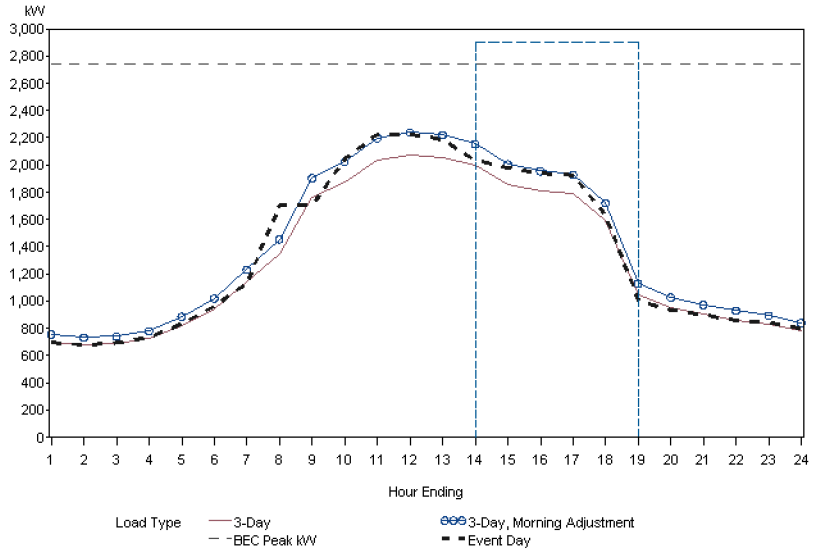
Site: 190, Aug. 30th, 13:00 to 18:00



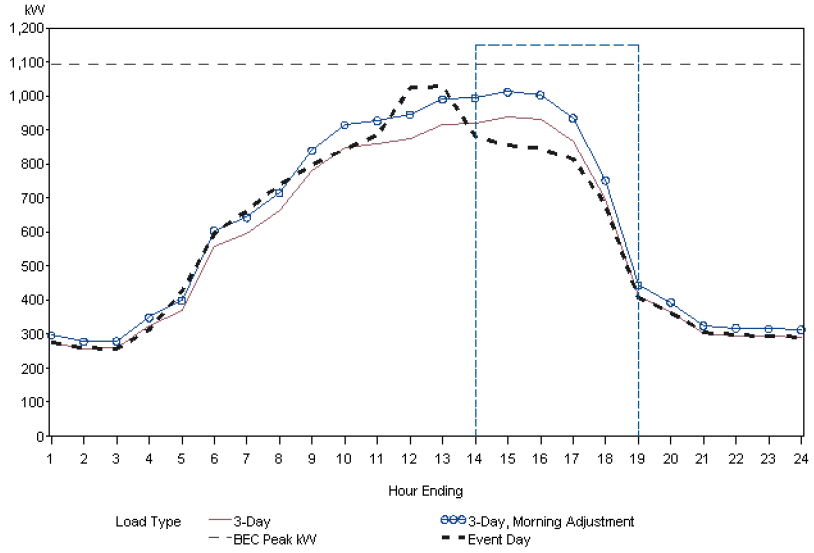
Site: 191, All Events, 13:00 to 19:00



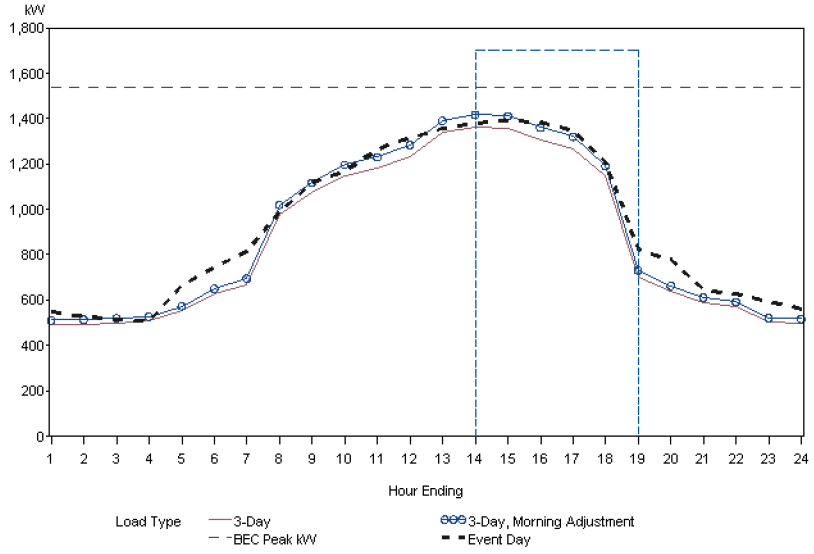
Site: 192, Aug. 30th, 13:00 to 18:00



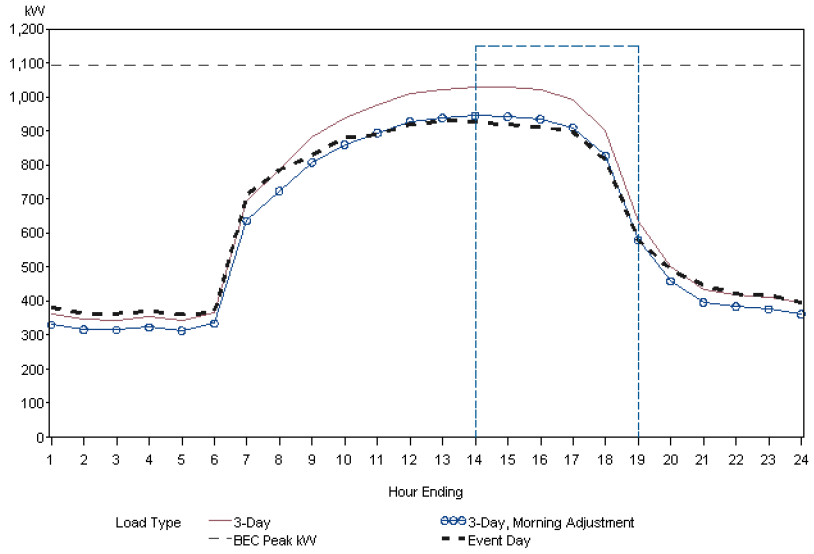
Site: 193, Aug. 30th, 13:00 to 18:00



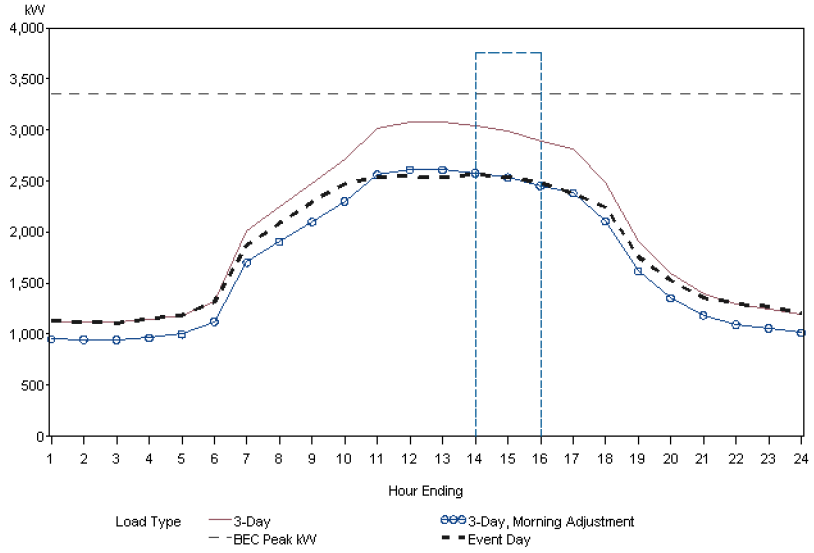
Site: 194, Aug. 30th, 13:00 to 18:00



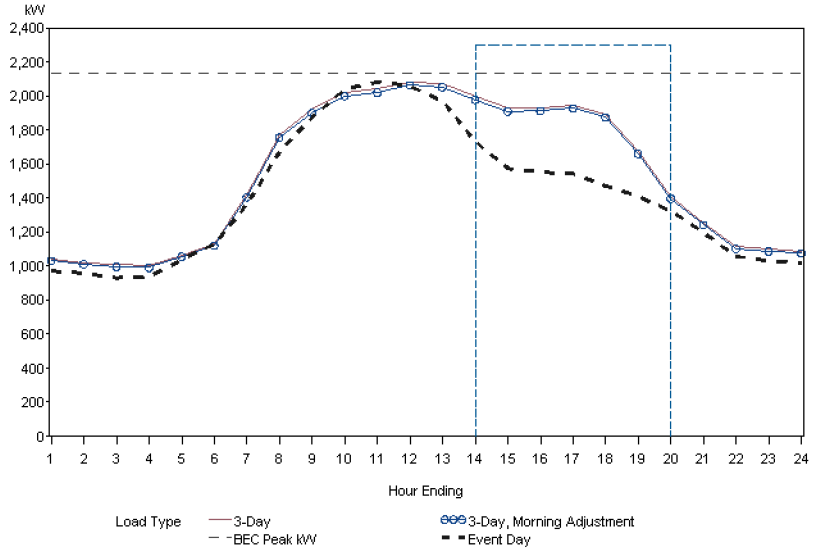
Site: 195, Aug. 31st, 13:00 to 18:00



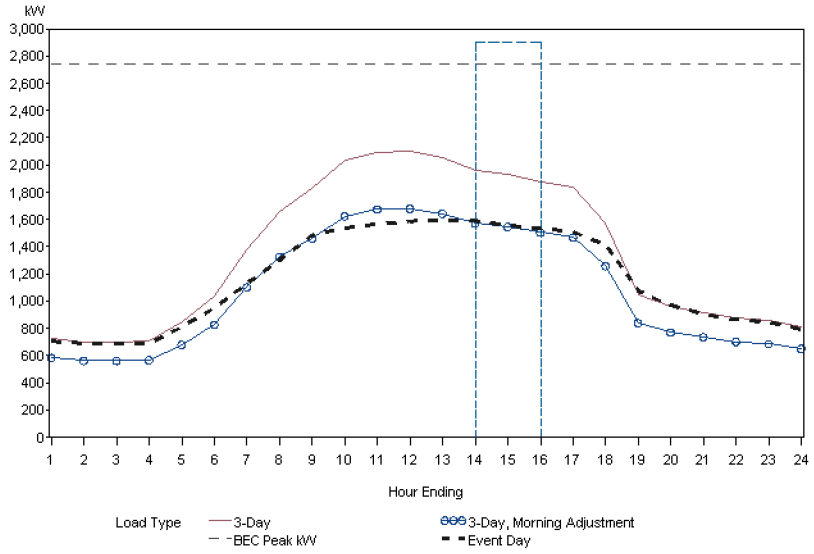
Site: 196, June 20th, 13:00 to 15:00



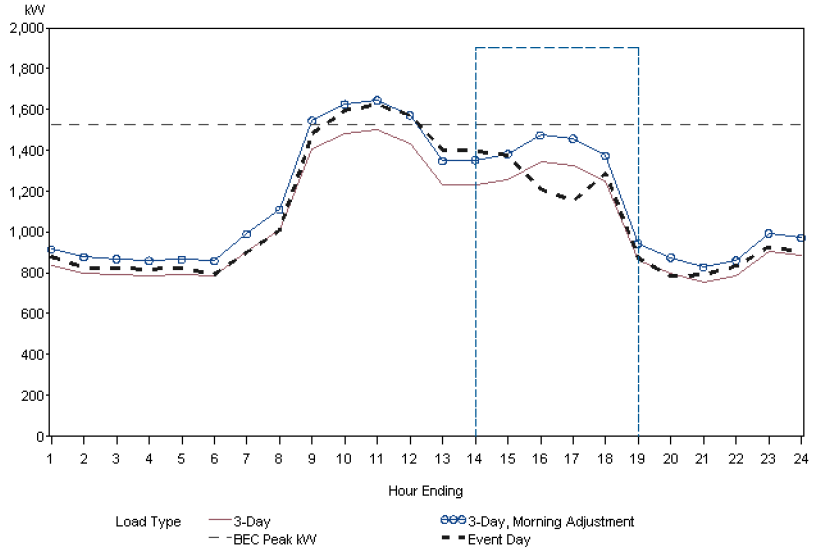
Site: 197, All Events, 13:00 to 19:00



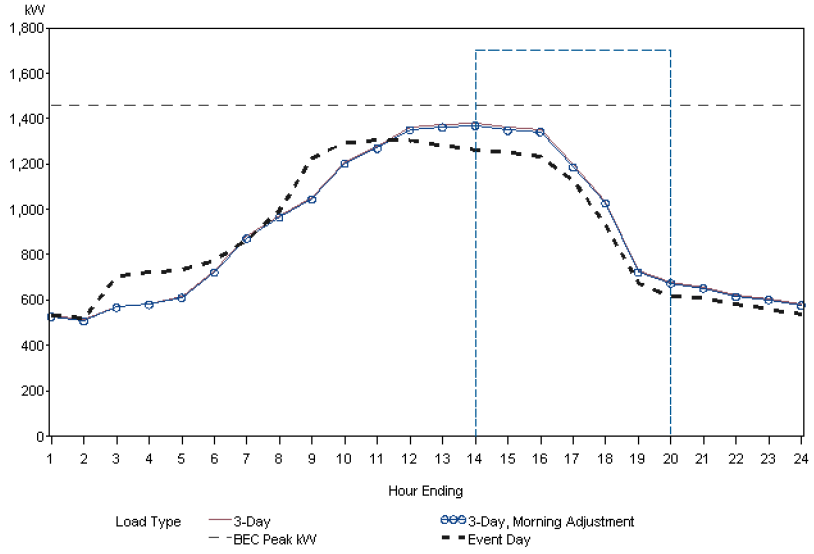
Site: 198, June 20th, 13:00 to 15:00



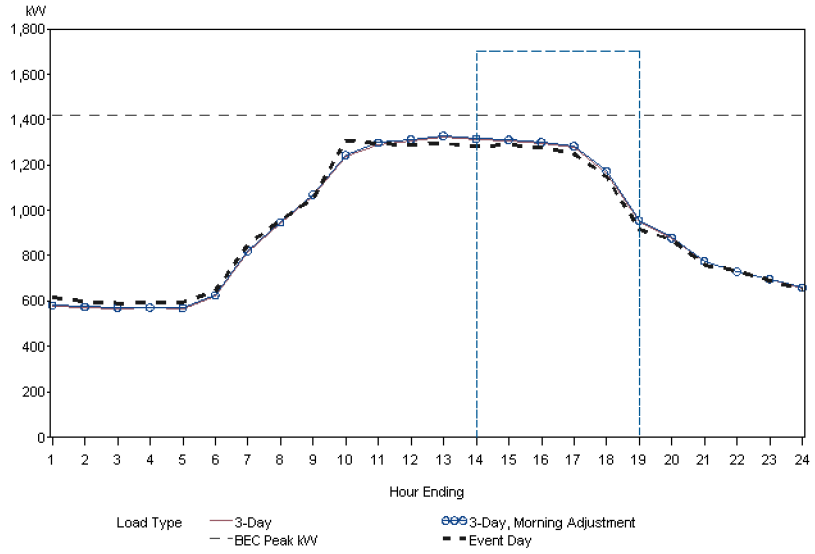
Site: 199, Aug. 29th, 13:00 to 18:00



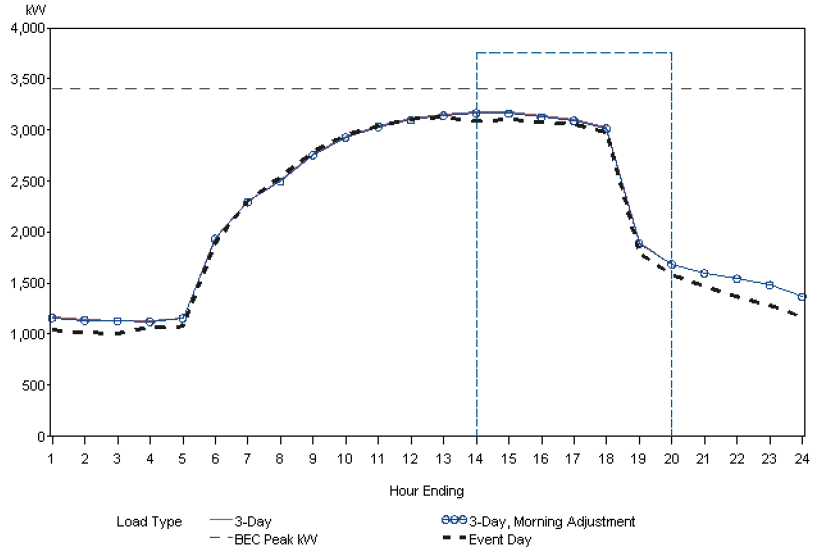
Site: 200, All Events, 13:00 to 19:00



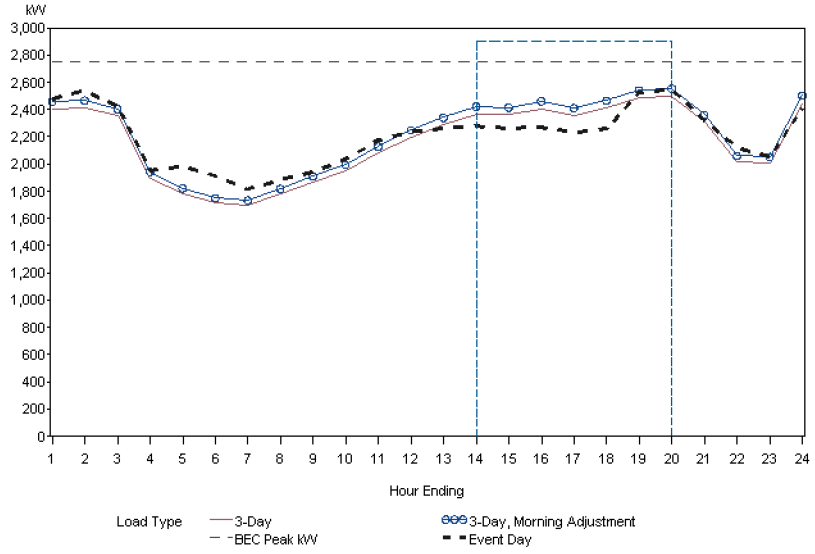
Site: 201, Aug. 30th, 13:00 to 18:00



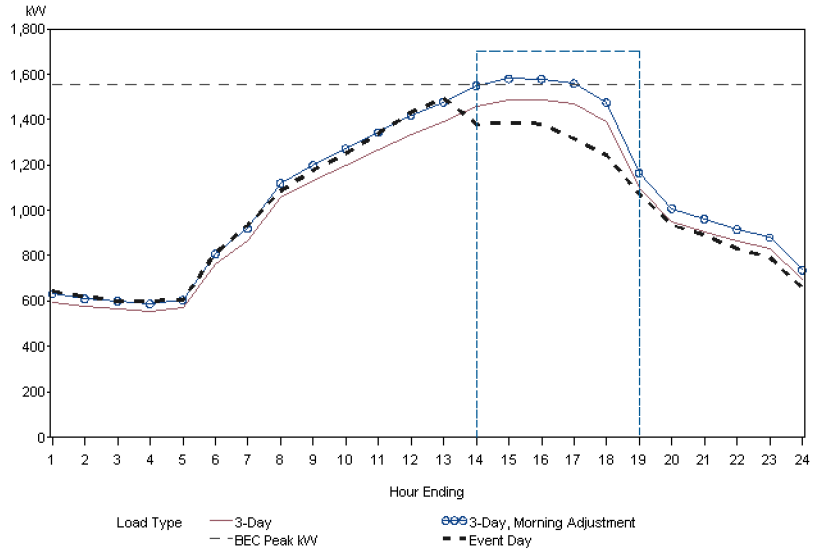
Site: 202, All Events, 13:00 to 19:00



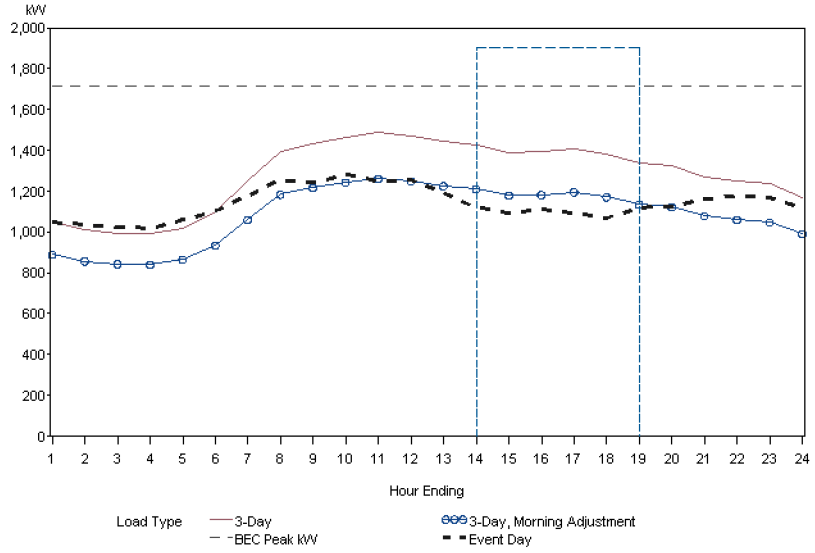
Site: 203, All Events, 13:00 to 19:00



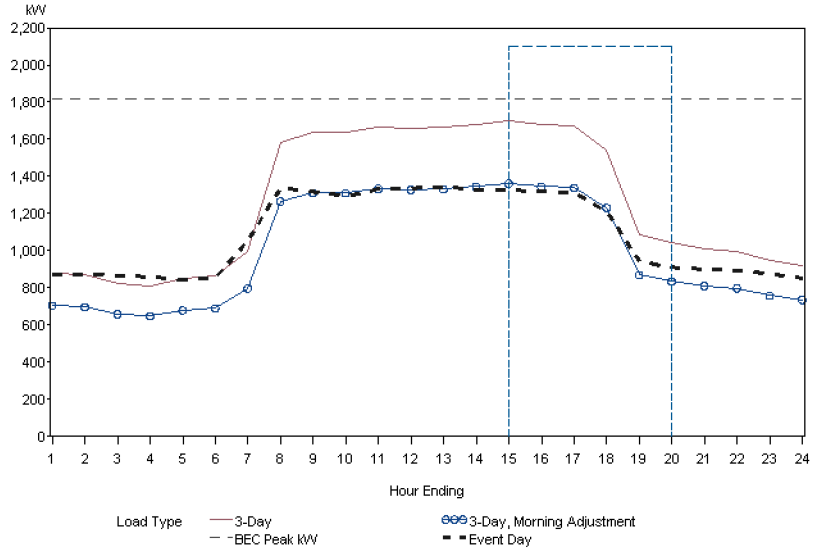
Site: 204, Aug. 29th, 13:00 to 18:00



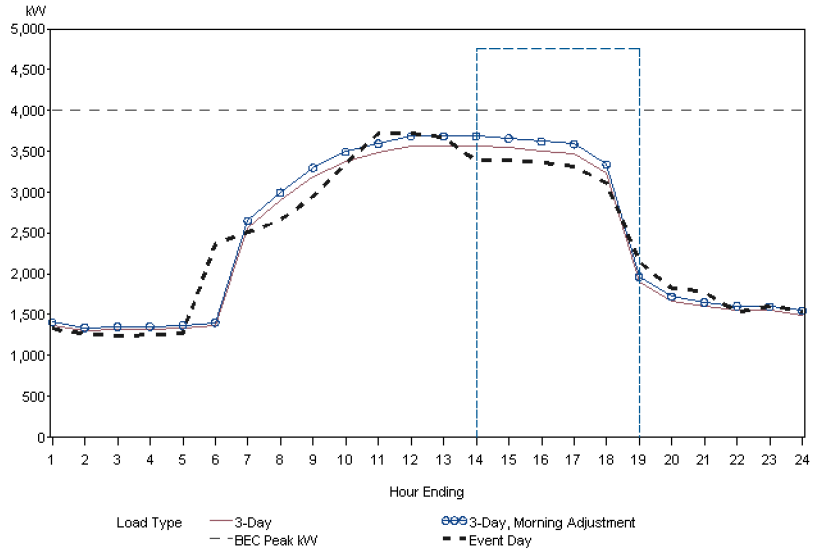
Site: 205, Aug. 30th, 13:00 to 18:00



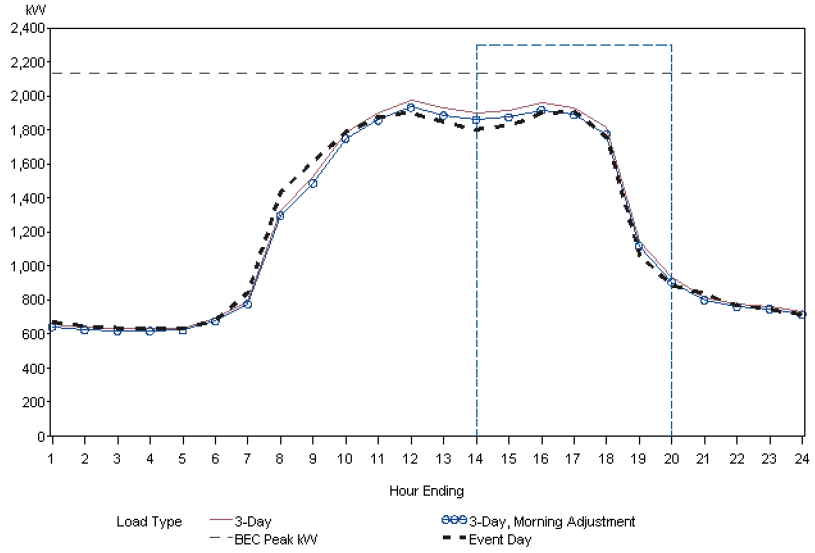
Site: 206, July 5th, 14:00 to 19:00



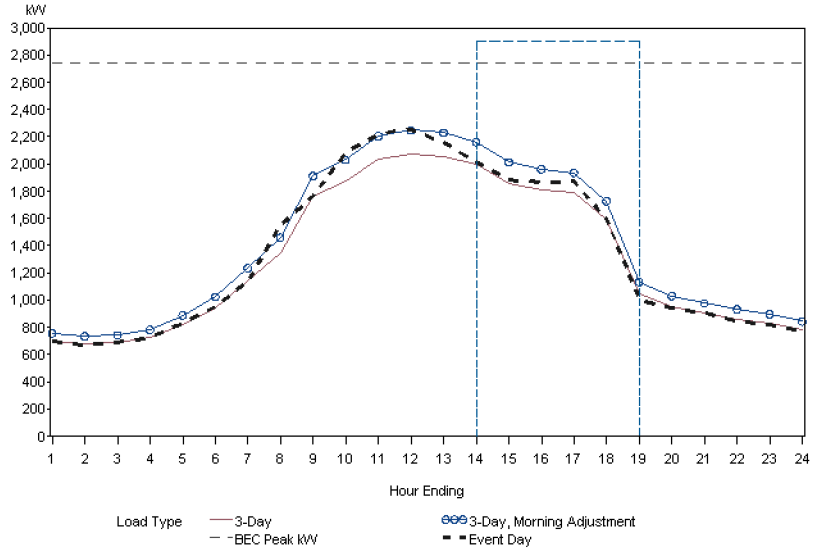
Site: 207, Aug. 30th, 13:00 to 18:00



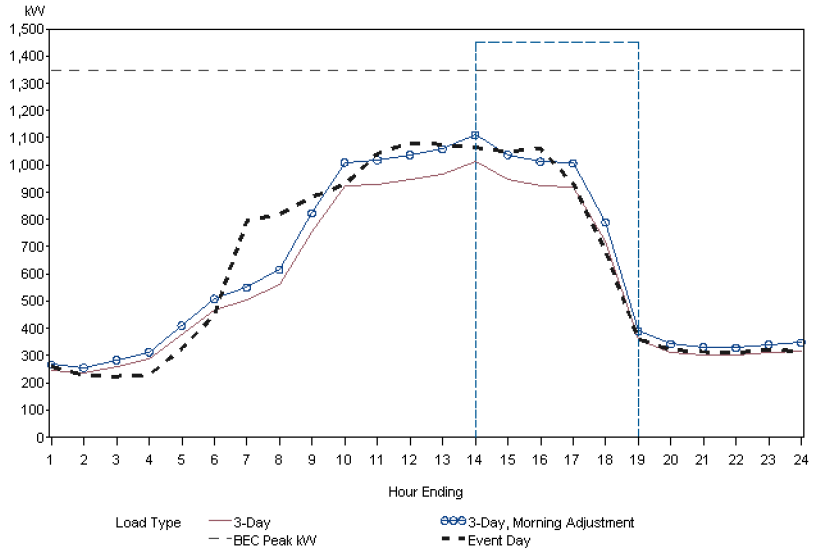
Site: 208, All Events, 13:00 to 19:00



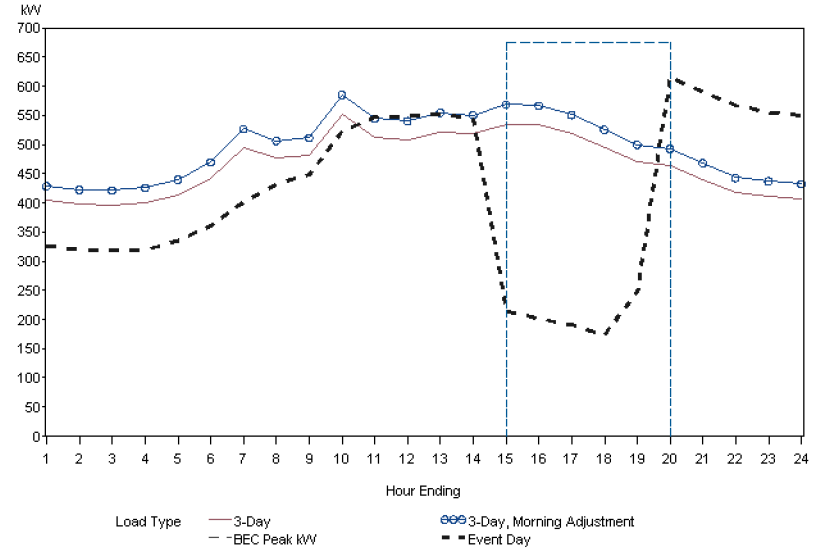
Site: 209, Aug. 29th, 13:00 to 18:00



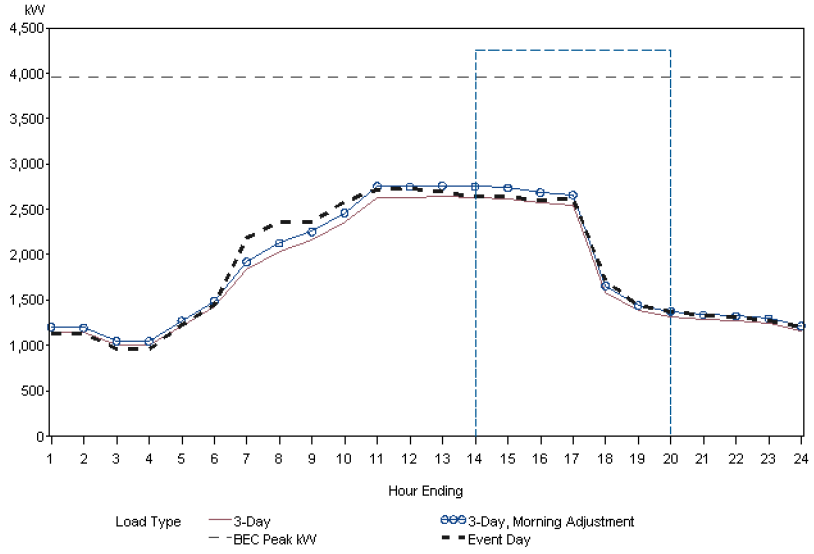
Site: 210, Aug. 29th, 13:00 to 18:00



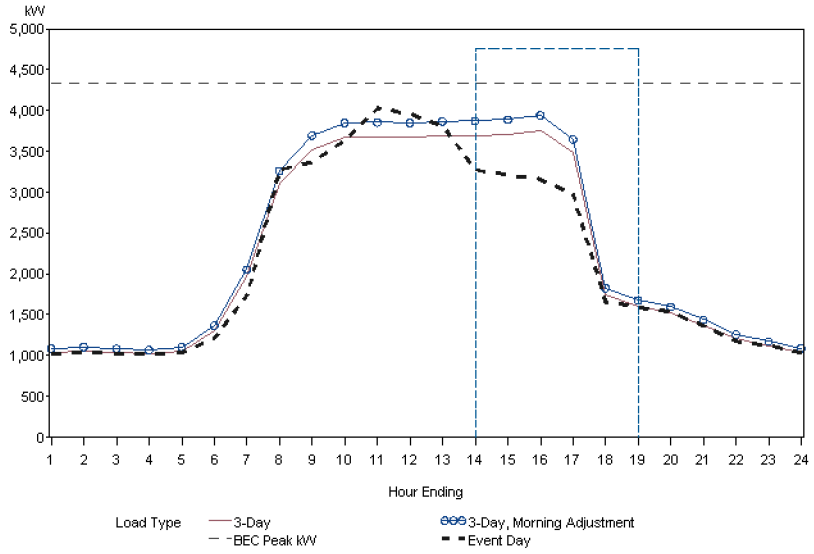
Site: 211, July 5th, 14:00 to 19:00



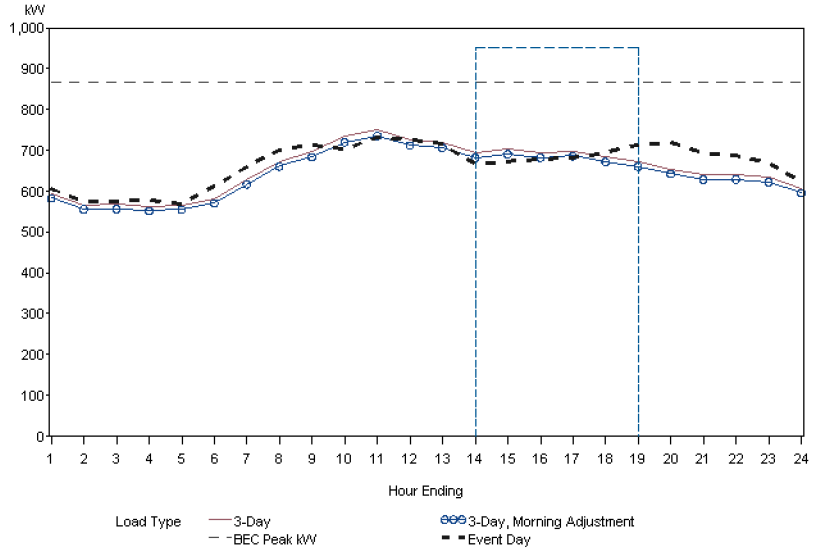
Site: 212, All Events, 13:00 to 19:00



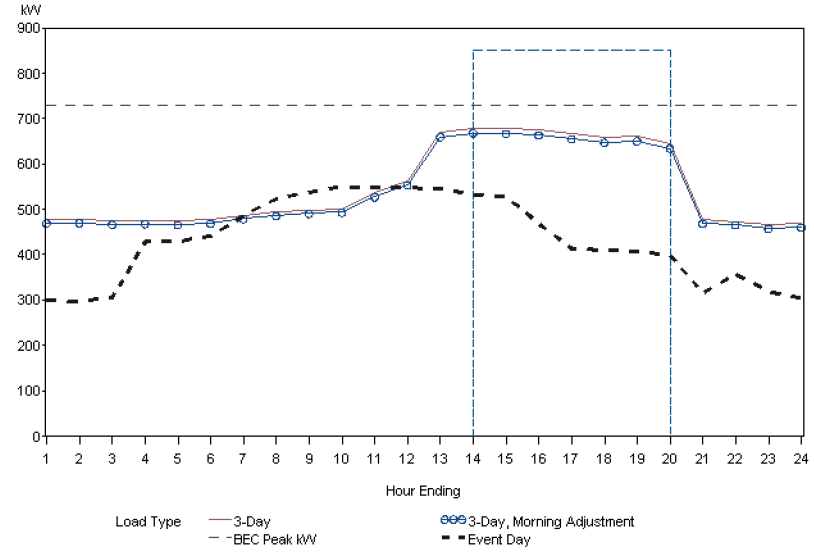
Site: 213, Aug. 30th, 13:00 to 18:00



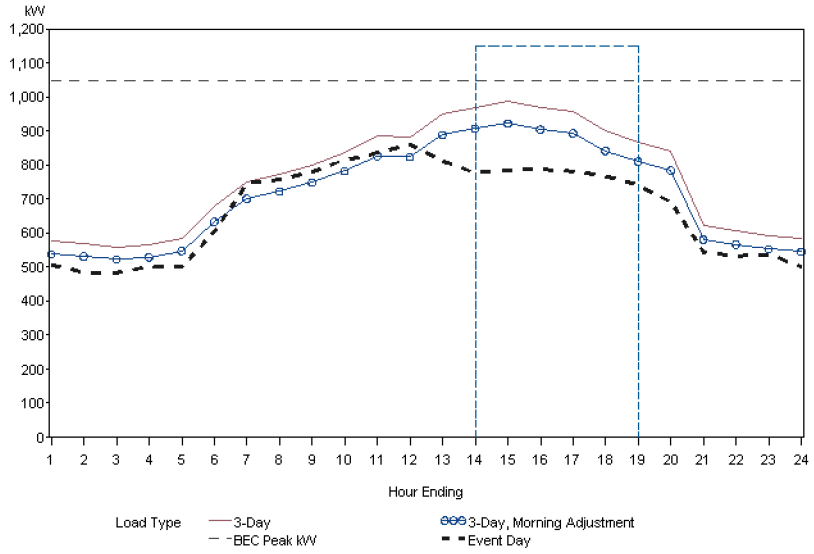
Site: 214, Aug. 30th, 13:00 to 18:00



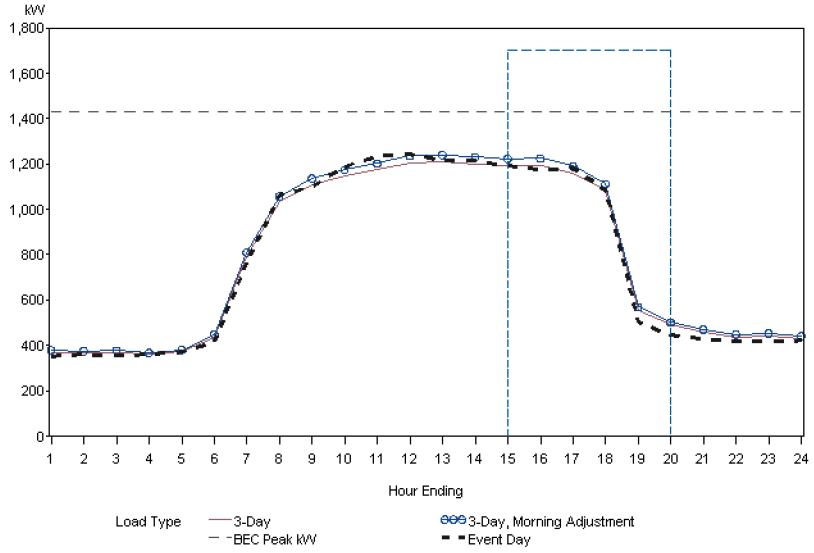
Site: 215, All Events, 13:00 to 19:00



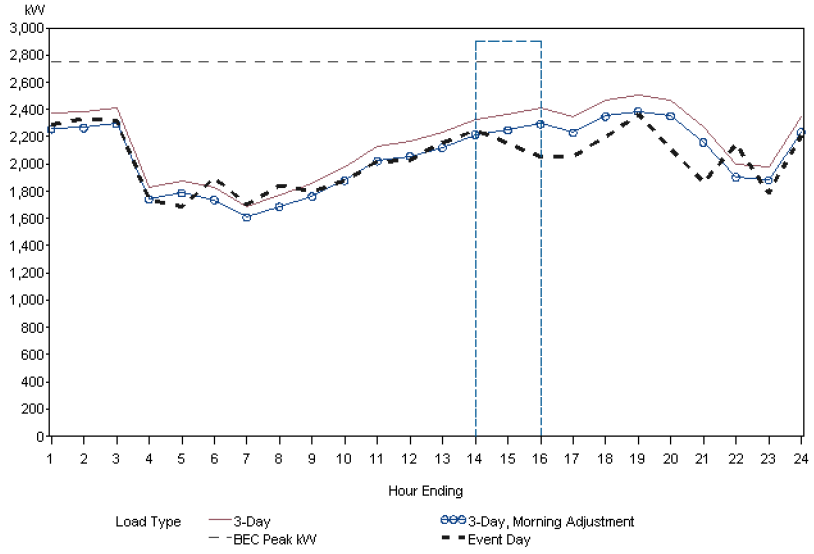
Site: 216, Aug. 30th, 13:00 to 18:00



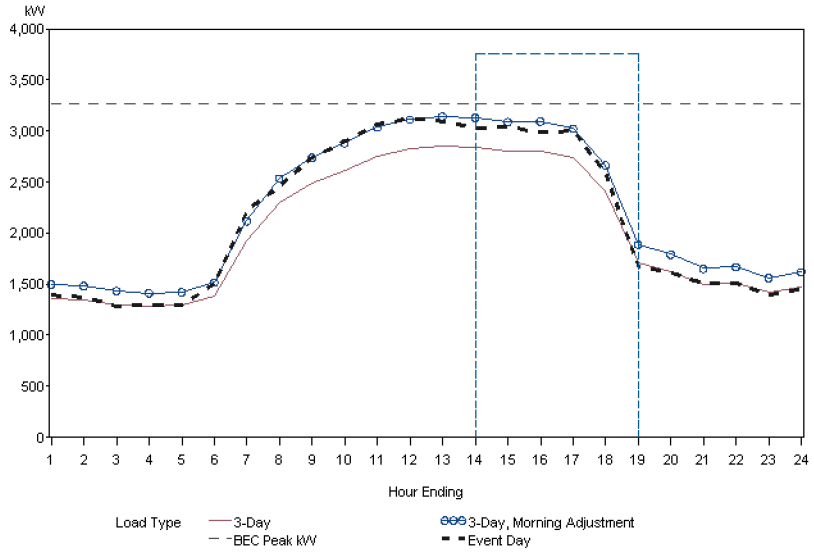
Site: 217, July 5th, 14:00 to 19:00



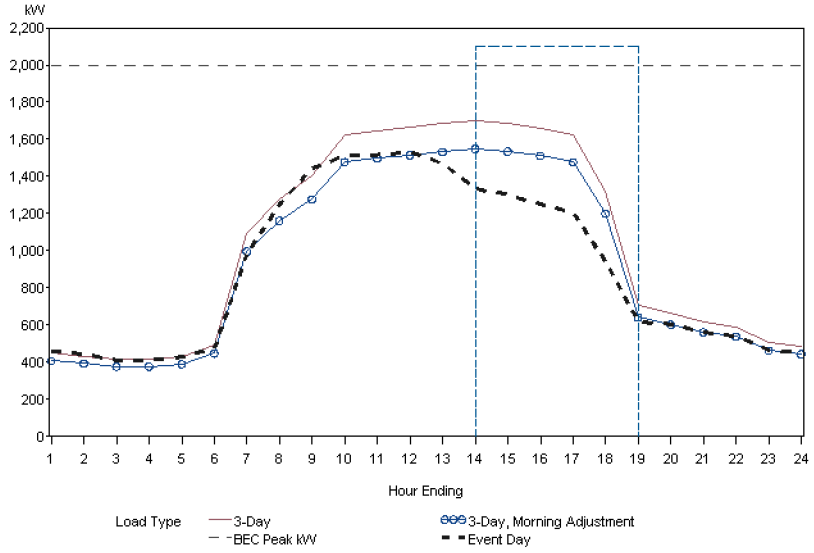
Site: 218, June 20th, 13:00 to 15:00



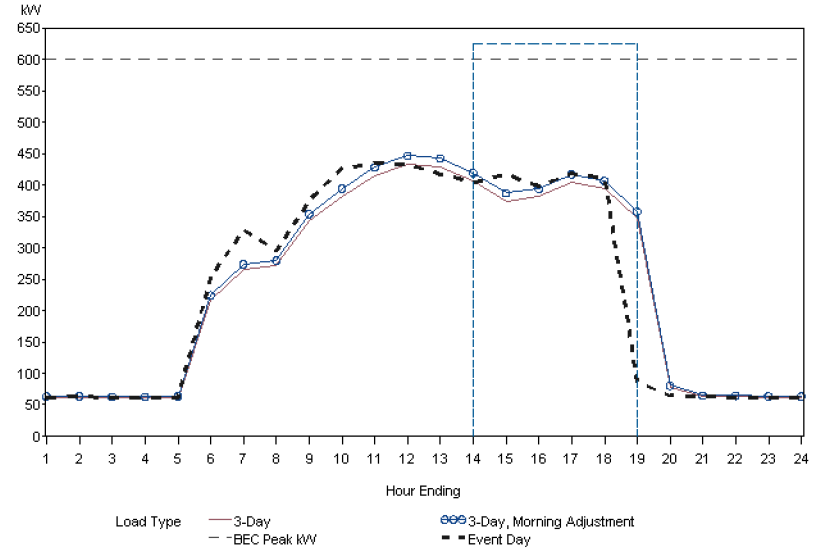
Site: 219, Aug. 30th, 13:00 to 18:00



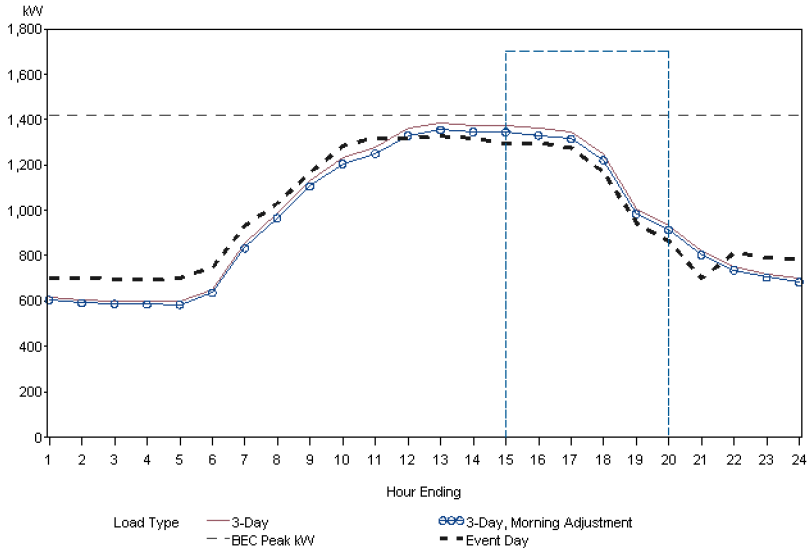
Site: 220, Aug. 31st, 13:00 to 18:00



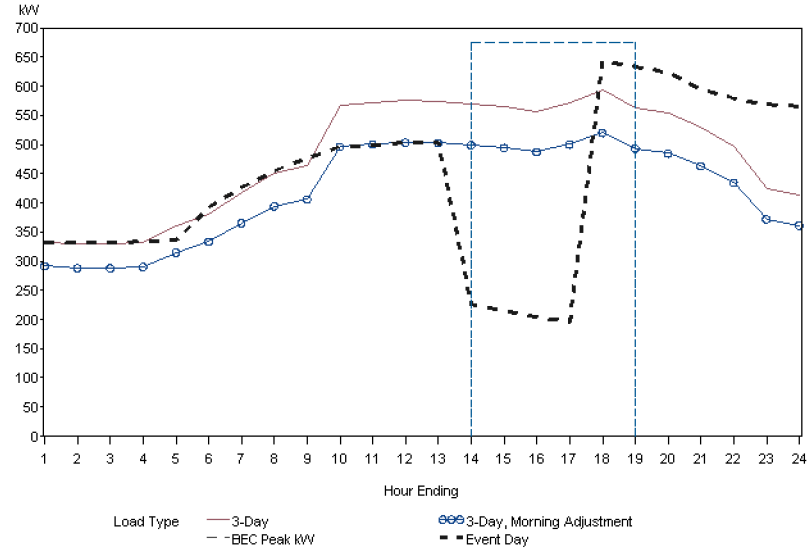
Site: 221, Aug. 30th, 13:00 to 18:00



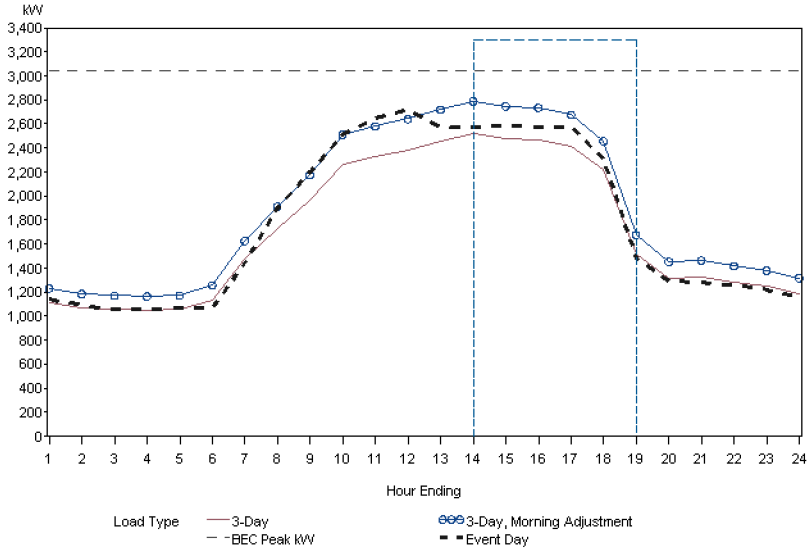
Site: 222, July 5th, 14:00 to 19:00



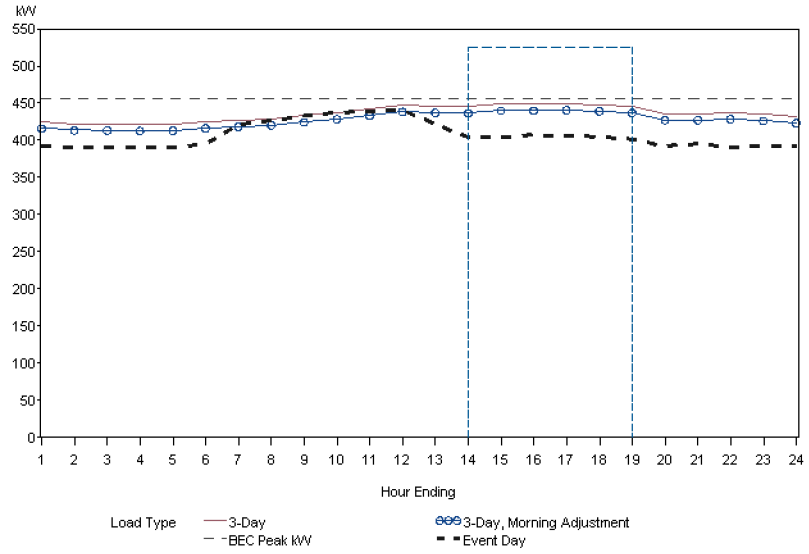
Site: 223, Aug. 29th, 13:00 to 18:00



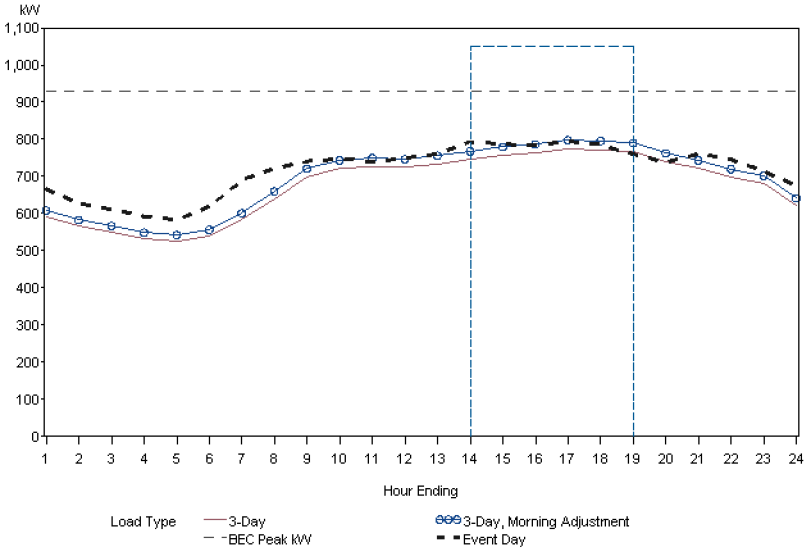
Site: 224, Aug. 30th, 13:00 to 18:00



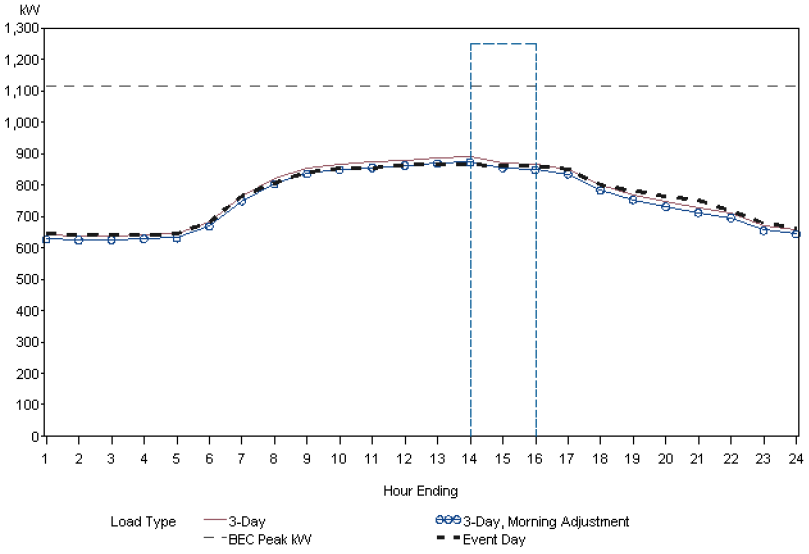
Site: 225, Aug. 30th, 13:00 to 18:00



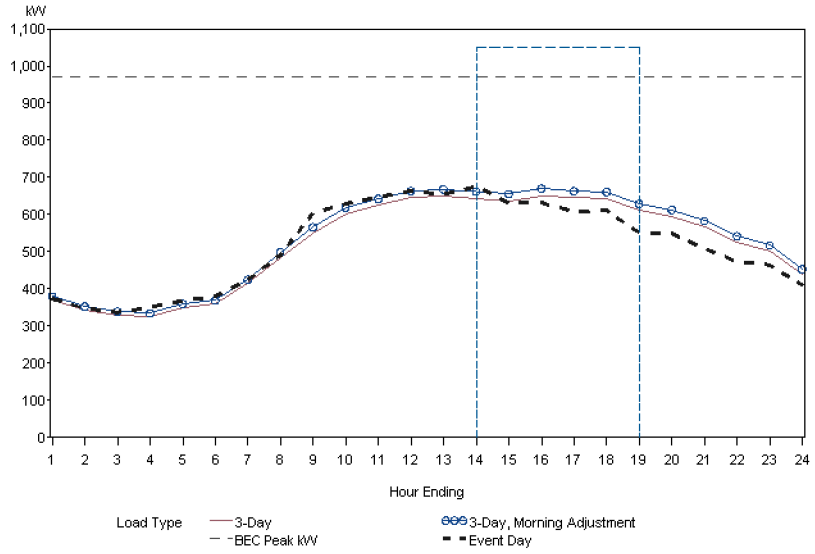
Site: 226, Aug. 30th, 13:00 to 18:00



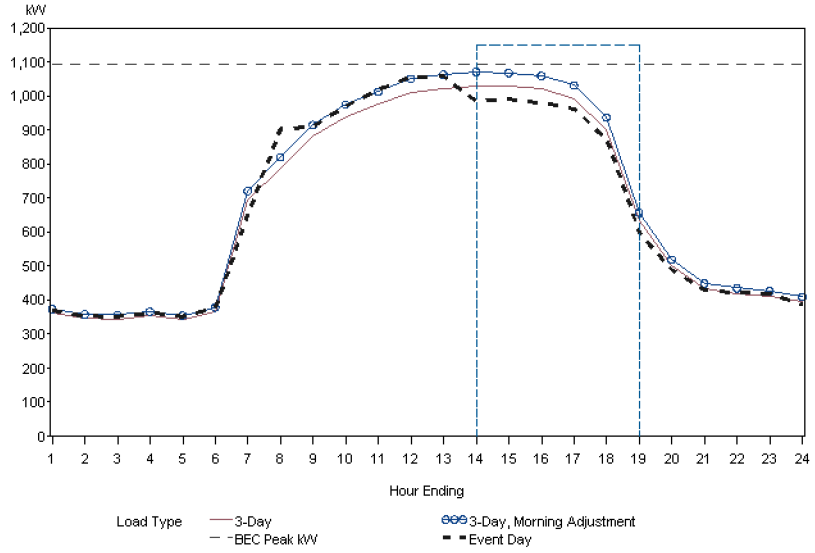
Site: 227, June 20th, 13:00 to 15:00



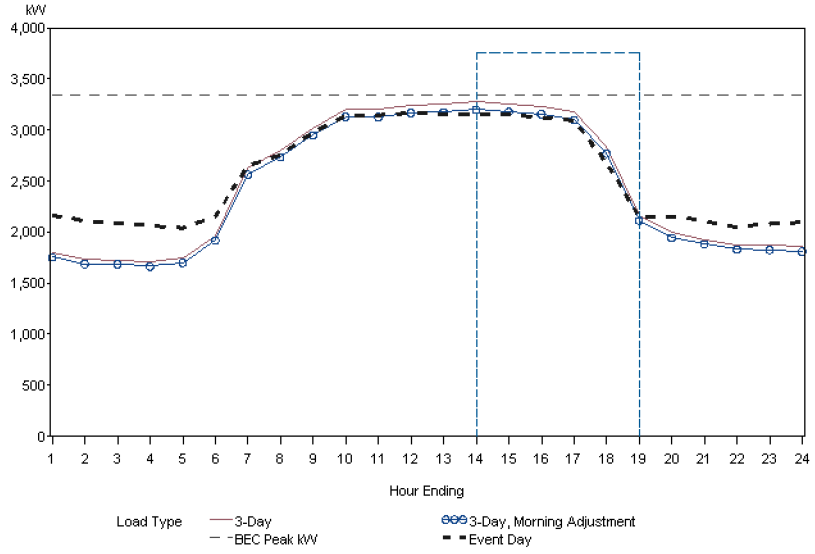
Site: 228, Aug. 29th, 13:00 to 18:00



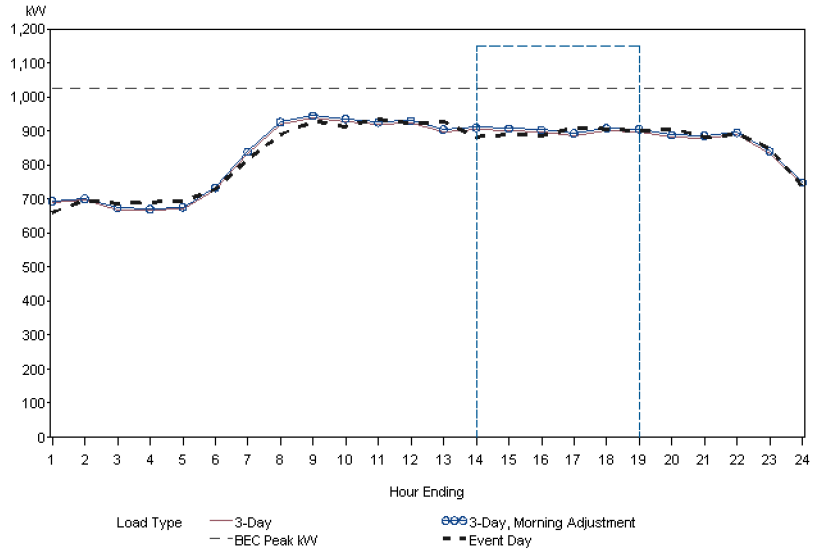
Site: 229, Aug. 29th, 13:00 to 18:00



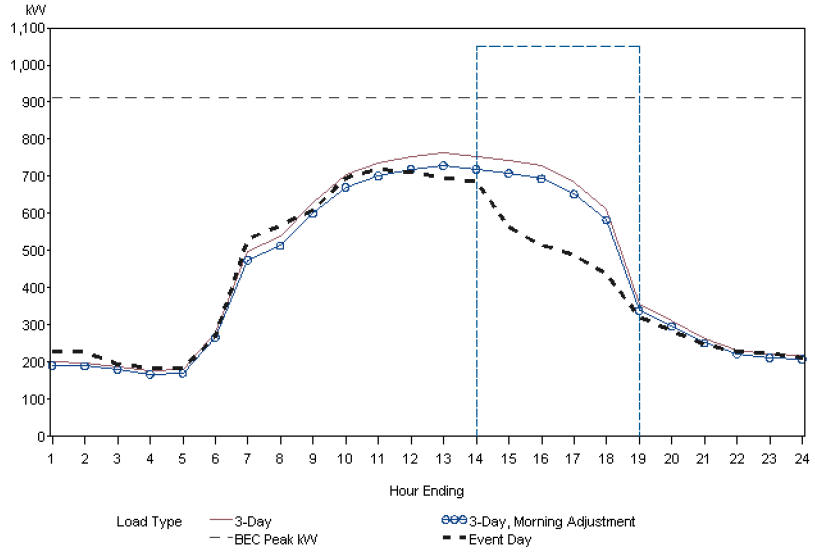
Site: 230, Aug. 31st, 13:00 to 18:00



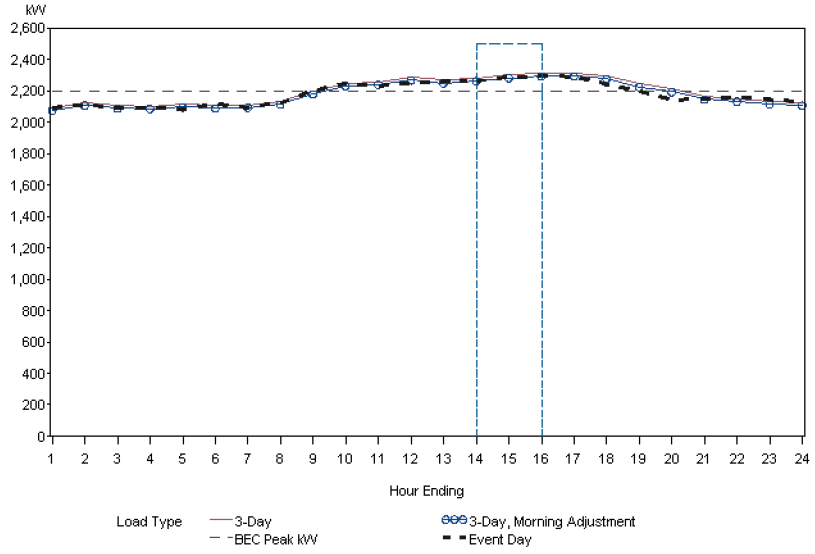
Site: 231, Aug. 30th, 13:00 to 18:00



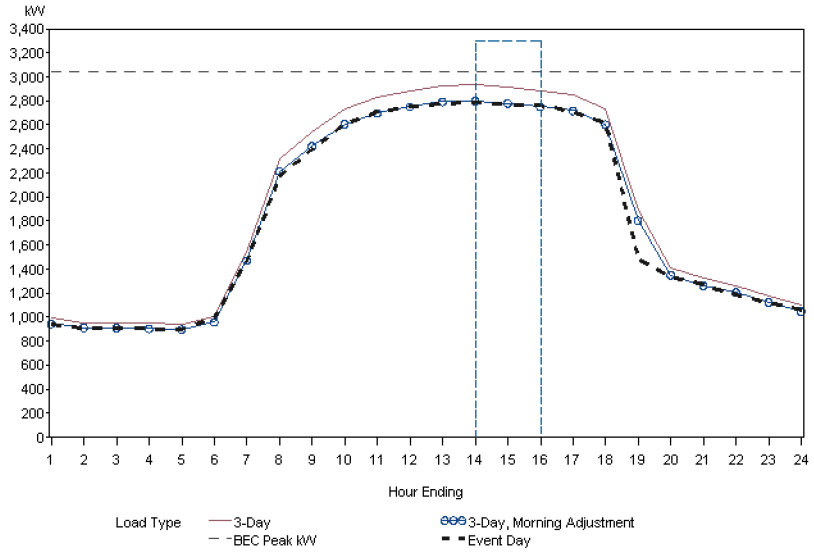
Site: 232, Aug. 31st, 13:00 to 18:00



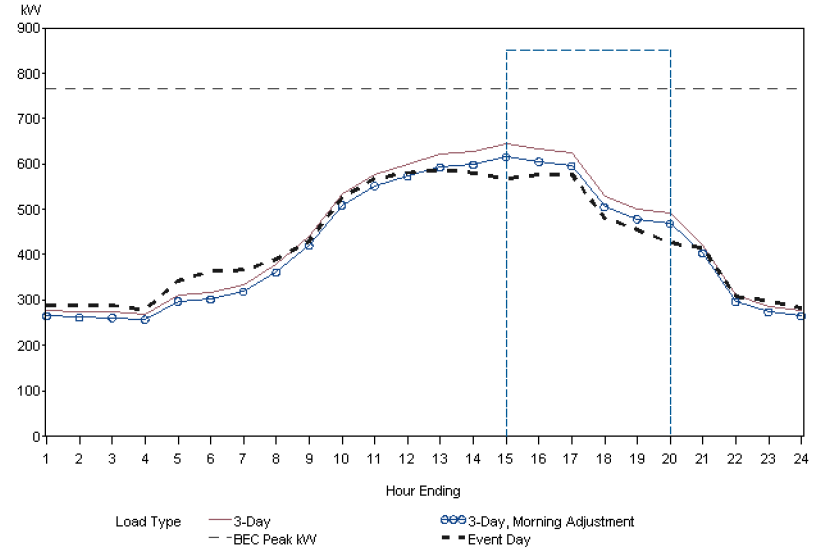
Site: 233, June 20th, 13:00 to 15:00



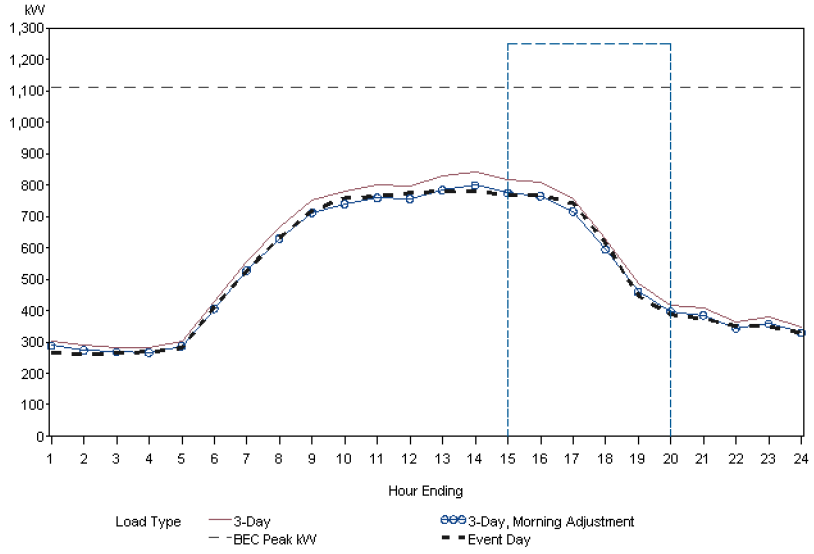
Site: 234, June 20th, 13:00 to 15:00



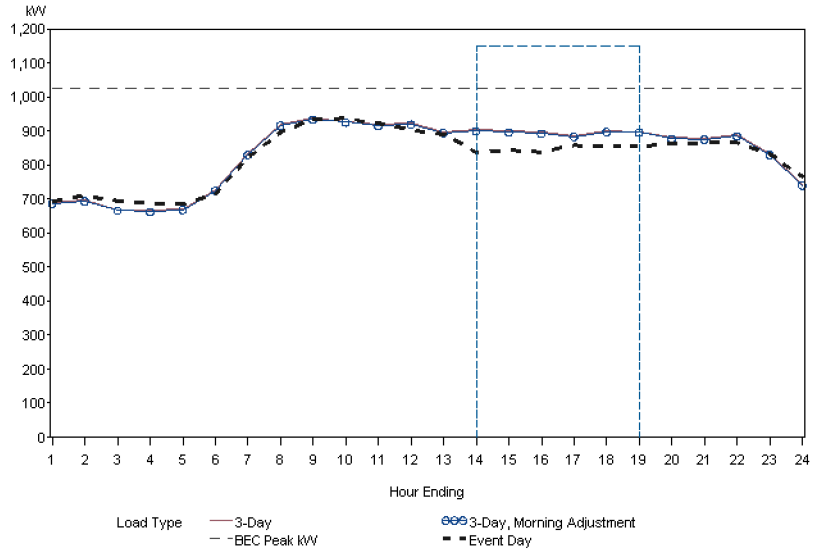
Site: 235, July 5th, 14:00 to 19:00



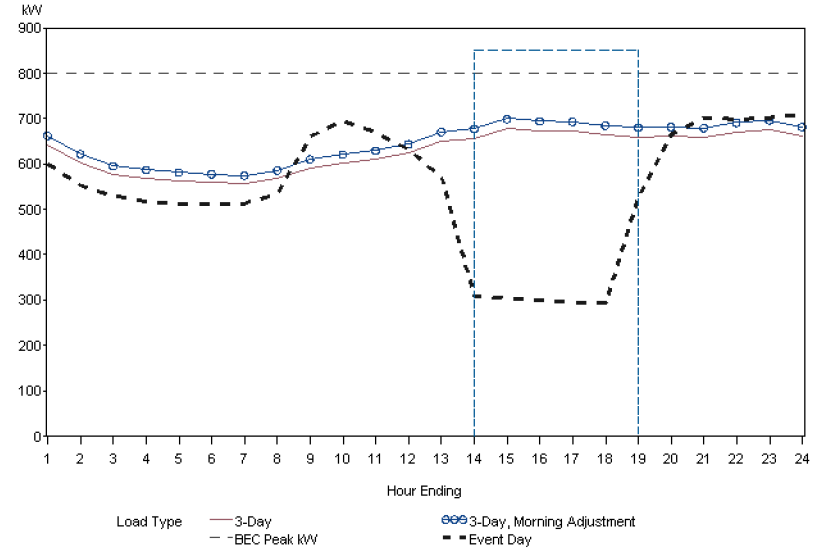
Site: 236, July 5th, 14:00 to 19:00



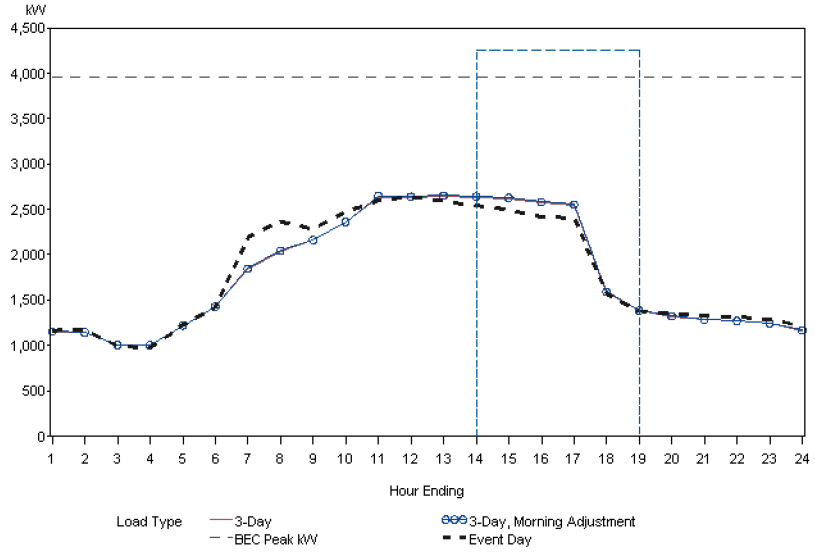
Site: 237, Aug. 31st, 13:00 to 18:00



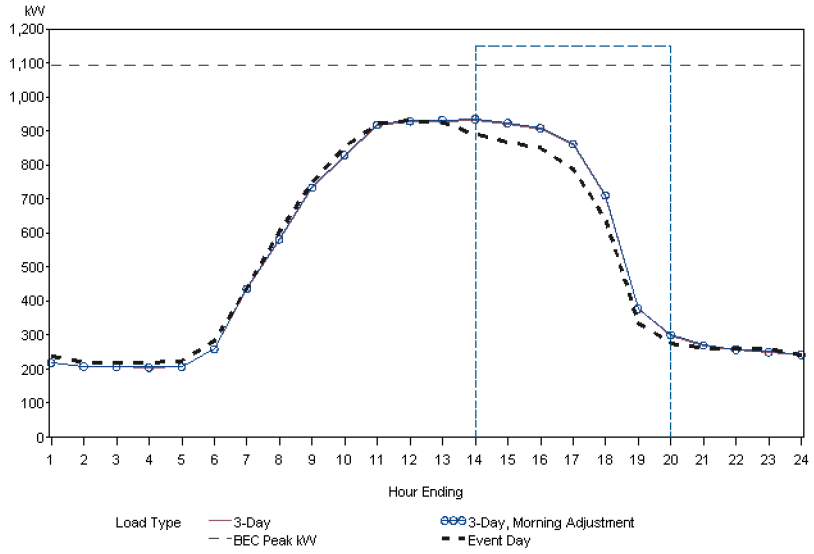
Site: 238, Aug. 30th, 13:00 to 18:00



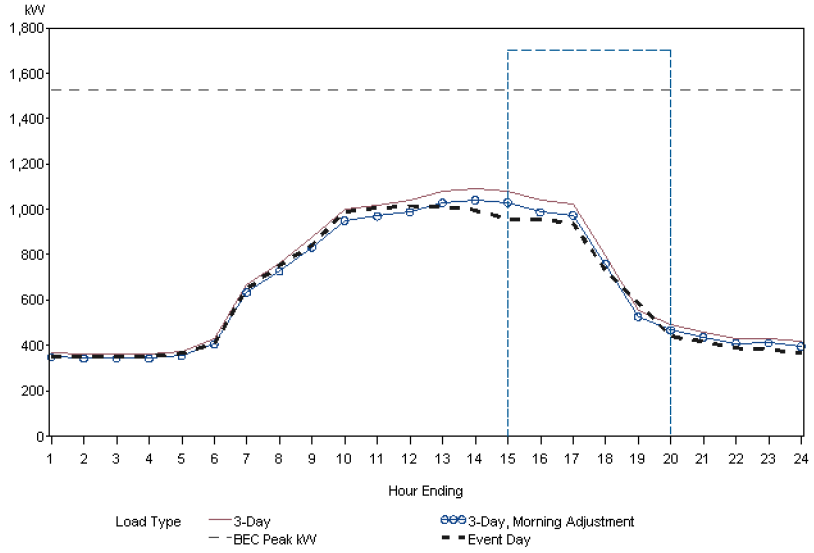
Site: 239, Aug. 31st, 13:00 to 18:00



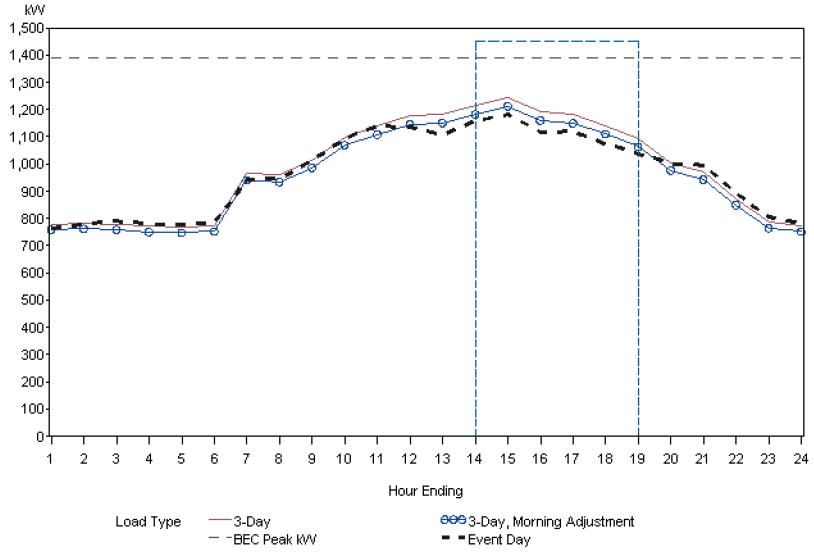
Site: 240, All Events, 13:00 to 19:00



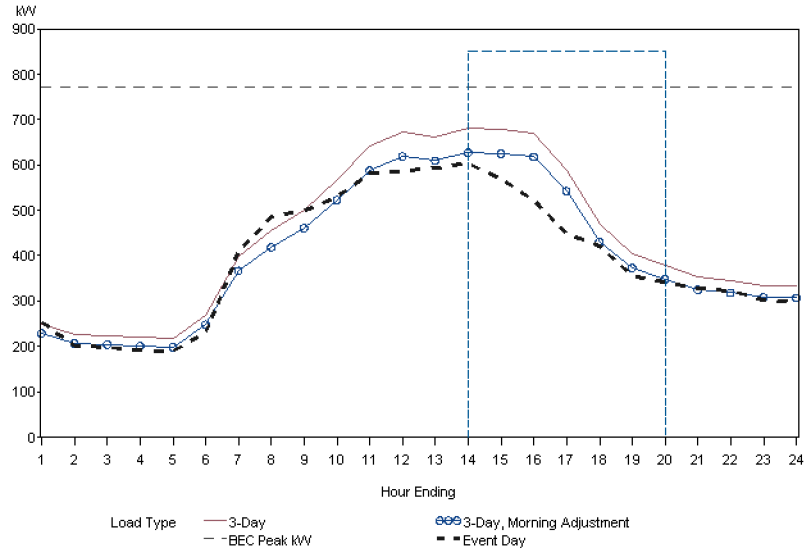
Site: 241, July 5th, 14:00 to 19:00



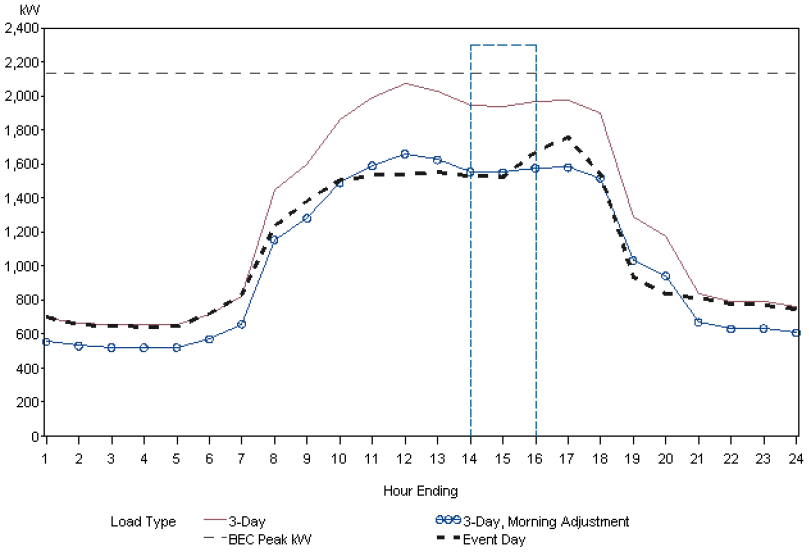
Site: 242, Aug. 29th, 13:00 to 18:00



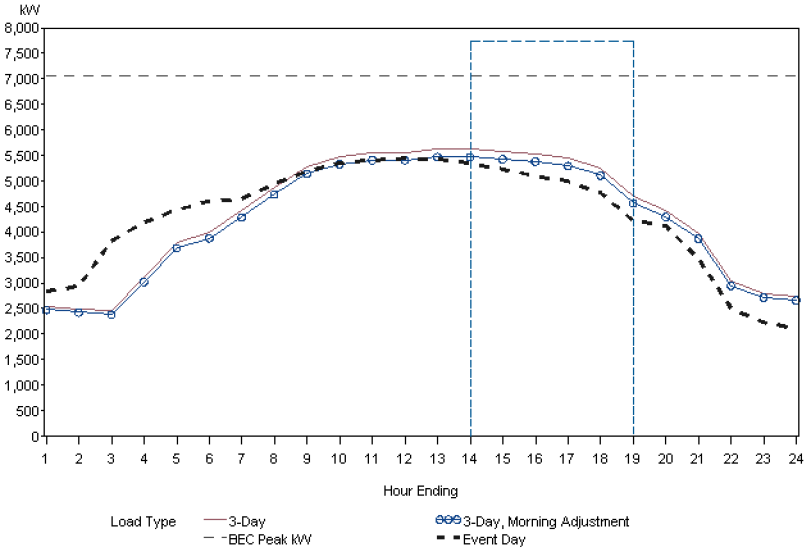
Site: 243, All Events, 13:00 to 19:00



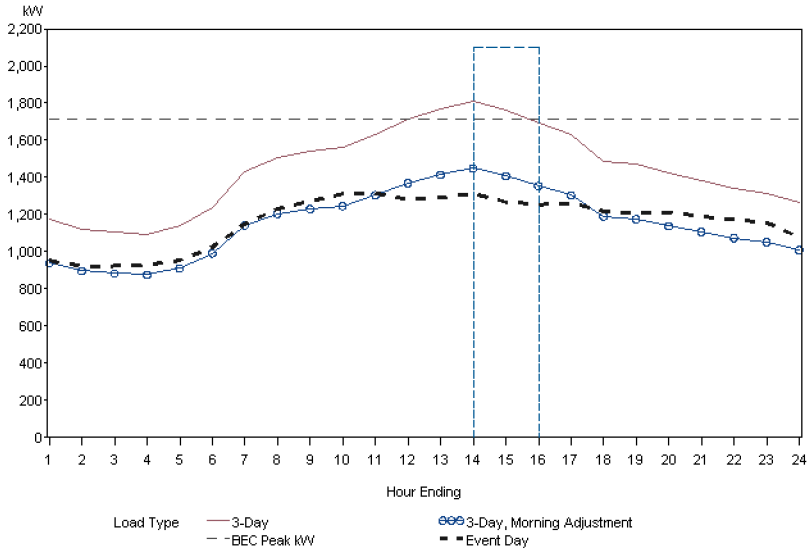
Site: 244, June 20th, 13:00 to 15:00



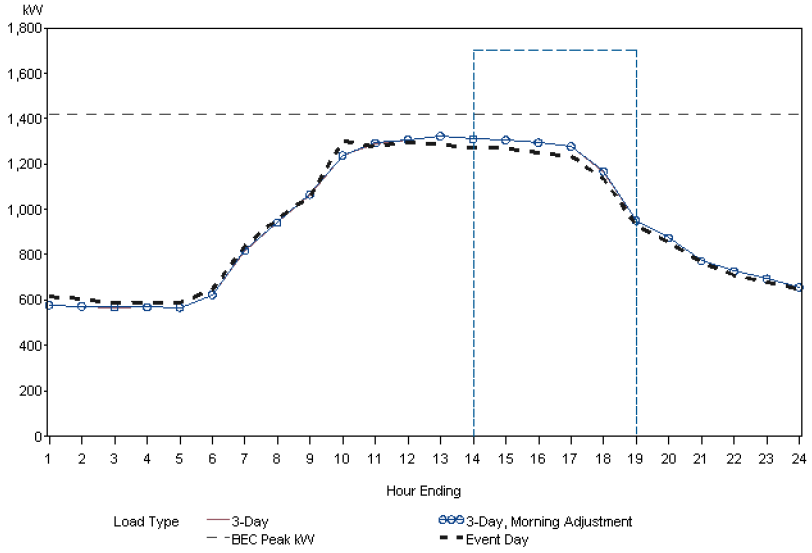
Site: 245, Aug. 31st, 13:00 to 18:00



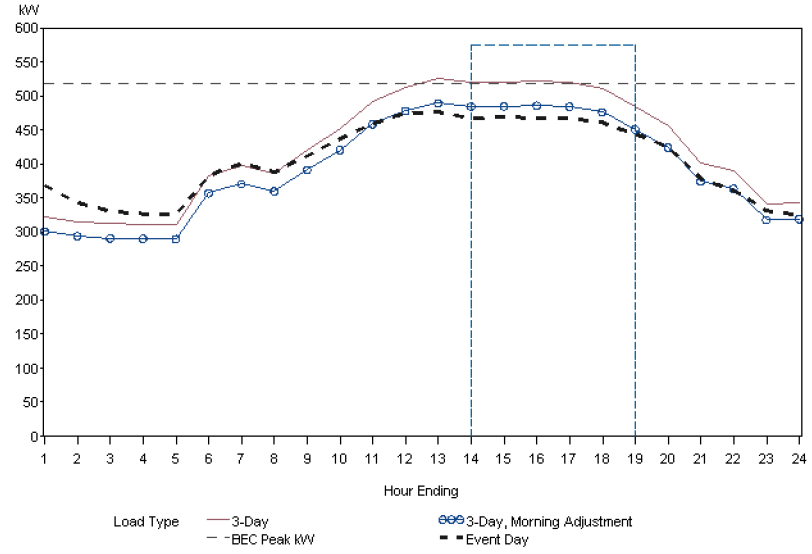
Site: 246, June 20th, 13:00 to 15:00



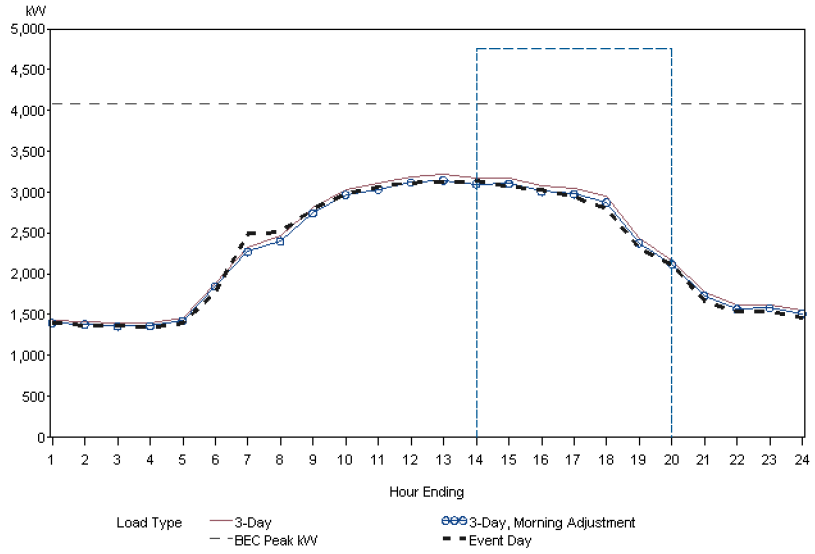
Site: 247, Aug. 29th, 13:00 to 18:00



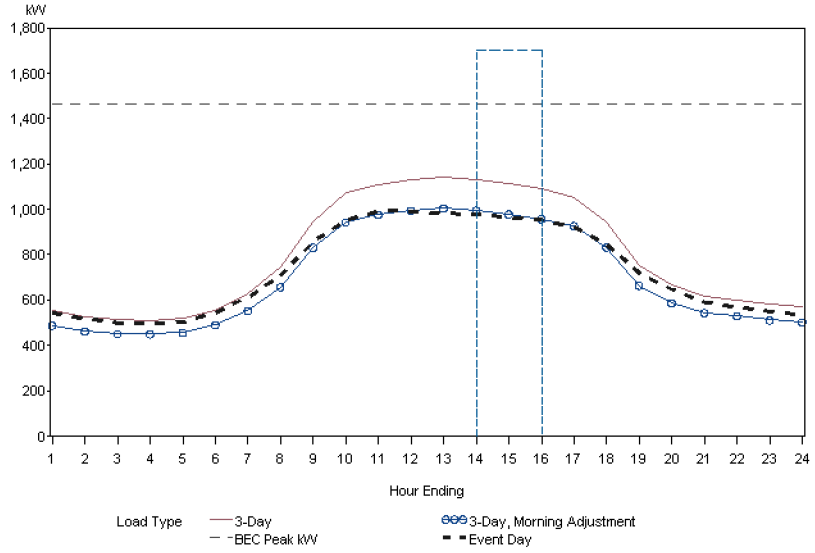
Site: 248, Aug. 31st, 13:00 to 18:00



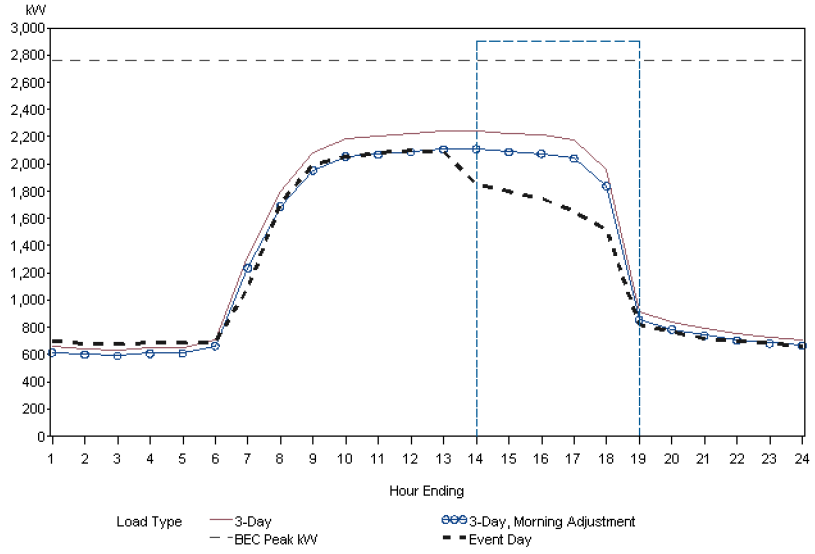
Site: 249, All Events, 13:00 to 19:00



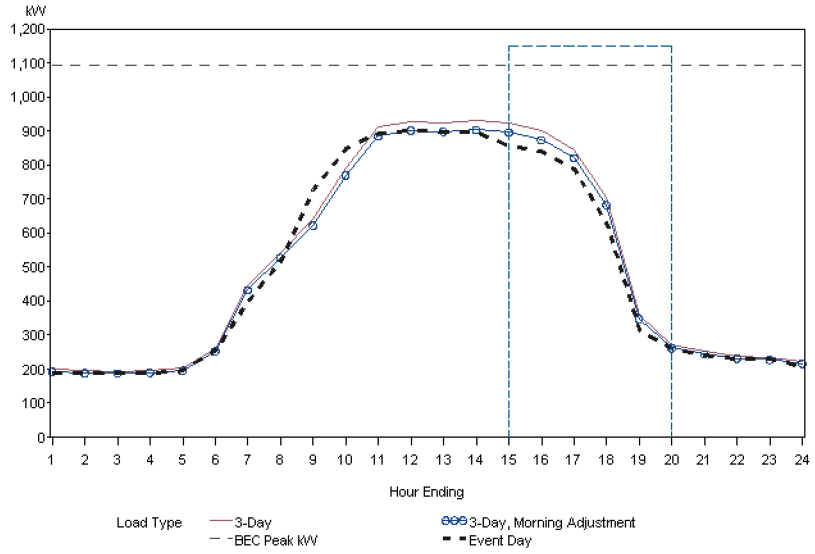
Site: 250, June 20th, 13:00 to 15:00



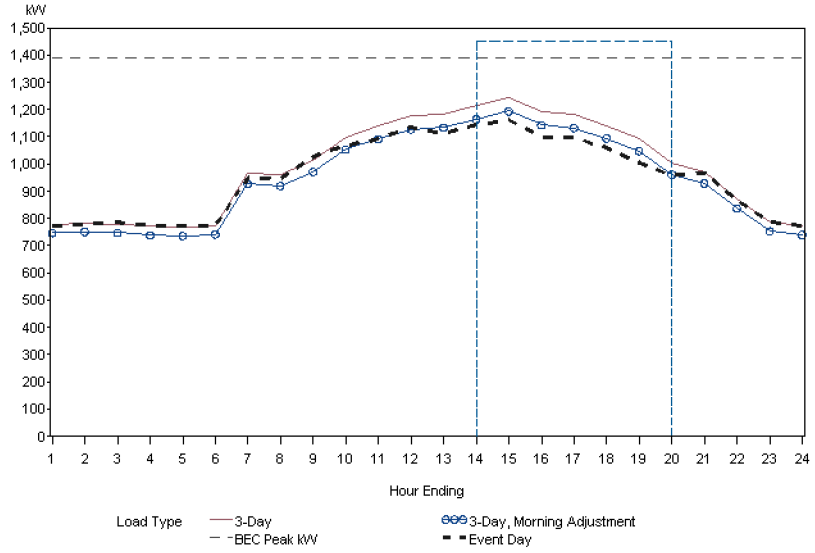
Site: 251, Aug. 31st, 13:00 to 18:00



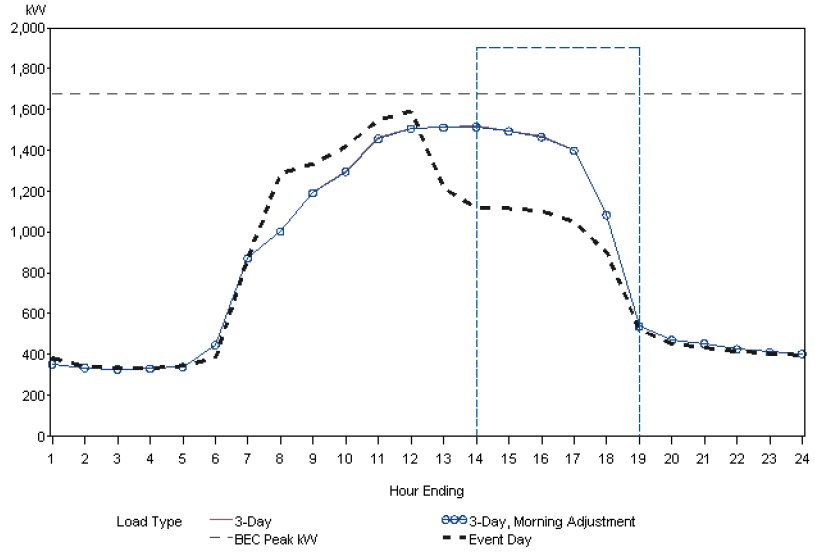
Site: 252, July 5th, 14:00 to 19:00



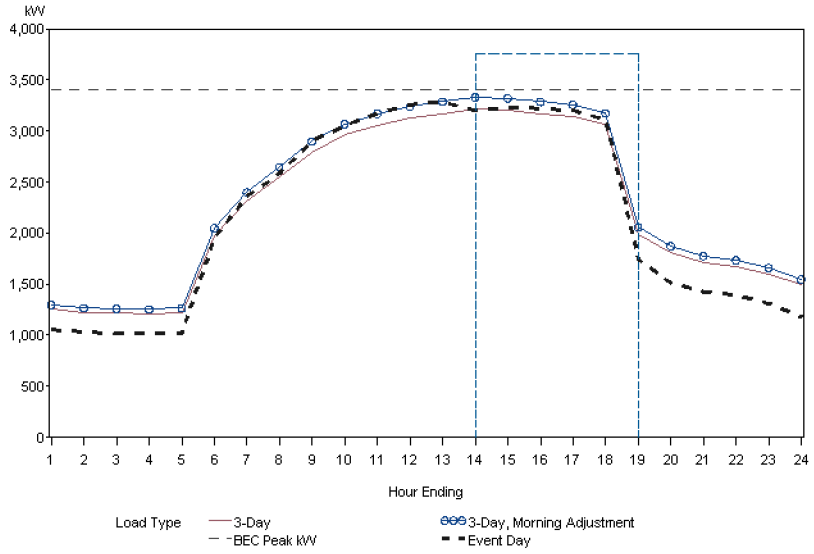
Site: 253, All Events, 13:00 to 19:00



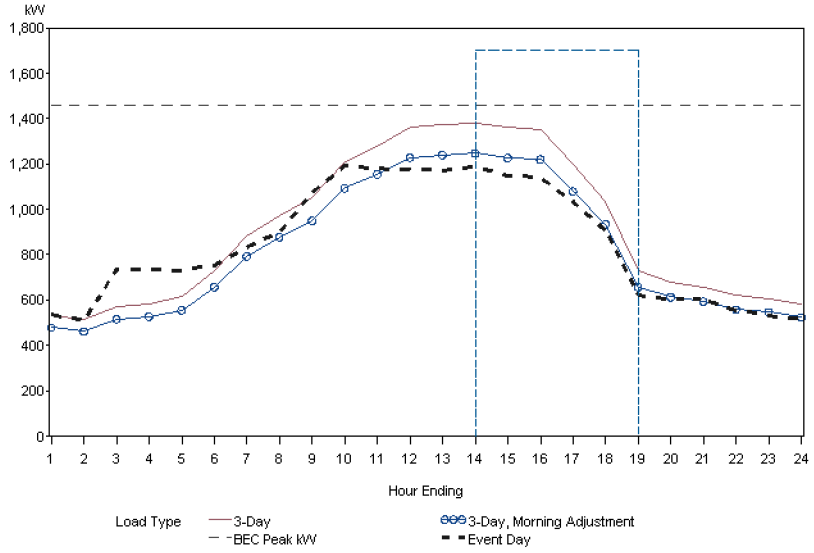
Site: 254, Aug. 29th, 13:00 to 18:00



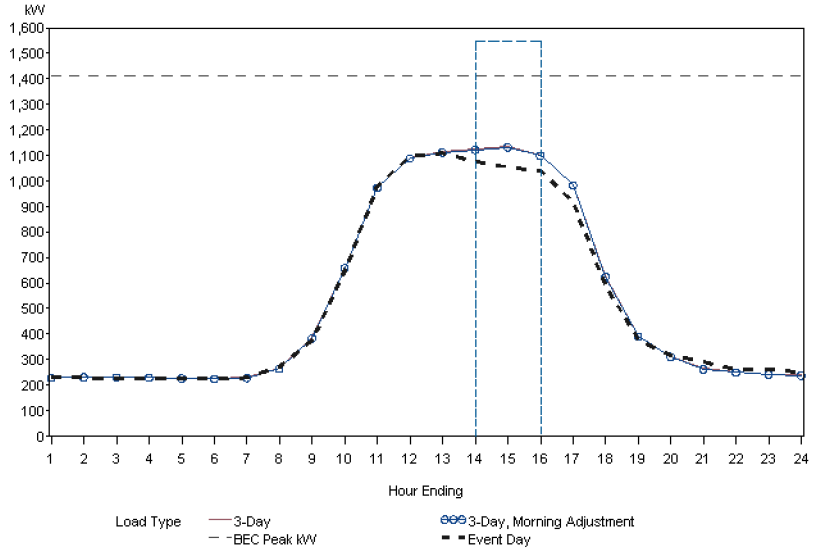
Site: 255, Aug. 30th, 13:00 to 18:00



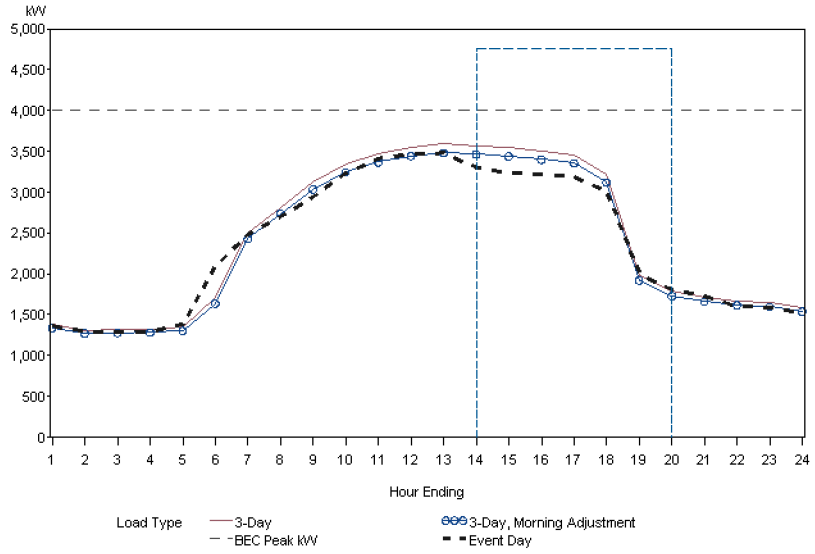
Site: 256, Aug. 31st, 13:00 to 18:00



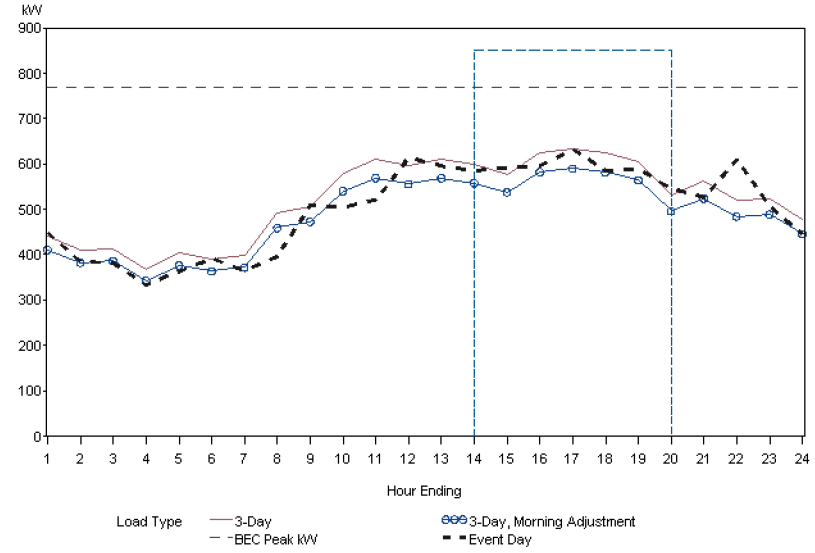
Site: 257, June 20th, 13:00 to 15:00



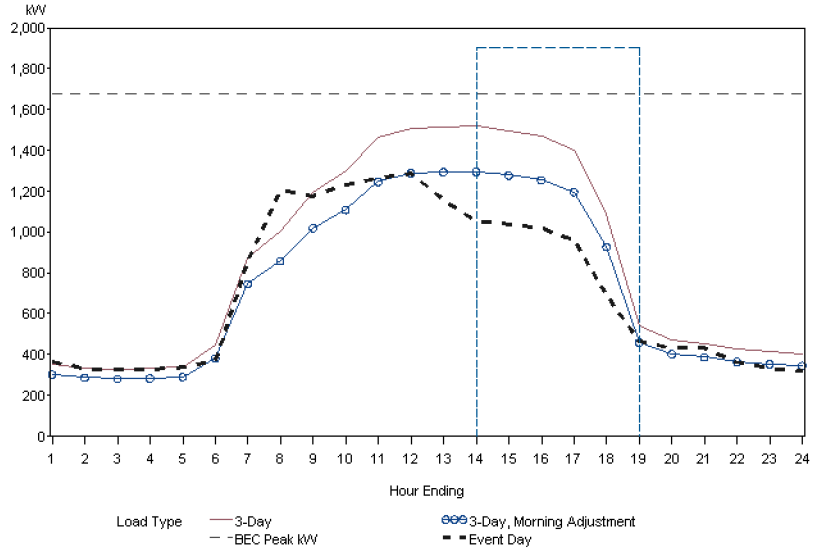
Site: 258, All Events, 13:00 to 19:00



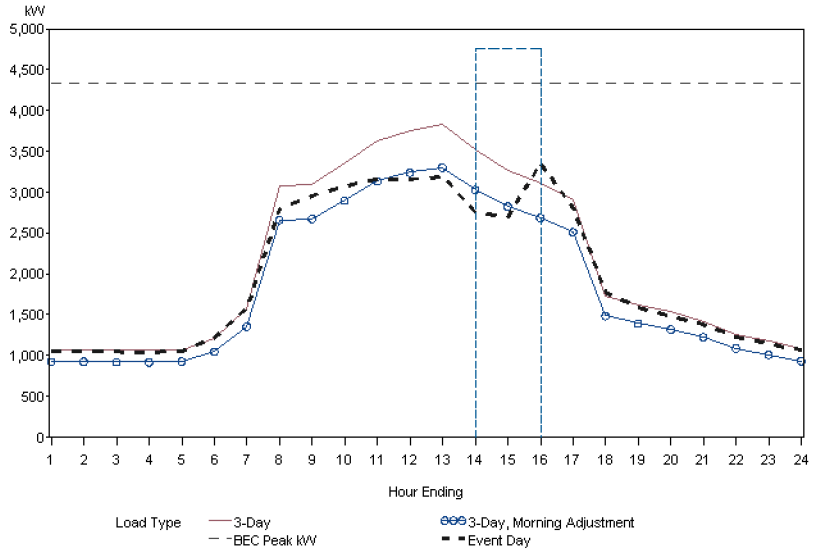
Site: 259, All Events, 13:00 to 19:00



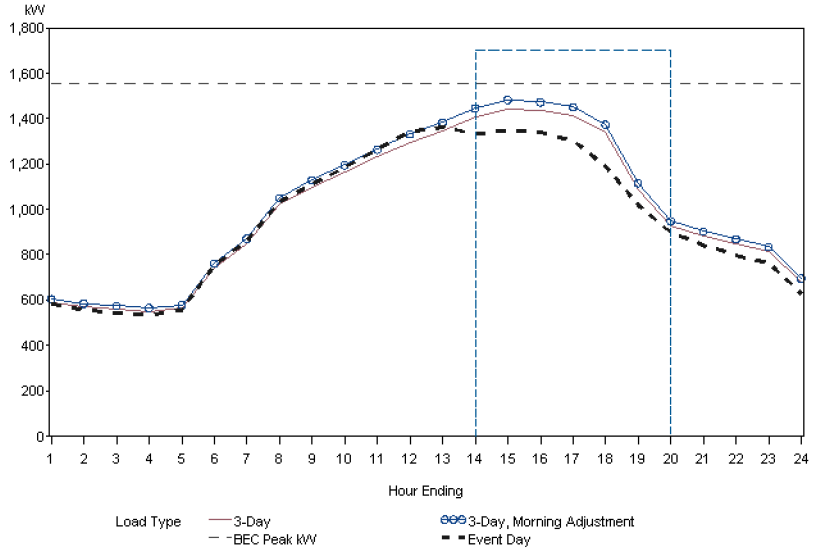
Site: 260, Aug. 31st, 13:00 to 18:00



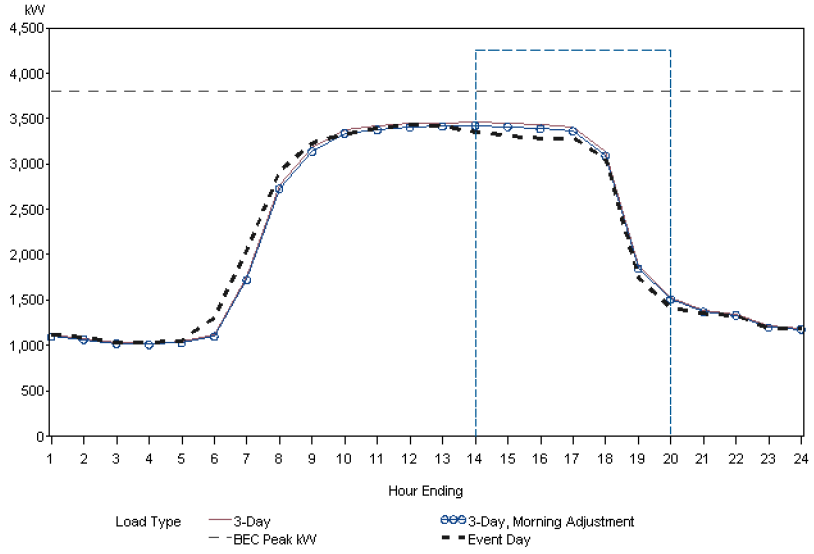
Site: 261, June 20th, 13:00 to 15:00



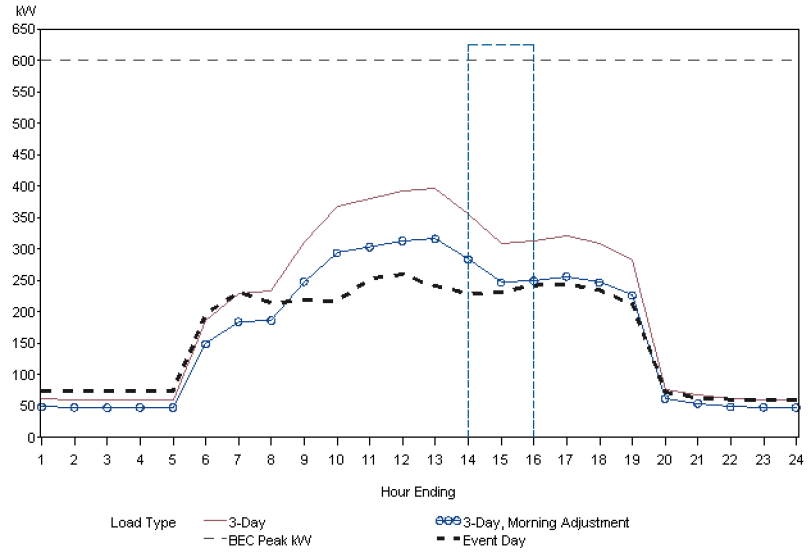
Site: 262, All Events, 13:00 to 19:00



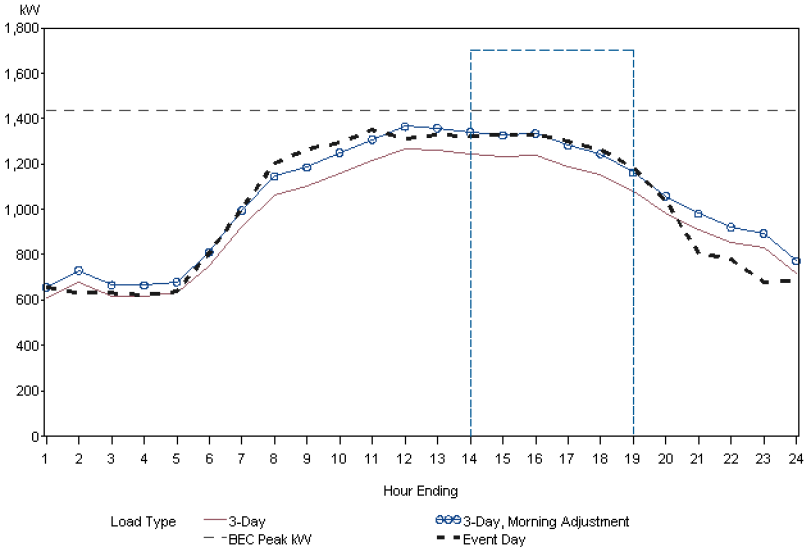
Site: 263, All Events, 13:00 to 19:00



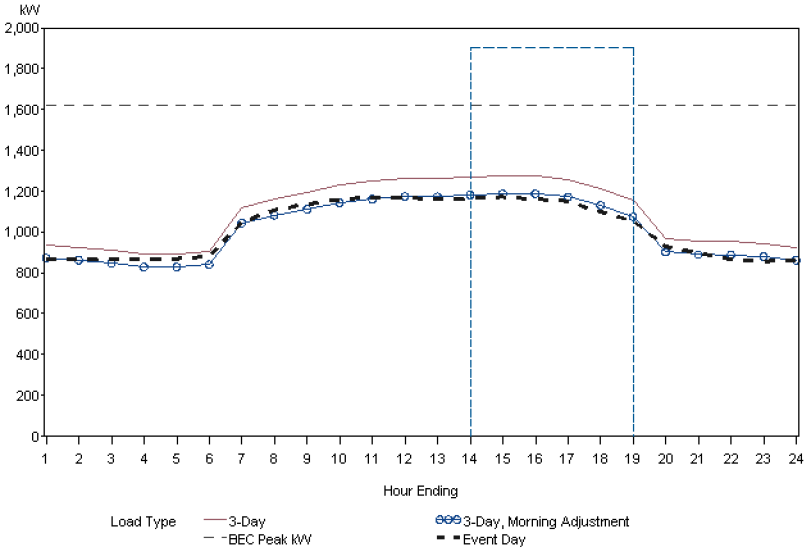
Site: 264, June 20th, 13:00 to 15:00



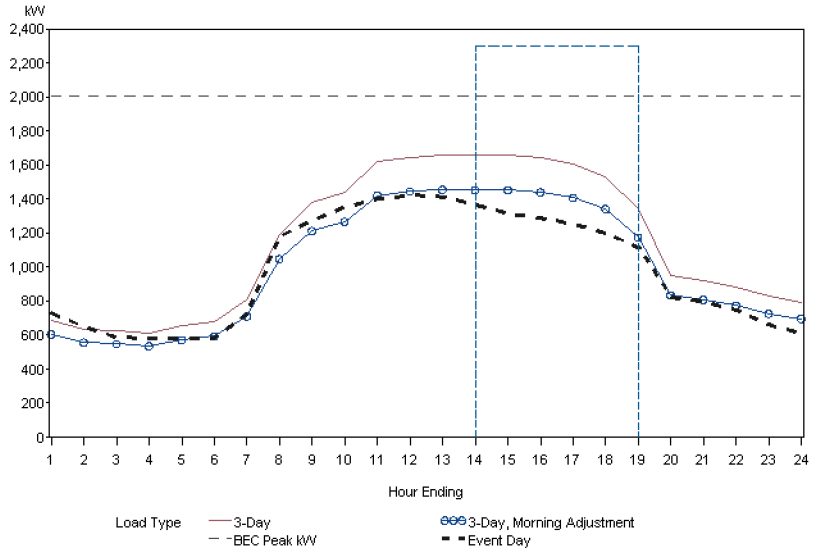
Site: 265, Aug. 31st, 13:00 to 18:00



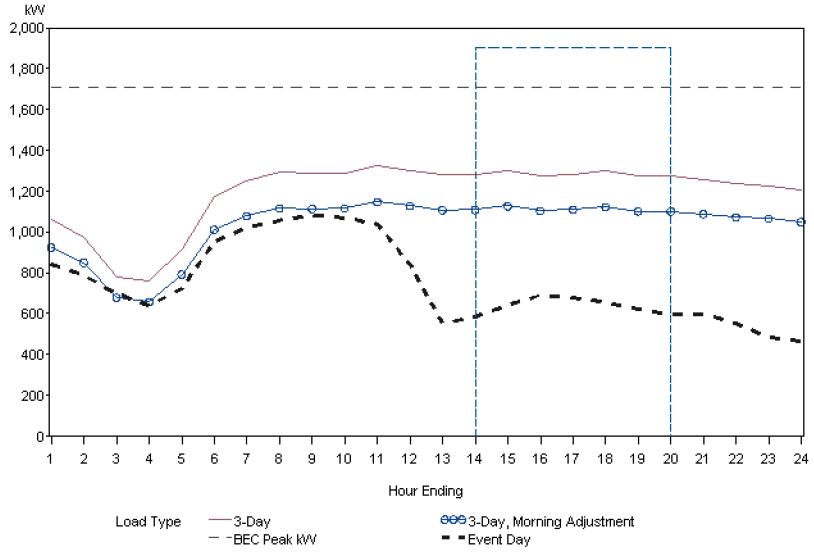
Site: 266, Aug. 31st, 13:00 to 18:00



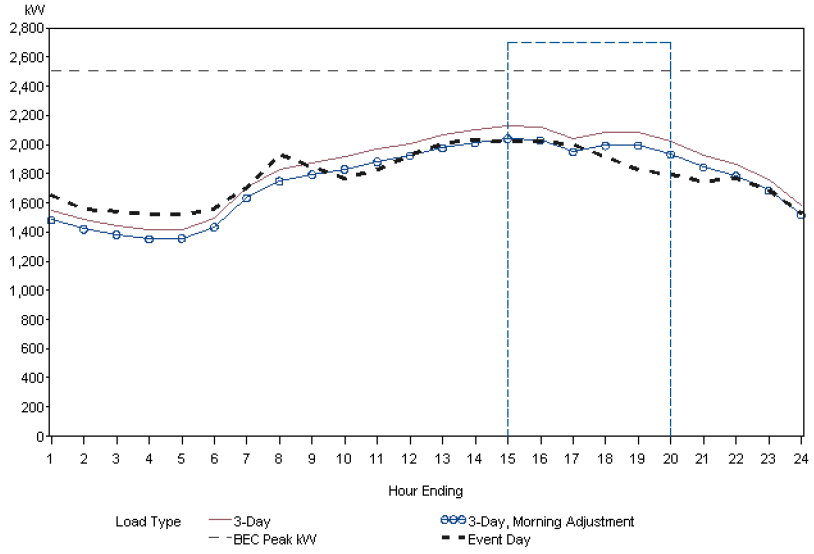
Site: 267, Aug. 31st, 13:00 to 18:00



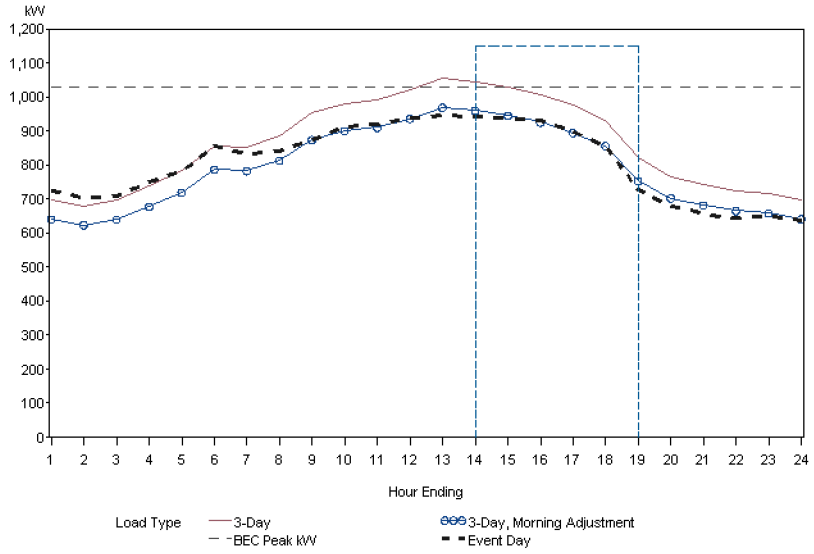
Site: 268, All Events, 13:00 to 19:00



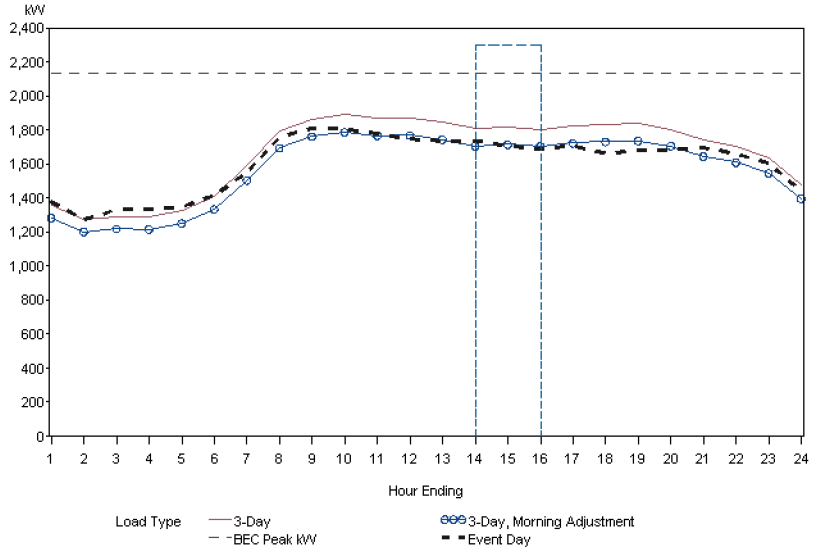
Site: 269, July 5th, 14:00 to 19:00



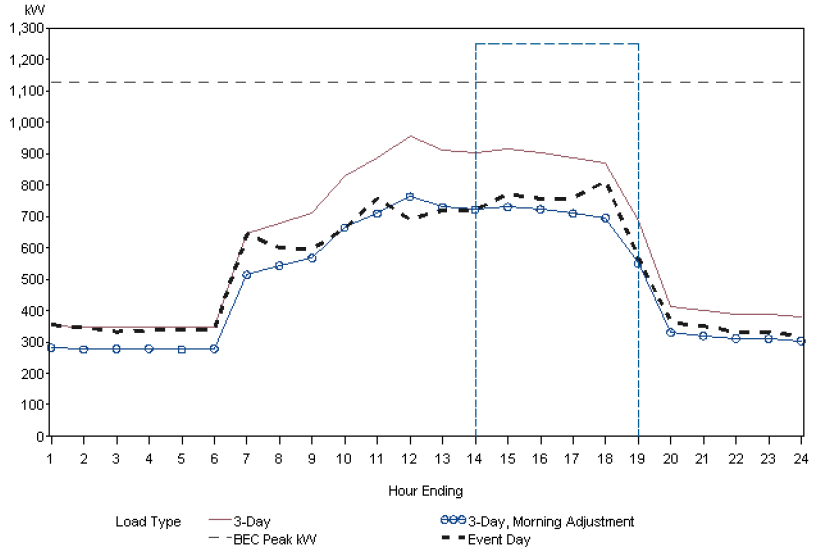
Site: 270, Aug. 31st, 13:00 to 18:00



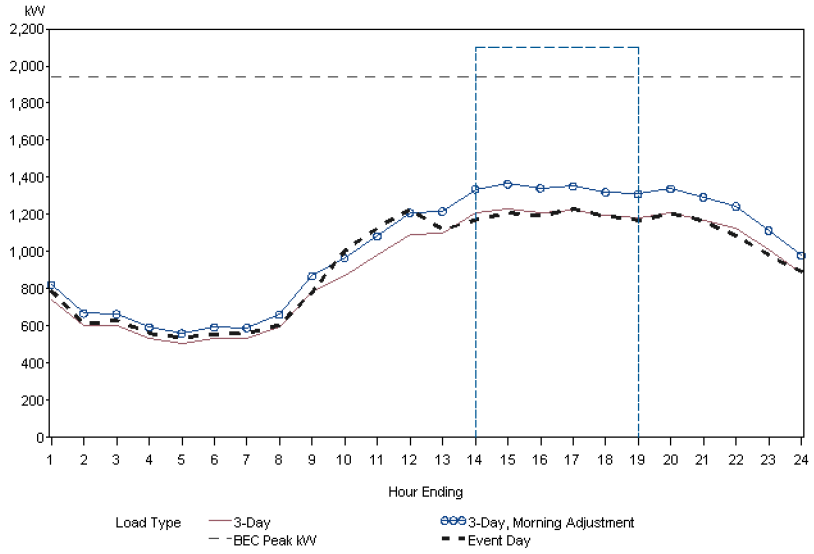
Site: 271, June 20th, 13:00 to 15:00



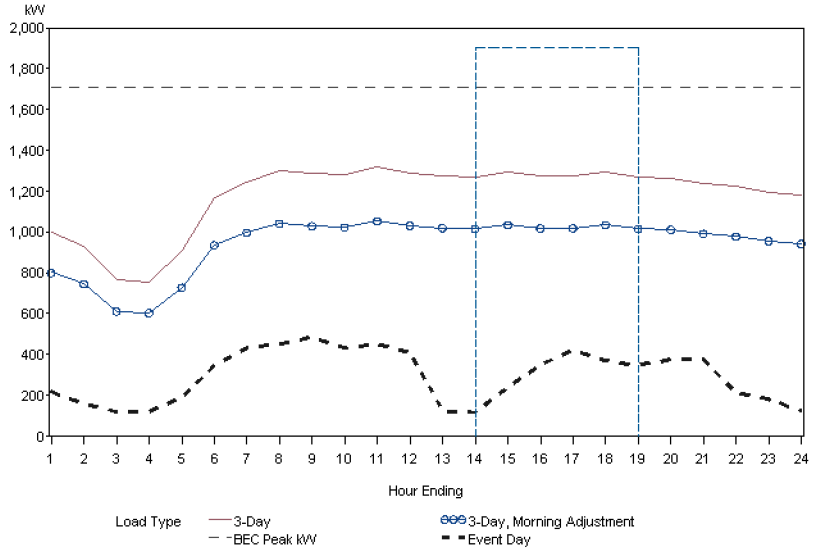
Site: 272, Aug. 31st, 13:00 to 18:00



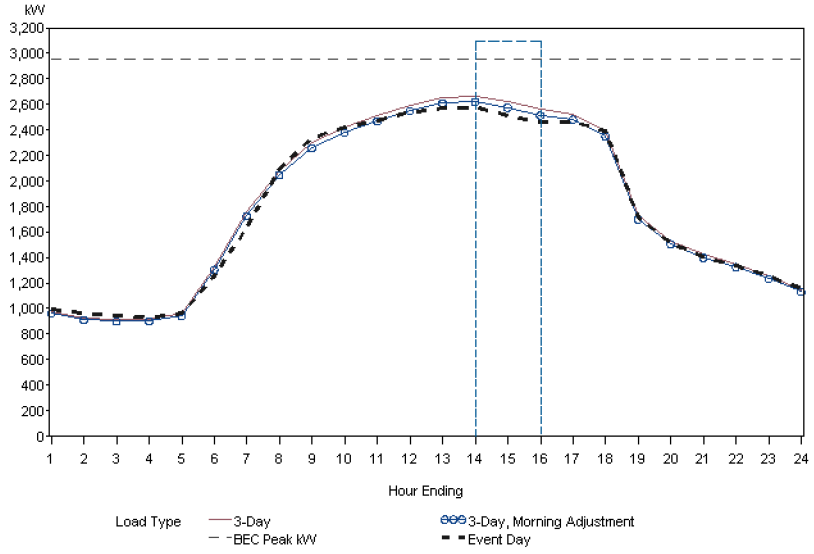
Site: 273, Aug. 29th, 13:00 to 18:00



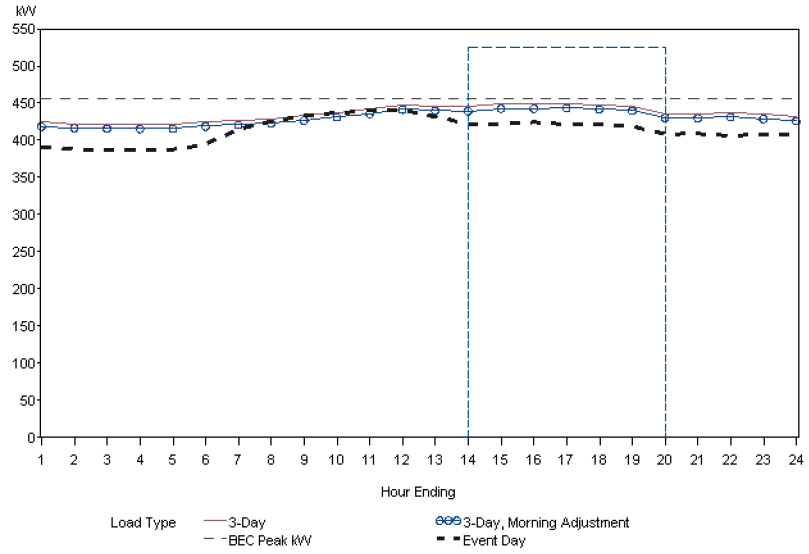
Site: 274, Aug. 29th, 13:00 to 18:00



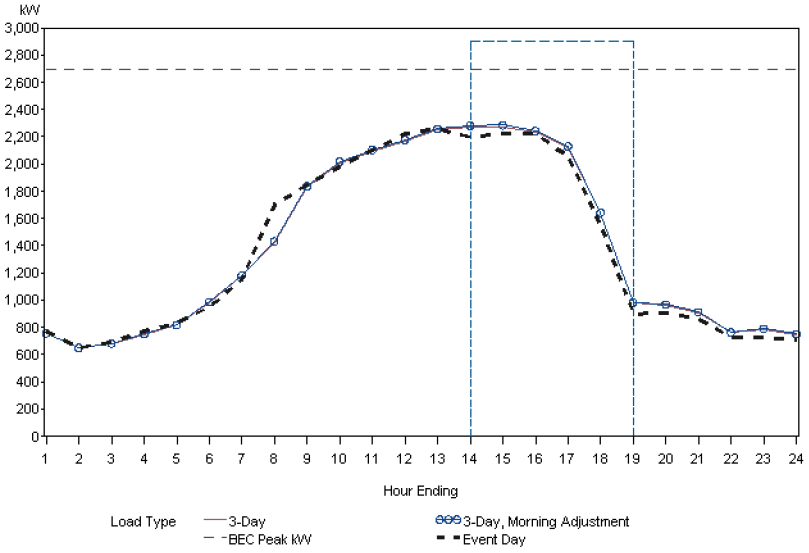
Site: 275, June 20th, 13:00 to 15:00



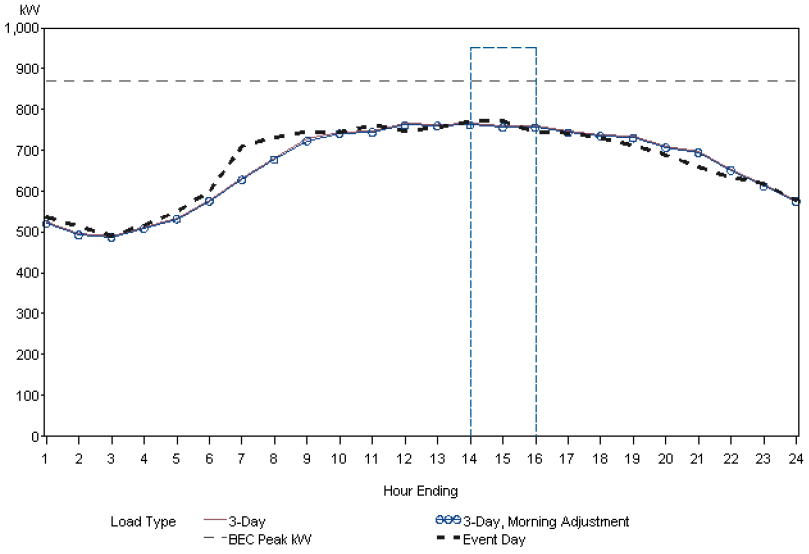
Site: 276, All Events, 13:00 to 19:00



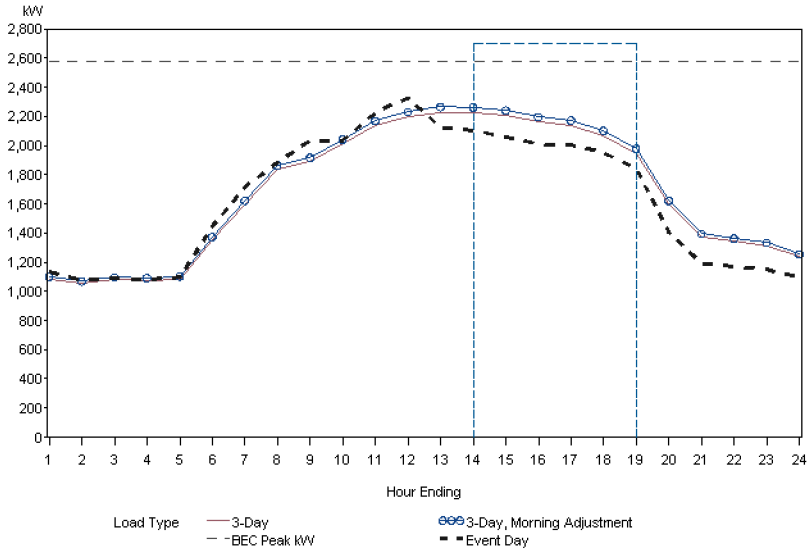
Site: 277, Aug. 29th, 13:00 to 18:00



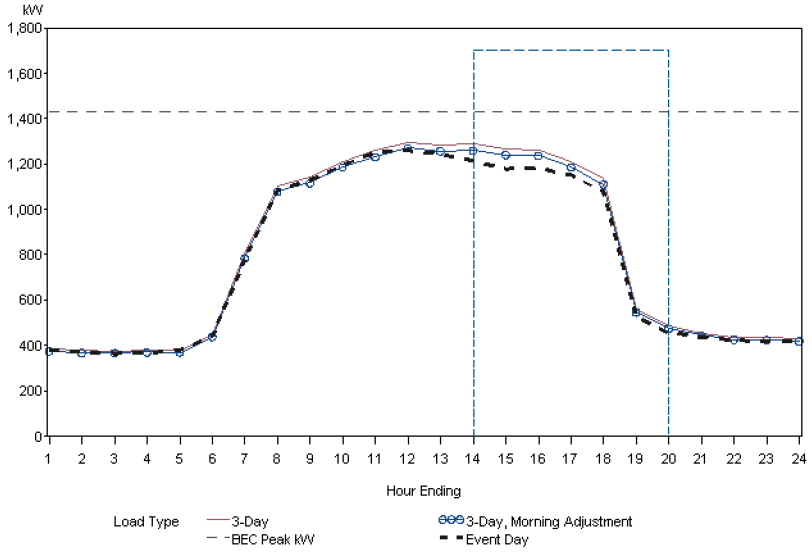
Site: 278, June 20th, 13:00 to 15:00



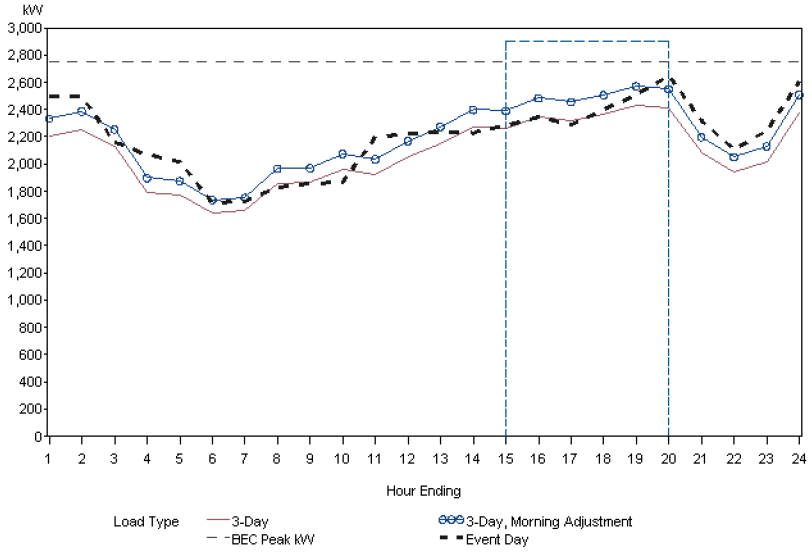
Site: 279, Aug. 29th, 13:00 to 18:00



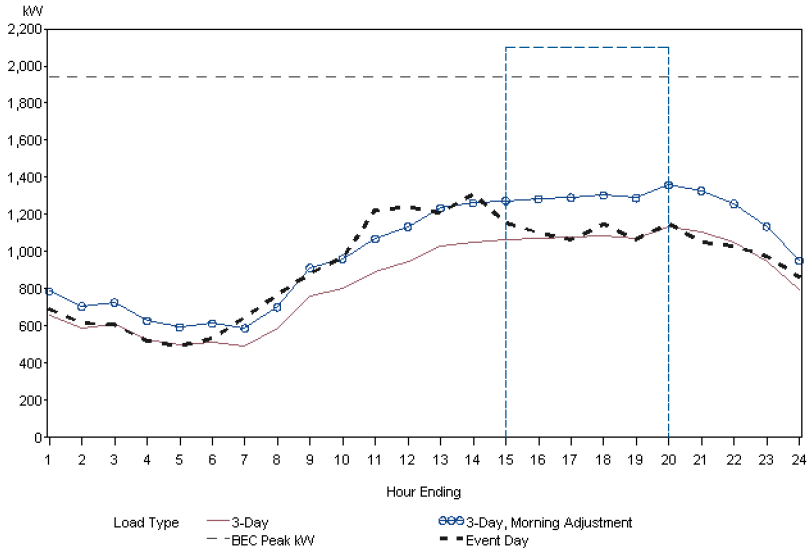
Site: 280, All Events, 13:00 to 19:00



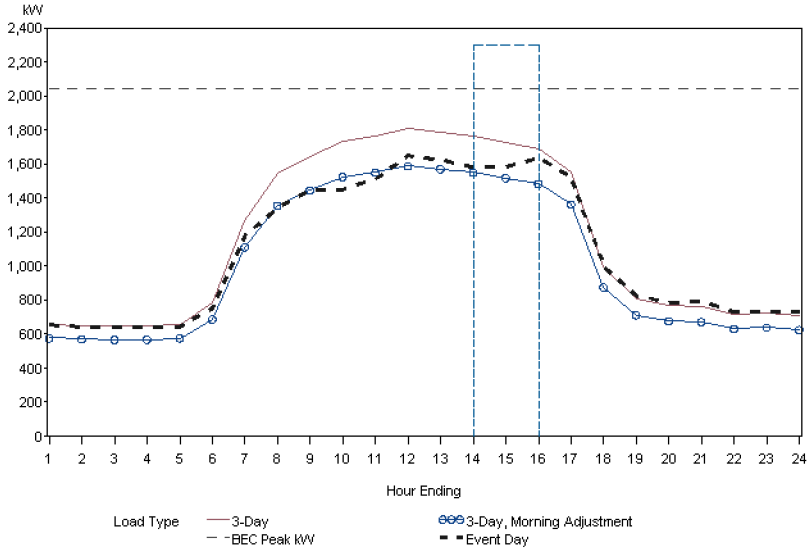
Site: 281, July 5th, 14:00 to 19:00



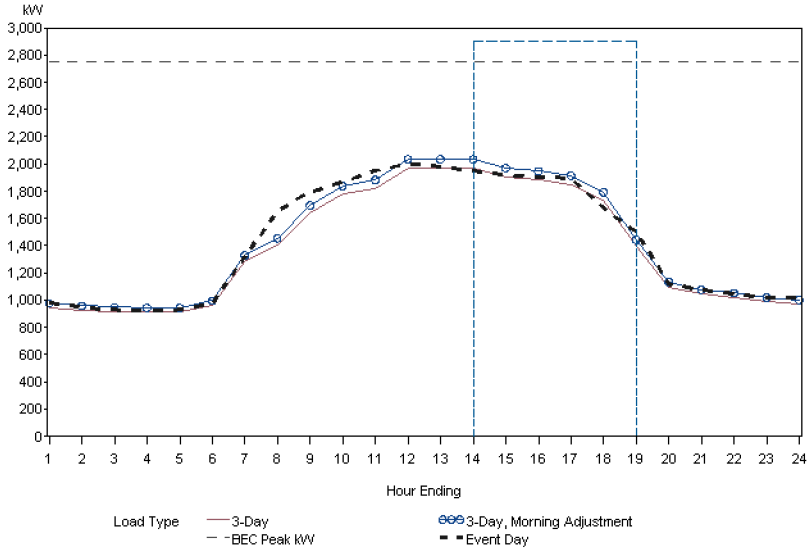
Site: 282, July 5th, 14:00 to 19:00



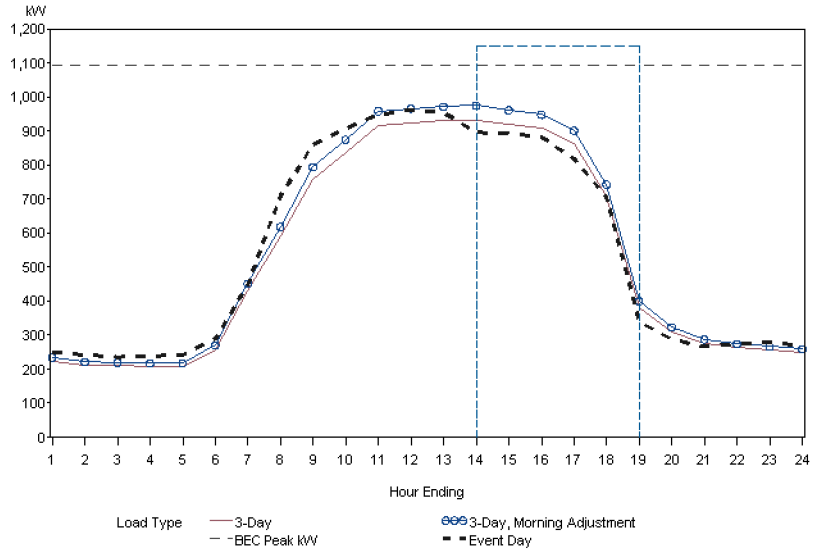
Site: 283, June 20th, 13:00 to 15:00



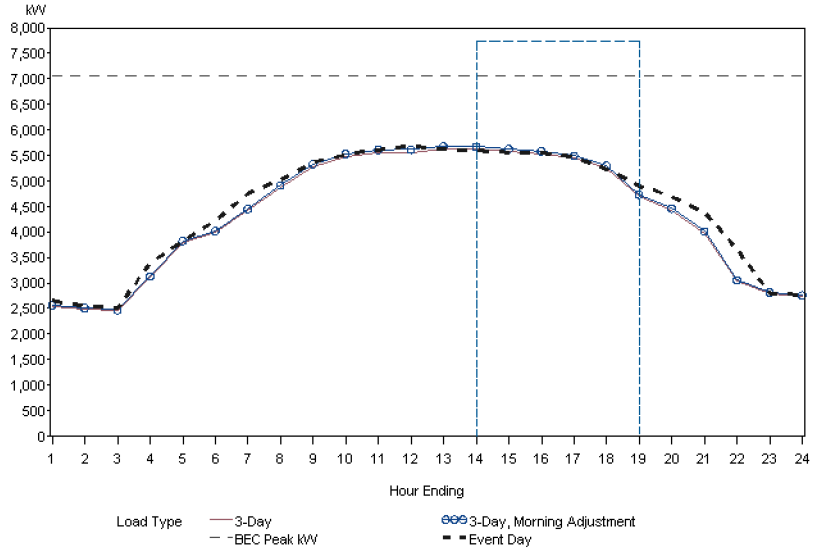
Site: 284, Aug. 29th, 13:00 to 18:00



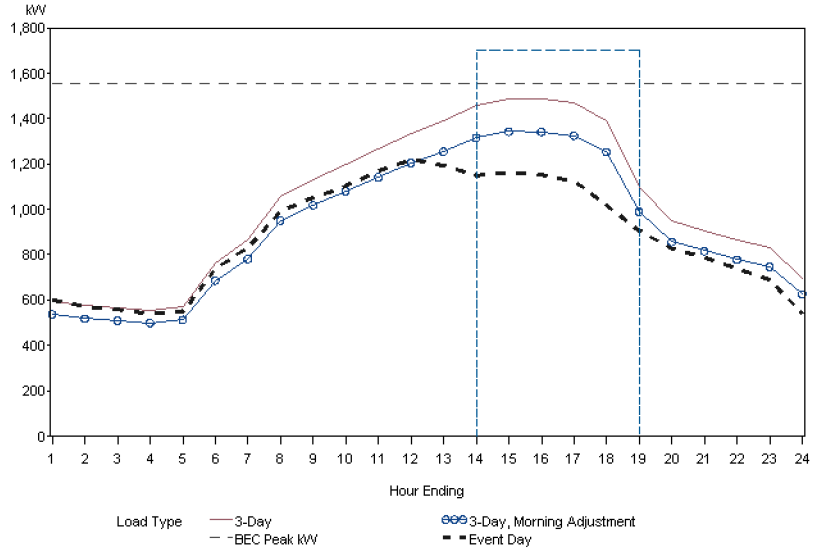
Site: 285, Aug. 30th, 13:00 to 18:00



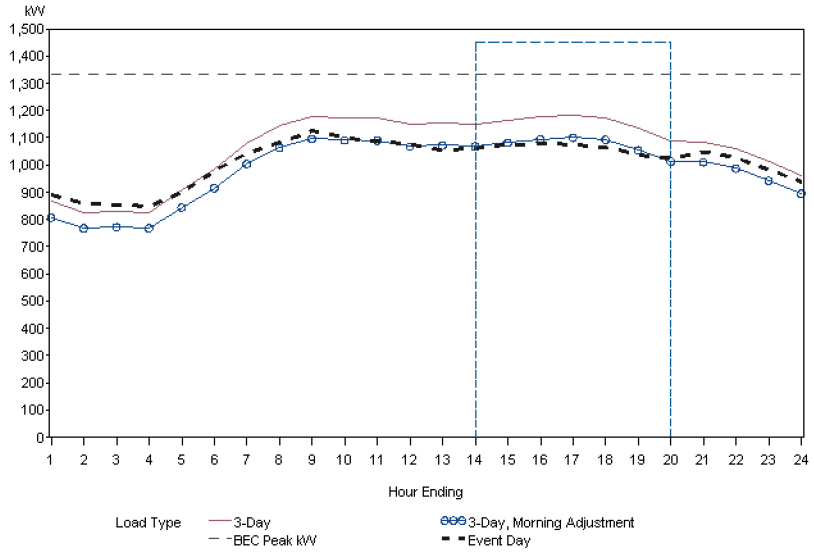
Site: 286, Aug. 29th, 13:00 to 18:00



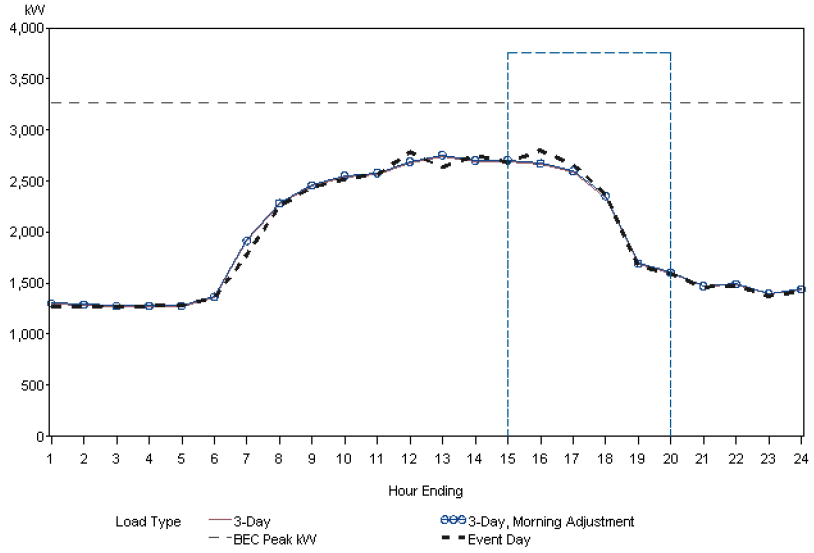
Site: 287, Aug. 31st, 13:00 to 18:00



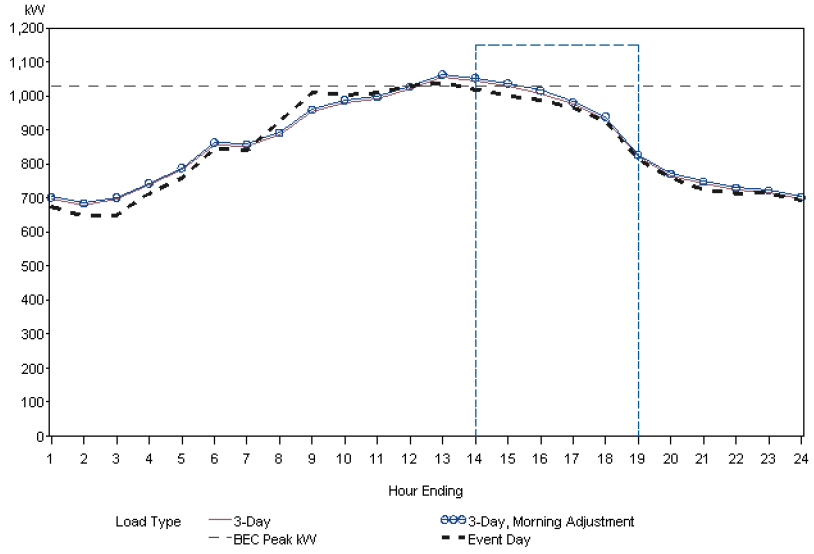
Site: 288, All Events, 13:00 to 19:00



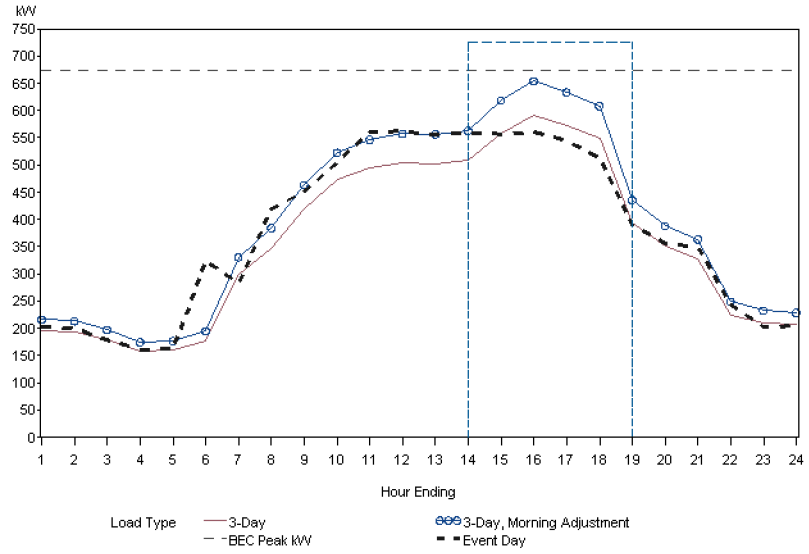
Site: 289, July 5th, 14:00 to 19:00



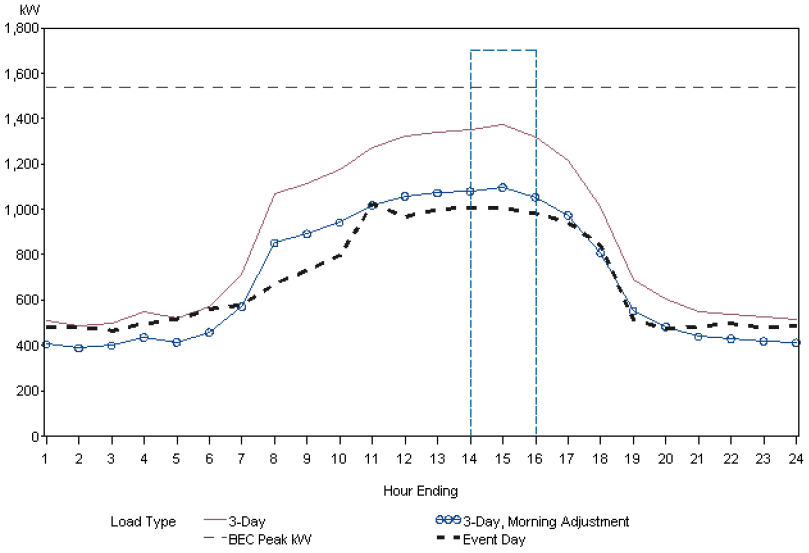
Site: 290, Aug. 29th, 13:00 to 18:00



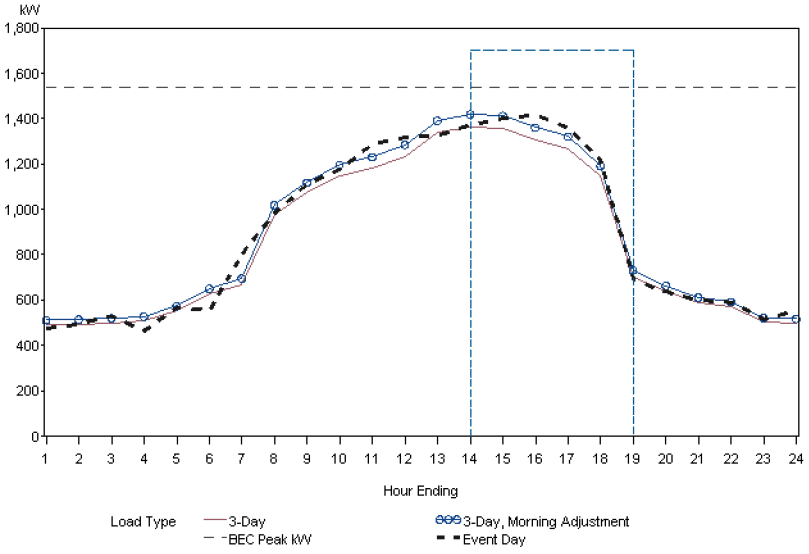
Site: 291, Aug. 30th, 13:00 to 18:00



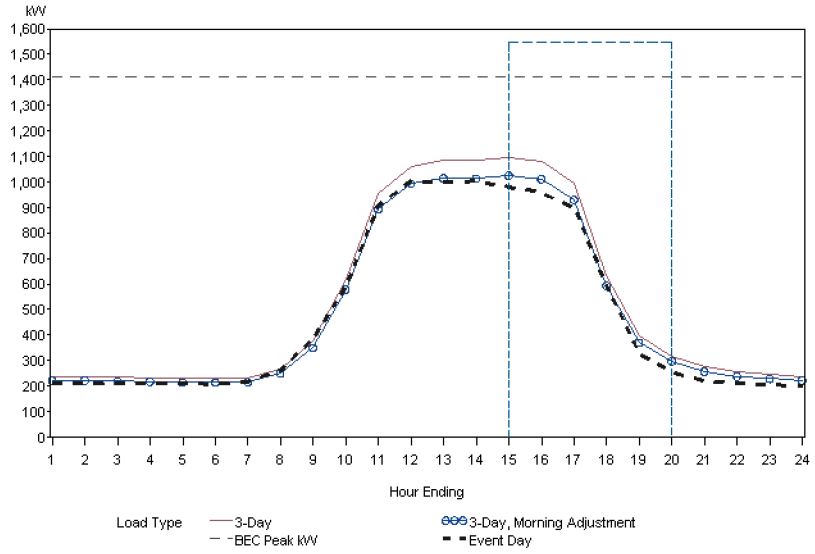
Site: 292, June 20th, 13:00 to 15:00



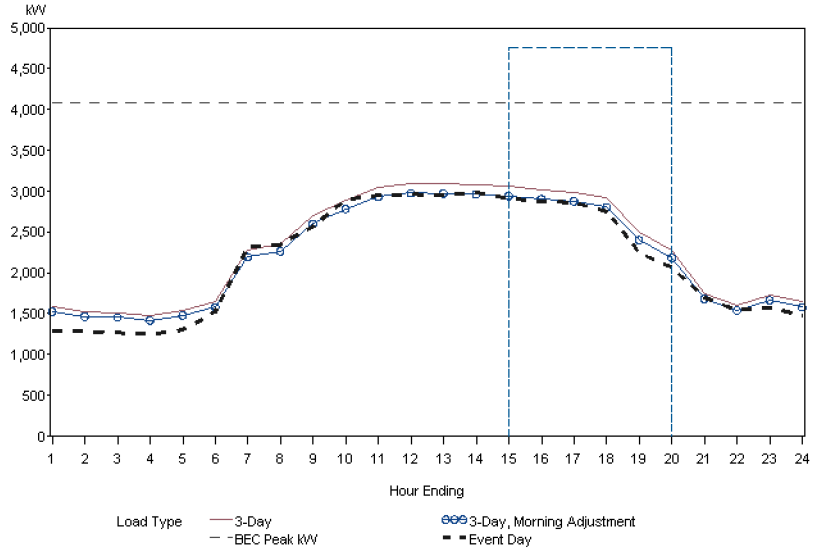
Site: 293, Aug. 29th, 13:00 to 18:00



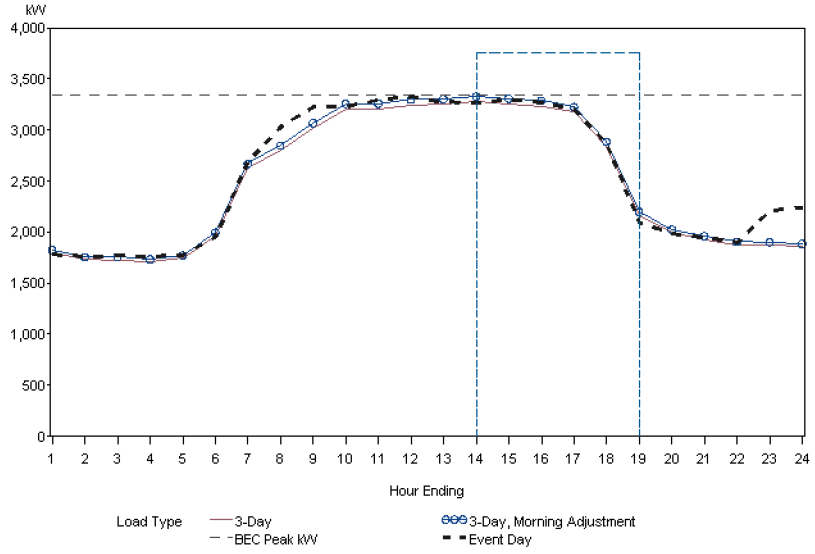
Site: 294, July 5th, 14:00 to 19:00



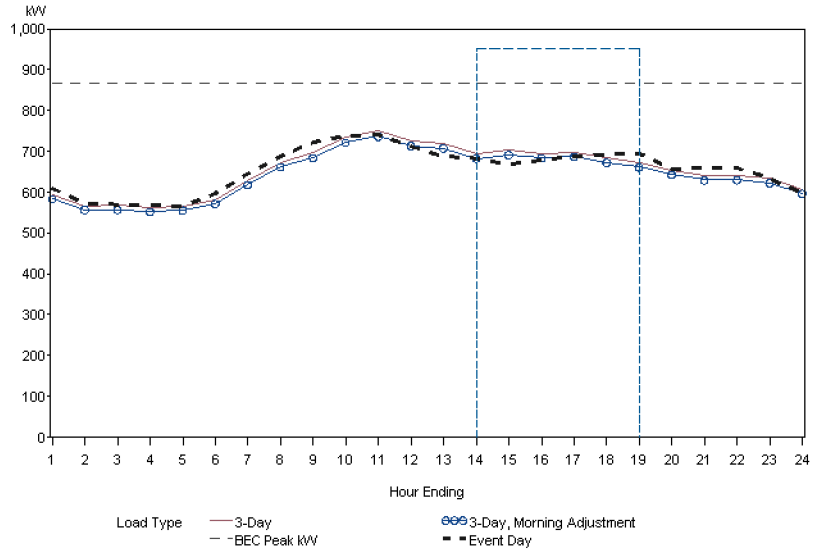
Site: 295, July 5th, 14:00 to 19:00



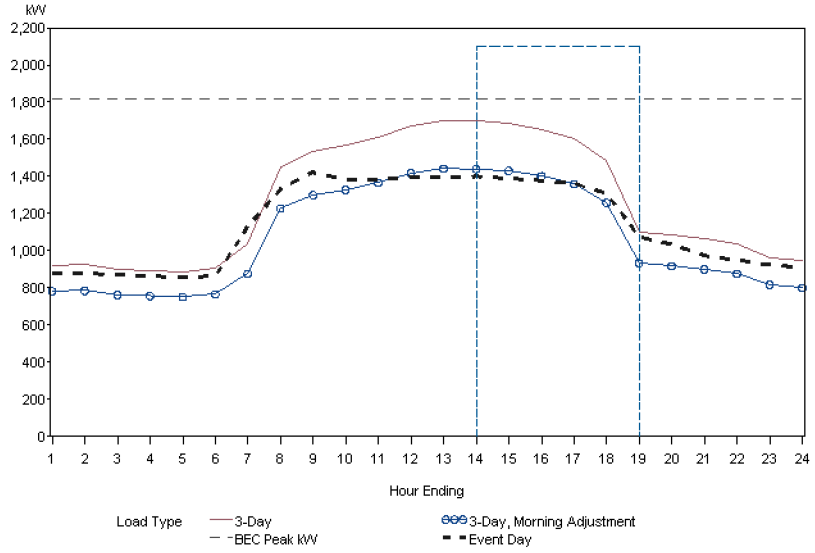
Site: 296, Aug. 30th, 13:00 to 18:00



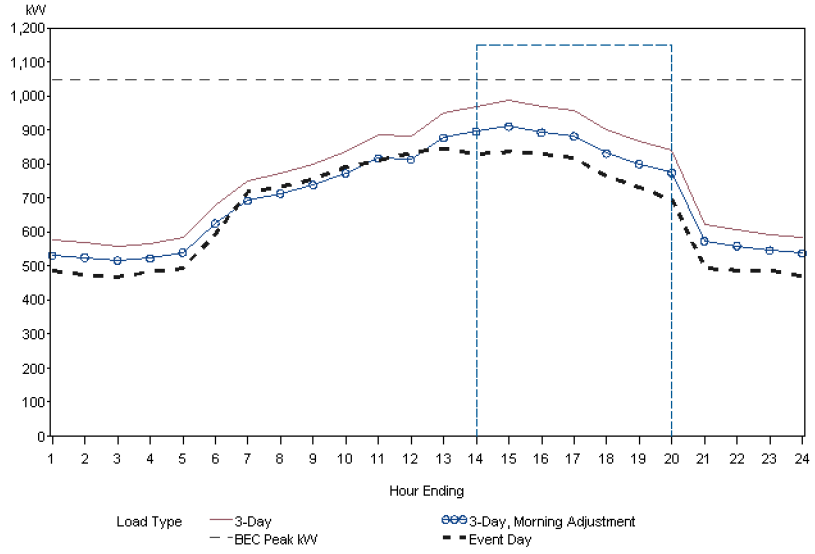
Site: 297, Aug. 29th, 13:00 to 18:00



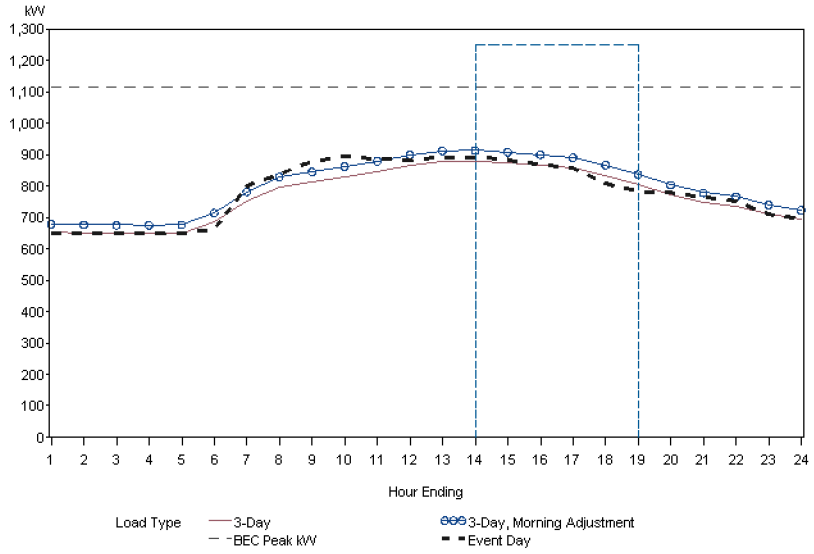
Site: 298, Aug. 30th, 13:00 to 18:00



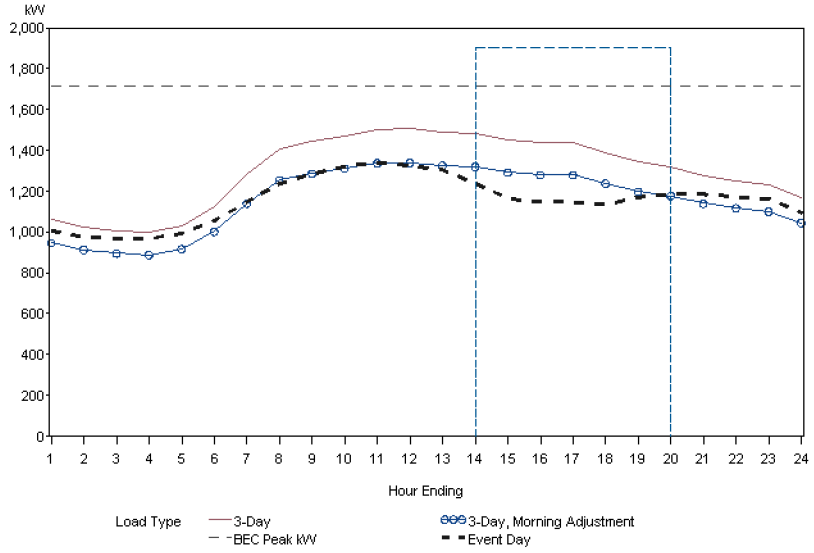
Site: 299, All Events, 13:00 to 19:00



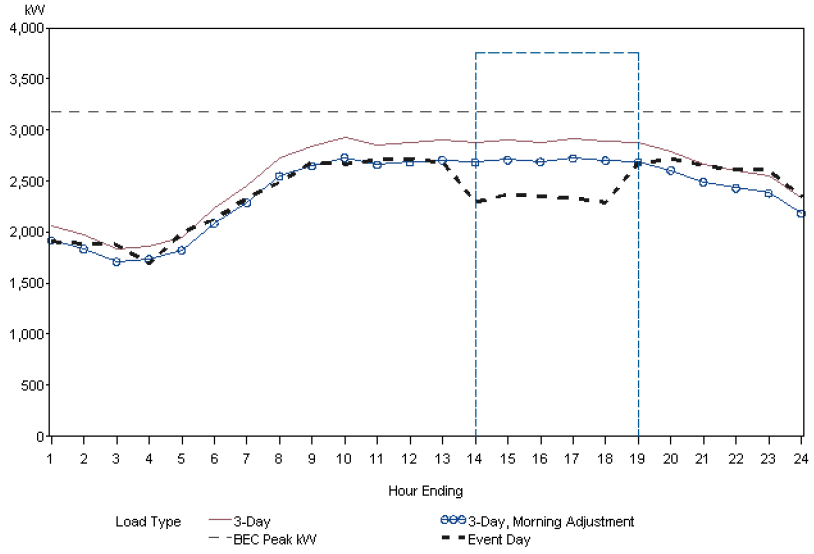
Site: 300, Aug. 29th, 13:00 to 18:00



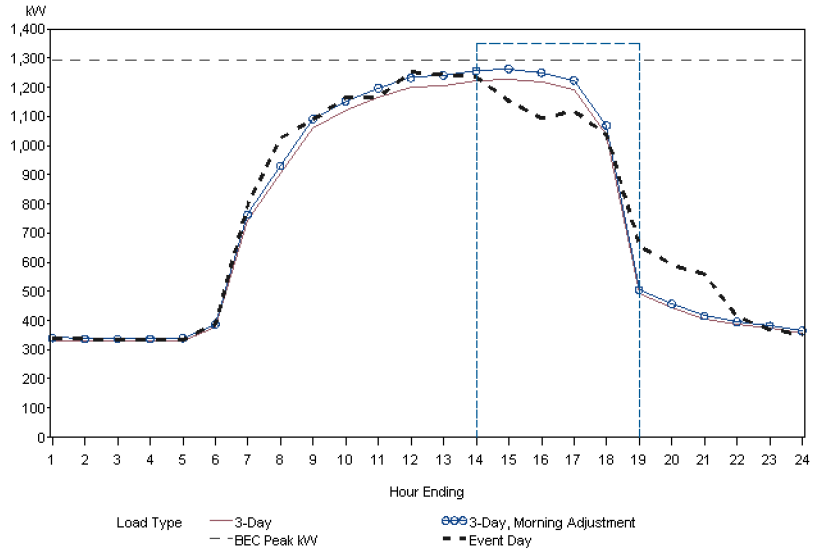
Site: 301, All Events, 13:00 to 19:00



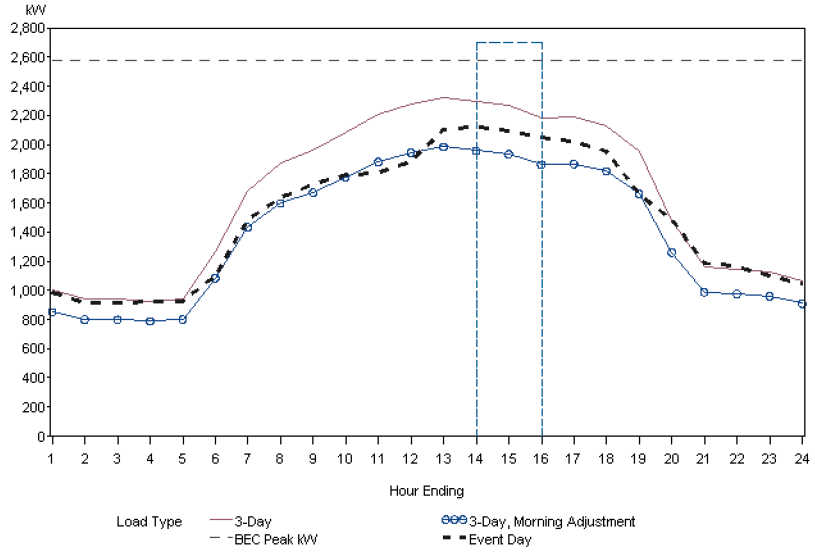
Site: 302, Aug. 30th, 13:00 to 18:00



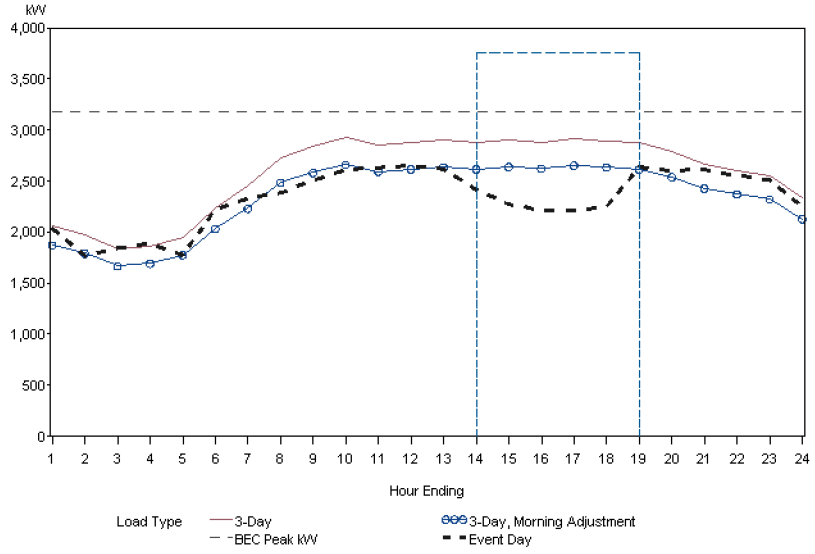
Site: 303, Aug. 30th, 13:00 to 18:00



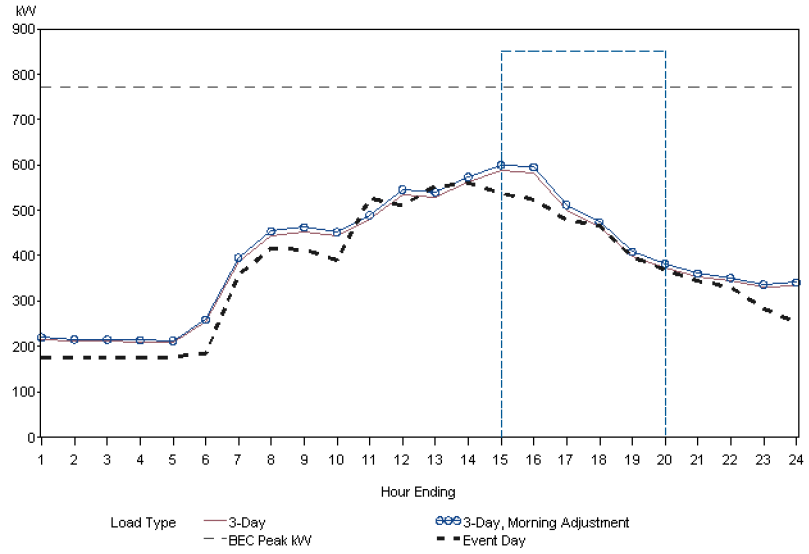
Site: 304, June 20th, 13:00 to 15:00



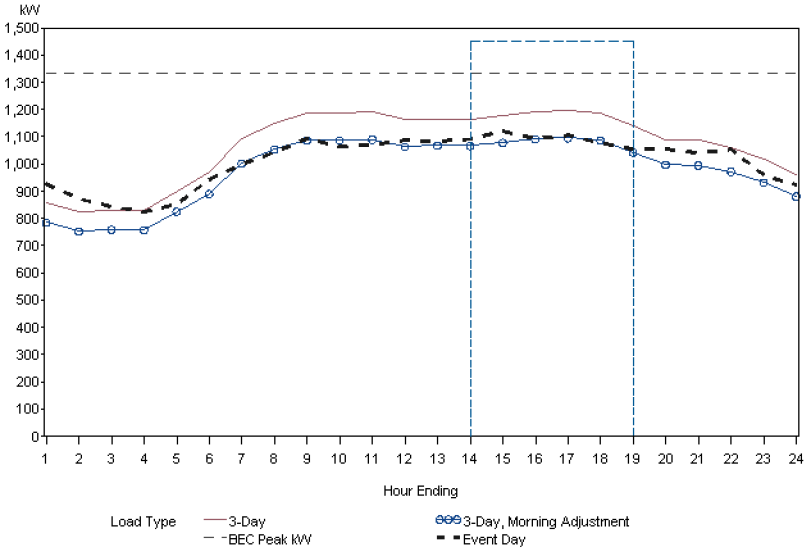
Site: 305, Aug. 29th, 13:00 to 18:00



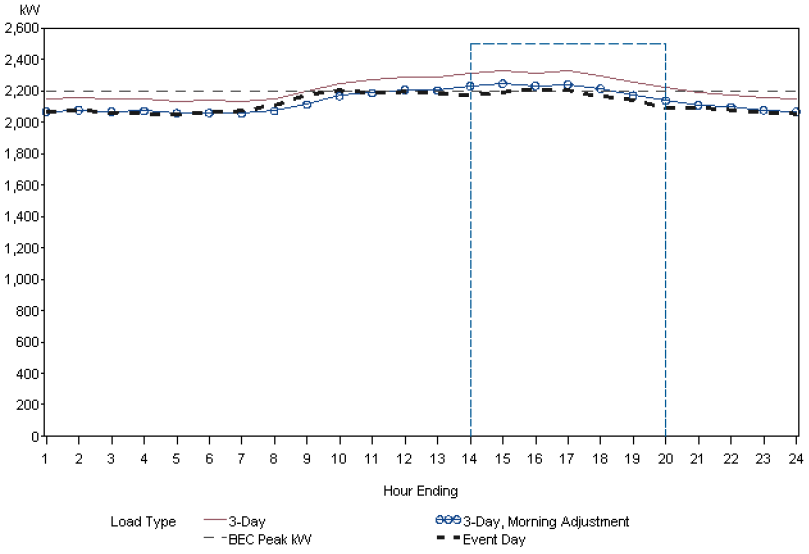
Site: 306, July 5th, 14:00 to 19:00

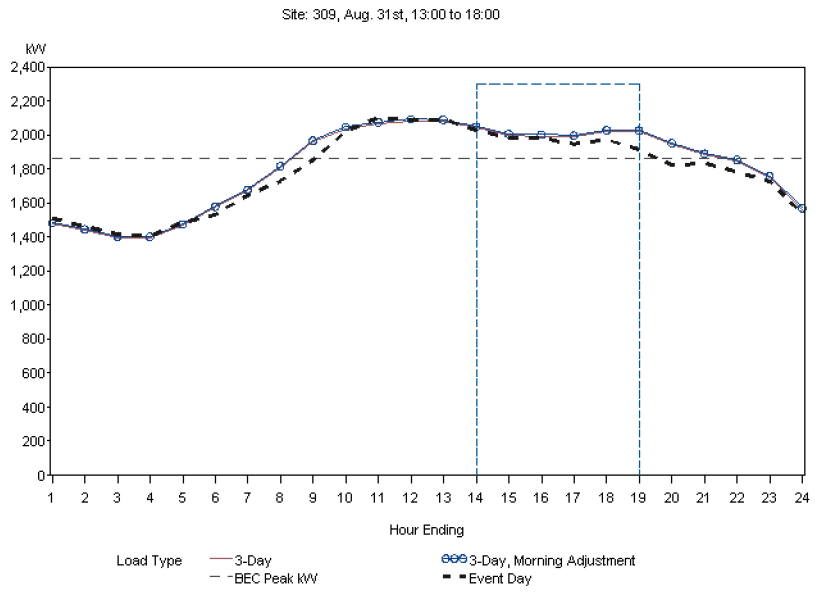


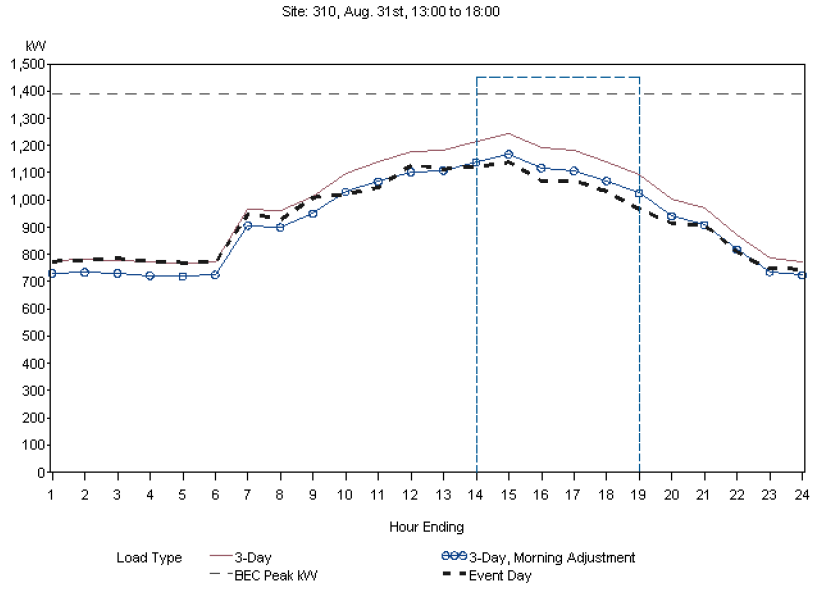
Site: 307, Aug. 31st, 13:00 to 18:00

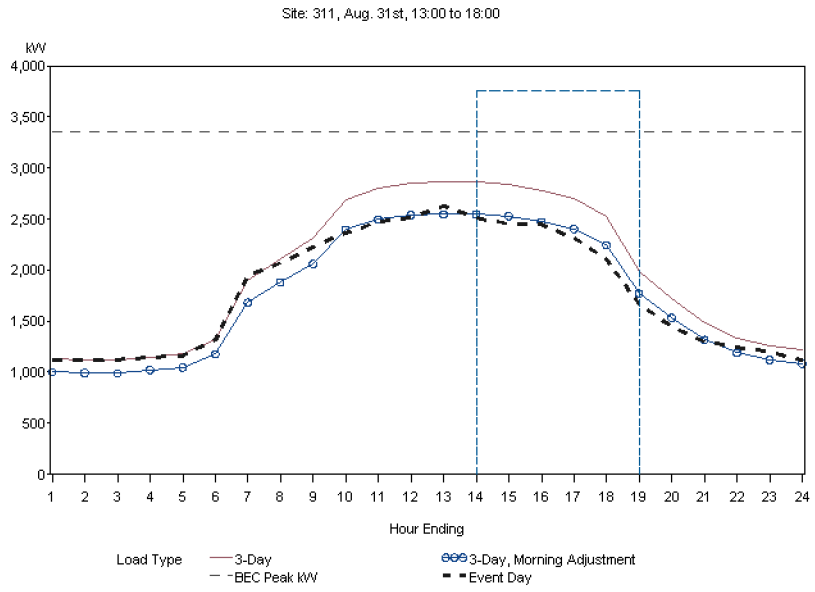


Site: 308, All Events, 13:00 to 19:00

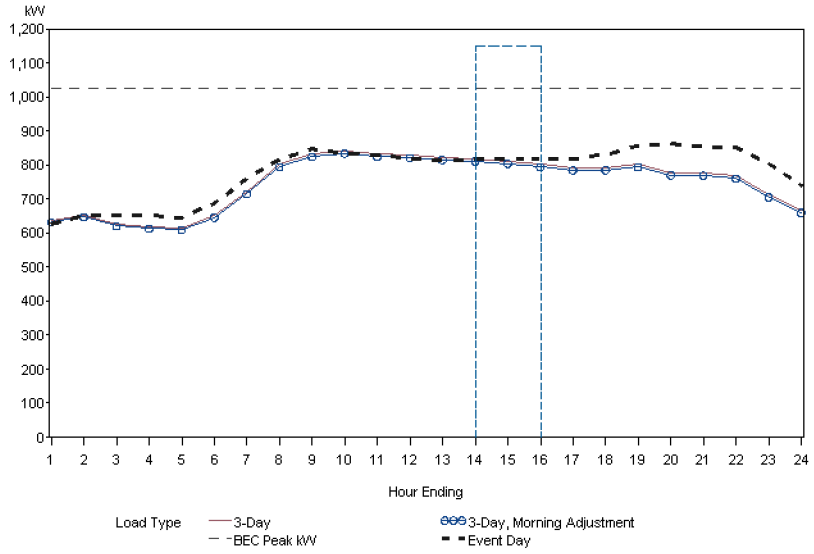



Site: 309, Aug. 31st, 13:00 to 18:00
kW
2,400
2,200
2,000
1,800
1,600
1,400
1,200
1,000
800
600
400
200
0
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24
Hour Ending
Load Type
3-Day
3-Day, Morning Adjustment
BEC Peak kW
Event Day

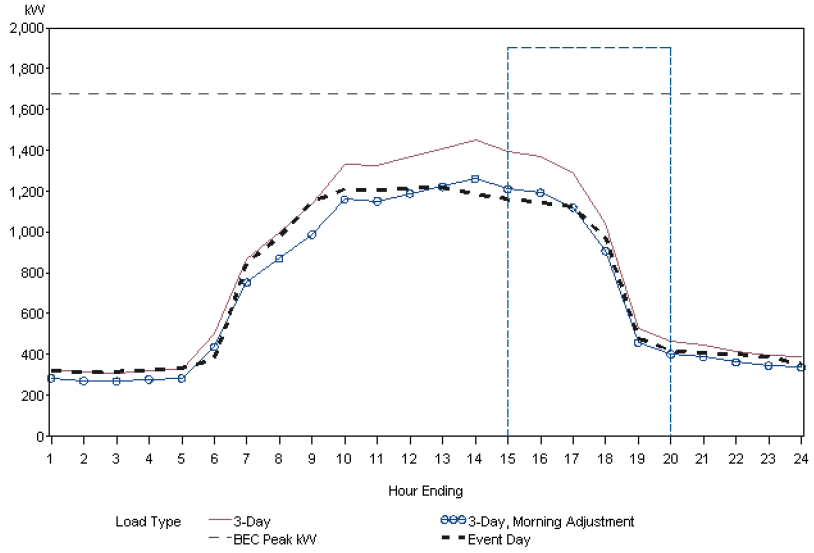

Site: 310, Aug. 31st, 13:00 to 18:00
kW
1,500
1,400
1,300
1,200
1,100
1,000
900
800
700
600
500
400
300
200
100
0
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24
Hour Ending
Load Type
3-Day
3-Day, Morning Adjustment
BEC Peak kW
Event Day


Site: 311, Aug. 31st, 13:00 to 18:00
kW
4,000
3,500
3,000
2,500
2,000
1,500
1,000
500
0
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24
Hour Ending
Load Type
3-Day
3-Day, Morning Adjustment
BEC Peak kW
Event Day

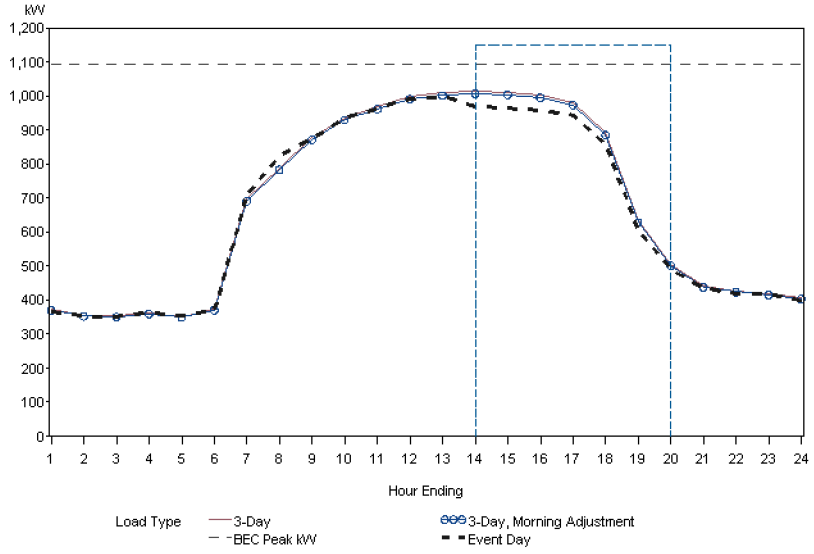
Site: 312, June 20th, 13:00 to 15:00



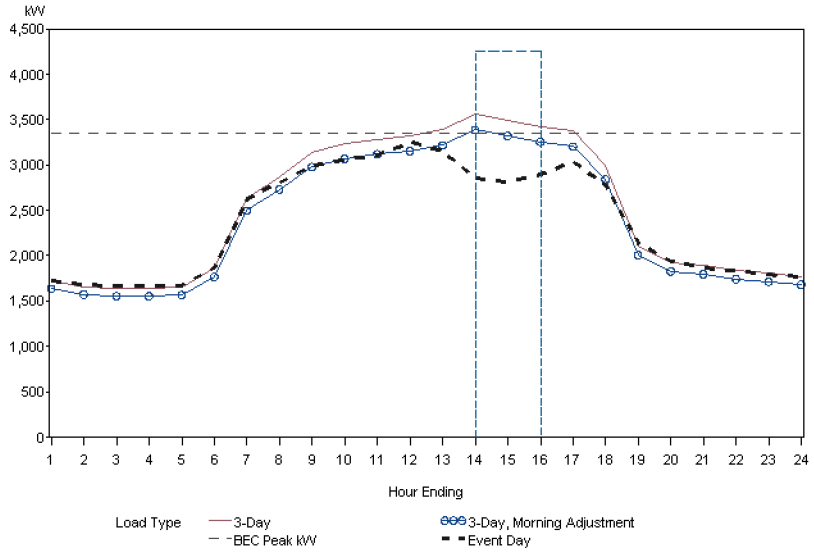
Site: 313, July 5th, 14:00 to 19:00



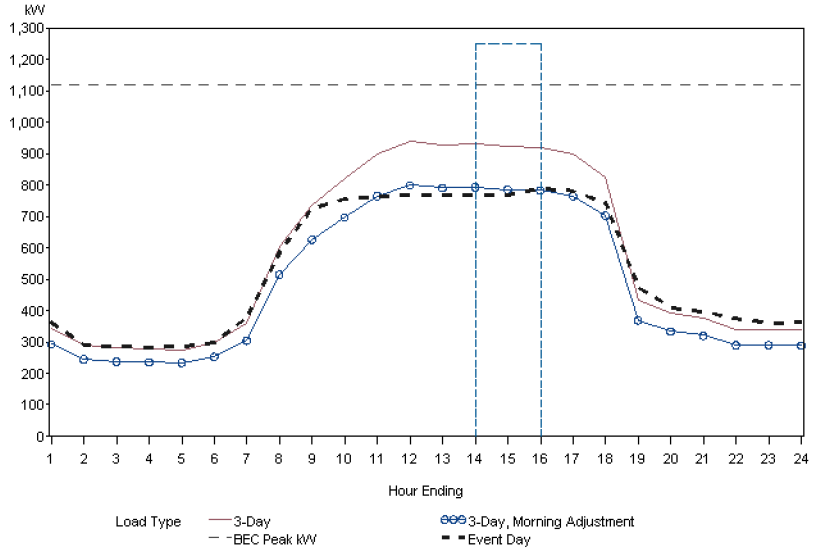
Site: 314, All Events, 13:00 to 19:00



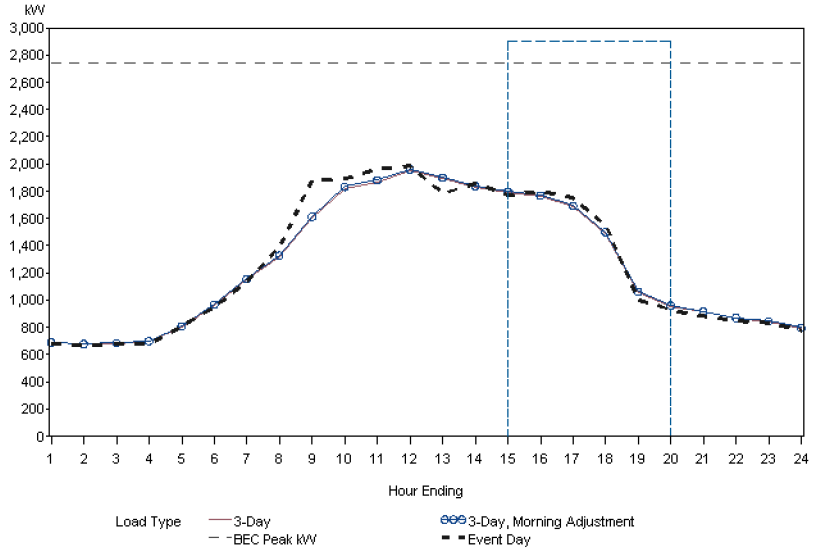
Site: 315, June 20th, 13:00 to 15:00



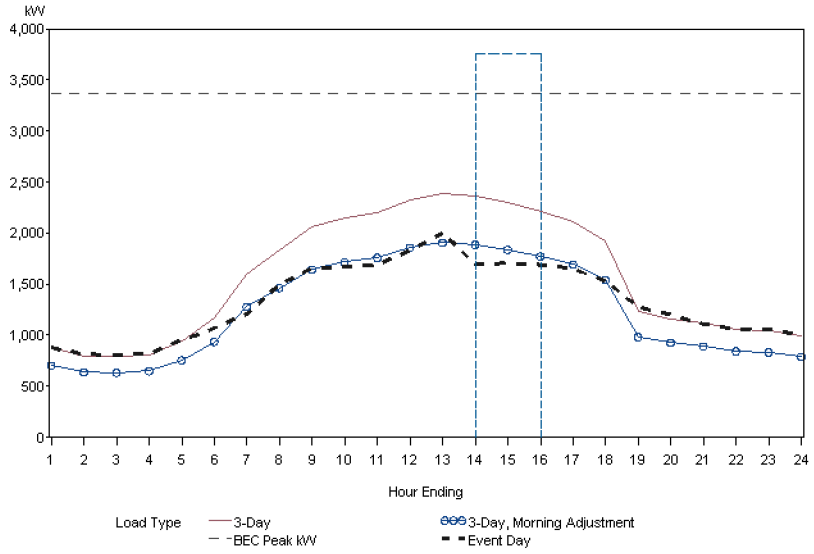
Site: 316, June 20th, 13:00 to 15:00



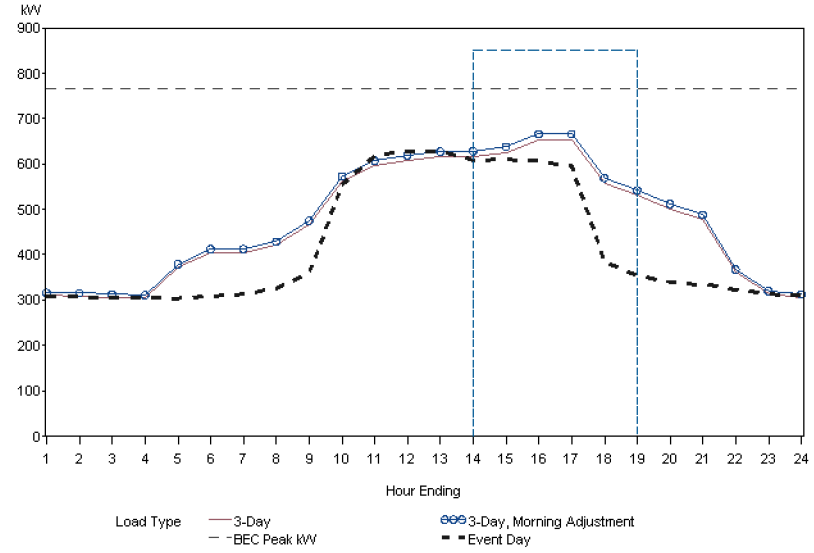
Site: 317, July 5th, 14:00 to 19:00



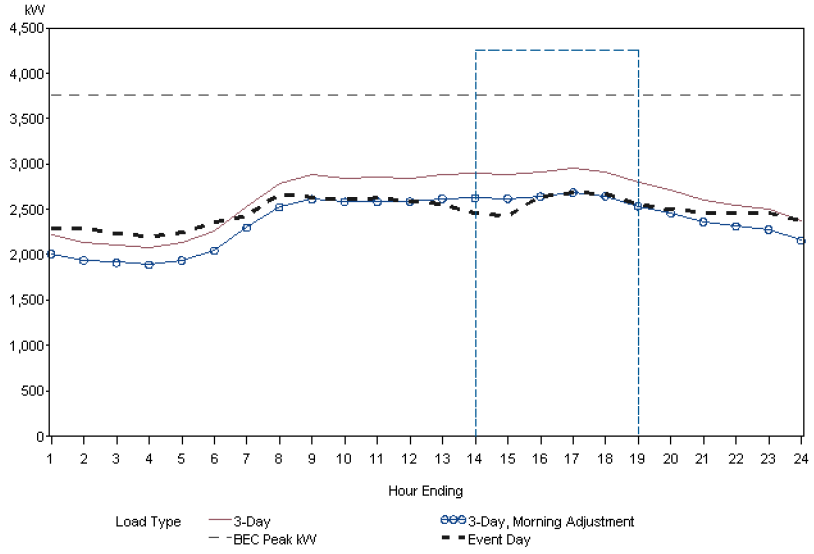
Site: 318, June 20th, 13:00 to 15:00



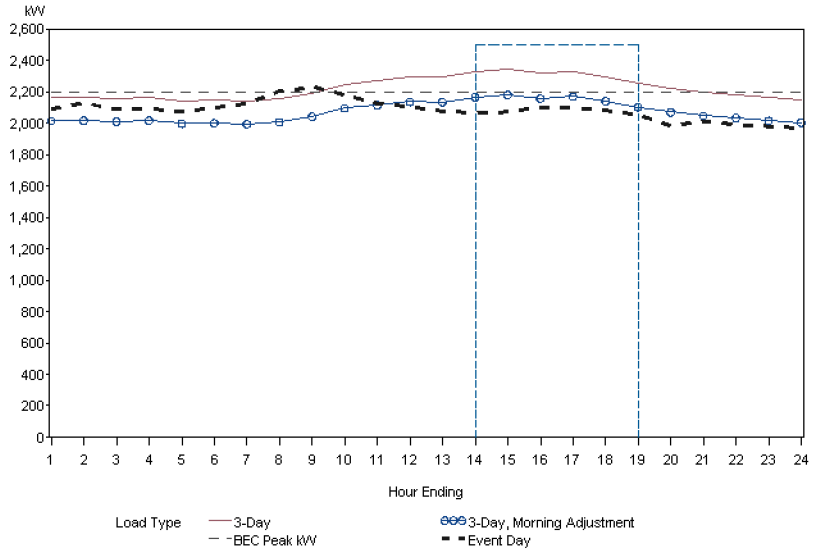
Site: 320, Aug. 29th, 13:00 to 18:00



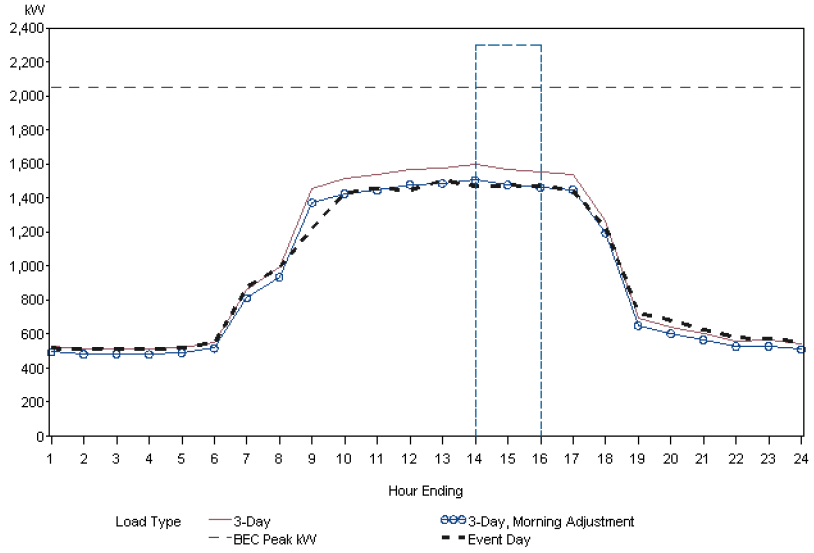
Site: 321, Aug. 31st, 13:00 to 18:00



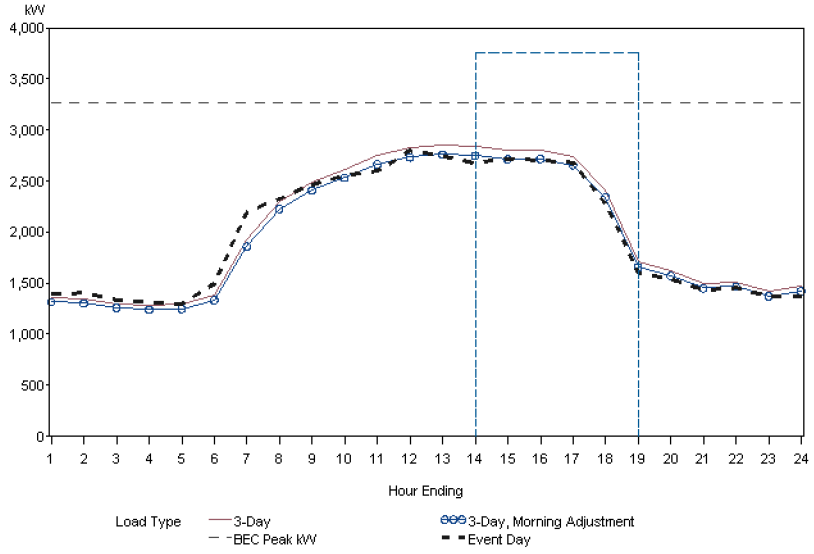
Site: 322, Aug. 30th, 13:00 to 18:00



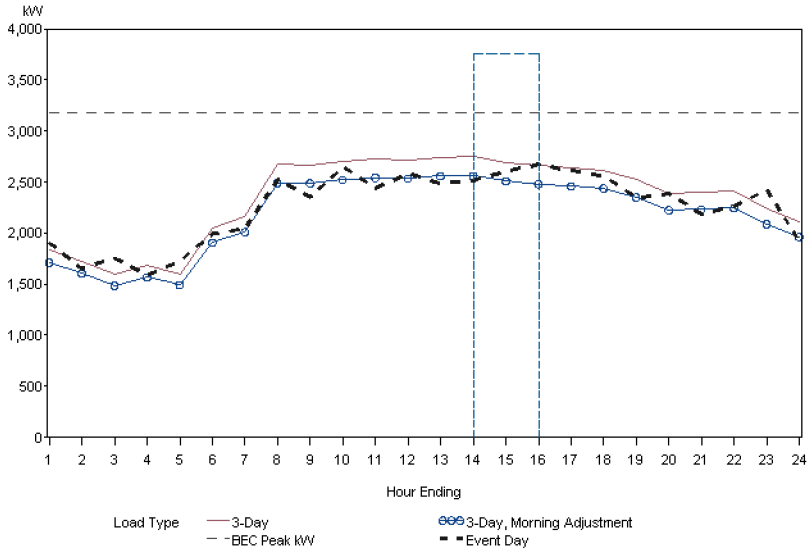
Site: 323, June 20th, 13:00 to 15:00



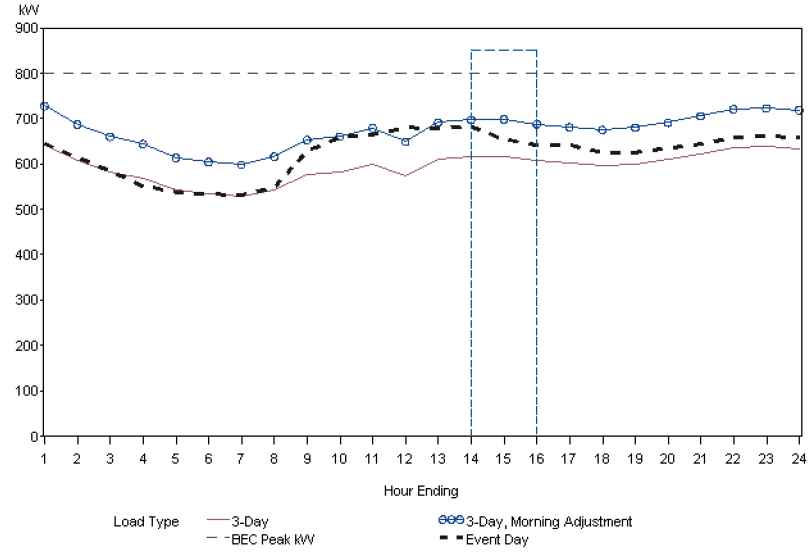
Site: 324, Aug. 31st, 13:00 to 18:00



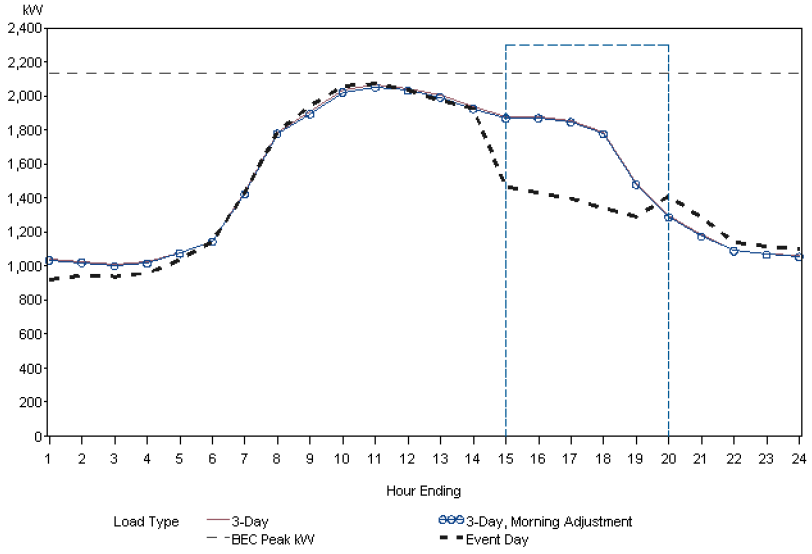
Site: 325, June 20th, 13:00 to 15:00



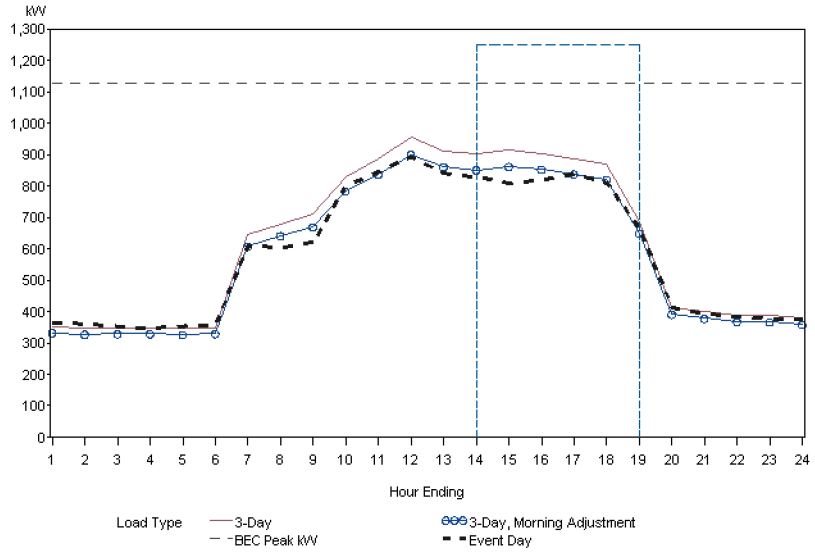
Site: 326, June 20th, 13:00 to 15:00



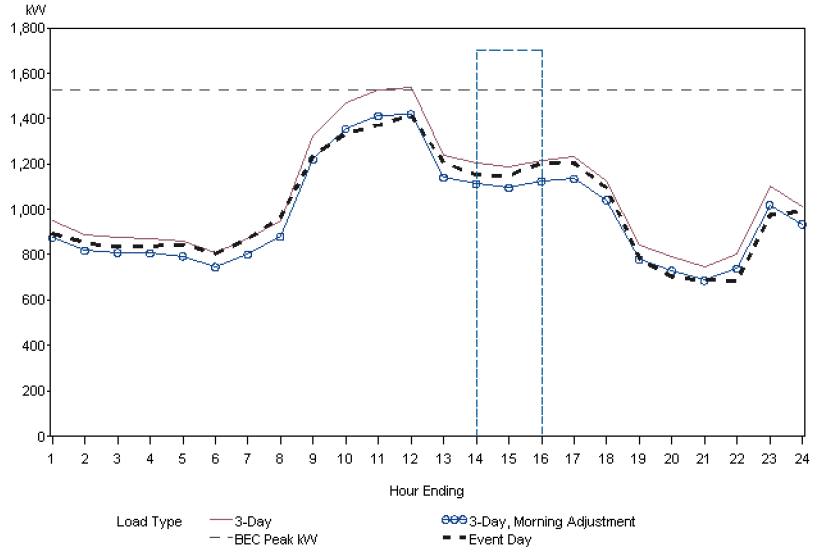
Site: 327, July 5th, 14:00 to 19:00



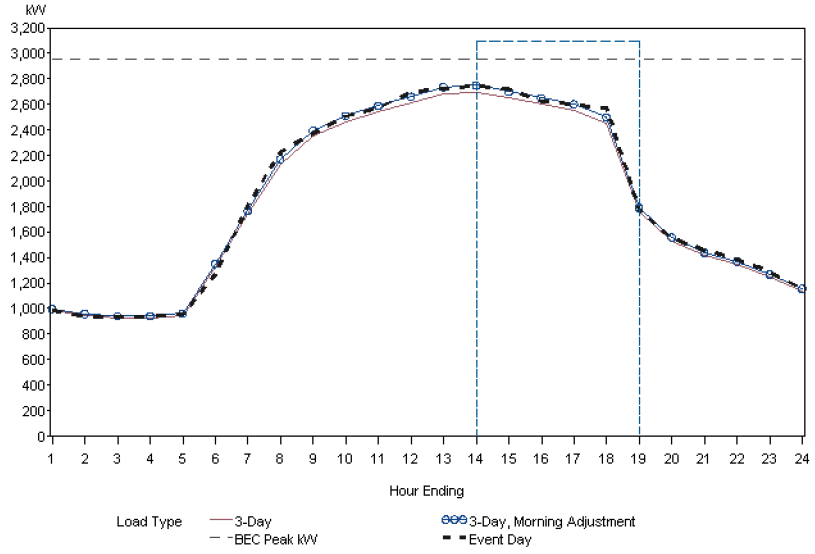
Site: 328, Aug. 29th, 13:00 to 18:00



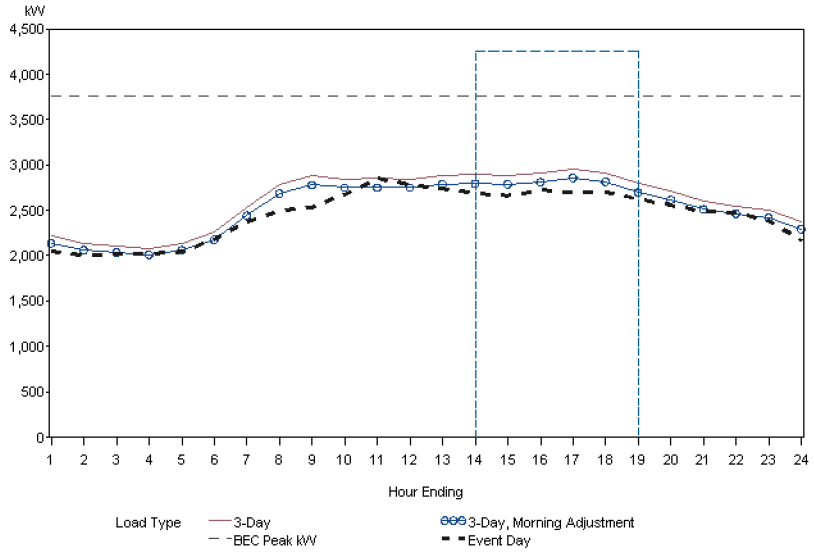
Site: 329, June 20th, 13:00 to 15:00



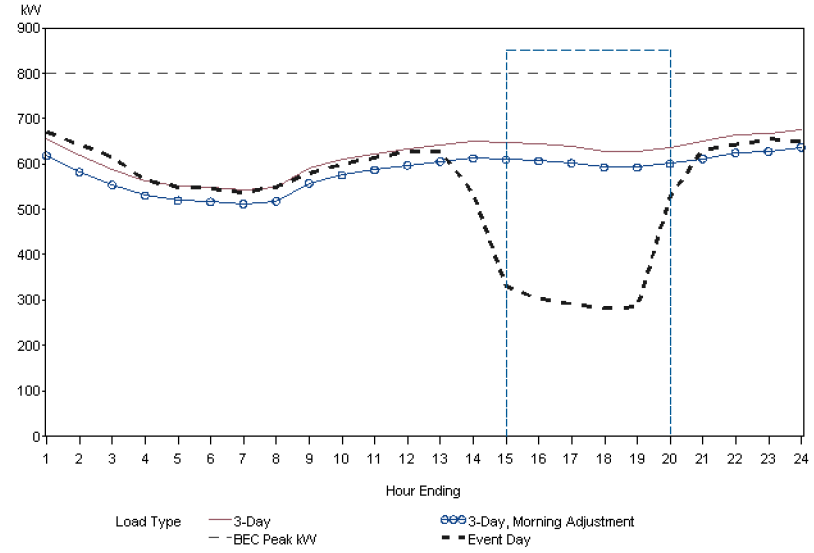
Site: 330, Aug. 30th, 13:00 to 18:00



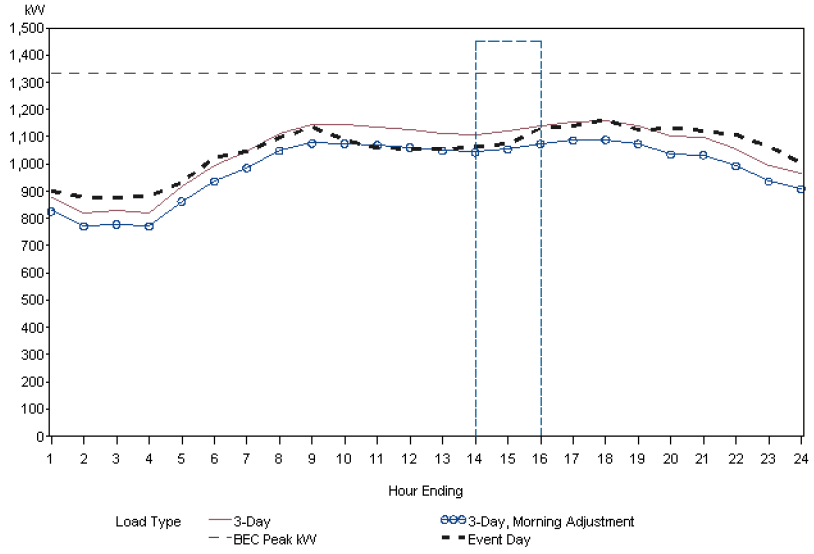
Site: 331, Aug. 29th, 13:00 to 18:00



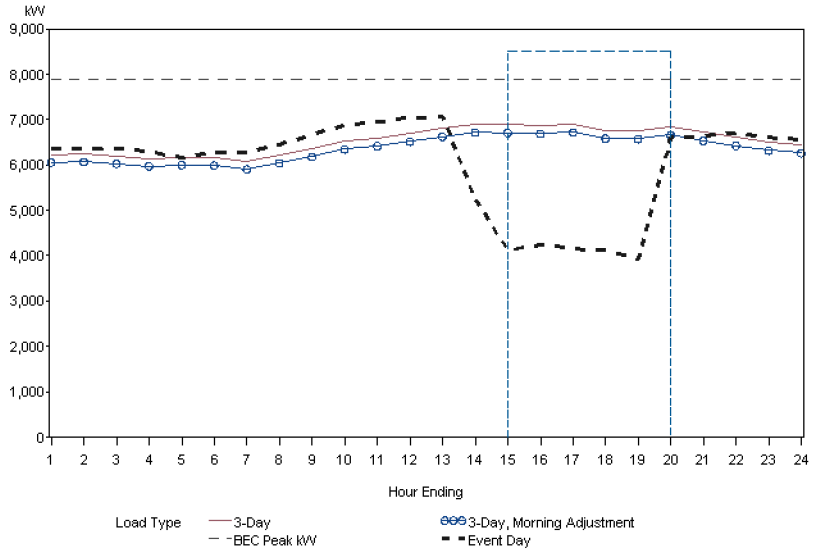
Site: 332, July 5th, 14:00 to 19:00



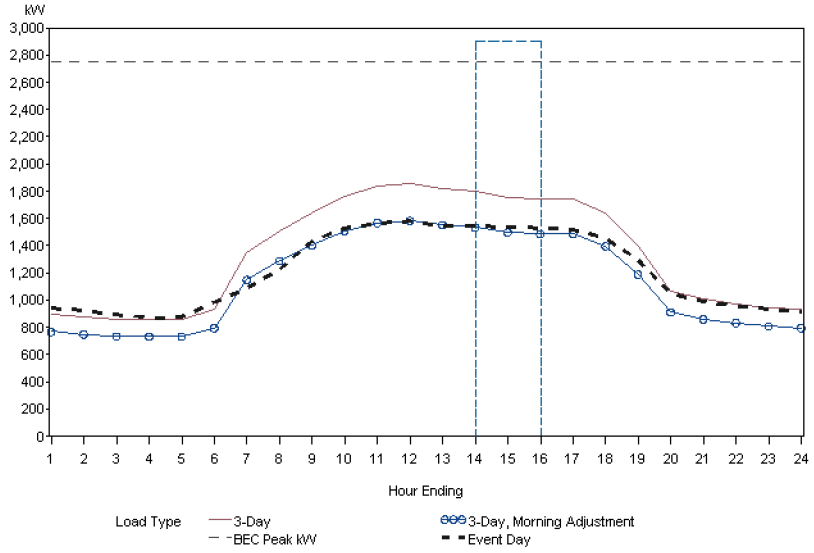
Site: 333, June 20th, 13:00 to 15:00



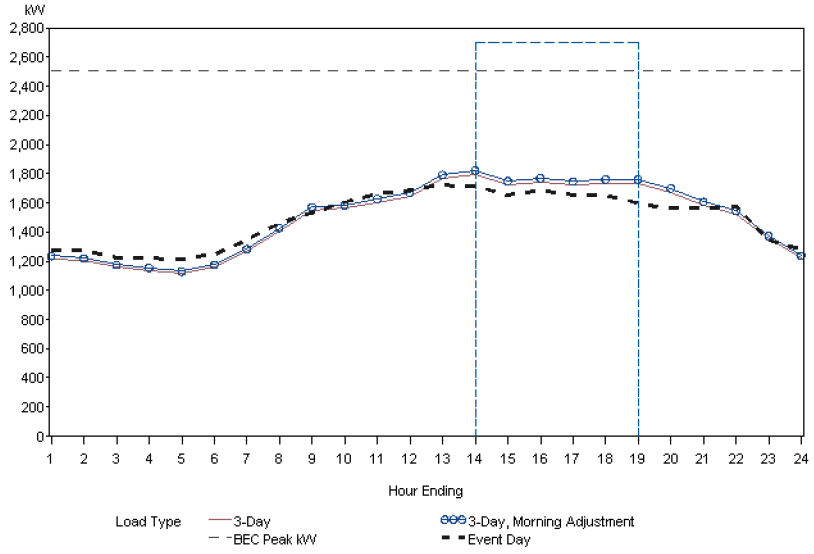
Site: 334, July 5th, 14:00 to 19:00



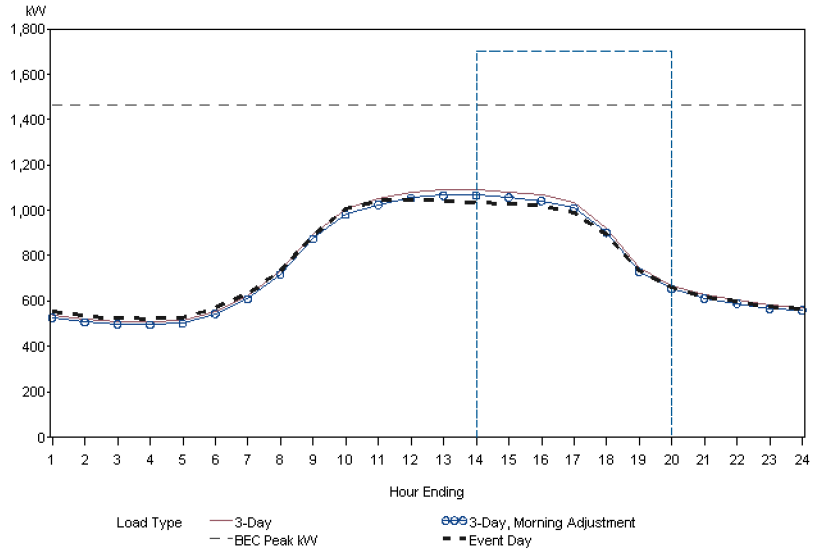
Site: 335, June 20th, 13:00 to 15:00



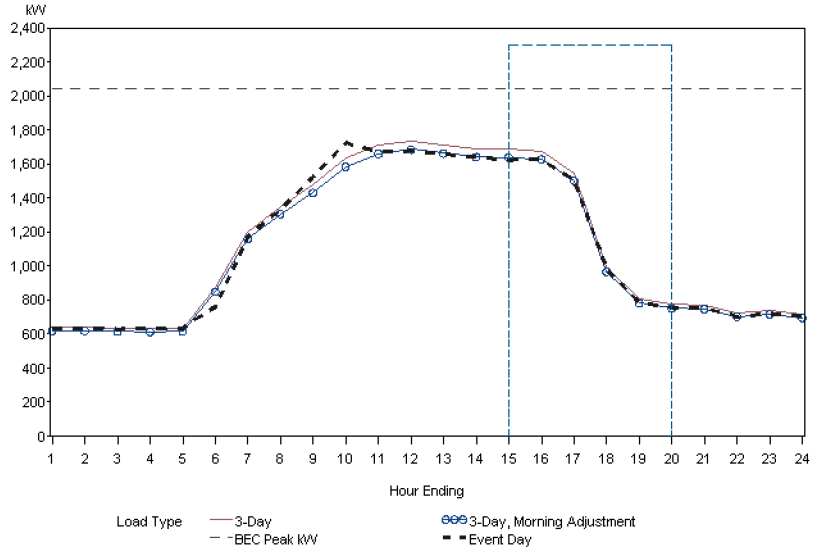
Site: 336, Aug. 30th, 13:00 to 18:00



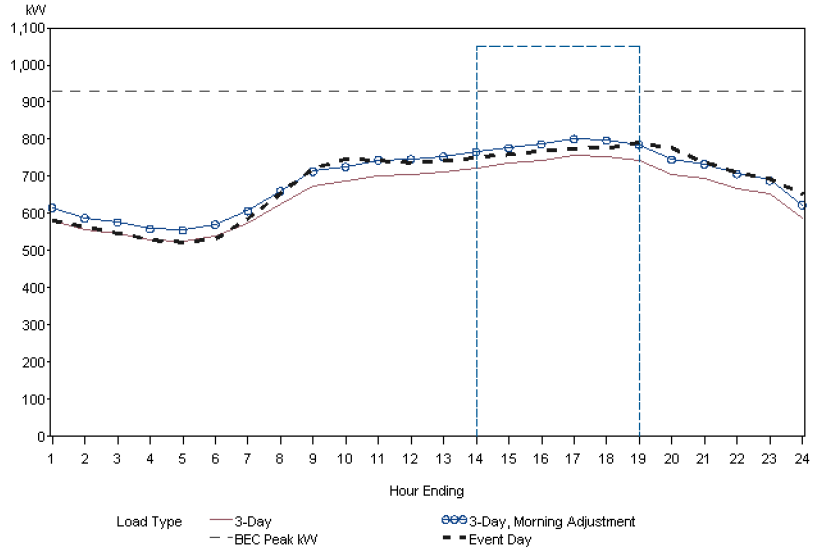
Site: 337, All Events, 13:00 to 19:00



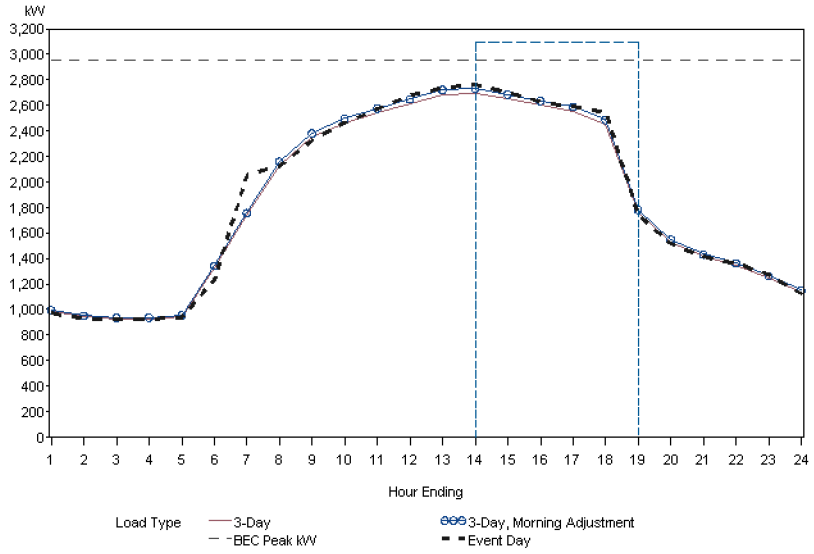
Site: 338, July 5th, 14:00 to 19:00



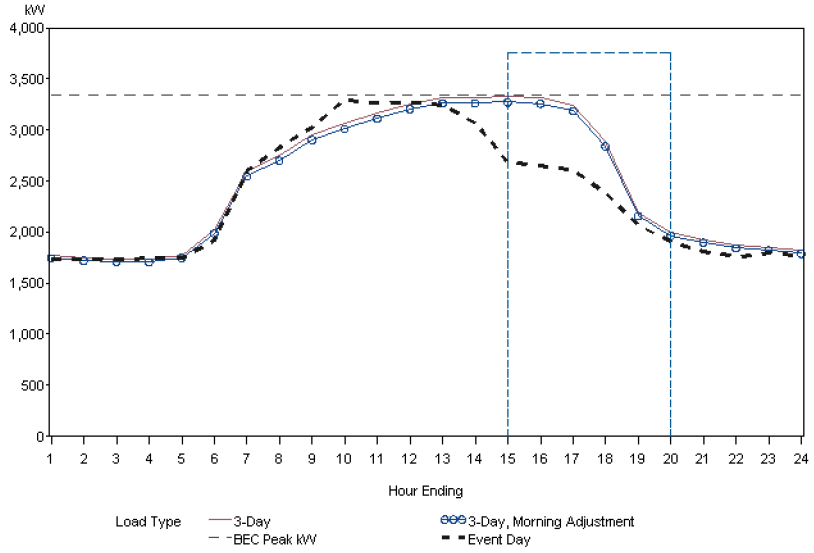
Site: 339, Aug. 29th, 13:00 to 18:00



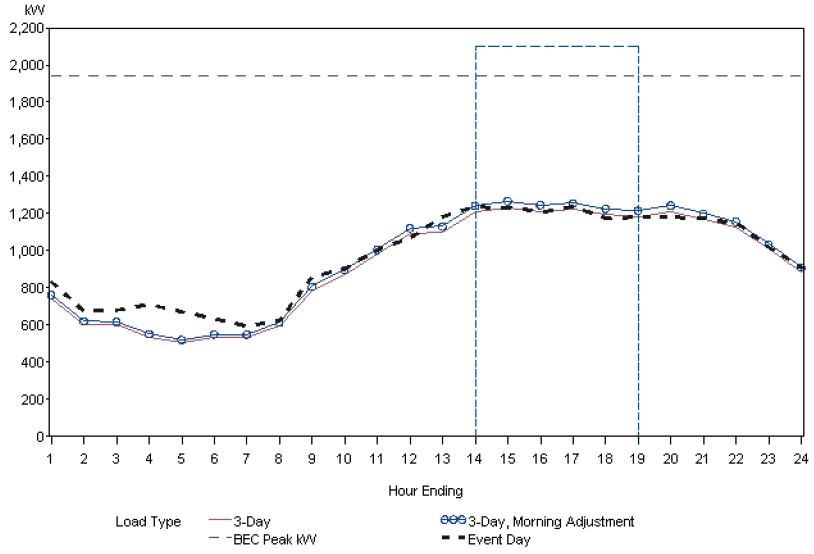
Site: 340, Aug. 29th, 13:00 to 18:00



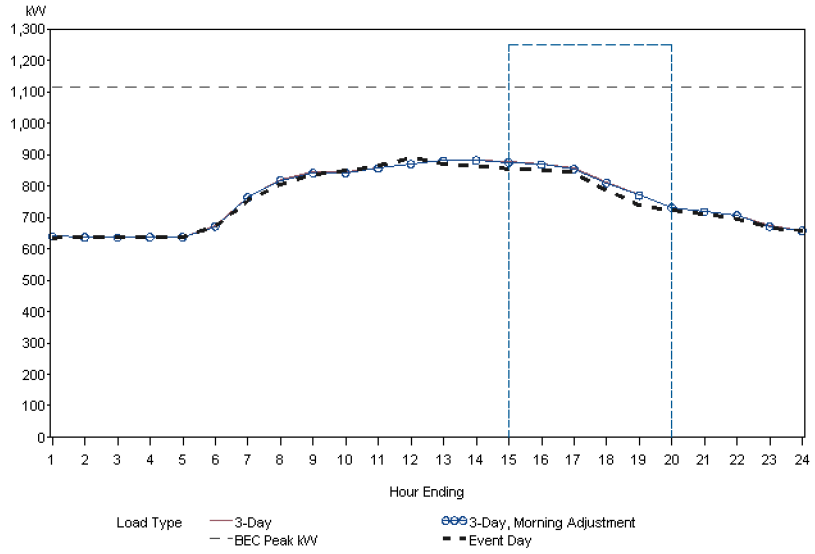
Site: 341, July 5th, 14:00 to 19:00



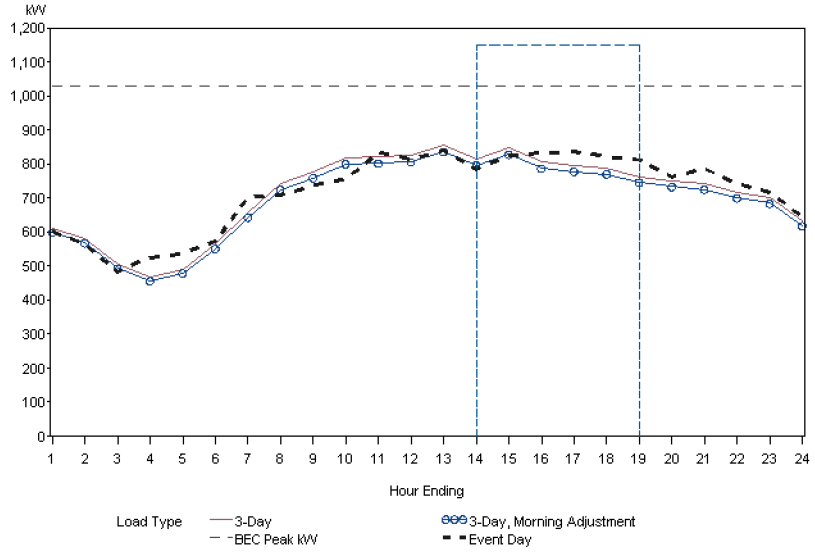
Site: 342, Aug. 31st, 13:00 to 18:00



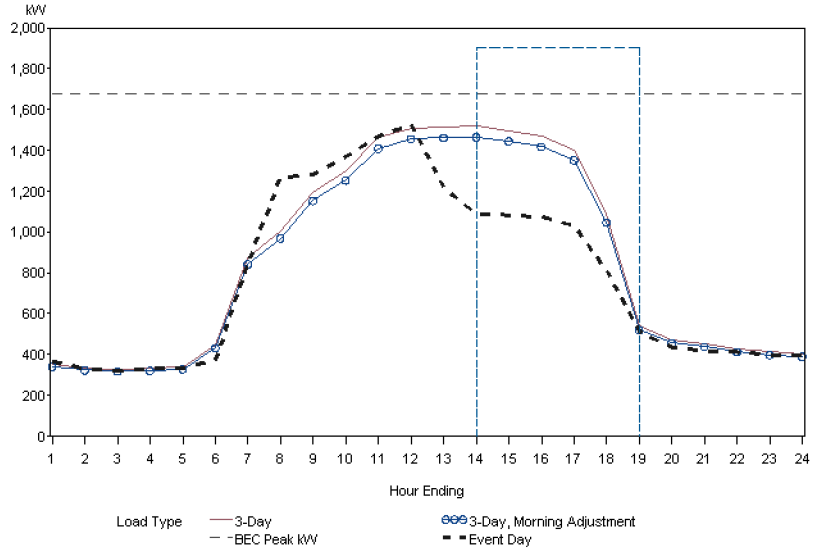
Site: 343, July 5th, 14:00 to 19:00



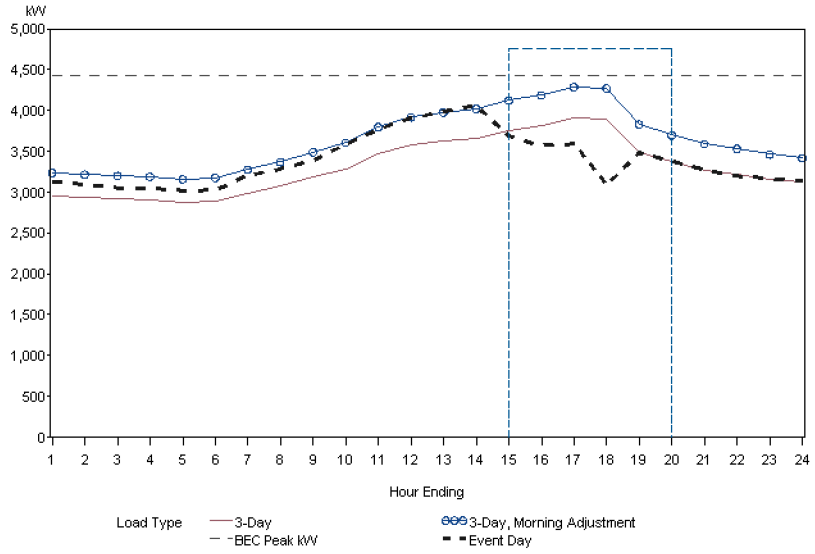
Site: 344, Aug. 30th, 13:00 to 18:00



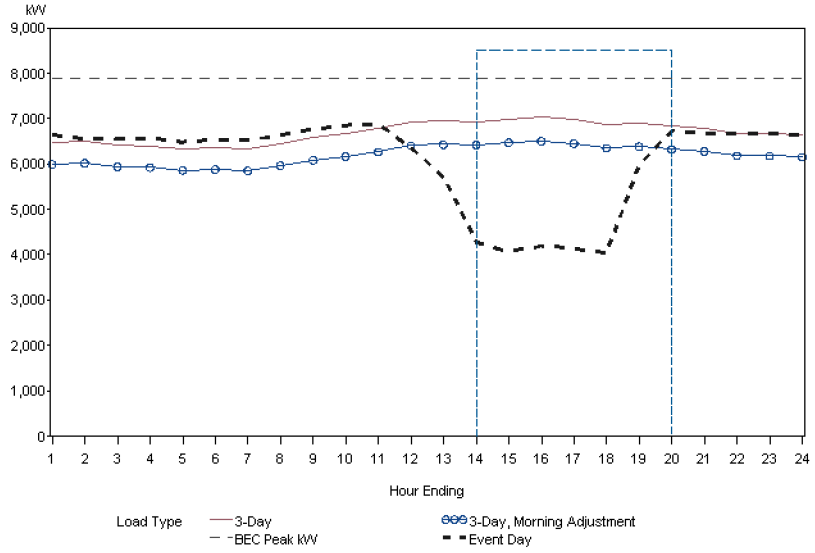
Site: 345, Aug. 30th, 13:00 to 18:00



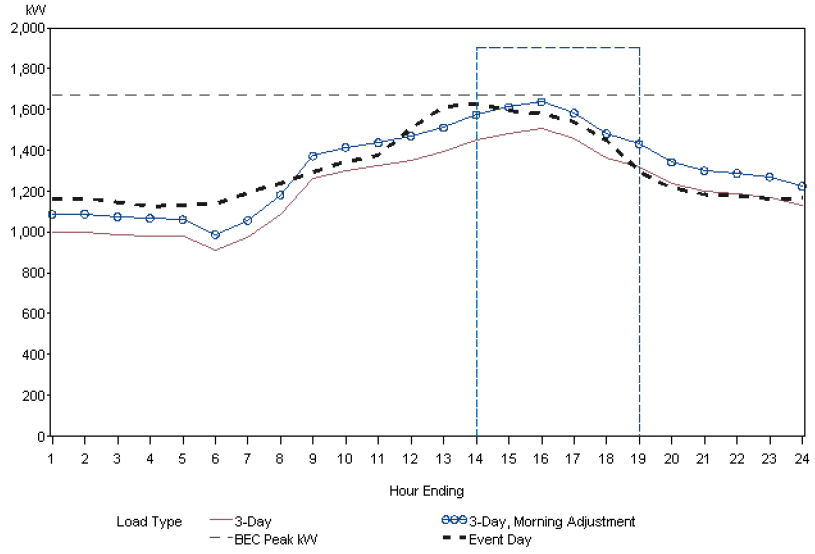
Site: 346, July 5th, 14:00 to 19:00



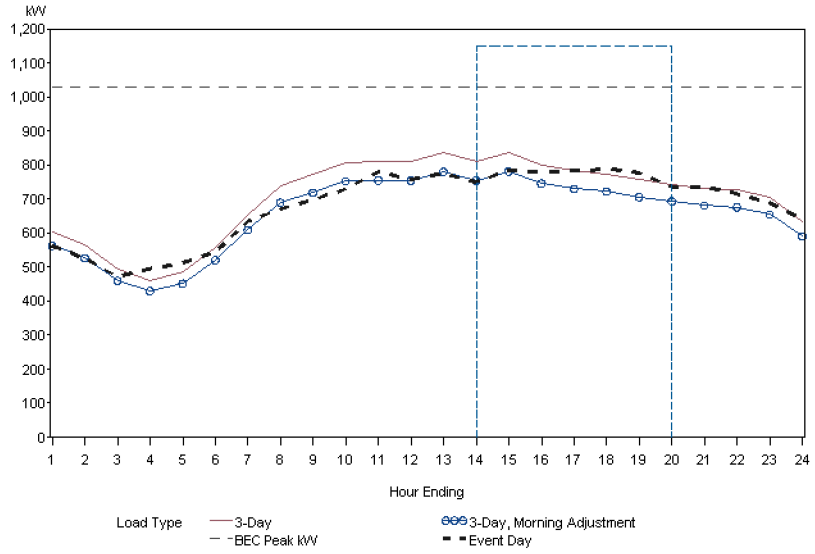
Site: 347, All Events, 13:00 to 19:00



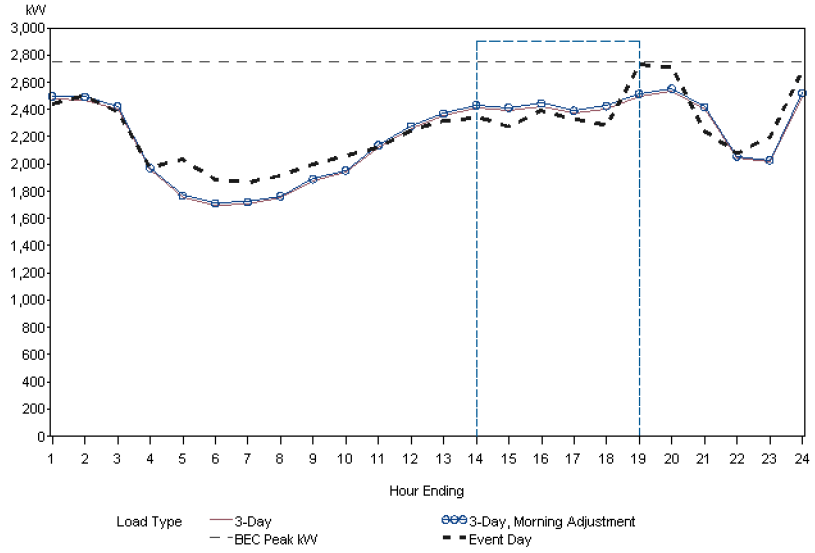
Site: 348, Aug. 29th, 13:00 to 18:00



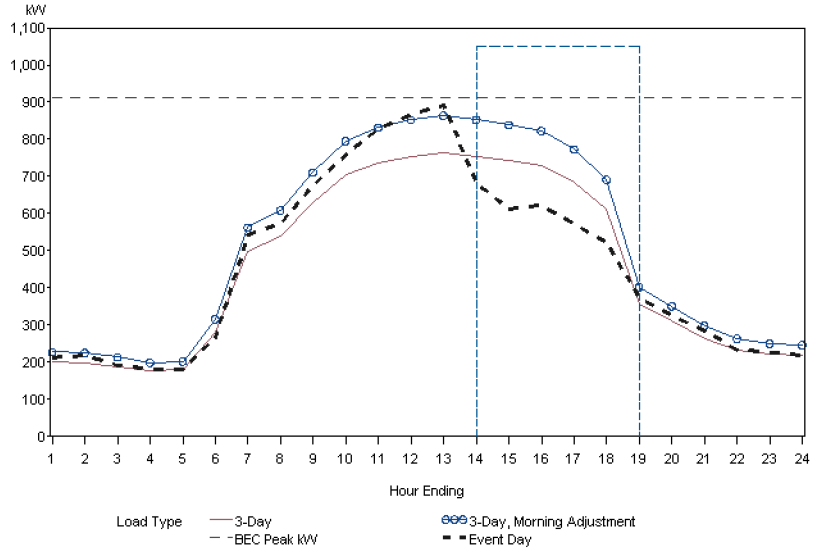
Site: 349, All Events, 13:00 to 19:00



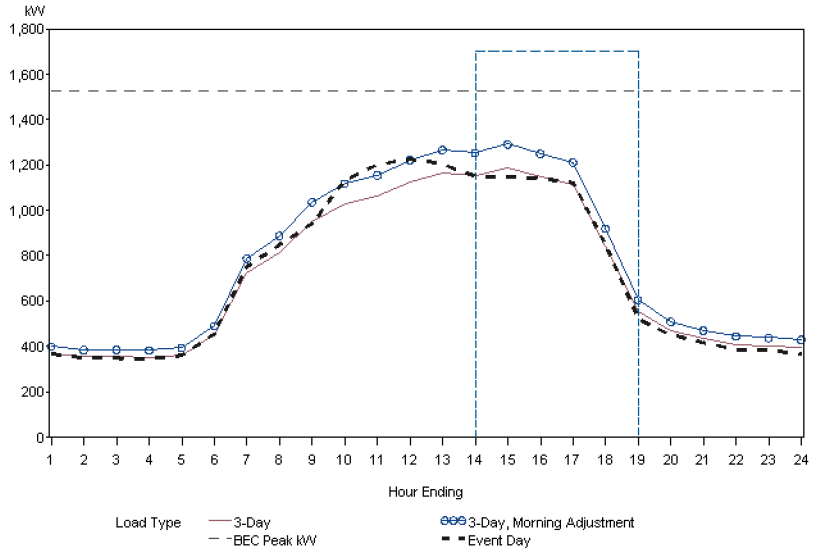
Site: 350, Aug. 30th, 13:00 to 18:00



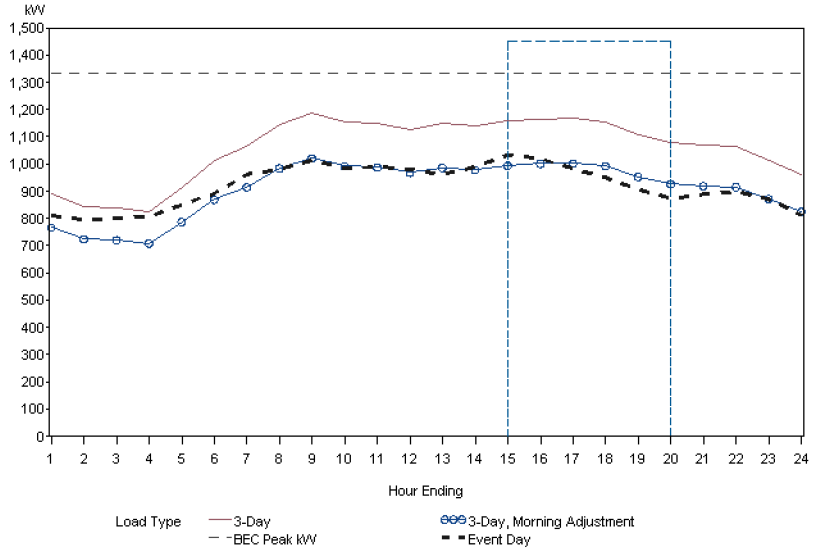
Site: 351, Aug. 29th, 13:00 to 18:00



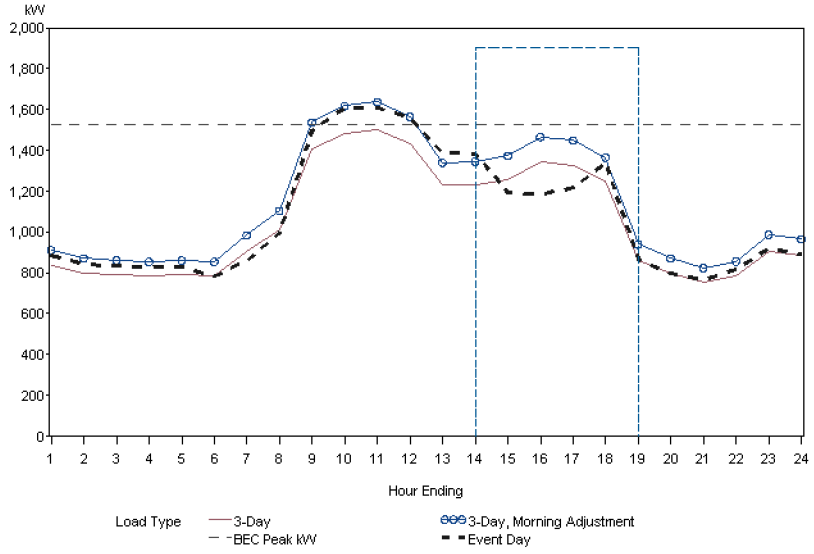
Site: 352, Aug. 29th, 13:00 to 18:00



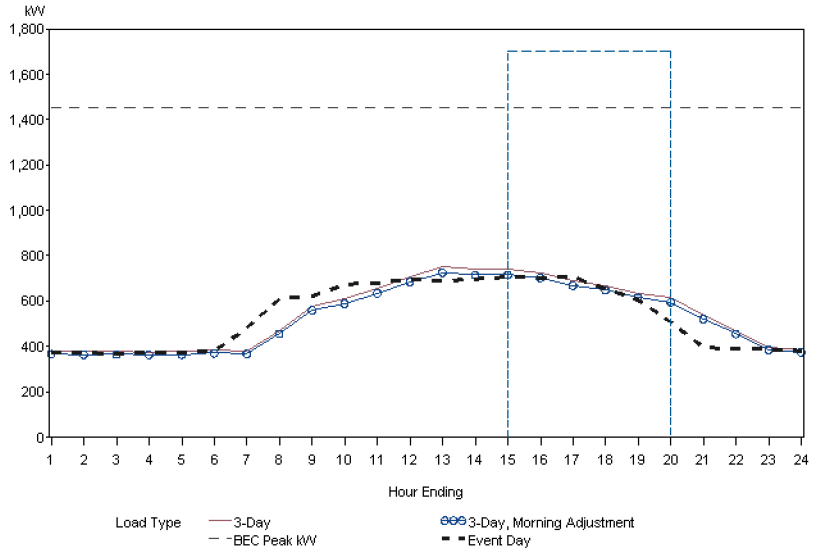
Site: 353, July 5th, 14:00 to 19:00



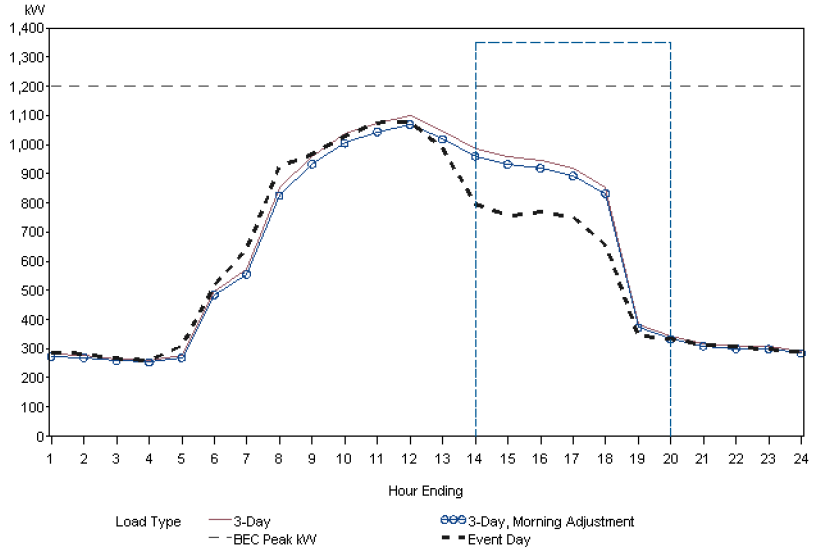
Site: 354, Aug. 30th, 13:00 to 18:00



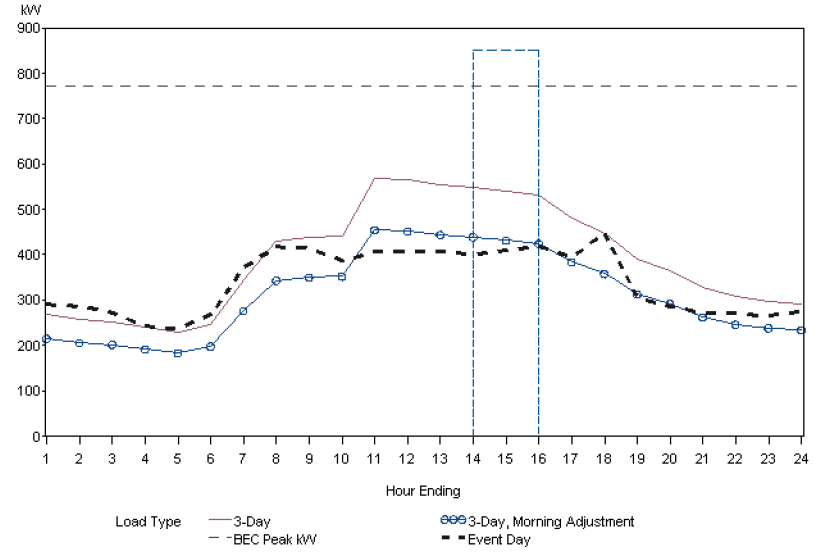
Site: 355, July 5th, 14:00 to 19:00



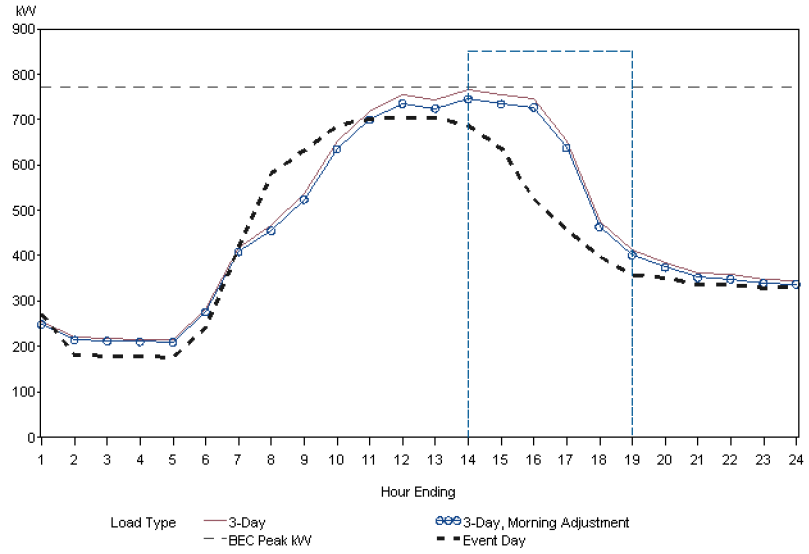
Site: 356, All Events, 13:00 to 19:00



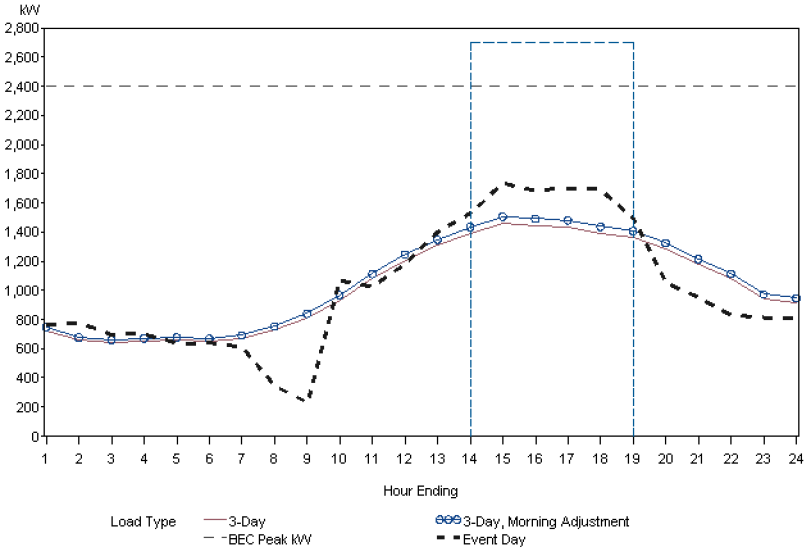
Site: 357, June 20th, 13:00 to 15:00



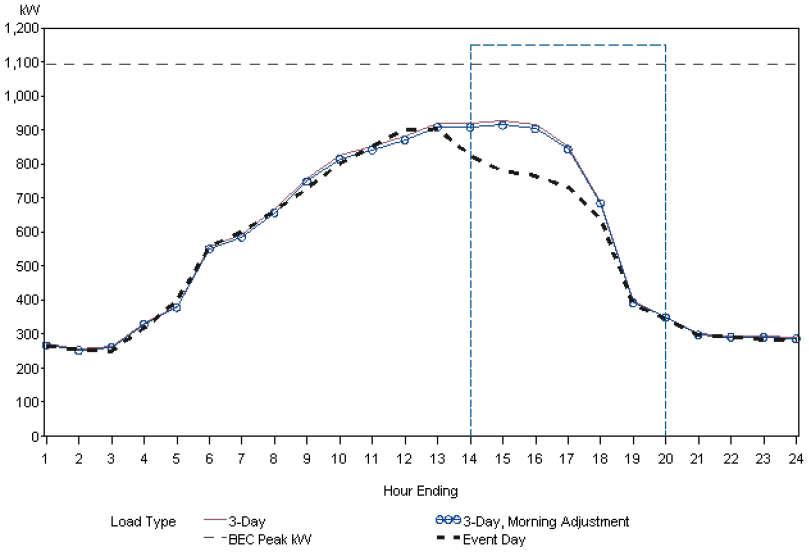
Site: 358, Aug. 30th, 13:00 to 18:00



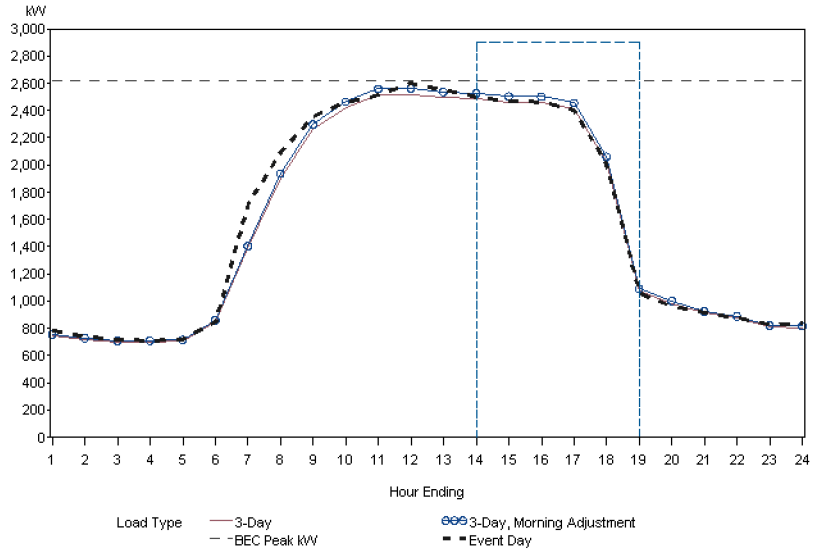
Site: 359, Aug. 31st, 13:00 to 18:00



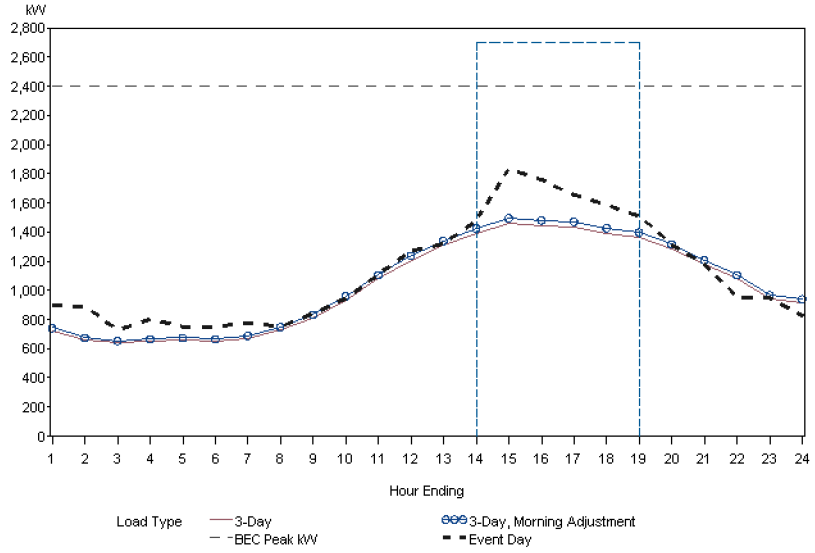
Site: 360, All Events, 13:00 to 19:00



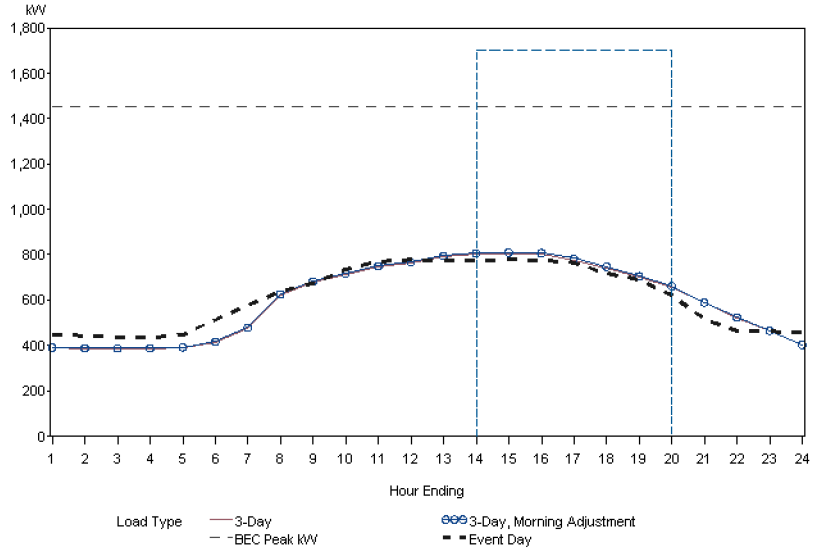
Site: 361, Aug. 29th, 13:00 to 18:00



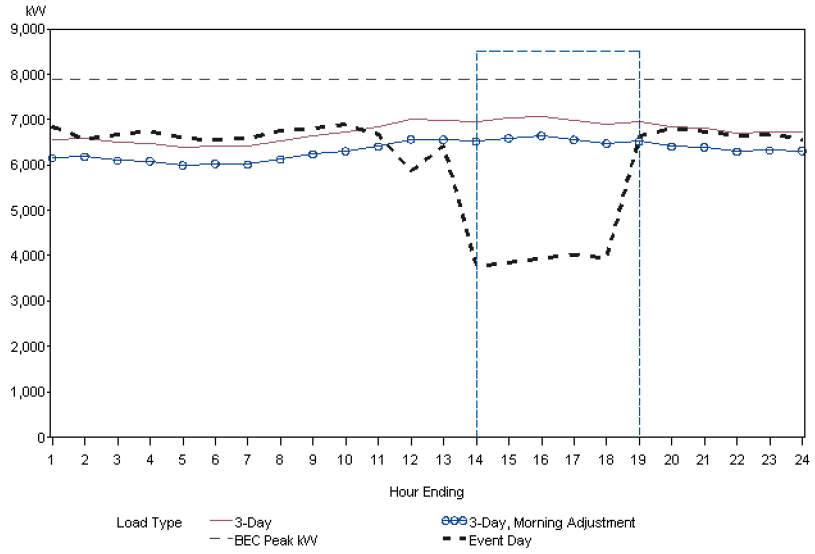
Site: 363, Aug. 30th, 13:00 to 18:00



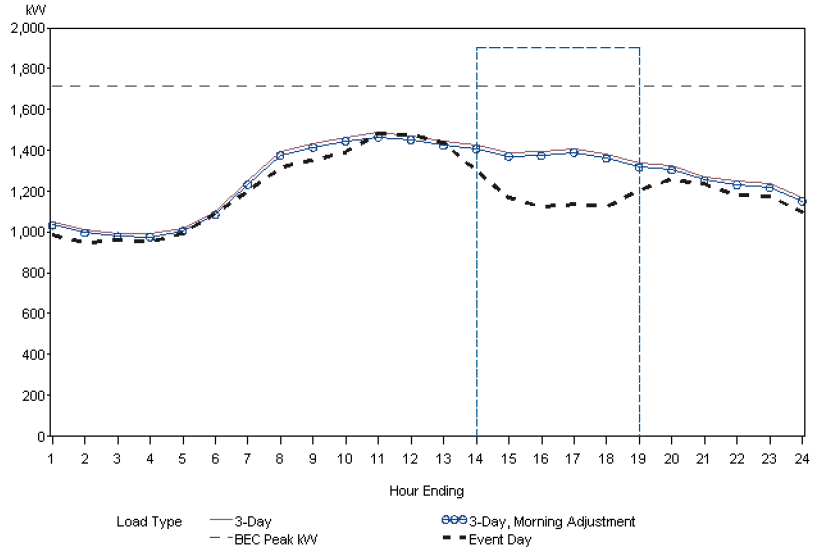
Site: 364, All Events, 13:00 to 19:00



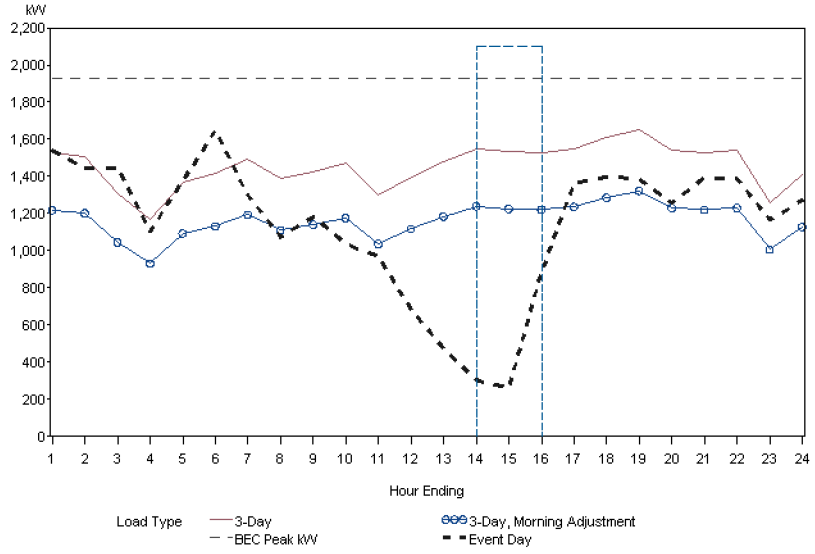
Site: 365, Aug. 30th, 13:00 to 18:00



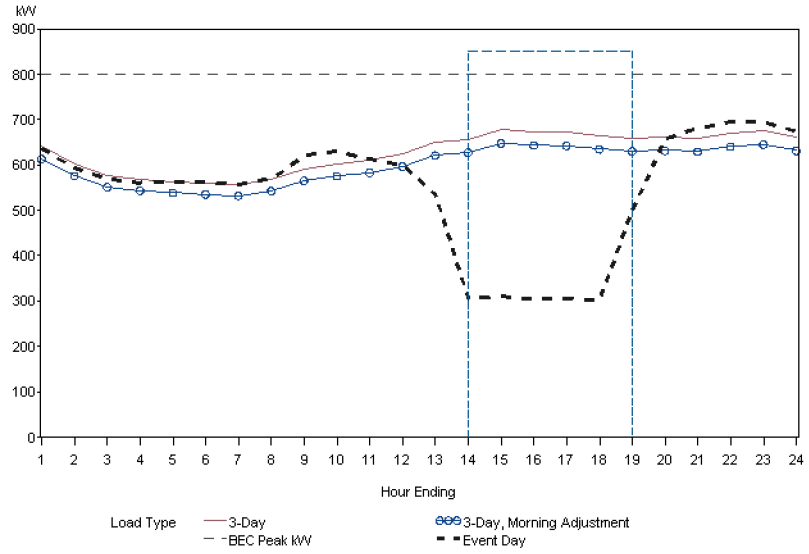
Site: 366, Aug. 29th, 13:00 to 18:00



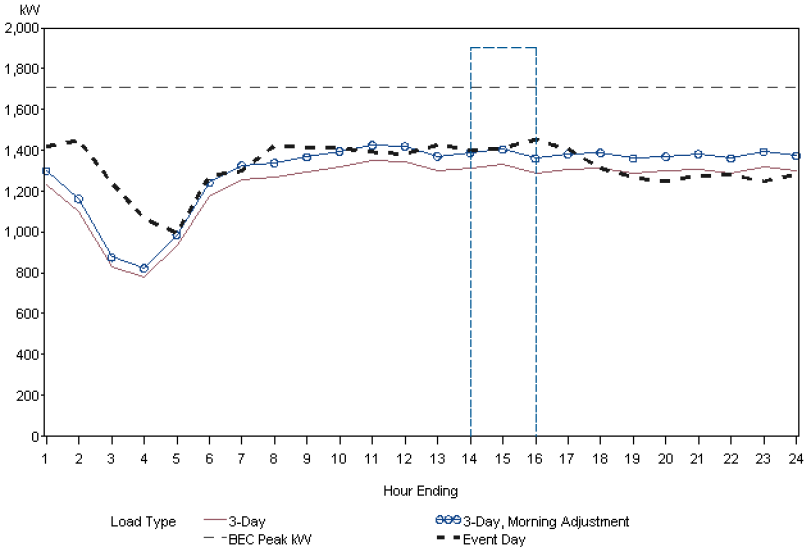
Site: 367, June 20th, 13:00 to 15:00



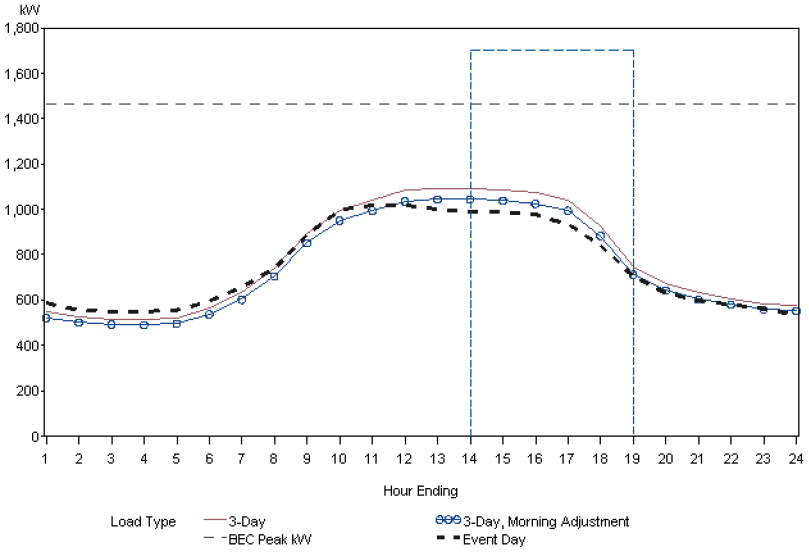
Site: 368, Aug. 29th, 13:00 to 18:00



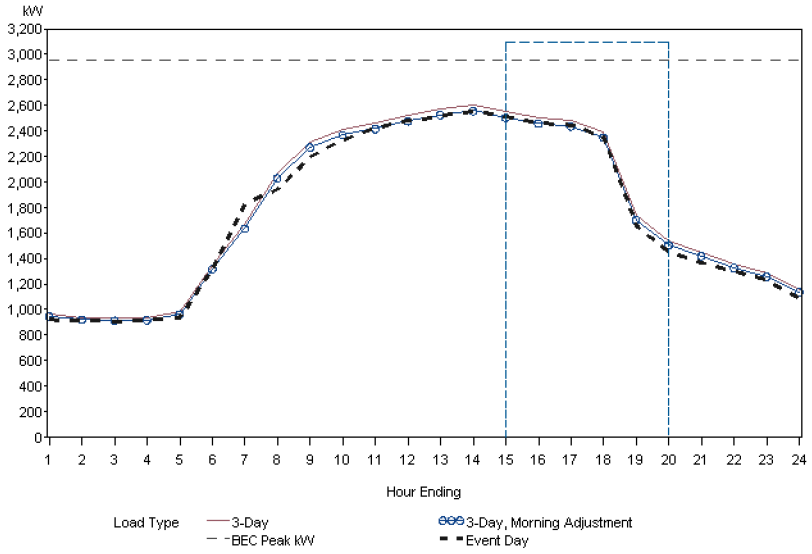
Site: 369, June 20th, 13:00 to 15:00



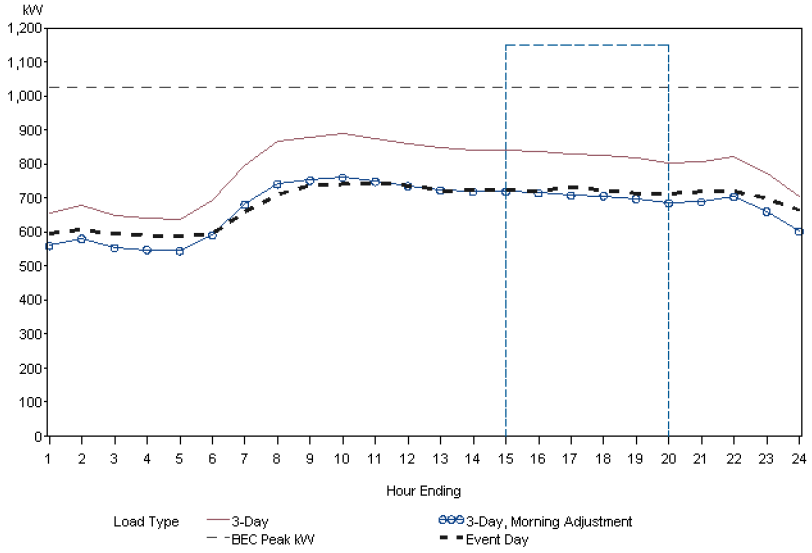
Site: 370, Aug. 31st, 13:00 to 18:00



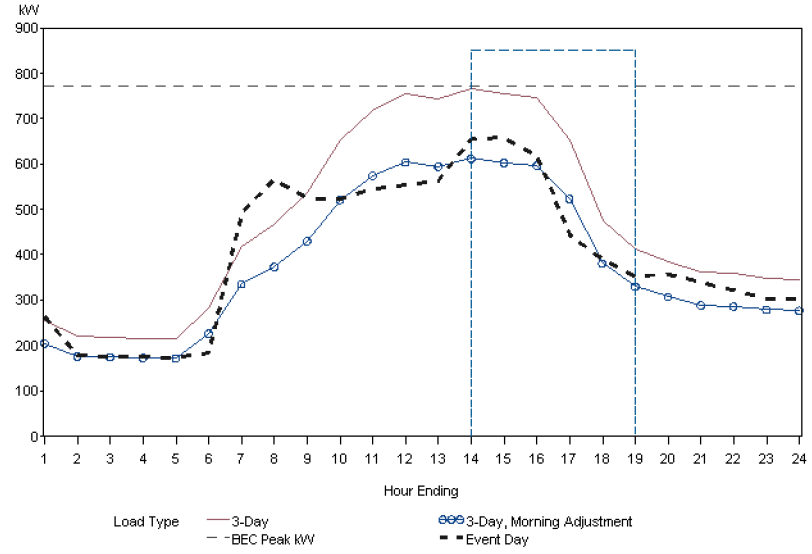
Site: 371, July 5th, 14:00 to 19:00



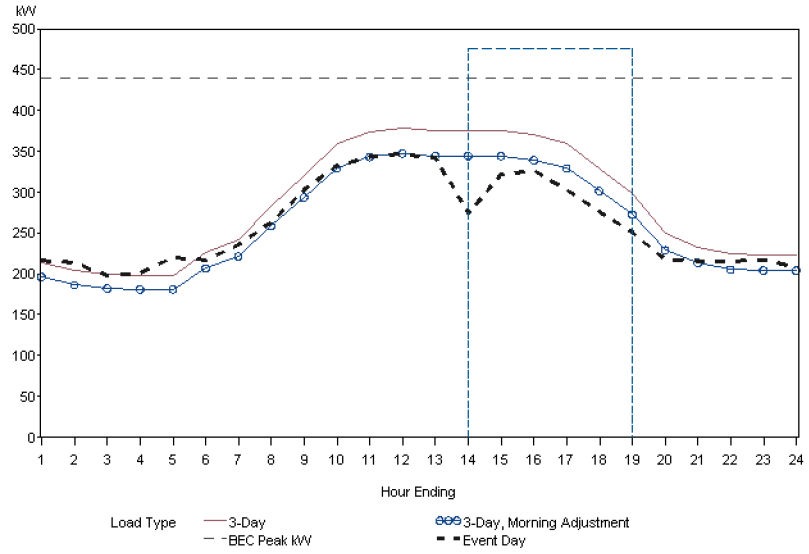
Site: 372, July 5th, 14:00 to 19:00



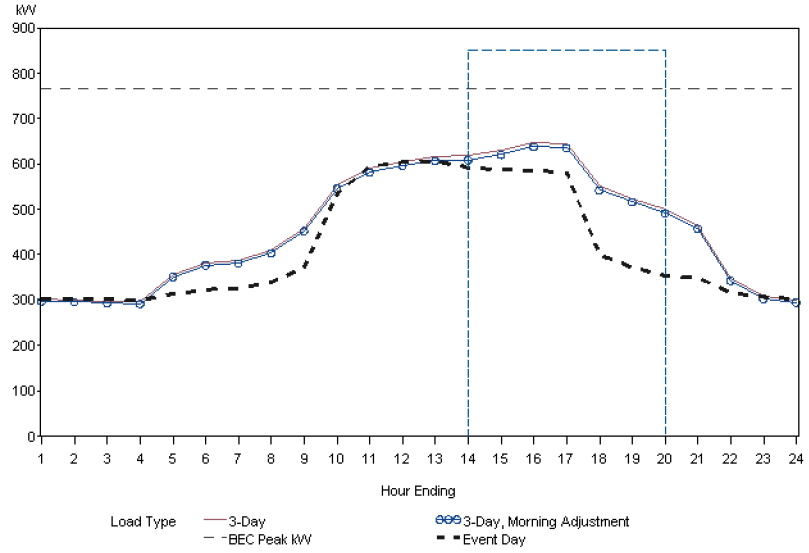
Site: 373, Aug. 31st, 13:00 to 18:00



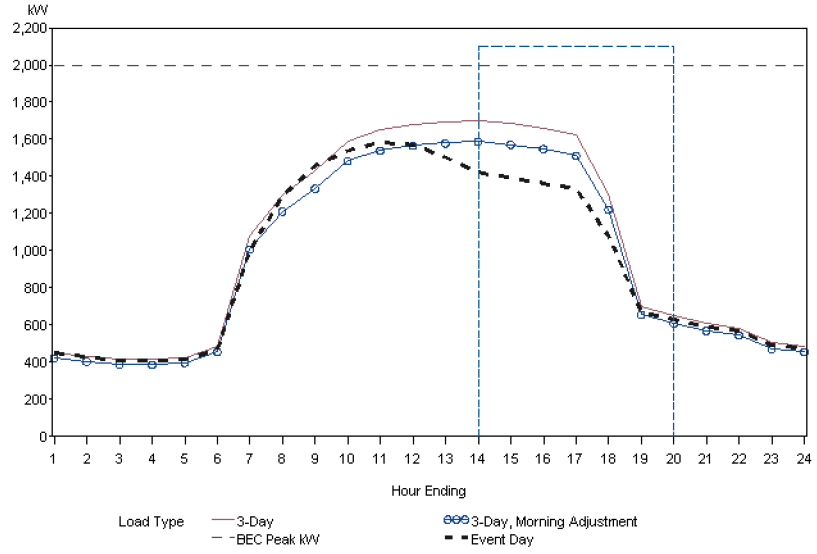
Site: 374, Aug. 31st, 13:00 to 18:00



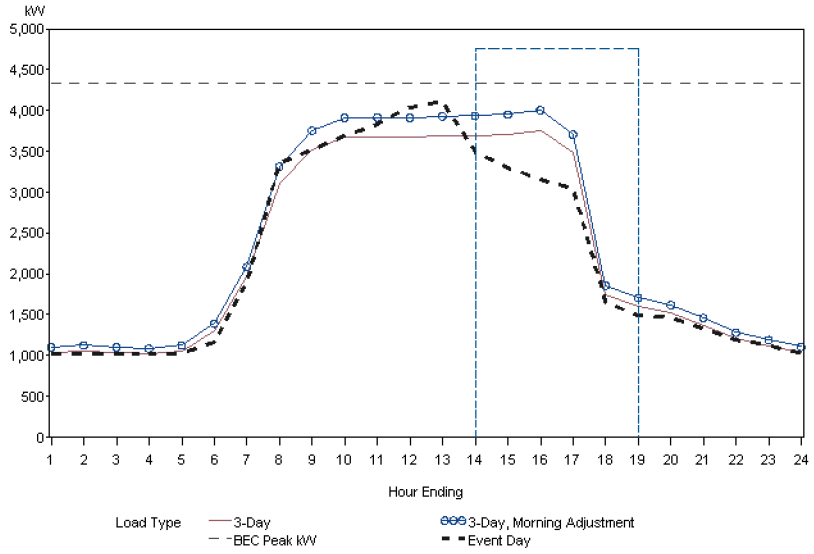
Site: 375, All Events, 13:00 to 19:00



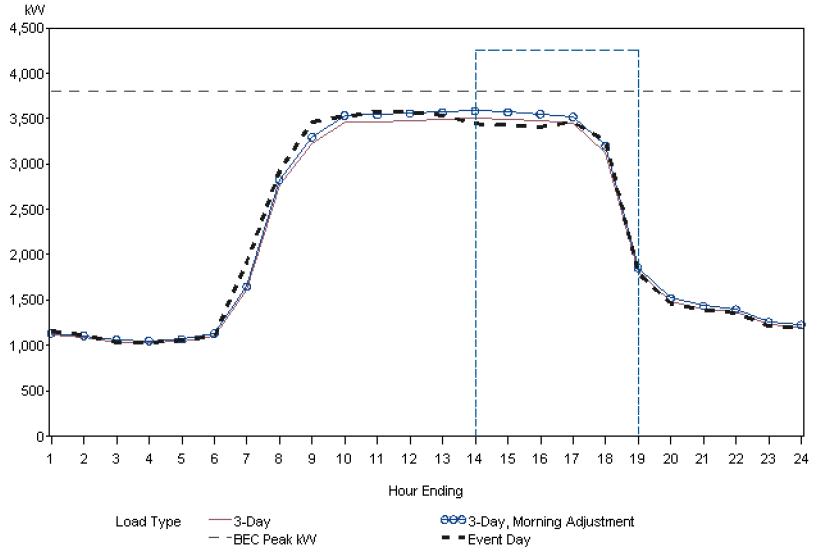
Site: 376, All Events, 13:00 to 19:00



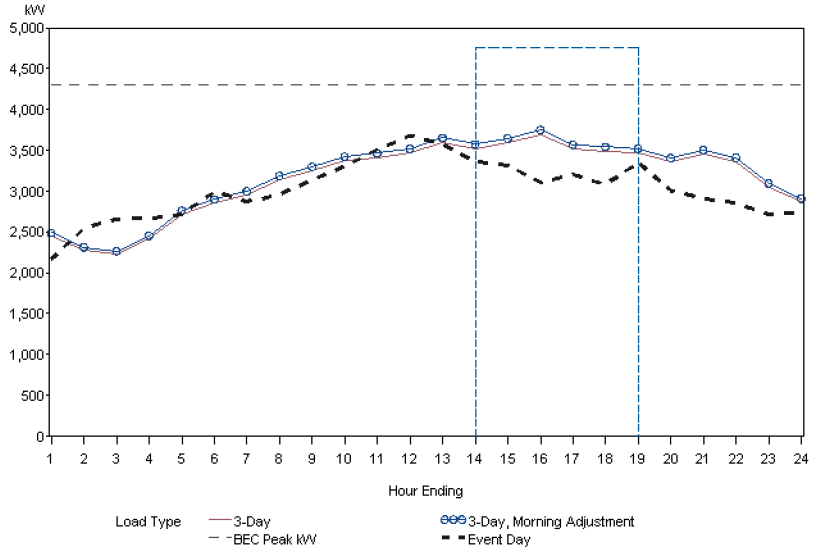
Site: 377, Aug. 29th, 13:00 to 18:00



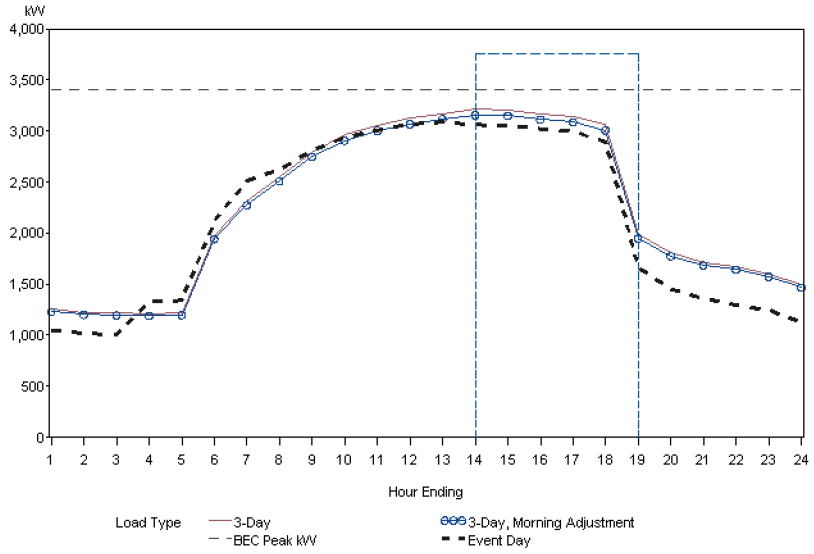
Site: 378, Aug. 30th, 13:00 to 18:00



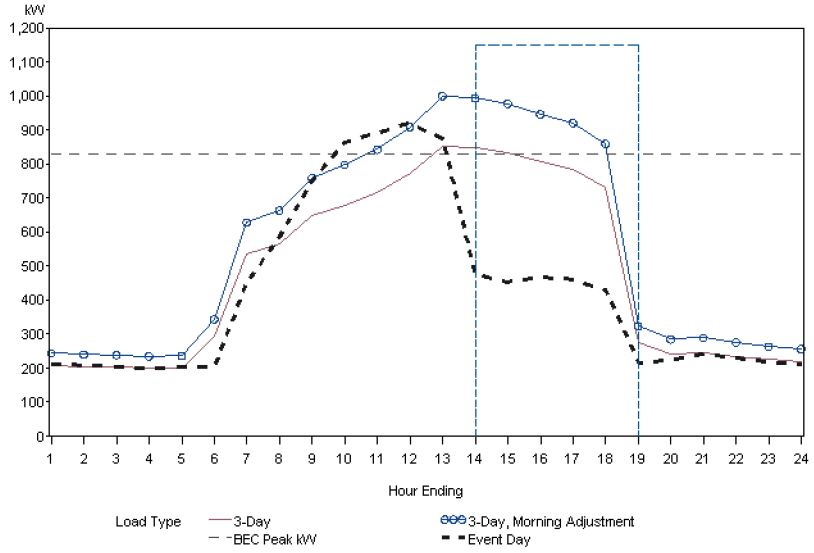
Site: 379, Aug. 29th, 13:00 to 18:00



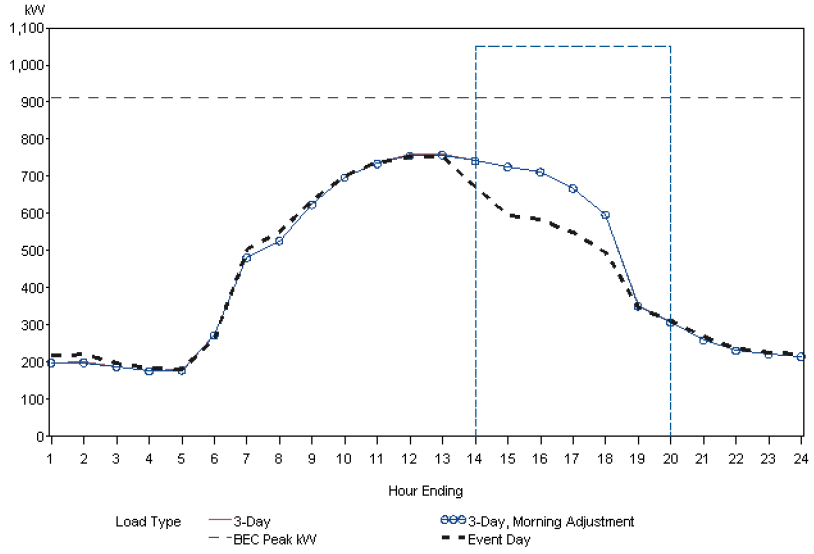
Site: 380, Aug. 31st, 13:00 to 18:00



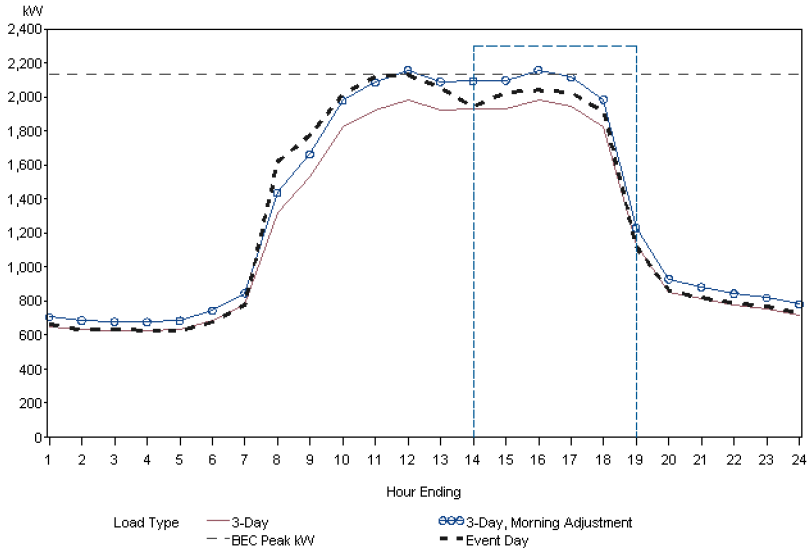
Site: 381, Aug. 29th, 13:00 to 18:00



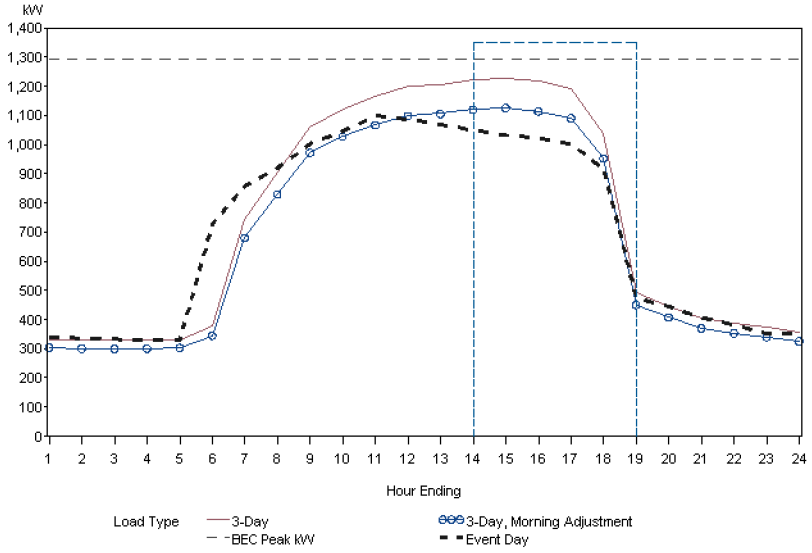
Site: 382, All Events, 13:00 to 19:00



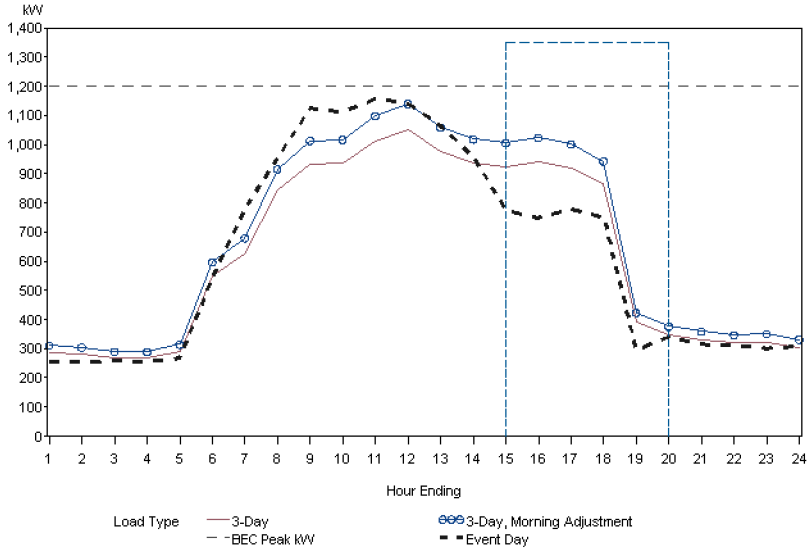
Site: 383, Aug. 30th, 13:00 to 18:00



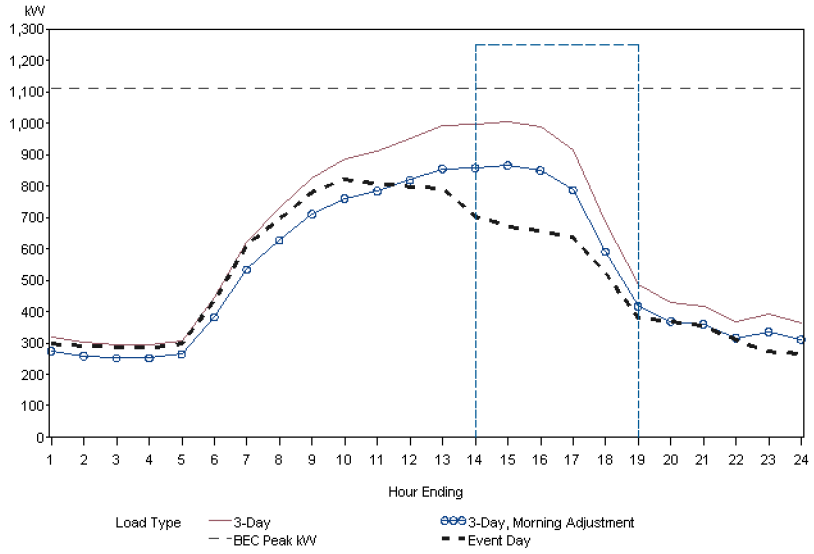
Site: 384, Aug. 31st, 13:00 to 18:00



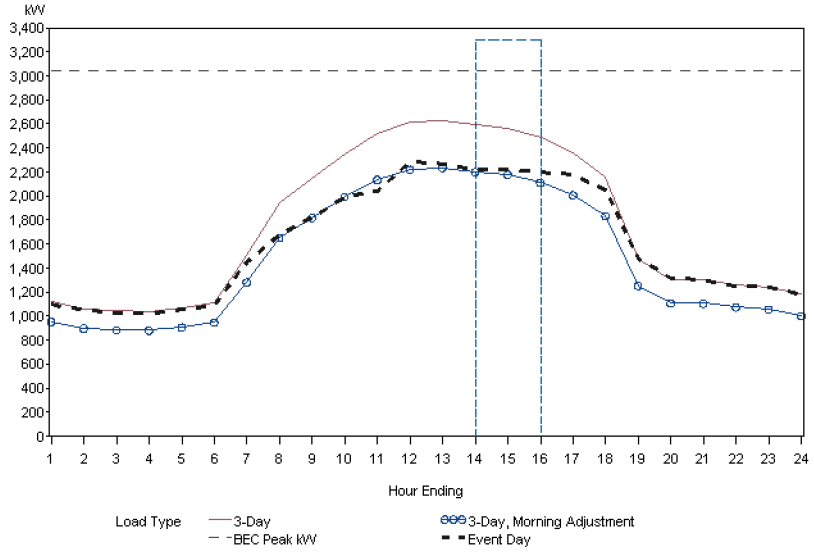
Site: 385, July 5th, 14:00 to 19:00



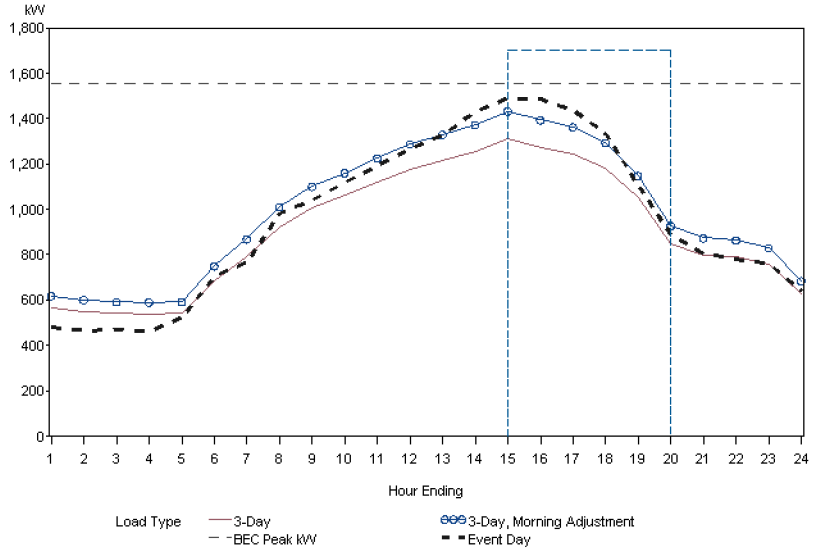
Site: 386, Aug. 31st, 13:00 to 18:00

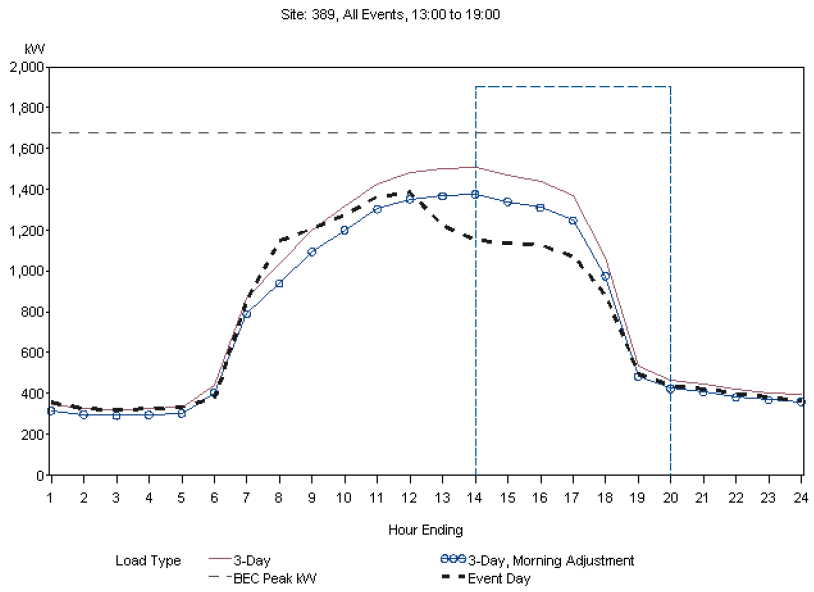


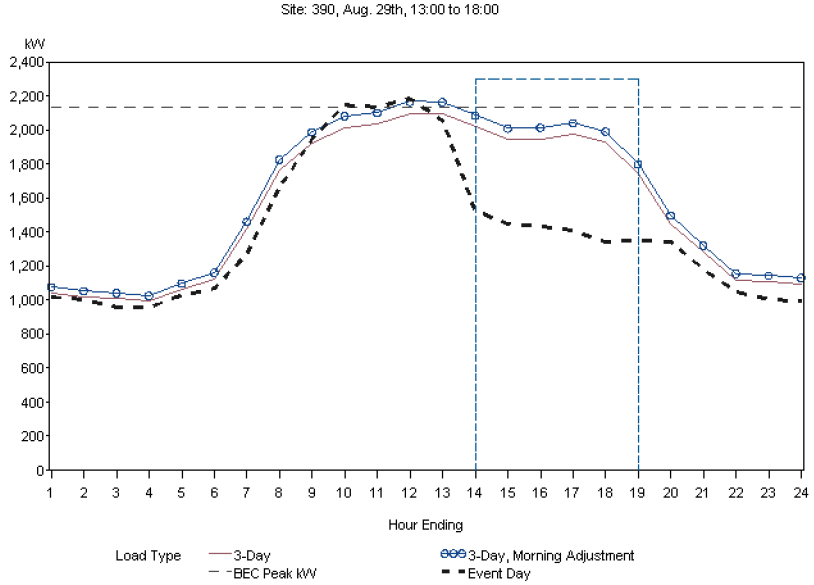
Site: 387, June 20th, 13:00 to 15:00

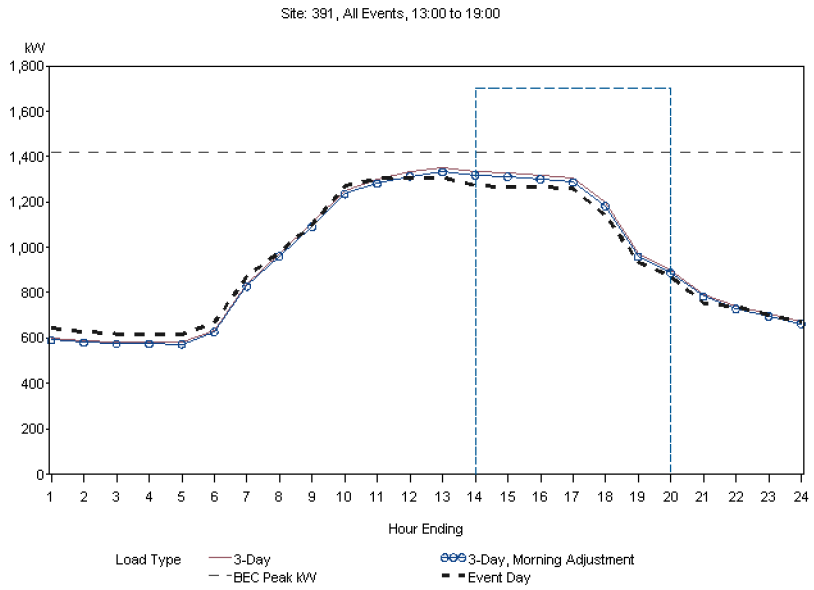


Site: 388, July 5th, 14:00 to 19:00

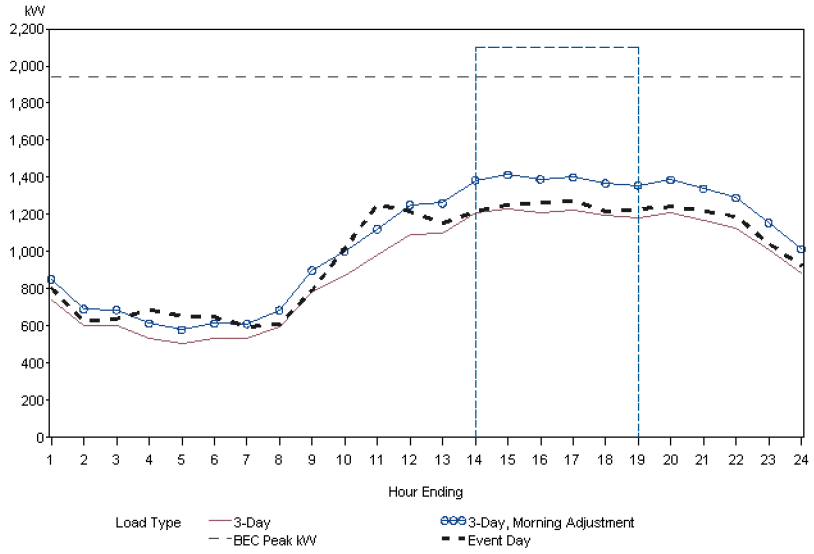



Site: 389, All Events, 13:00 to 19:00
kW
2,000
1,800
1,600
1,400
1,200
1,000
800
600
400
200
0
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24
Hour Ending
Load Type
3-Day
3-Day, Morning Adjustment
BEC Peak kW
Event Day

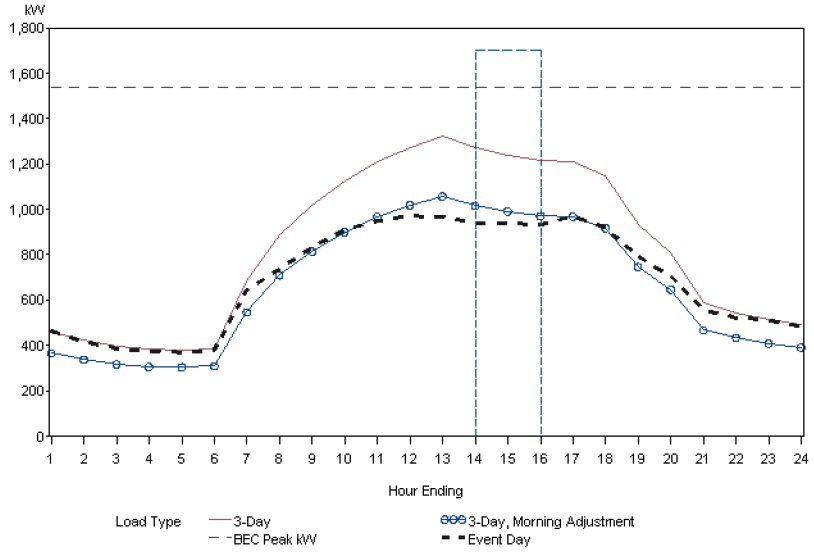

Site: 390, Aug. 29th, 13:00 to 18:00
kW
2,400
2,200
2,000
1,800
1,600
1,400
1,200
1,000
800
600
400
200
0
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24
Hour Ending
Load Type
3-Day
3-Day, Morning Adjustment
BEC Peak kW
Event Day


Site: 391, All Events, 13:00 to 19:00
kW
1,800
1,600
1,400
1,200
1,000
800
600
400
200
0
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24
Hour Ending
Load Type
3-Day
3-Day, Morning Adjustment
BEC Peak kW
Event Day

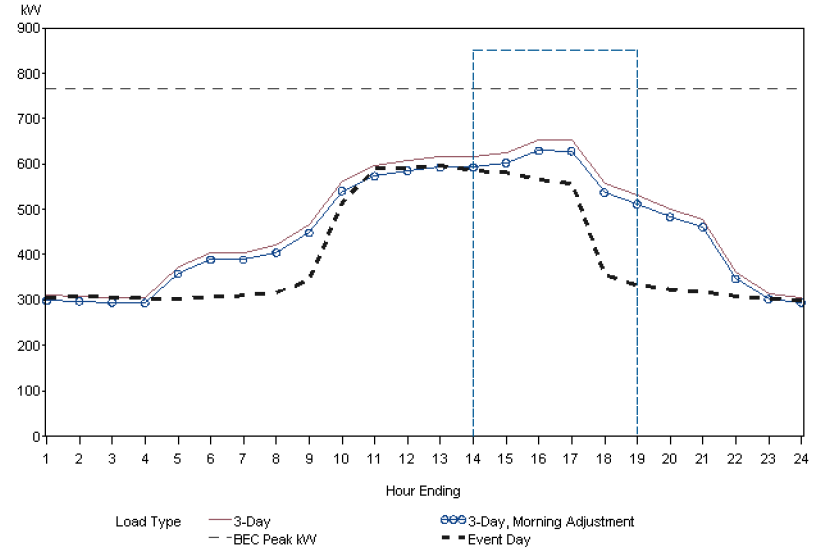
Site: 392, Aug. 30th, 13:00 to 18:00



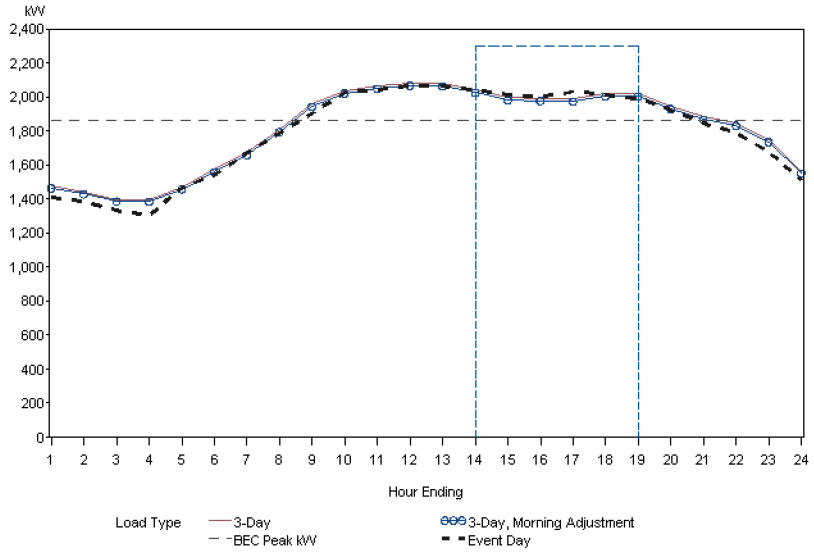
Site: 393, June 20th, 13:00 to 15:00



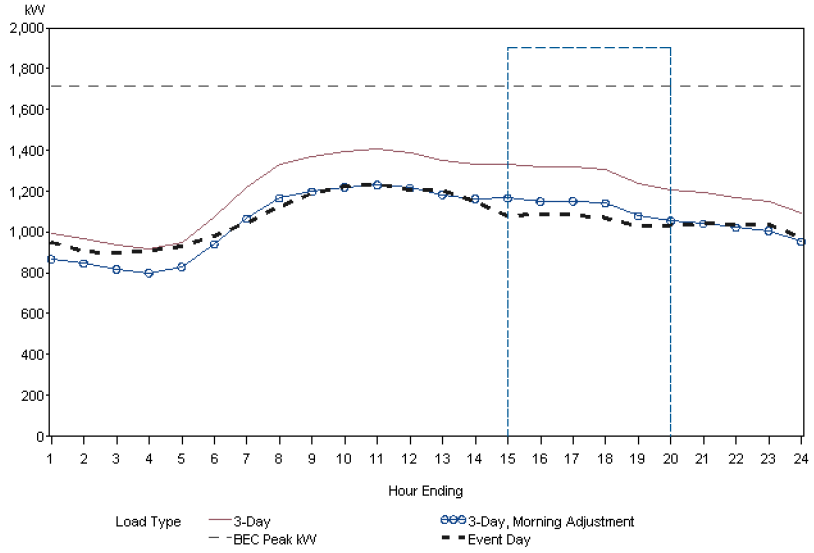
Site: 394, Aug. 31st, 13:00 to 18:00



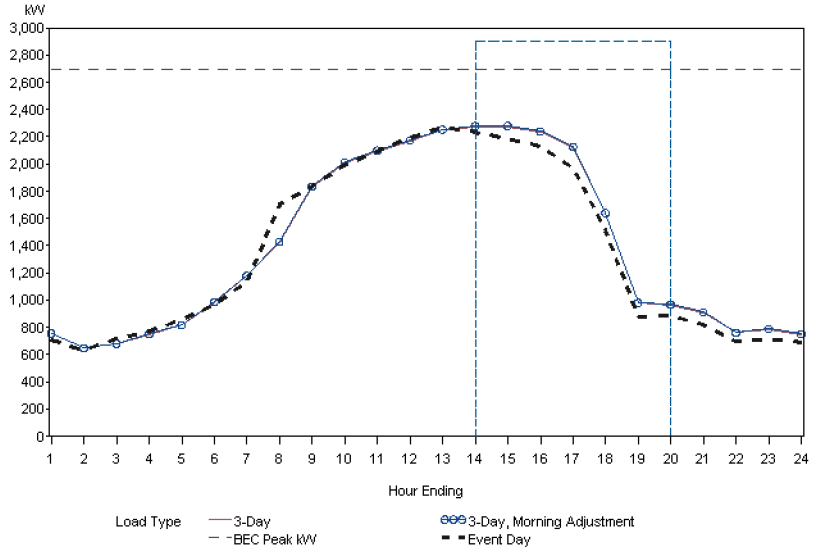
Site: 395, Aug. 29th, 13:00 to 18:00



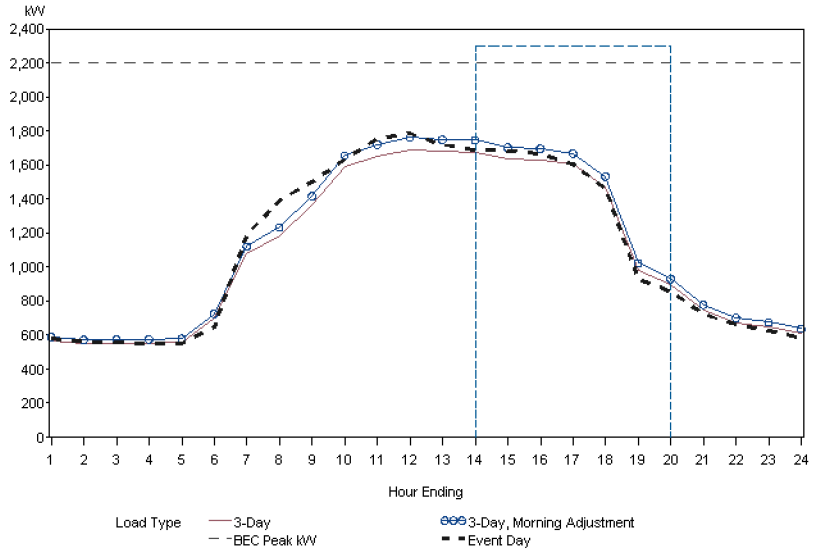
Site: 396, July 5th, 14:00 to 19:00



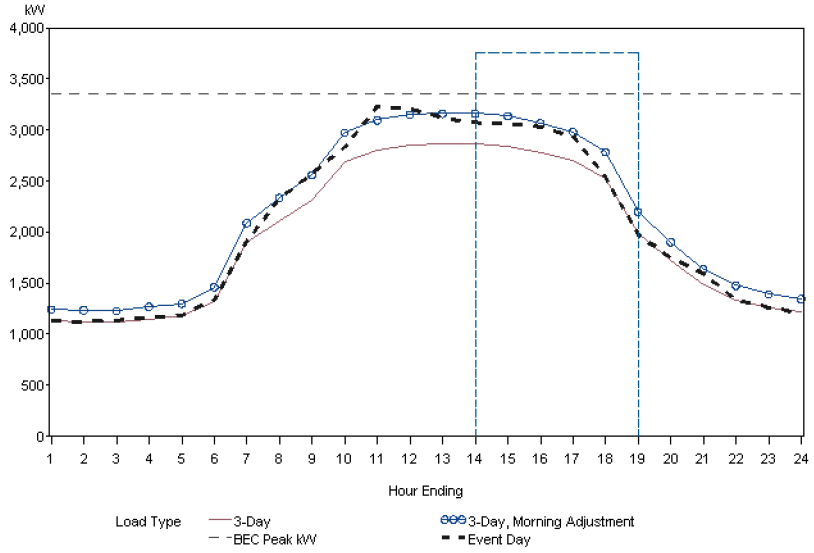
Site: 397, All Events, 13:00 to 19:00



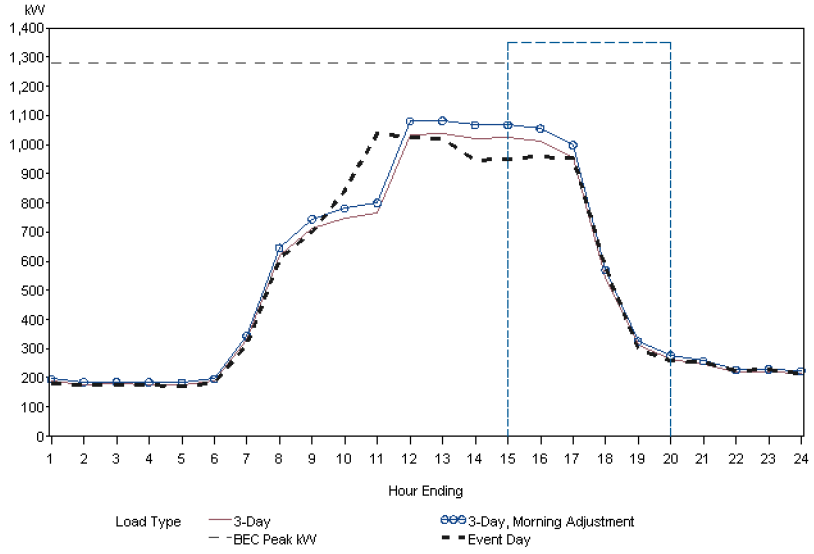
Site: 398, All Events, 13:00 to 19:00



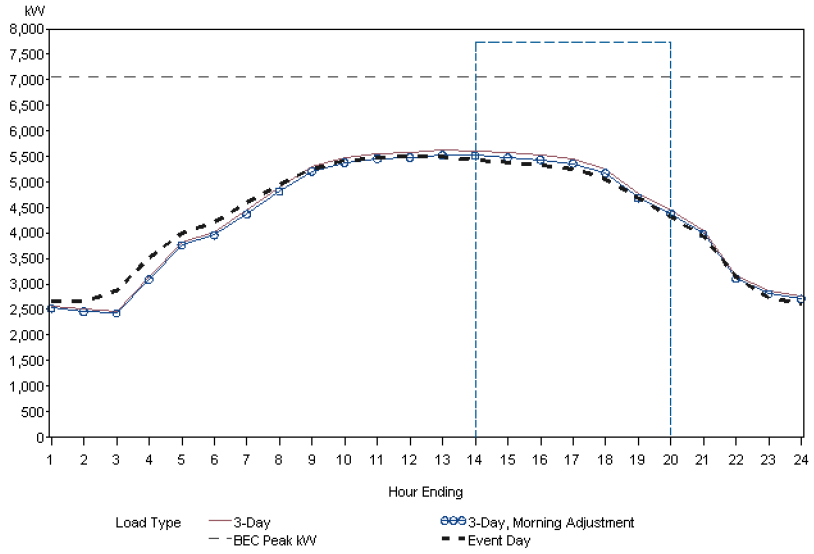
Site: 401, Aug. 30th, 13:00 to 18:00



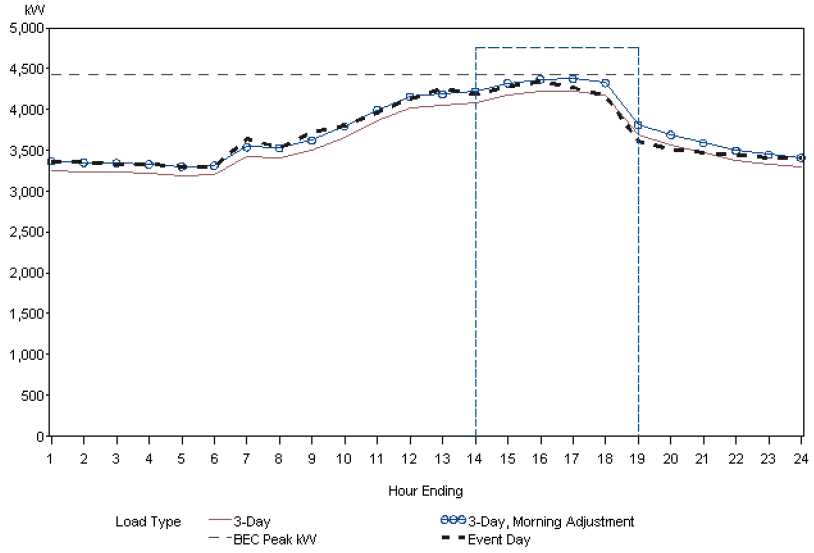
Site: 402, July 5th, 14:00 to 19:00



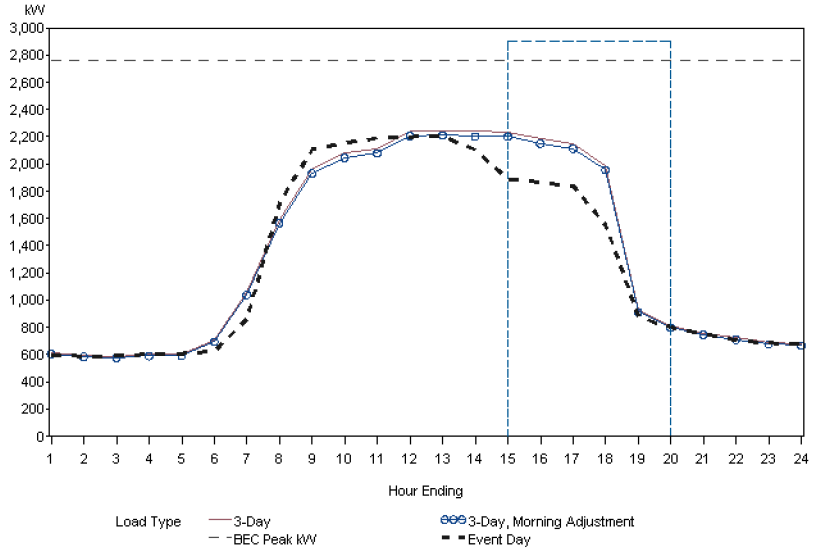
Site: 403, All Events, 13:00 to 19:00



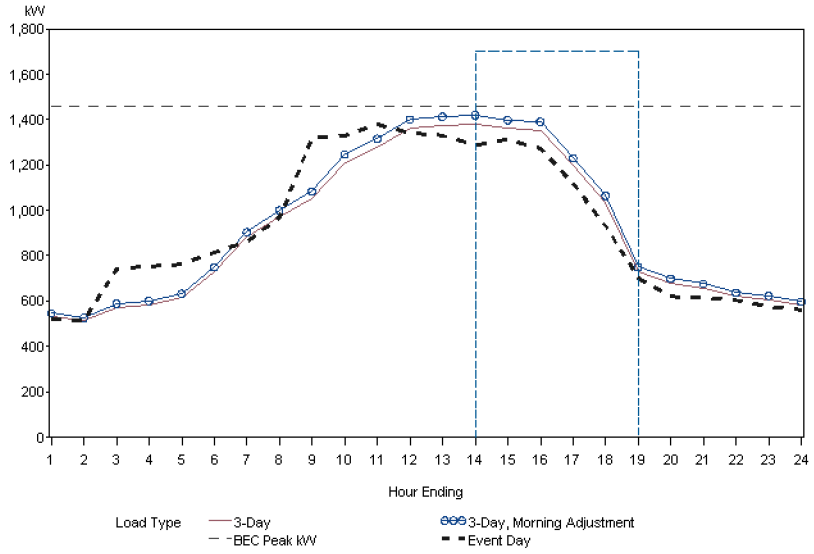
Site: 404, Aug. 30th, 13:00 to 18:00



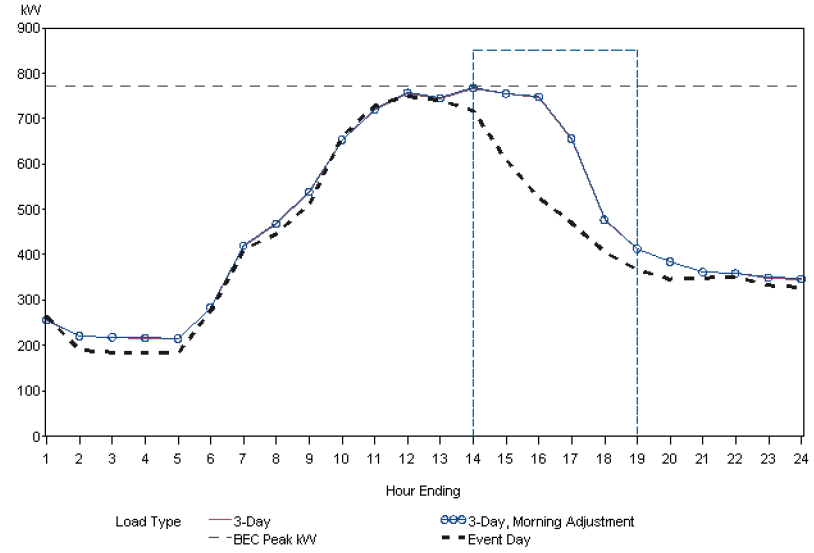
Site: 405, July 5th, 14:00 to 19:00



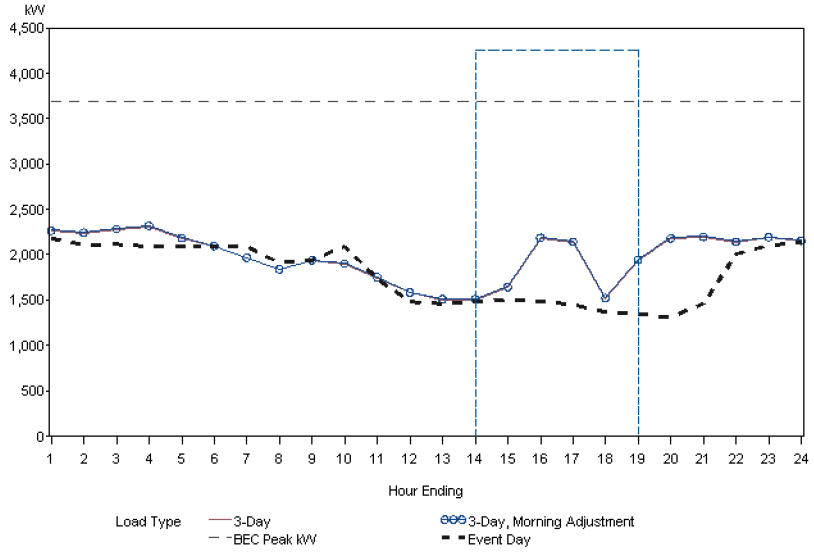
Site: 406, Aug. 30th, 13:00 to 18:00



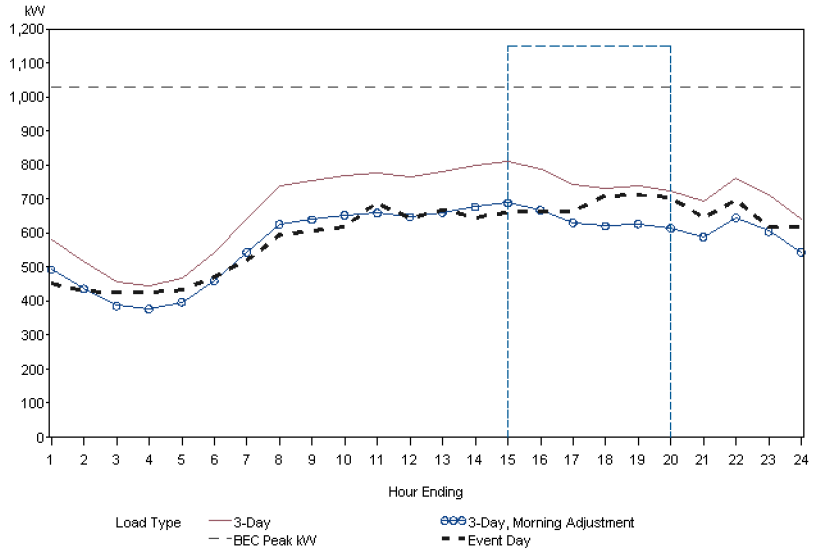
Site: 407, Aug. 29th, 13:00 to 18:00



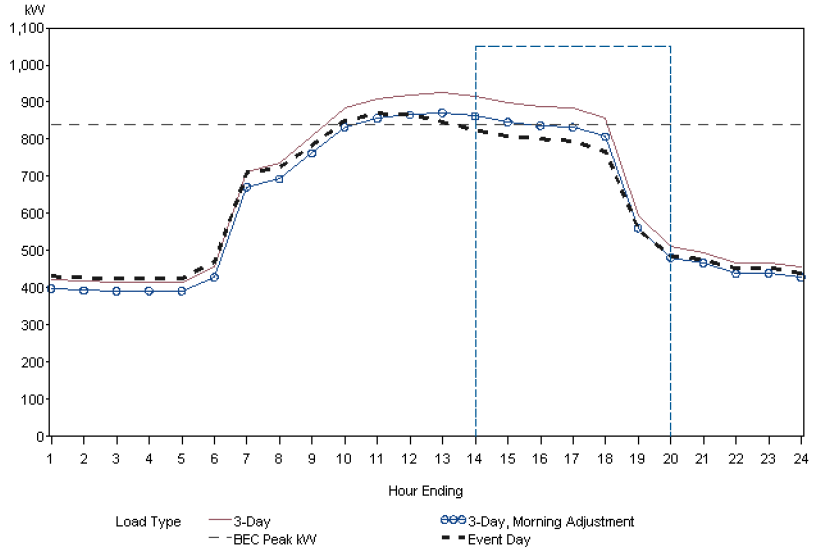
Site: 408, Aug. 29th, 13:00 to 18:00



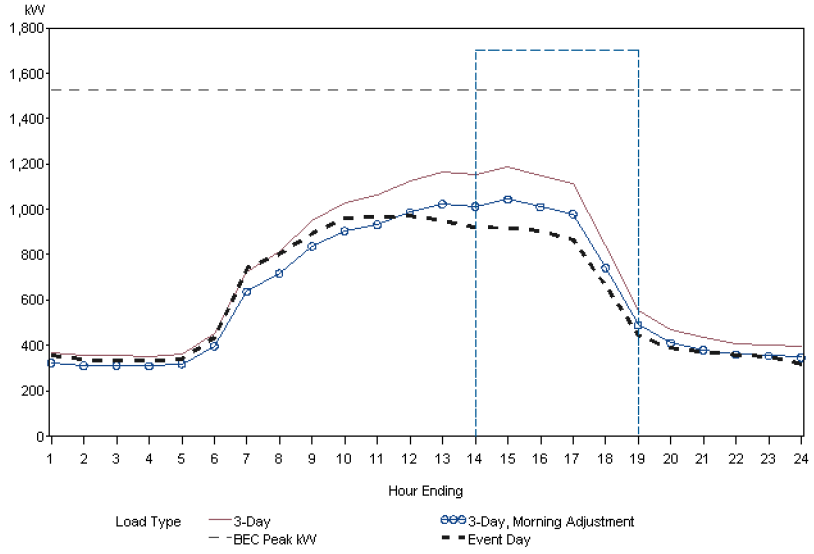
Site: 409, July 5th, 14:00 to 19:00



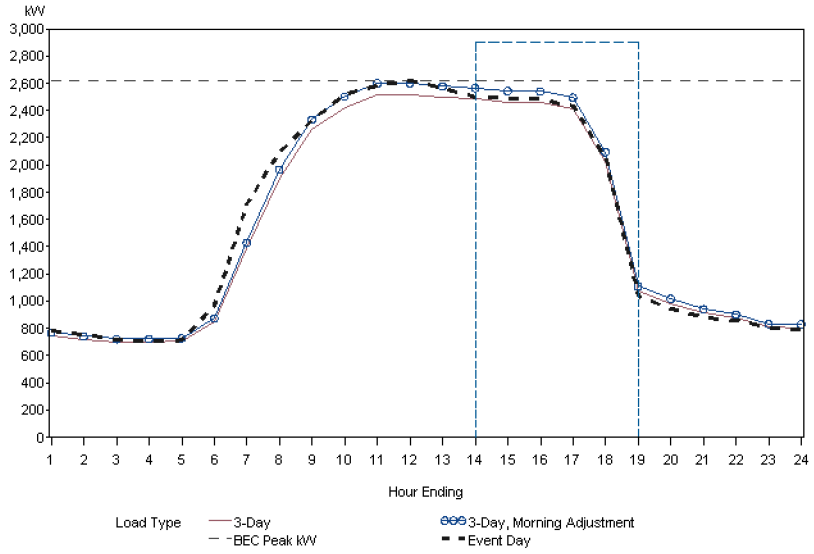
Site: 410, All Events, 13:00 to 19:00



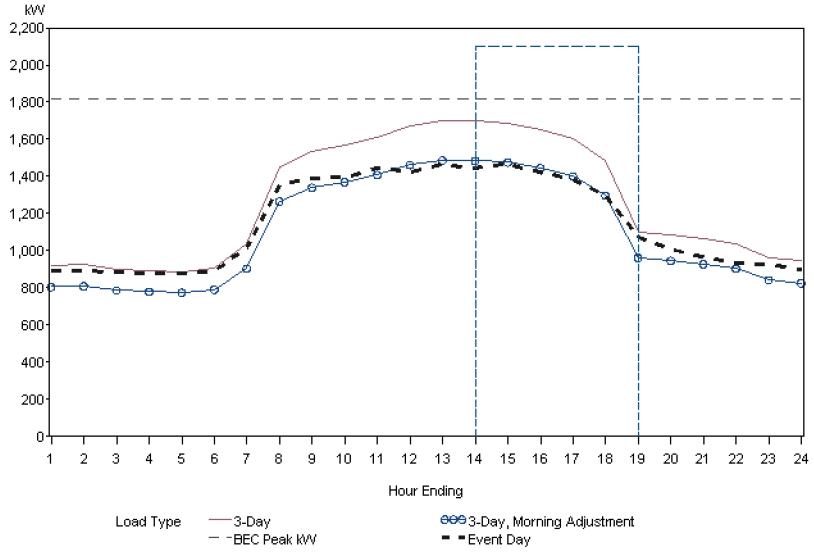
Site: 411, Aug. 31st, 13:00 to 18:00



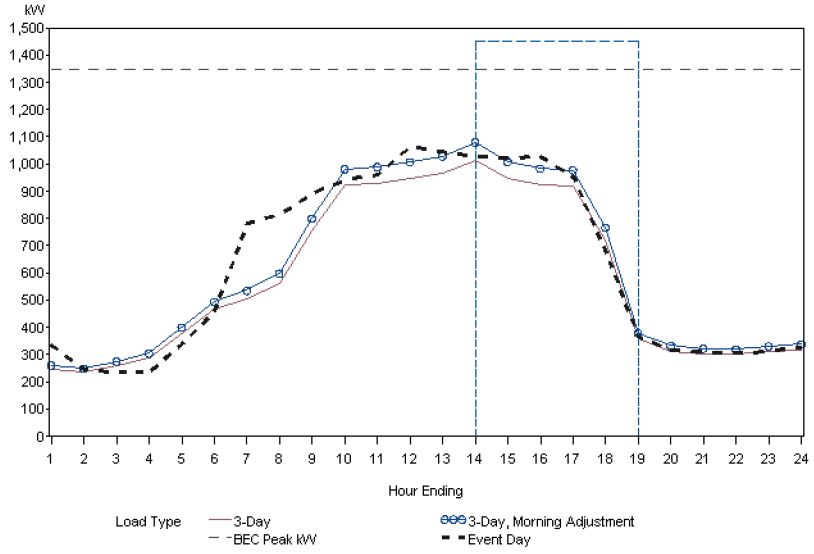
Site: 412, Aug. 30th, 13:00 to 18:00



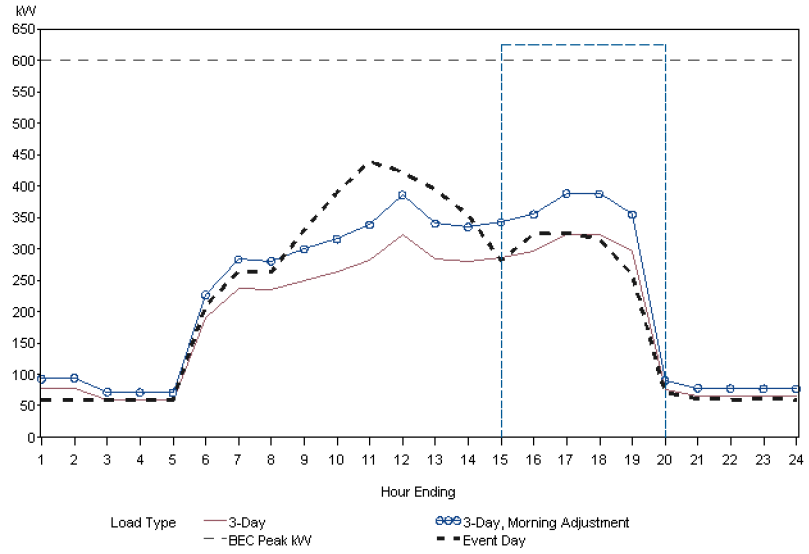
Site: 413, Aug. 29th, 13:00 to 18:00



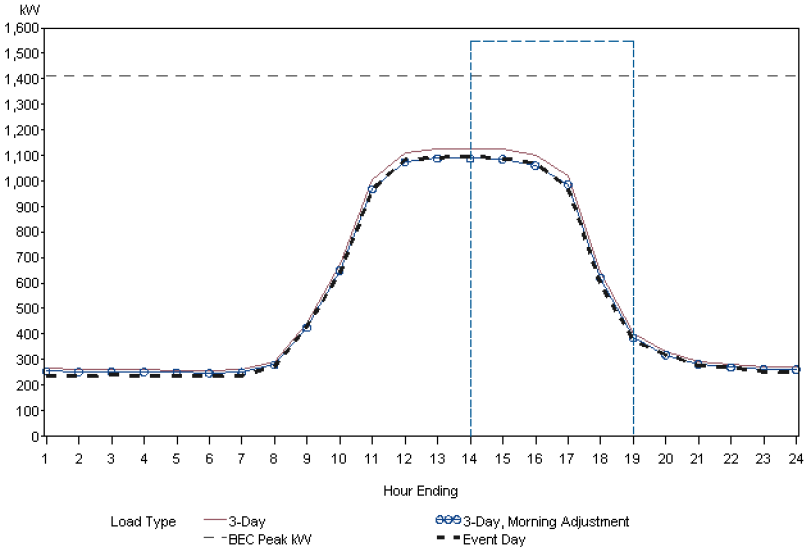
Site: 414, Aug. 30th, 13:00 to 18:00



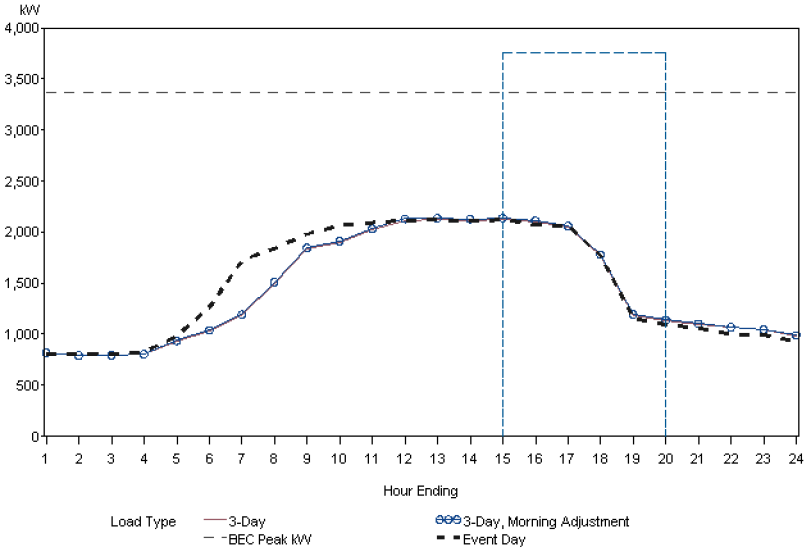
Site: 415, July 5th, 14:00 to 19:00



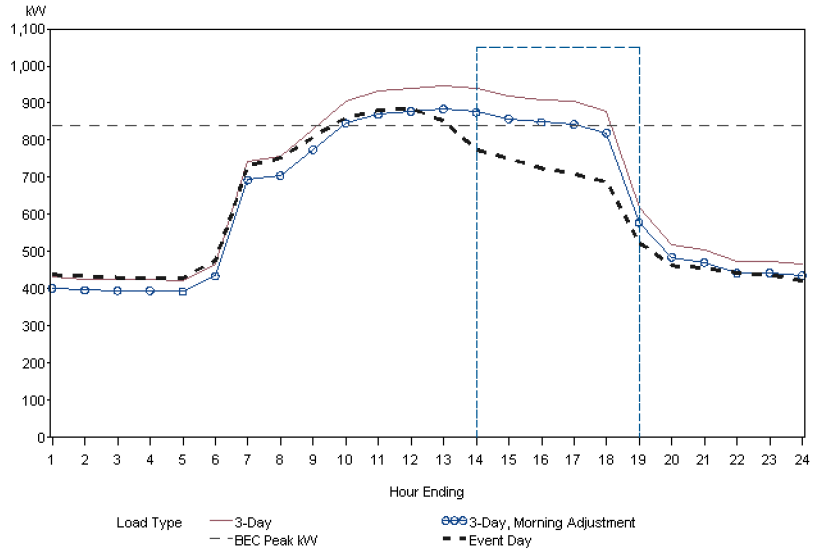
Site: 416, Aug. 30th, 13:00 to 18:00



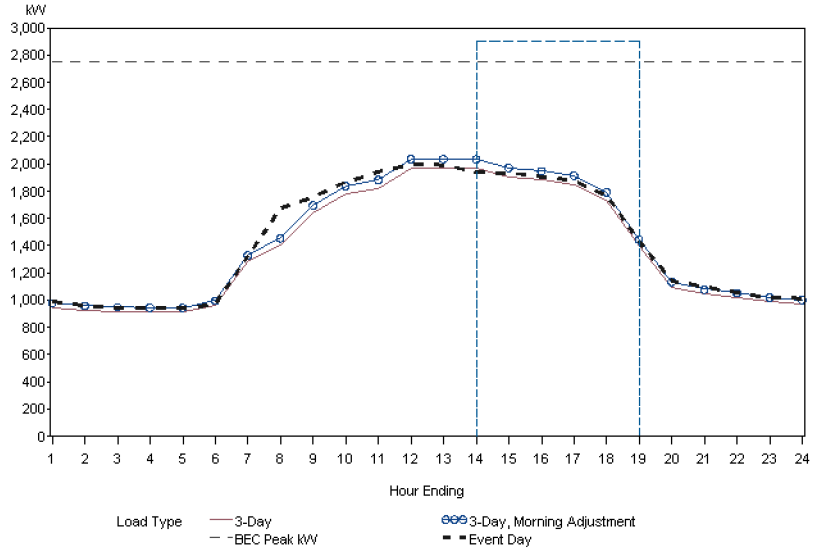
Site: 417, July 5th, 14:00 to 19:00



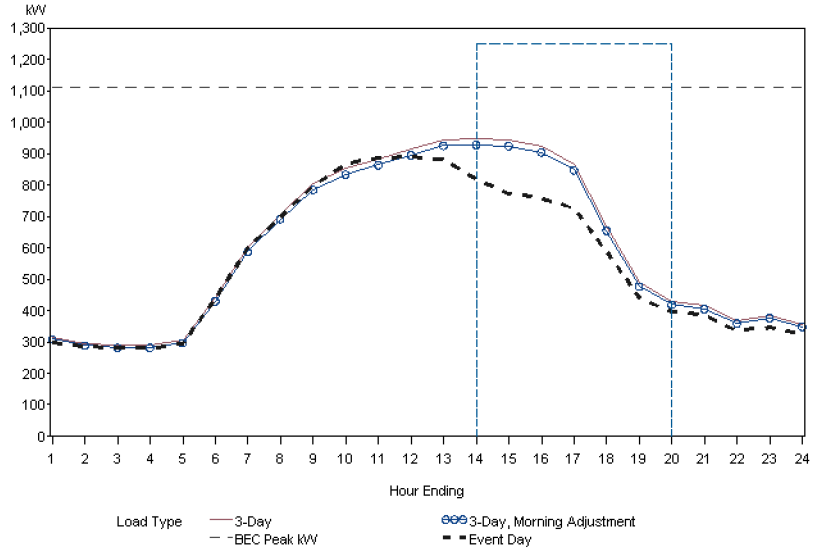
Site: 418, Aug. 31st, 13:00 to 18:00



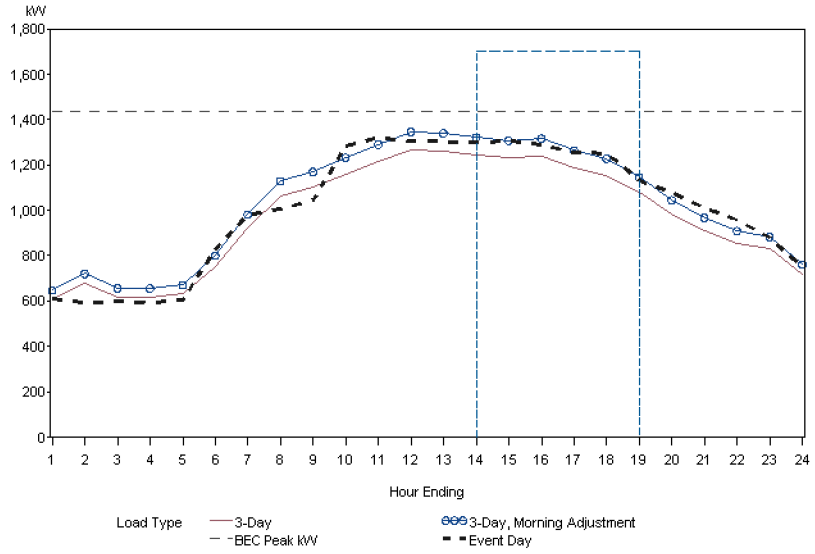
Site: 419, Aug. 30th, 13:00 to 18:00



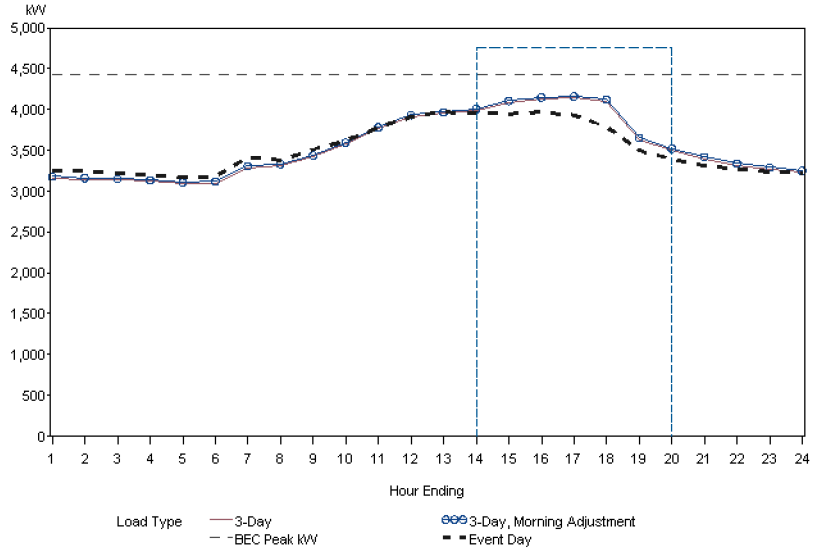
Site: 420, All Events, 13:00 to 19:00



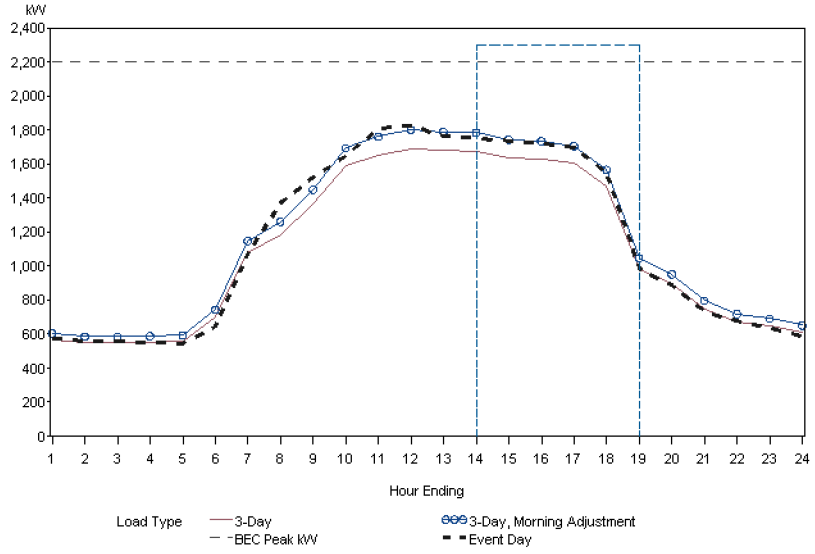
Site: 421, Aug. 29th, 13:00 to 18:00



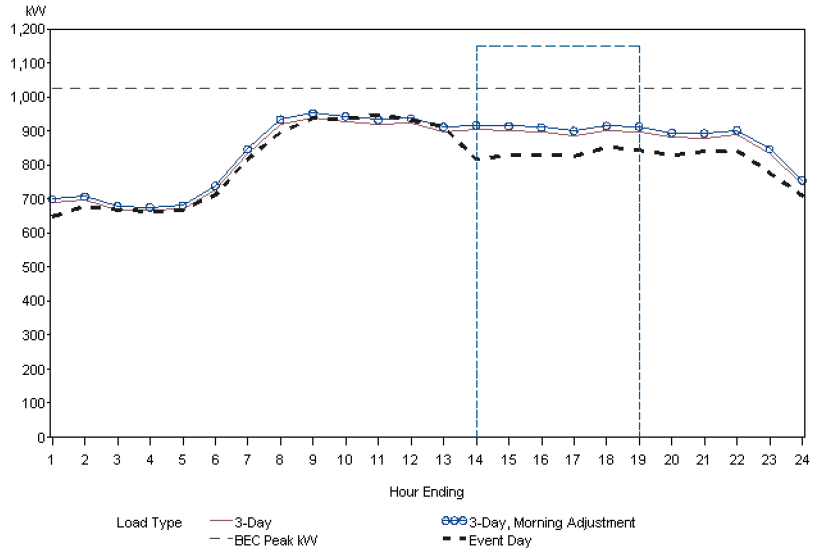
Site: 422, All Events, 13:00 to 19:00



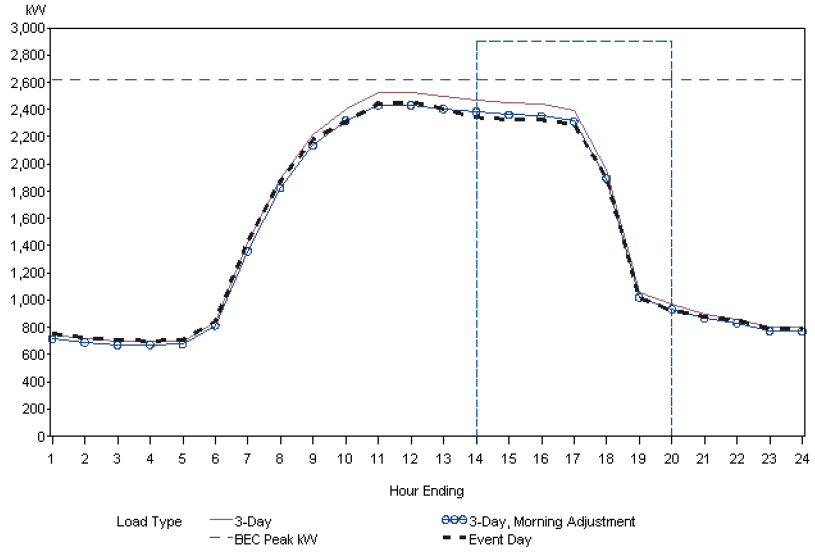
Site: 423, Aug. 29th, 13:00 to 18:00



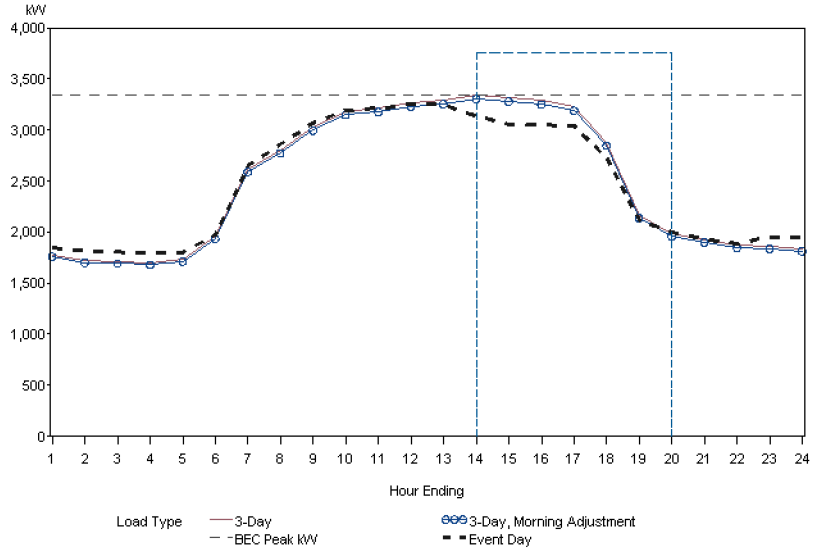
Site: 424, Aug. 29th, 13:00 to 18:00



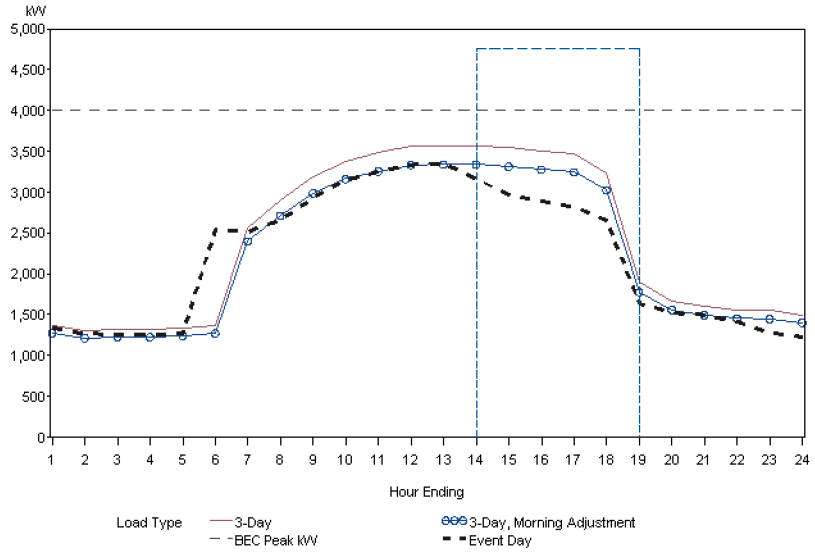
Site: 425, All Events, 13:00 to 19:00



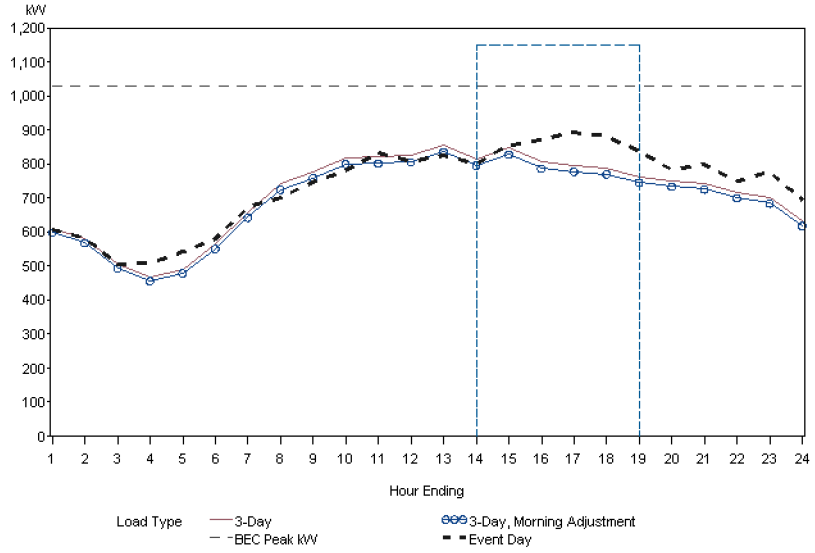
Site: 426, All Events, 13:00 to 19:00



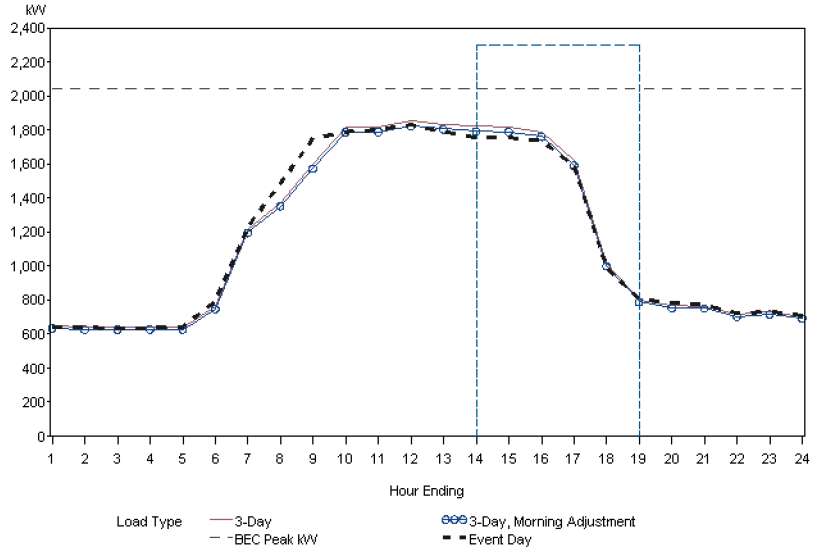
Site: 427, Aug. 31st, 13:00 to 18:00



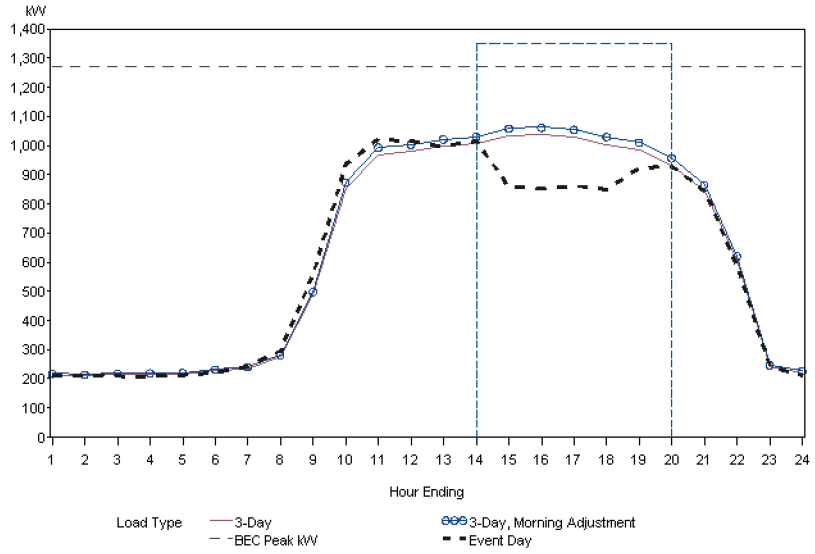
Site: 428, Aug. 31st, 13:00 to 18:00



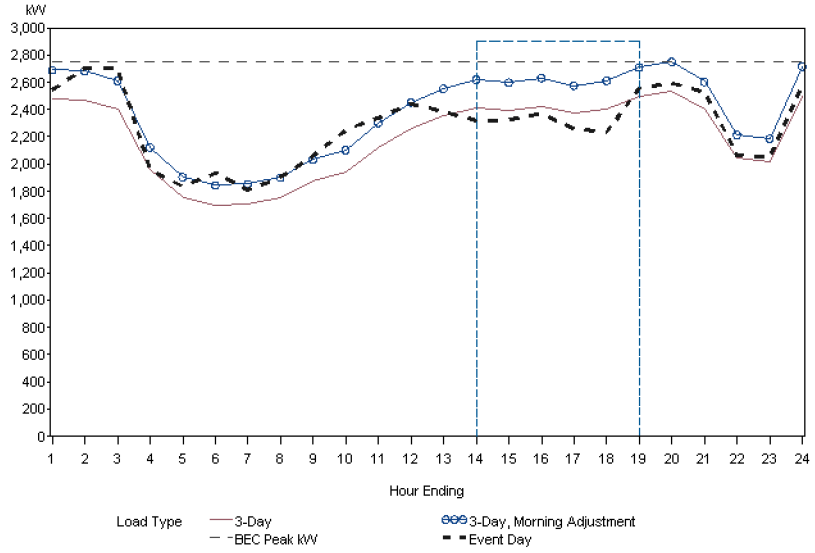
Site: 429, Aug. 30th, 13:00 to 18:00



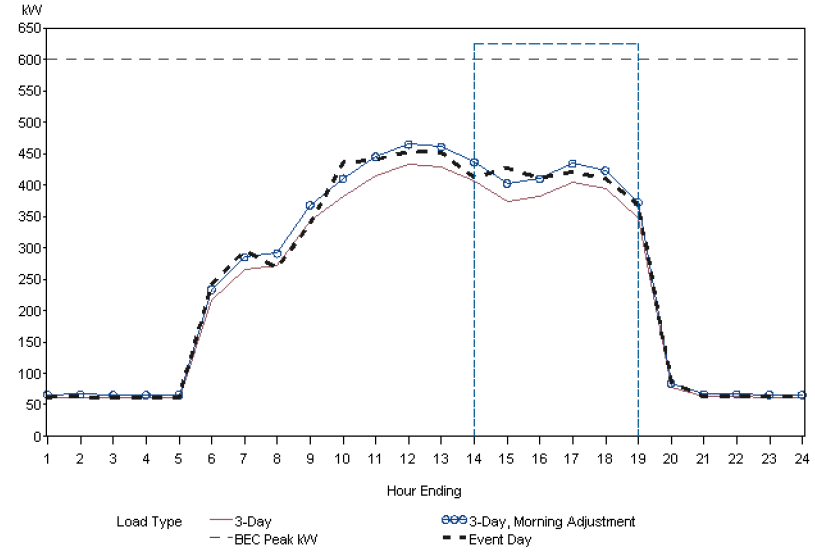
Site: 430, All Events, 13:00 to 19:00



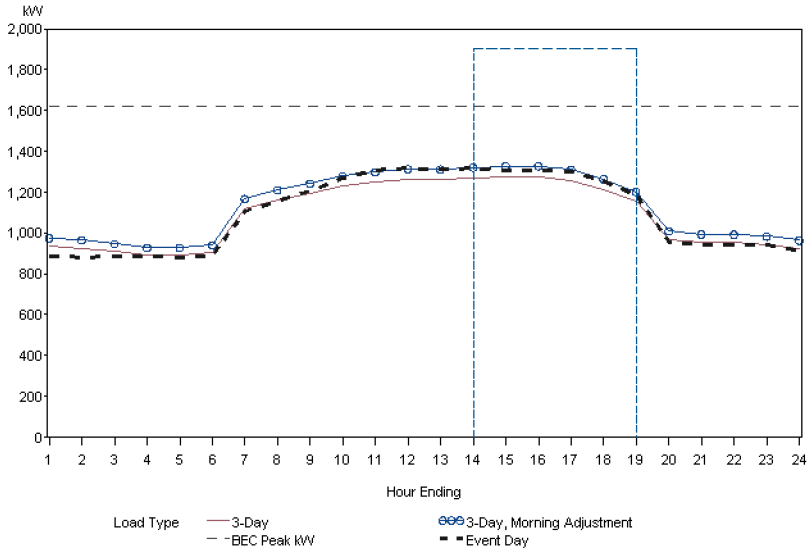
Site: 431, Aug. 29th, 13:00 to 18:00



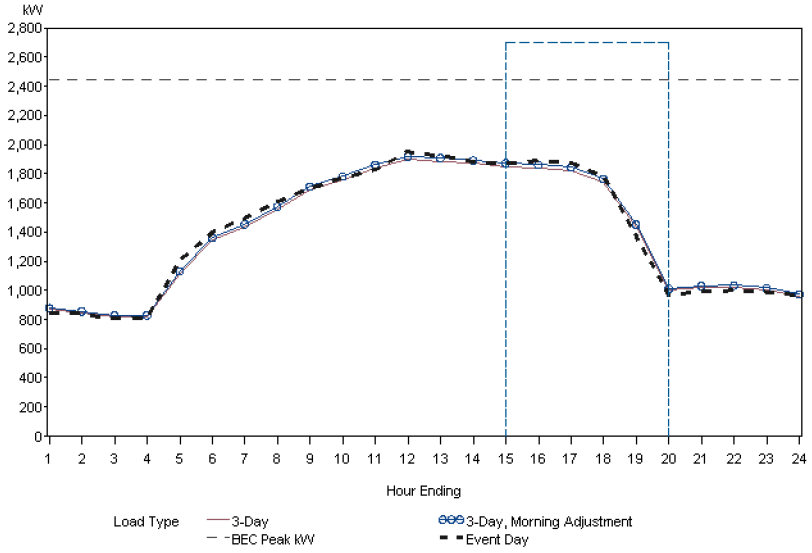
Site: 432, Aug. 29th, 13:00 to 18:00



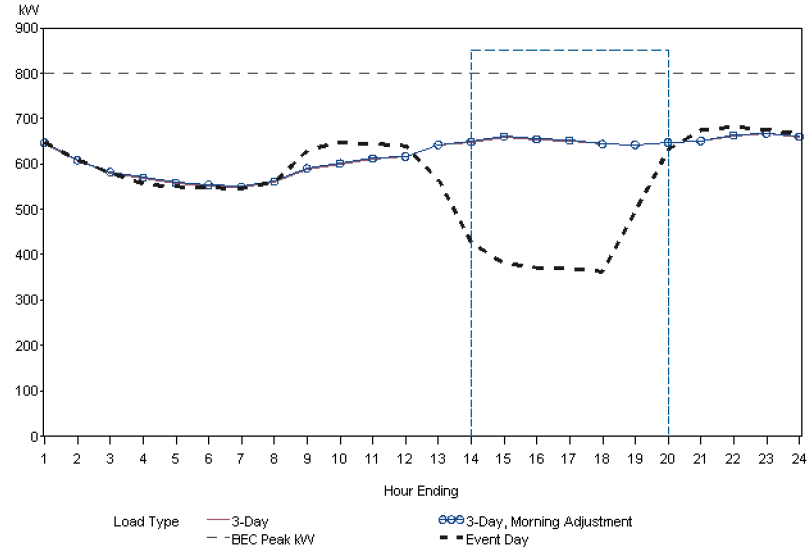
Site: 433, Aug. 29th, 13:00 to 18:00



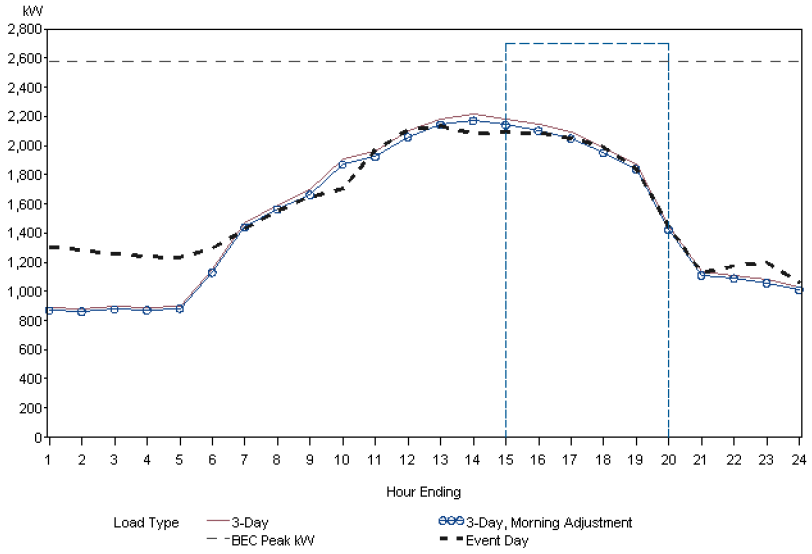
Site: 434, July 5th, 14:00 to 19:00



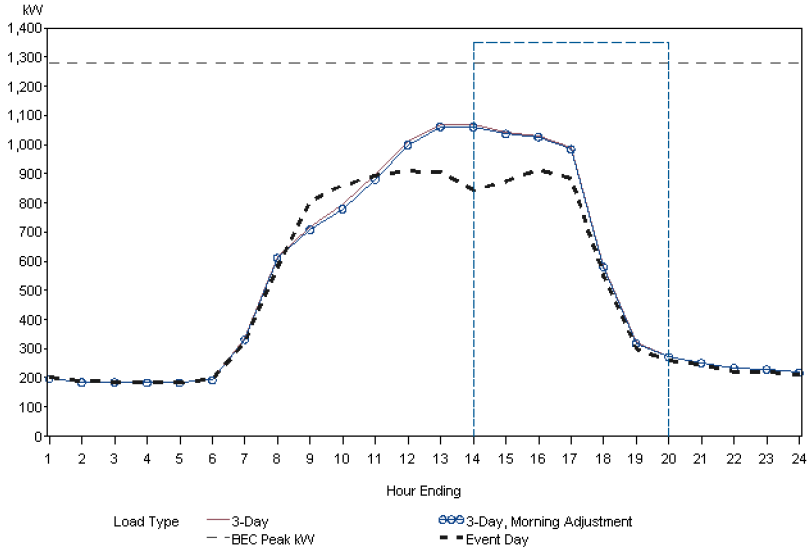
Site: 435, All Events, 13:00 to 19:00



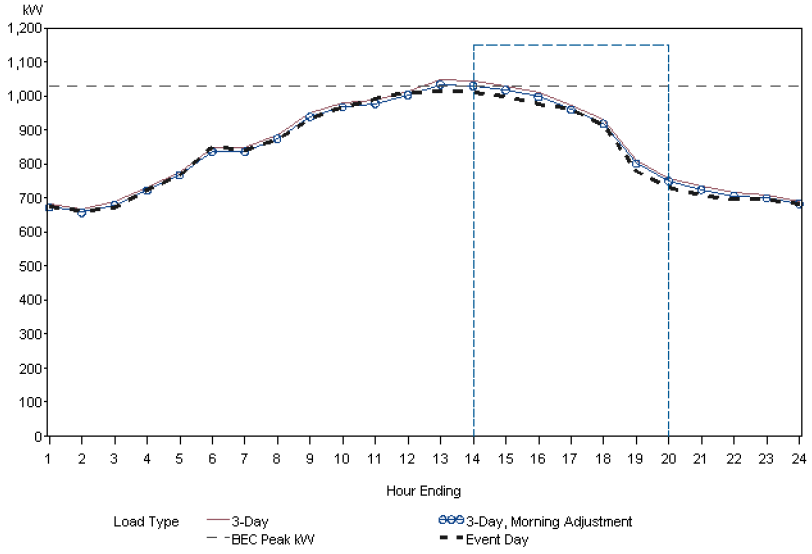
Site: 436, July 5th, 14:00 to 19:00



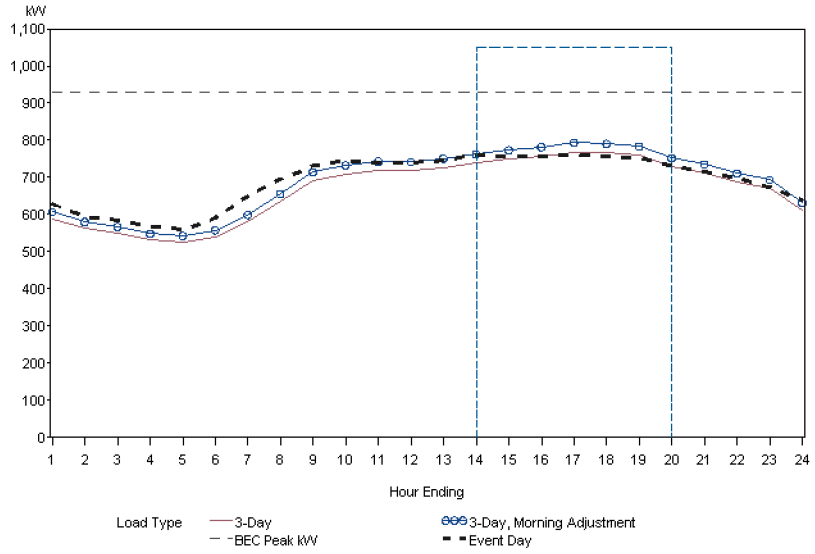
Site: 437, All Events, 13:00 to 19:00



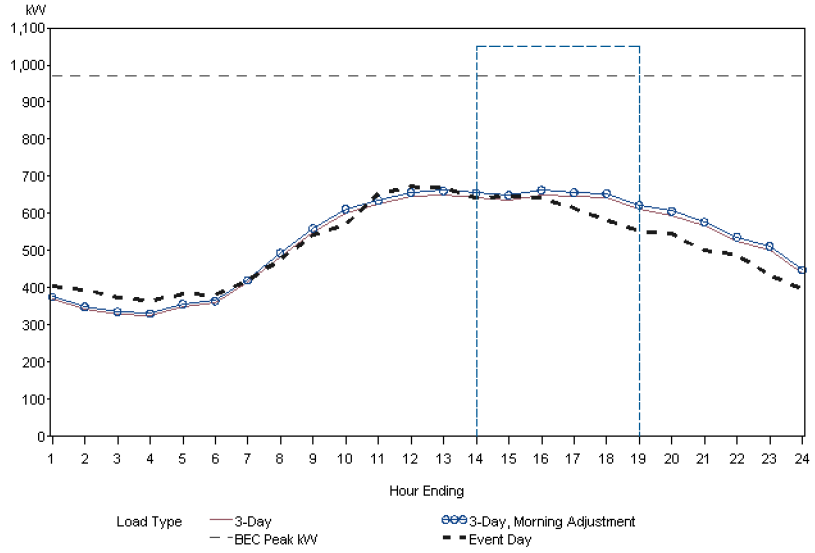
Site: 438, All Events, 13:00 to 19:00



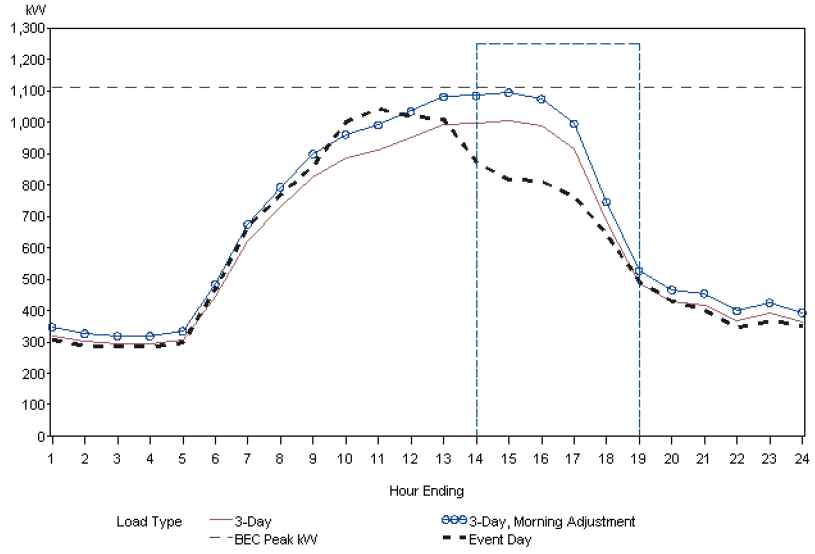
Site: 439, All Events, 13:00 to 19:00



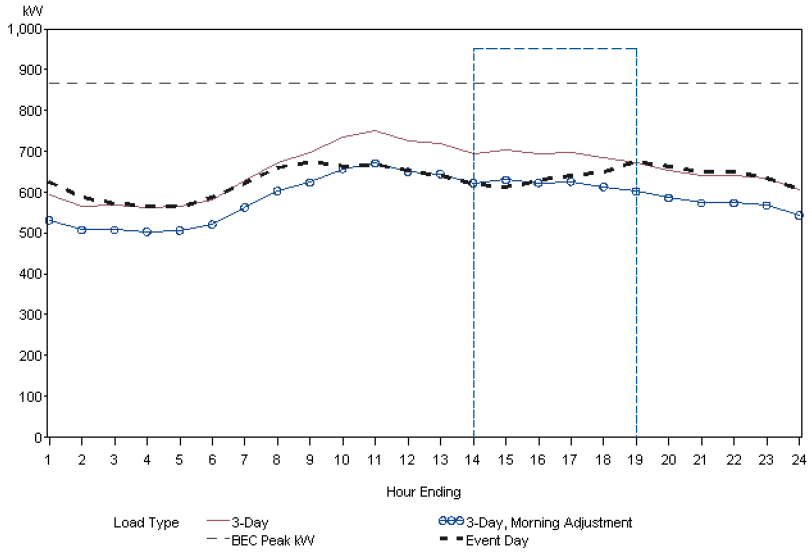
Site: 440, Aug. 31st, 13:00 to 18:00



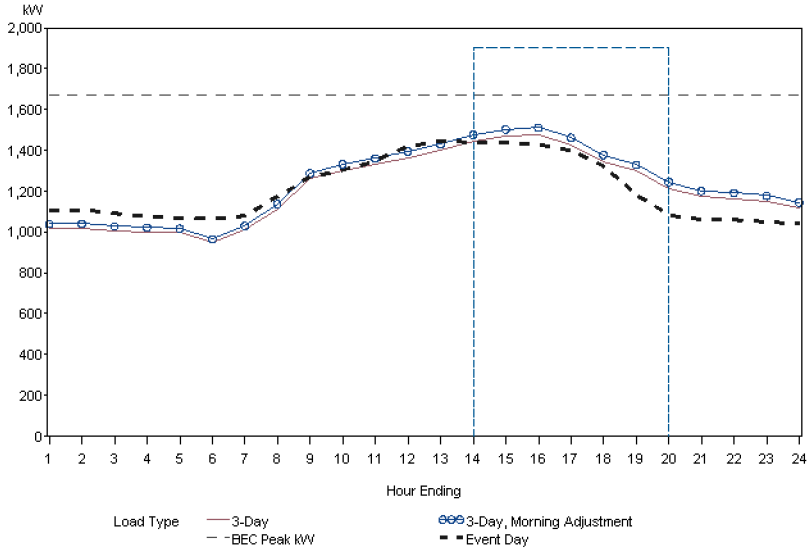
Site: 441, Aug. 29th, 13:00 to 18:00



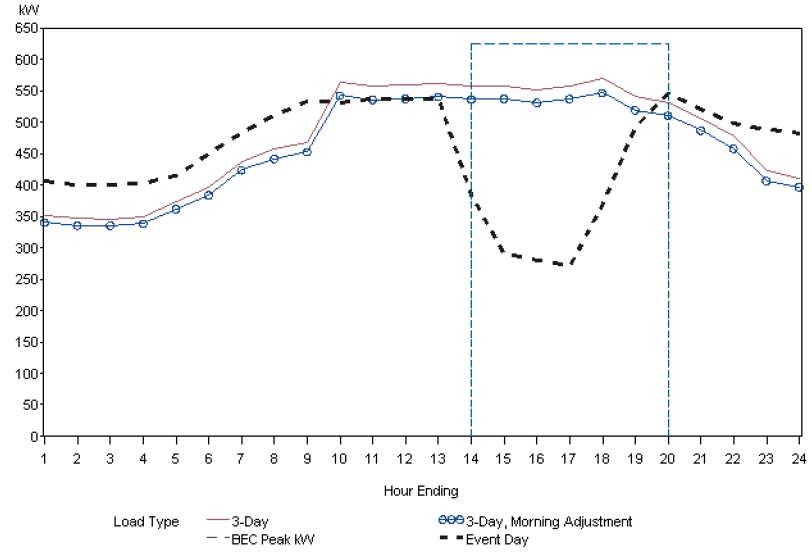
Site: 442, Aug. 31st, 13:00 to 18:00



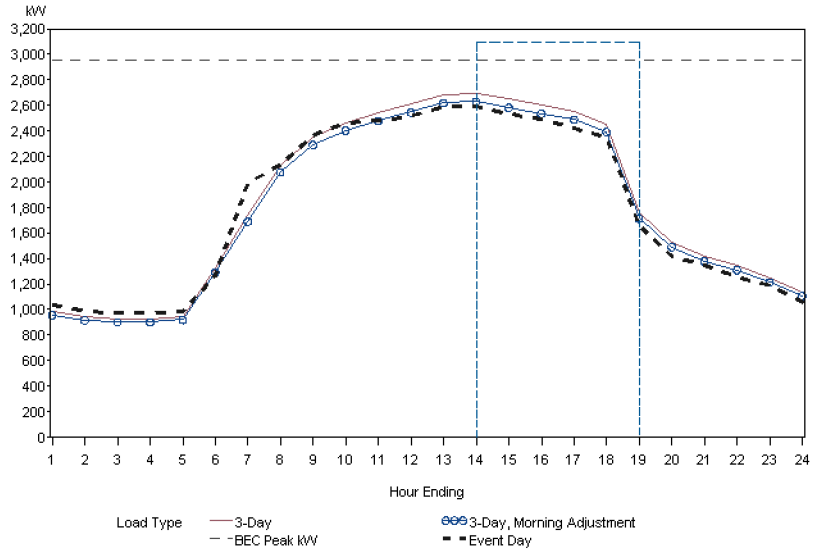
Site: 443, All Events, 13:00 to 19:00



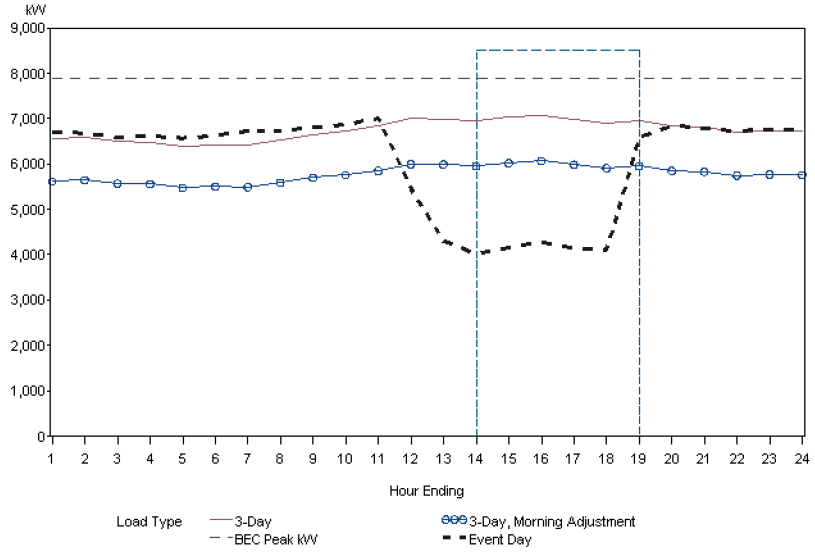
Site: 444, All Events, 13:00 to 19:00



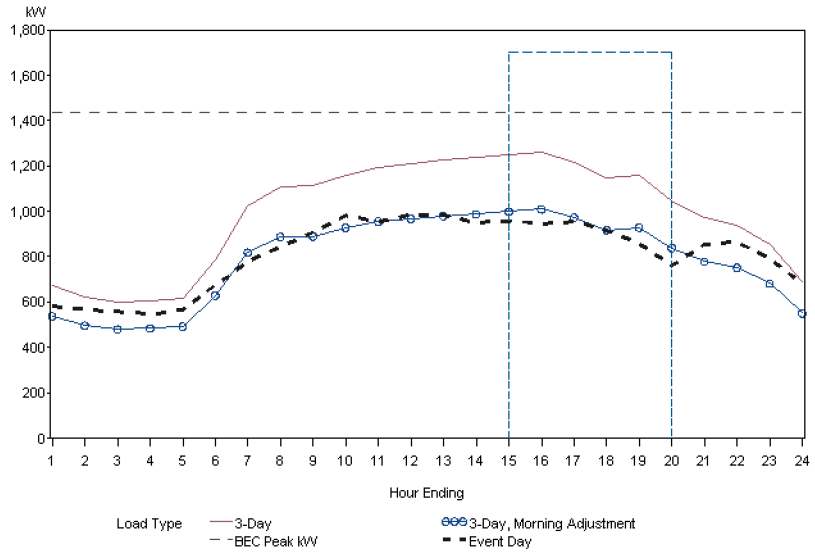
Site: 445, Aug. 31st, 13:00 to 18:00



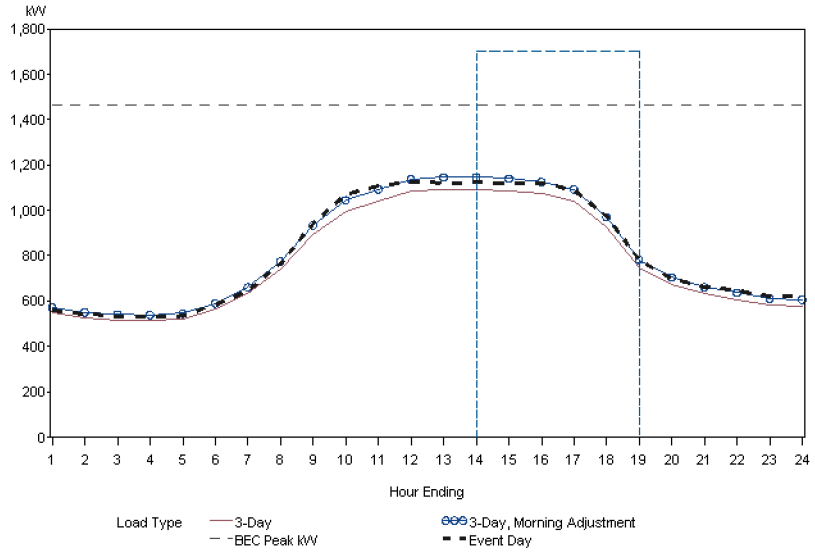
Site: 446, Aug. 29th, 13:00 to 18:00



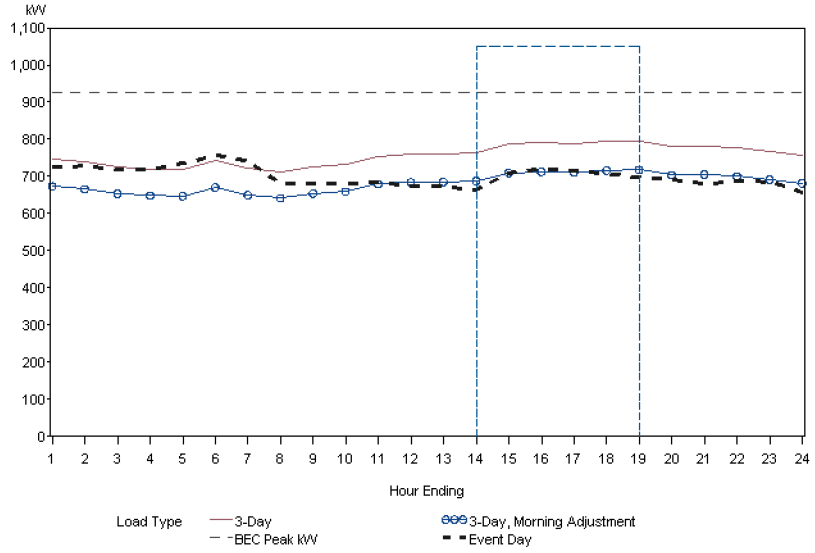
Site: 447, July 5th, 14:00 to 19:00



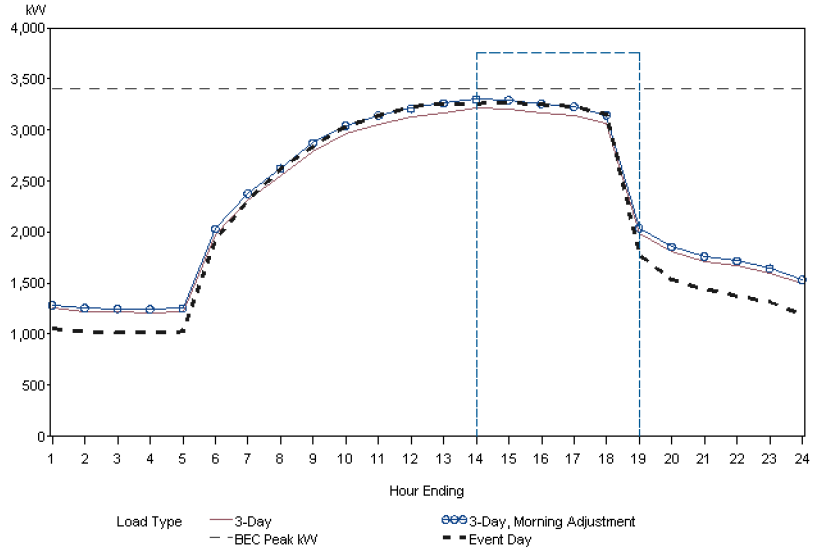
Site: 448, Aug. 30th, 13:00 to 18:00



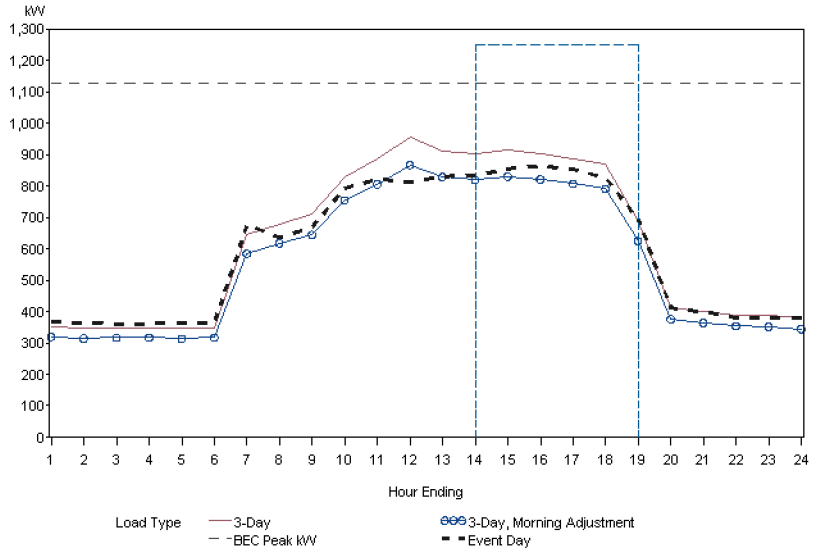
Site: 449, Aug. 31st, 13:00 to 18:00



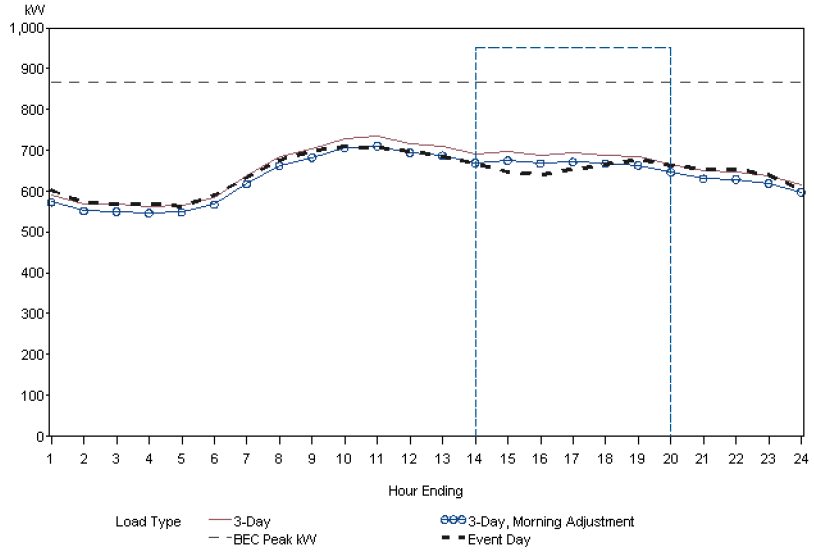
Site: 450, Aug. 29th, 13:00 to 18:00



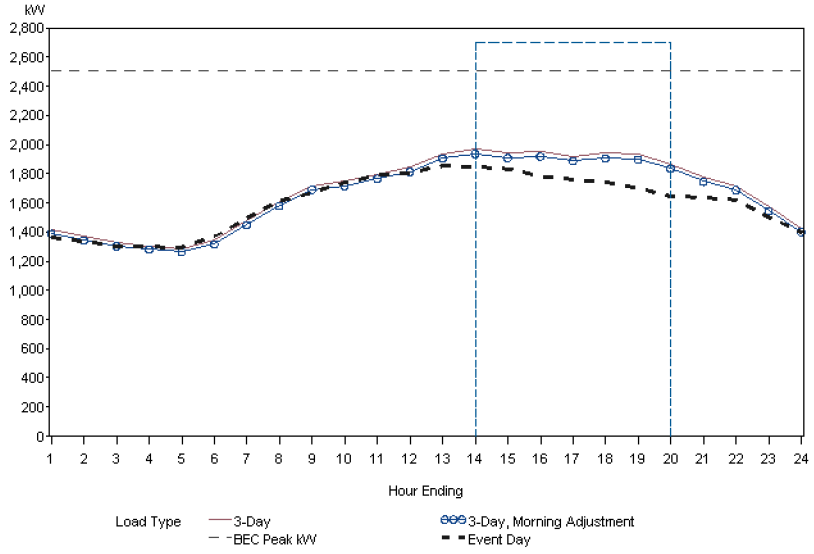
Site: 451, Aug. 30th, 13:00 to 18:00



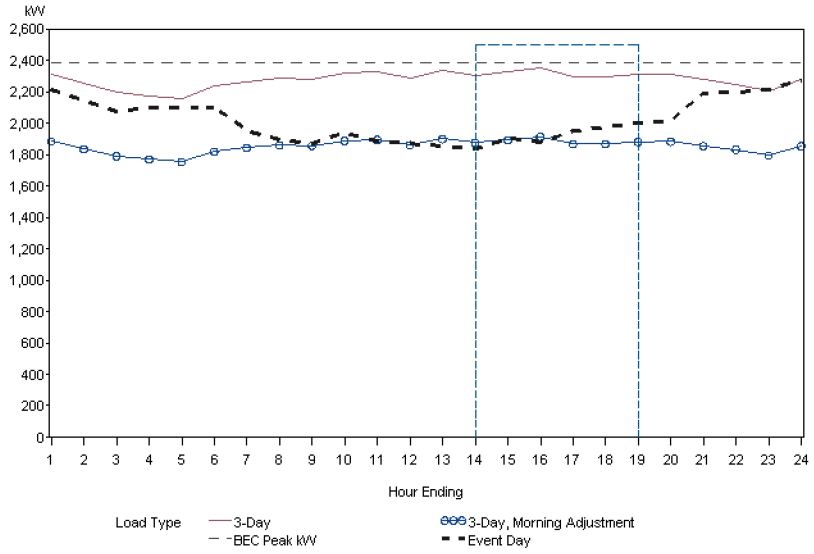
Site: 452, All Events, 13:00 to 19:00



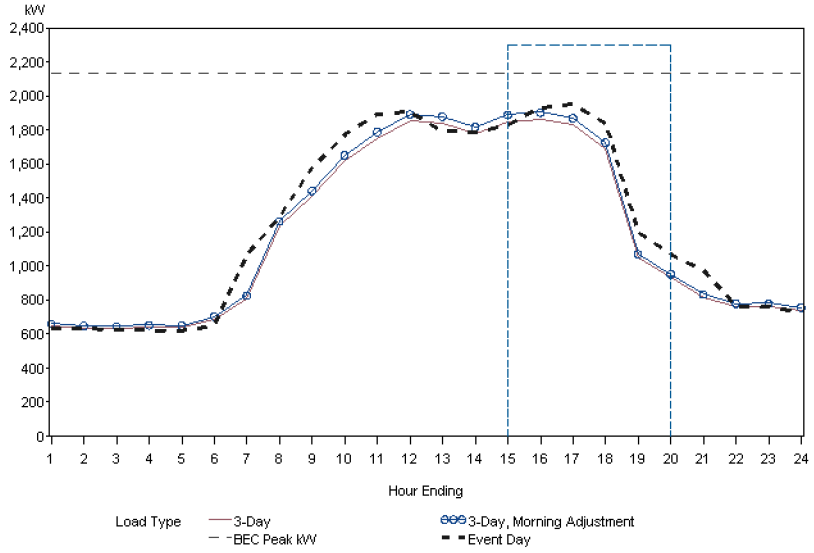
Site: 453, All Events, 13:00 to 19:00



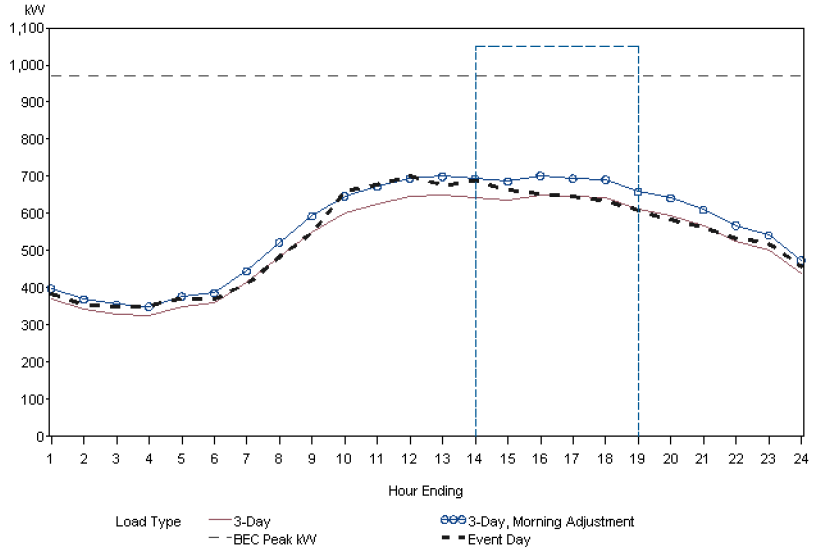
Site: 454, Aug. 31st, 13:00 to 18:00



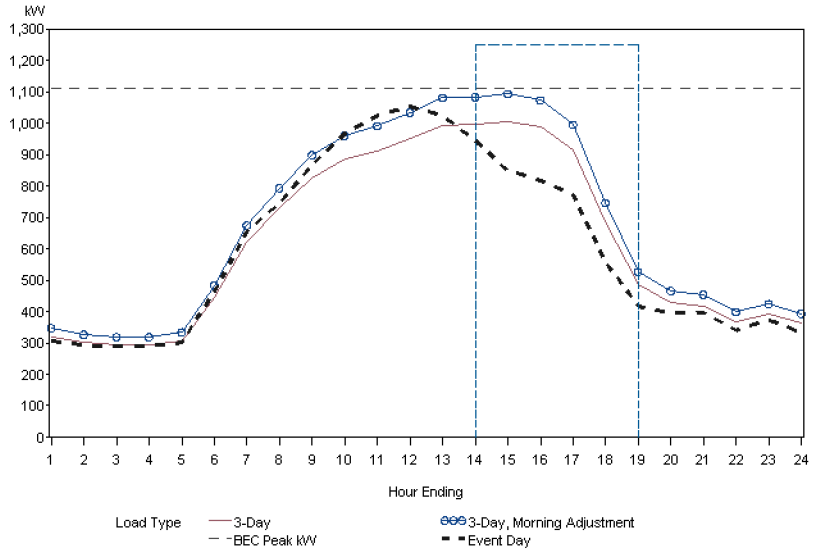
Site: 455, July 5th, 14:00 to 19:00



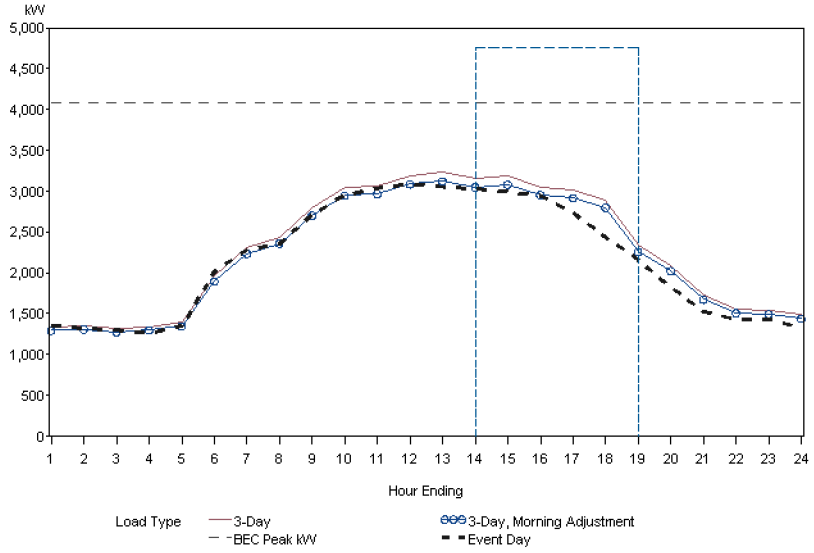
Site: 456, Aug. 30th, 13:00 to 18:00



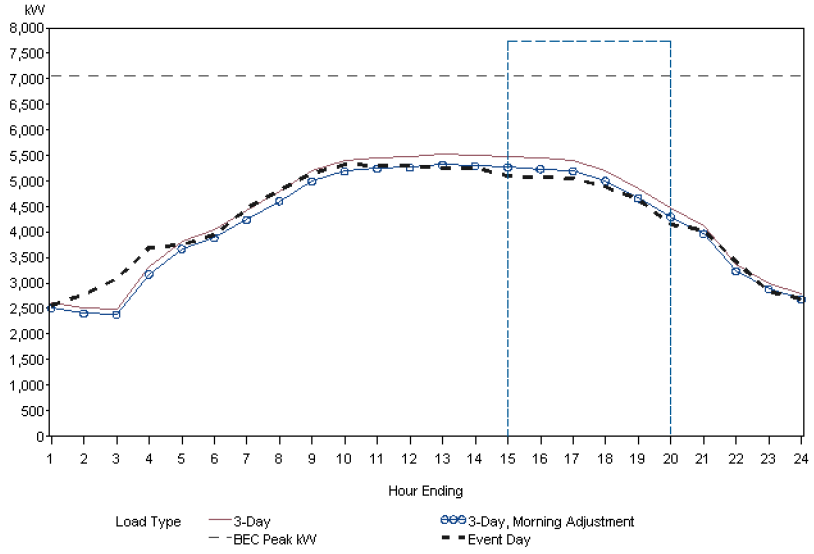
Site: 457, Aug. 30th, 13:00 to 18:00



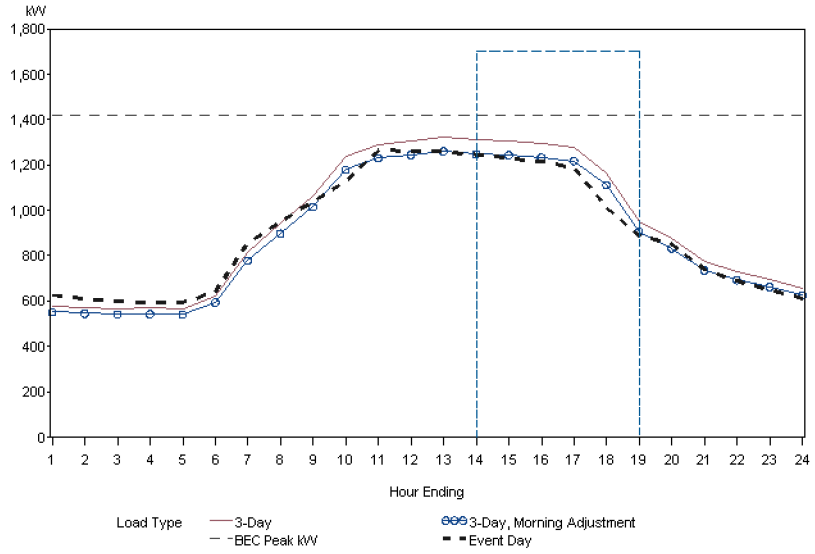
Site: 458, Aug. 31st, 13:00 to 18:00



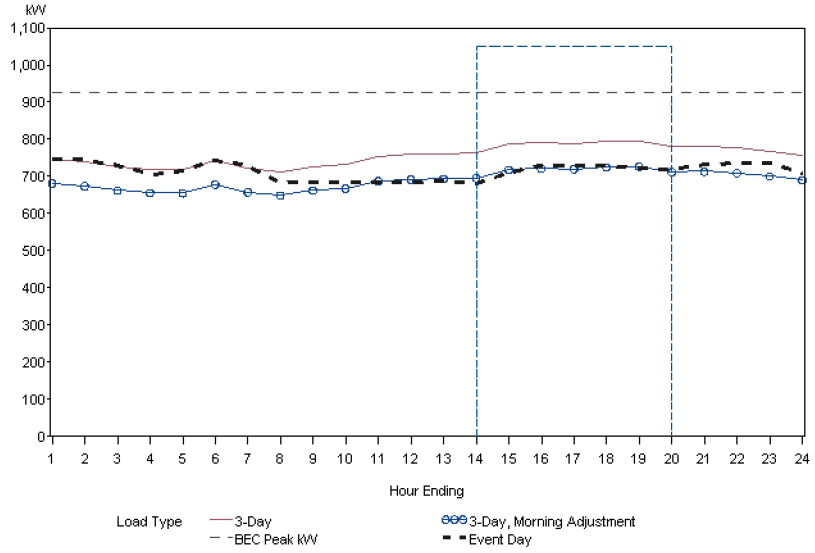
Site: 459, July 5th, 14:00 to 19:00



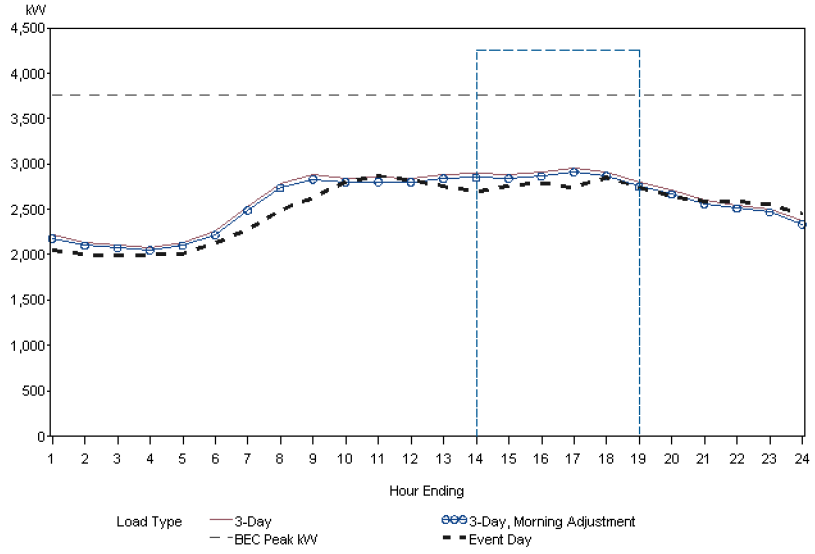
Site: 460, Aug. 31st, 13:00 to 18:00



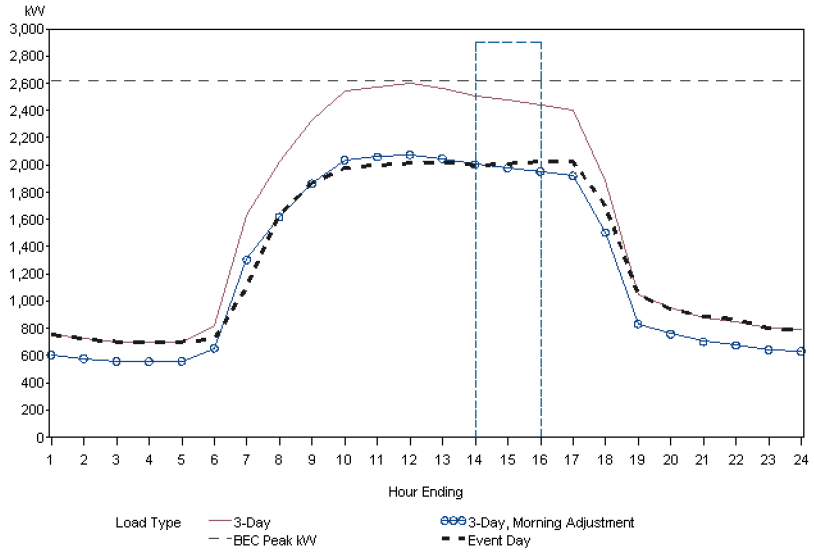
Site: 461, All Events, 13:00 to 19:00



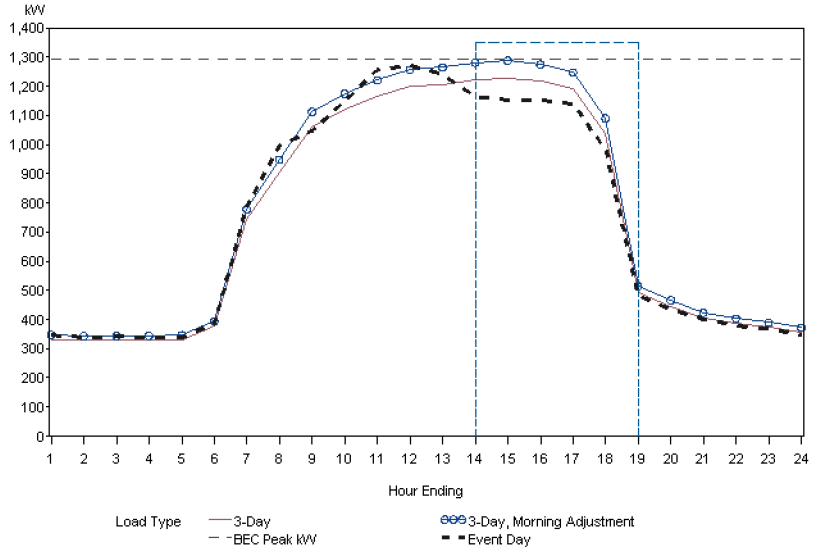
Site: 462, Aug. 30th, 13:00 to 18:00



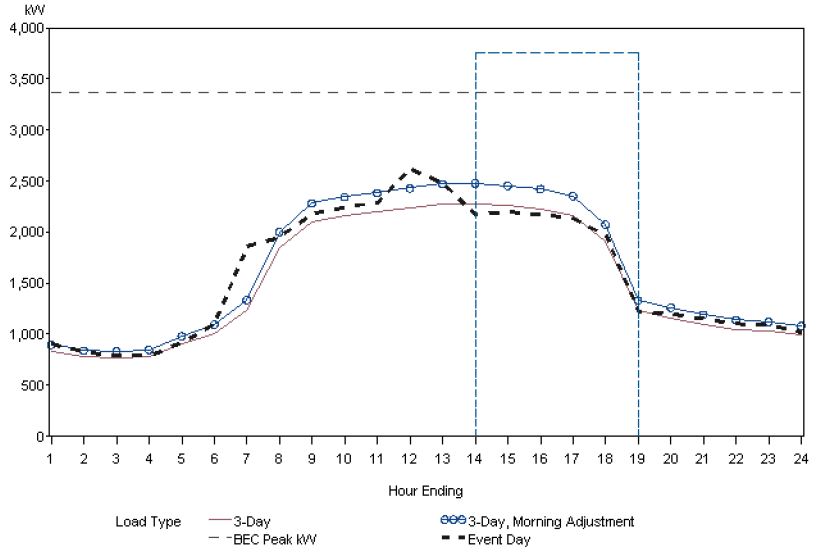
Site: 463, June 20th, 13:00 to 15:00



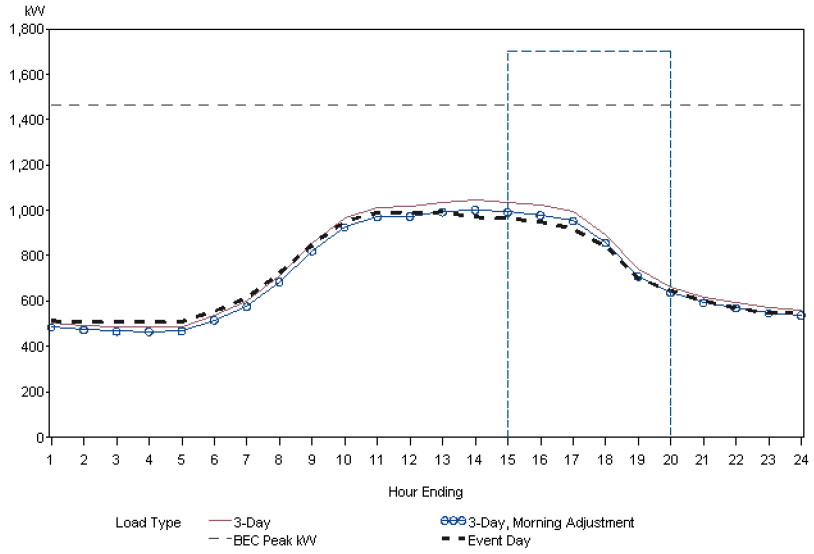
Site: 464, Aug. 29th, 13:00 to 18:00



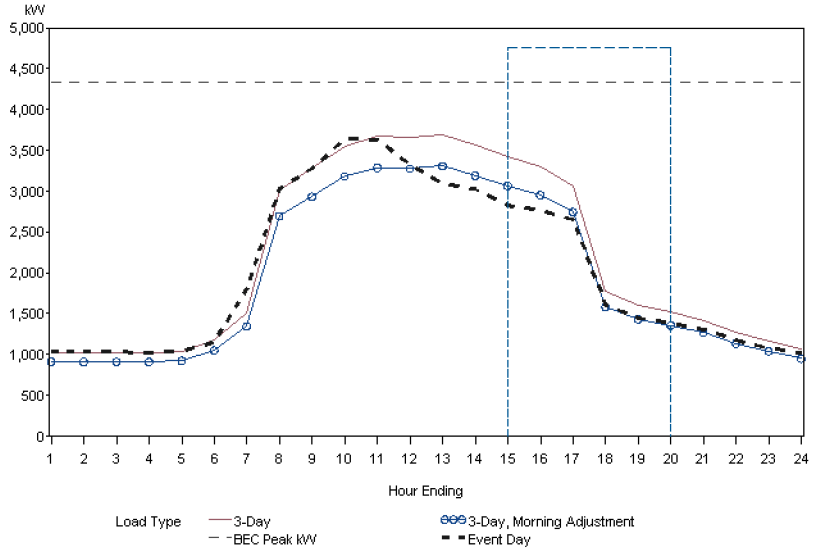
Site: 465, Aug. 30th, 13:00 to 18:00



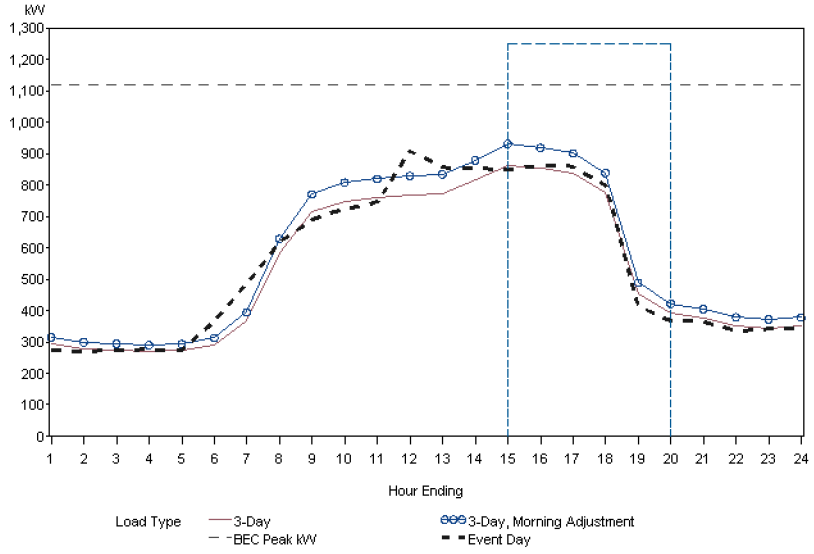
Site: 466, July 5th, 14:00 to 19:00



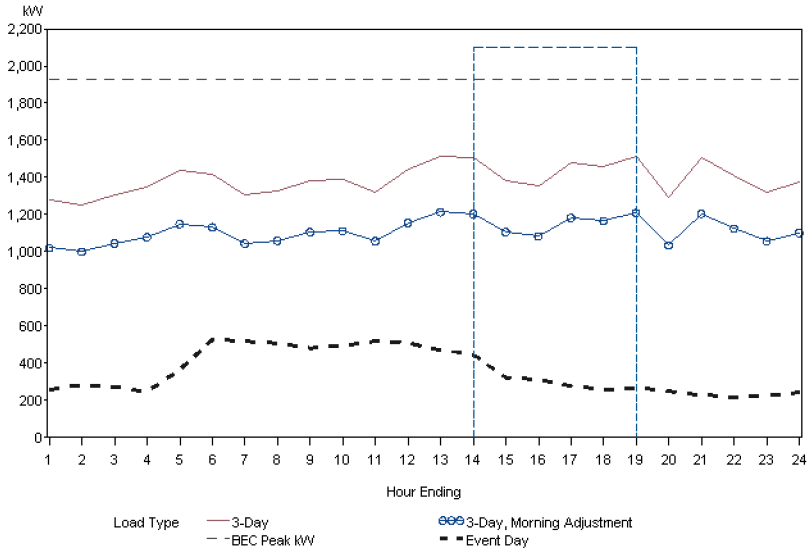
Site: 467, July 5th, 14:00 to 19:00



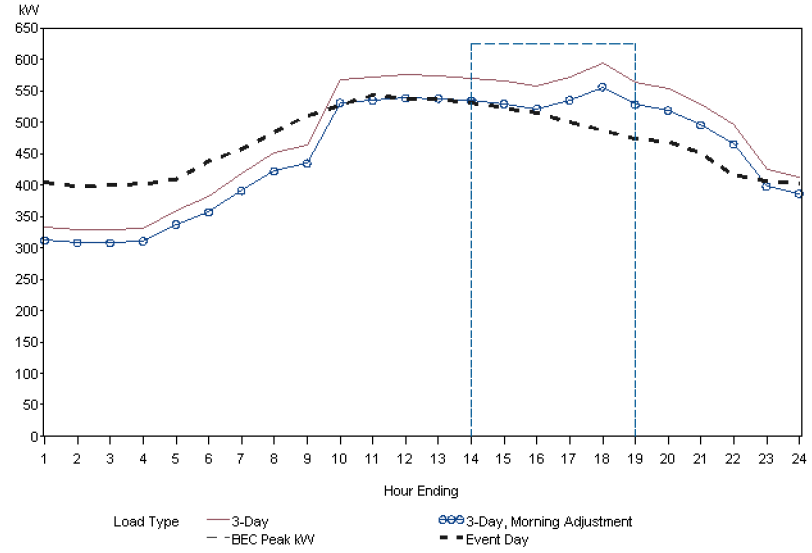
Site: 468, July 5th, 14:00 to 19:00



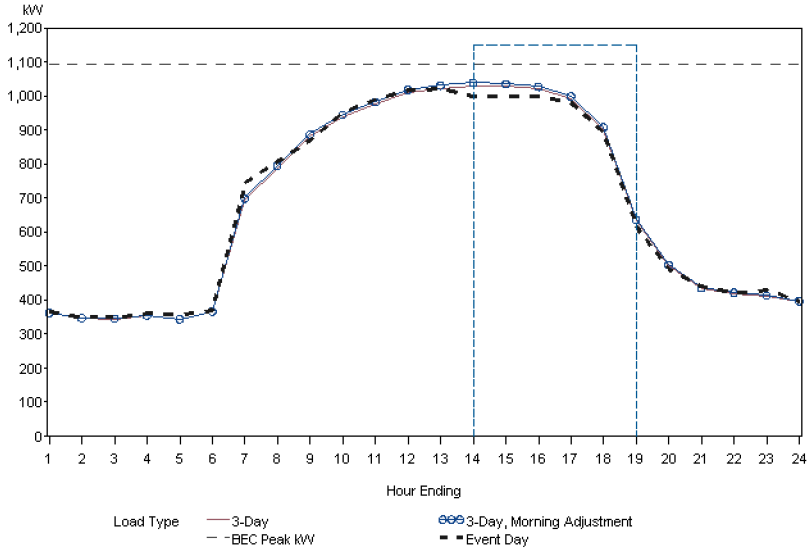
Site: 469, Aug. 31st, 13:00 to 18:00



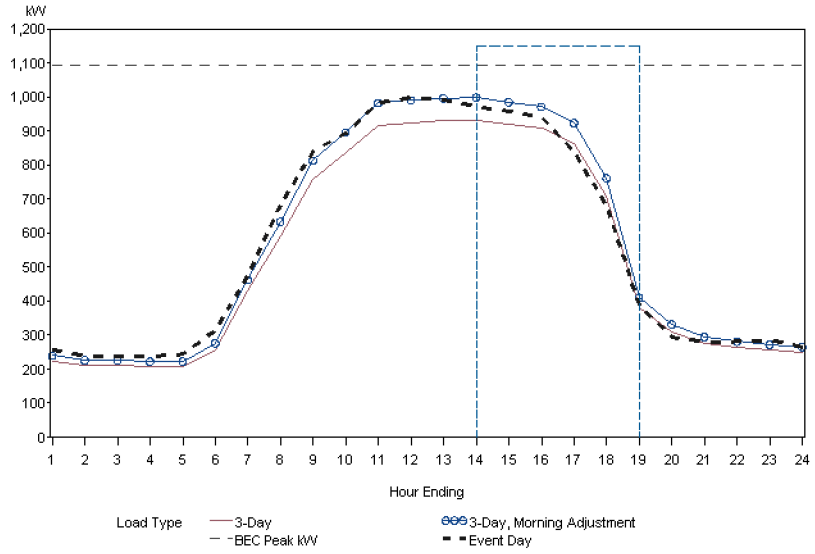
Site: 470, Aug. 31st, 13:00 to 18:00



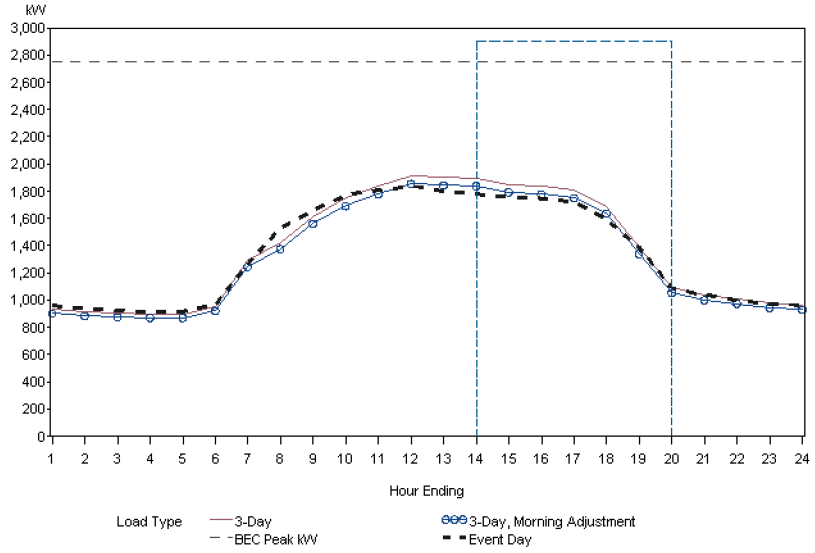
Site: 471, Aug. 30th, 13:00 to 18:00



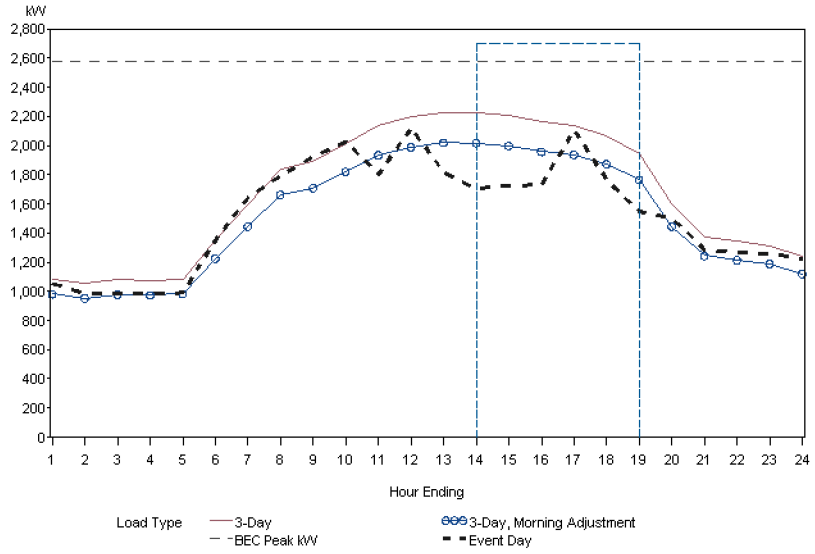
Site: 472, Aug. 29th, 13:00 to 18:00



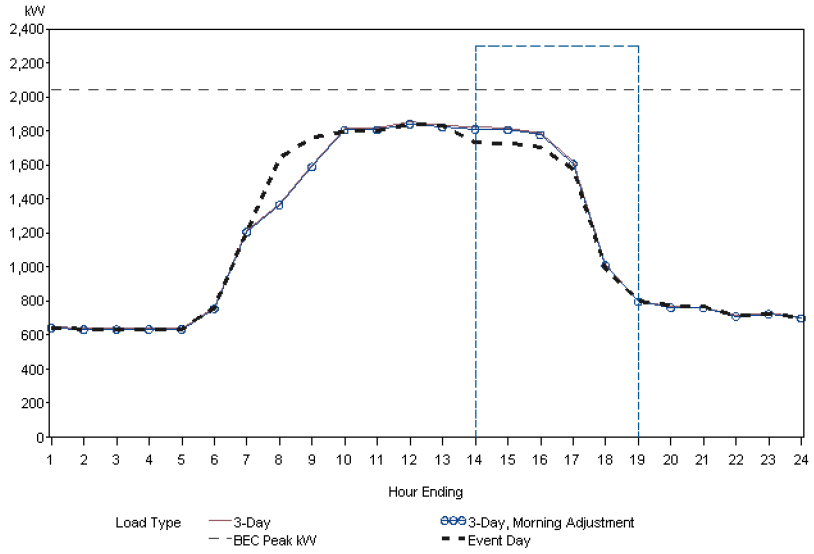
Site: 473, All Events, 13:00 to 19:00



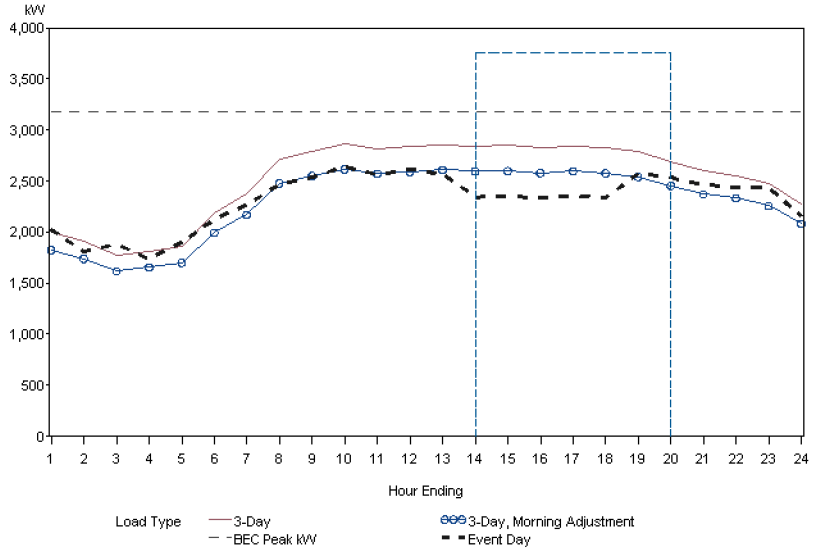
Site: 474, Aug. 30th, 13:00 to 18:00



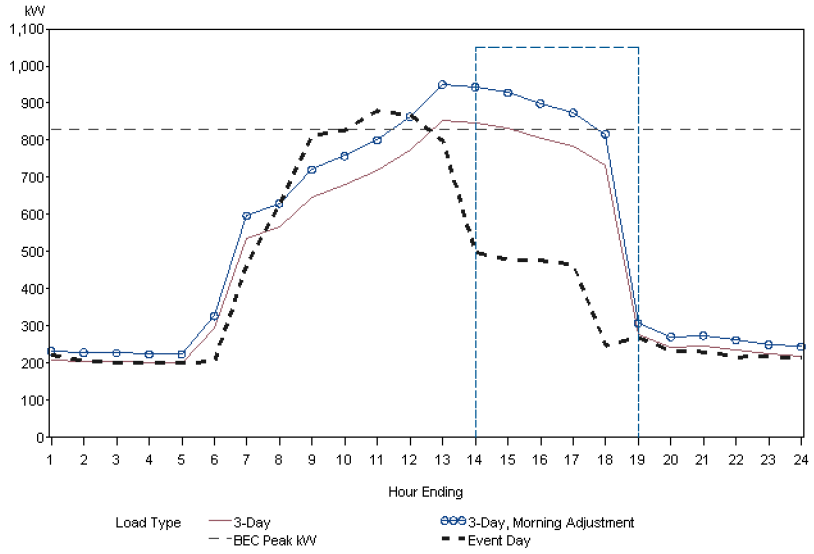
Site: 475, Aug. 29th, 13:00 to 18:00



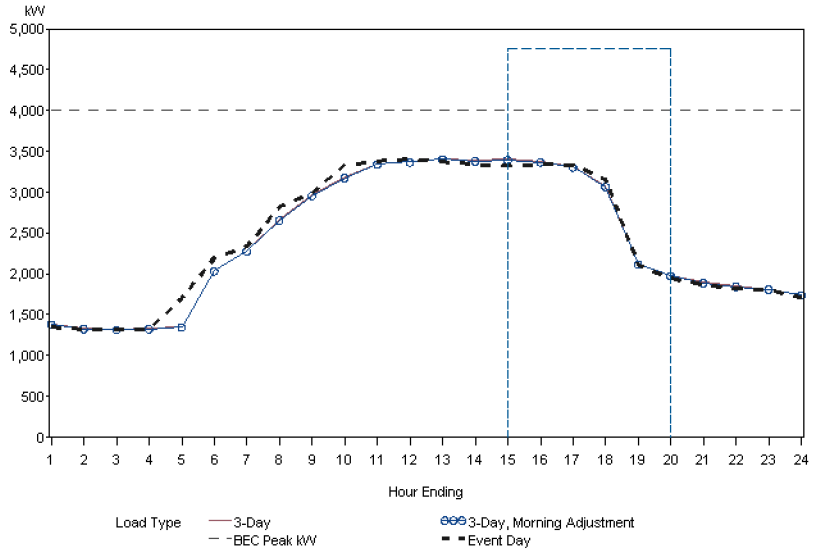
Site: 476, All Events, 13:00 to 19:00



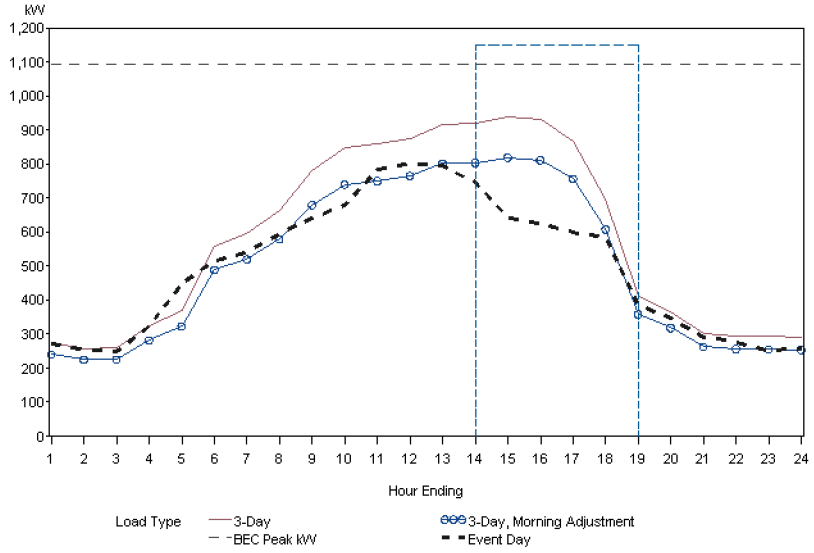
Site: 477, Aug. 30th, 13:00 to 18:00



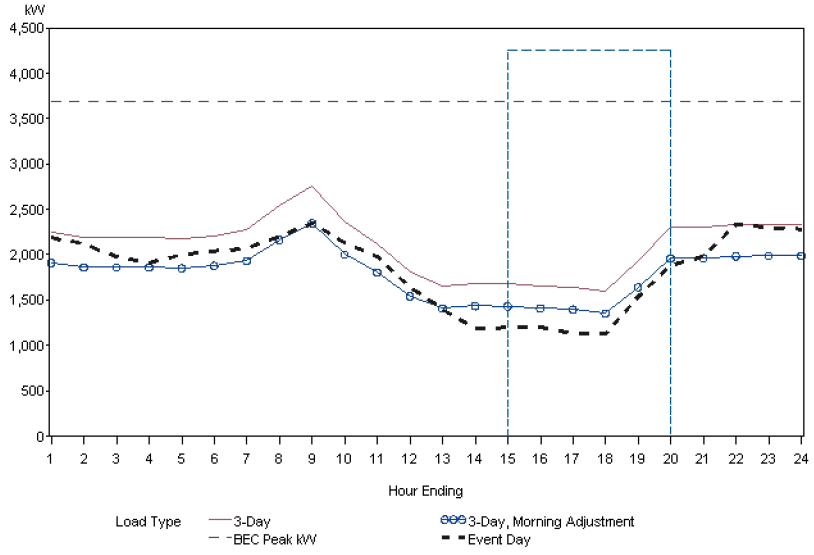
Site: 478, July 5th, 14:00 to 19:00



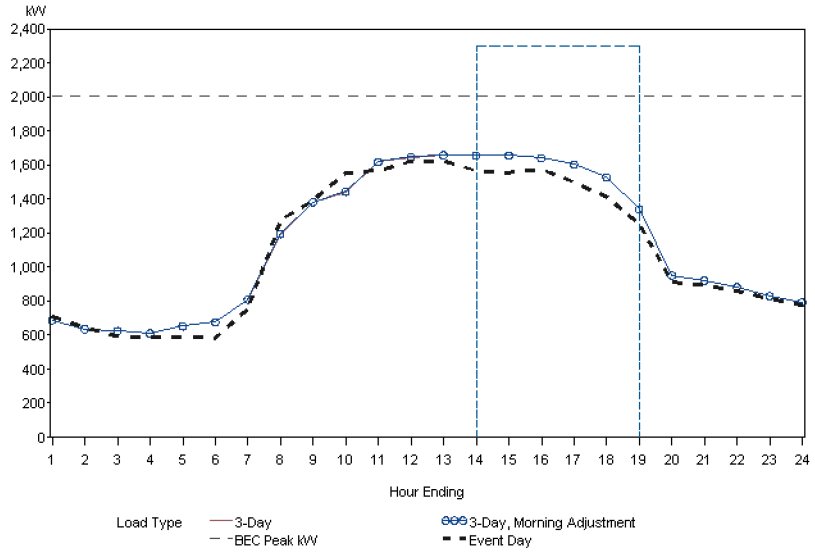
Site: 479, Aug. 31st, 13:00 to 18:00



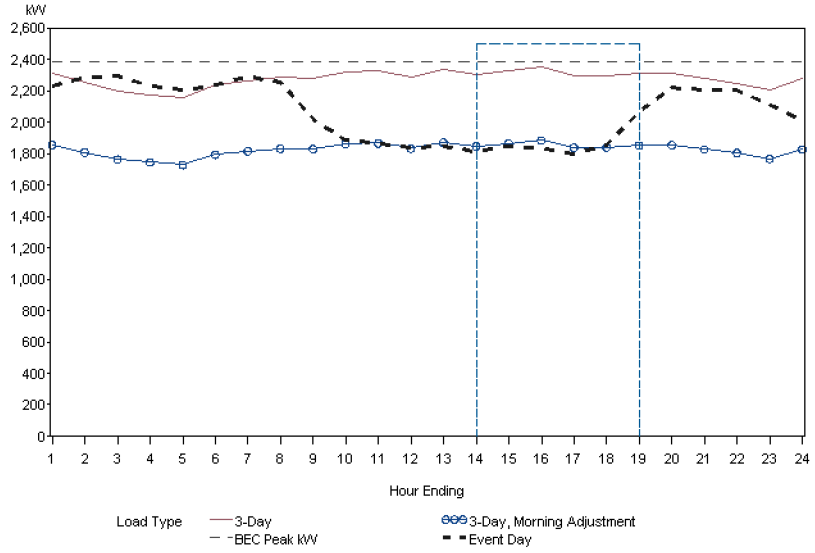
Site: 480, July 5th, 14:00 to 19:00



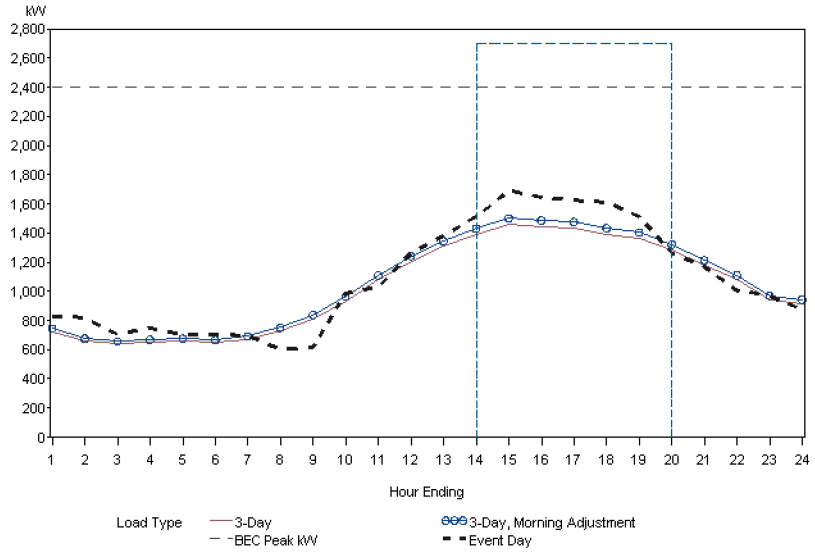
Site: 481, Aug. 30th, 13:00 to 18:00



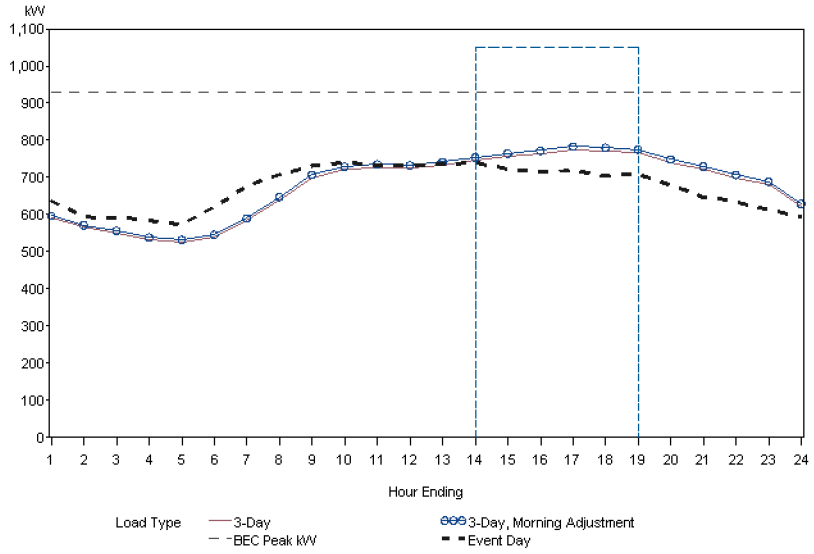
Site: 482, Aug. 29th, 13:00 to 18:00



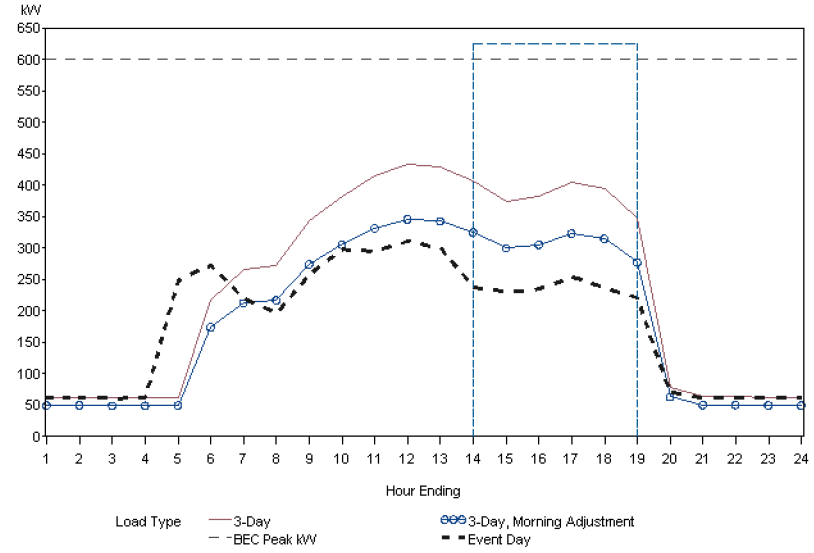
Site: 483, All Events, 13:00 to 19:00



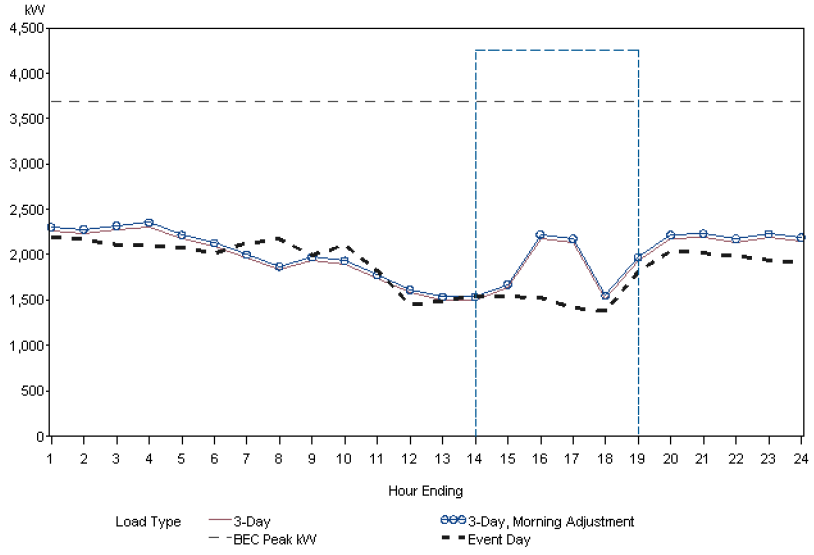
Site: 484, Aug. 31st, 13:00 to 18:00



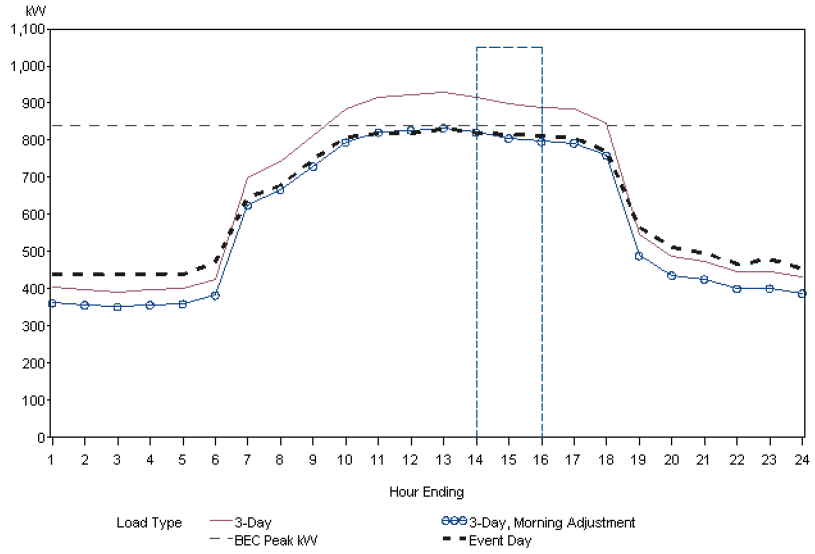
Site: 485, Aug. 31st, 13:00 to 18:00



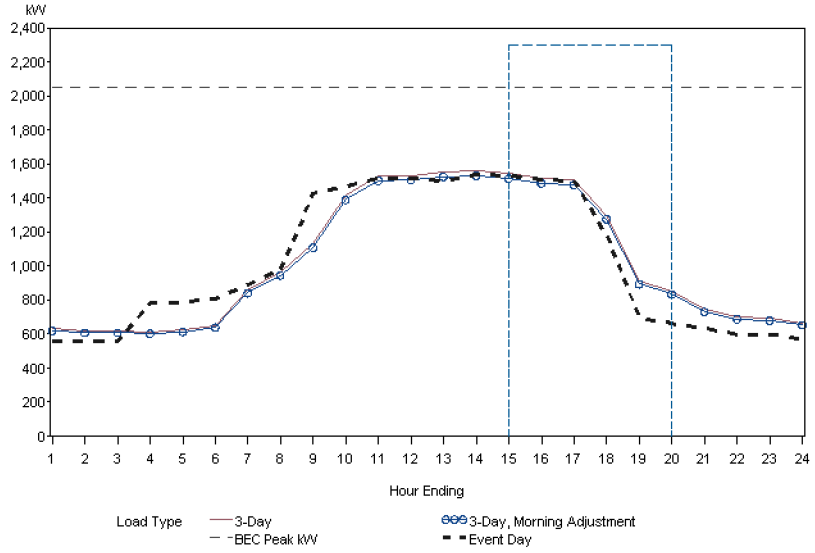
Site: 486, Aug. 30th, 13:00 to 18:00



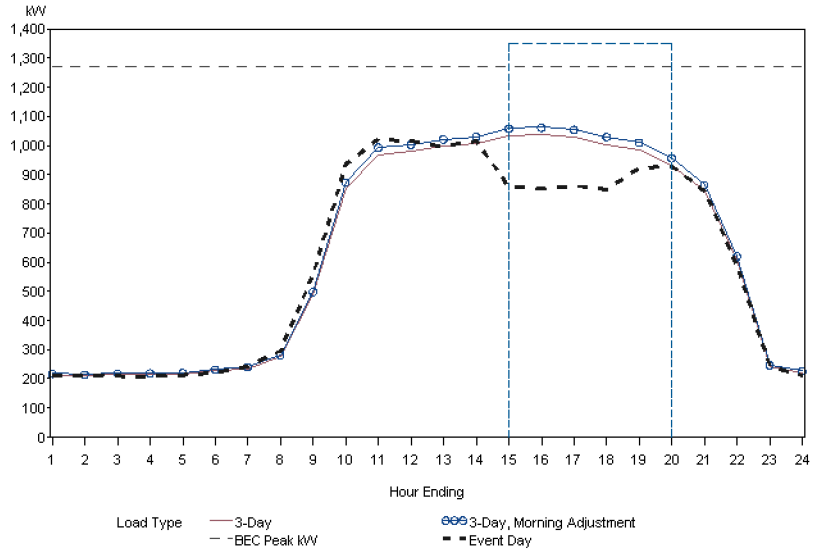
Site: 487, June 20th, 13:00 to 15:00



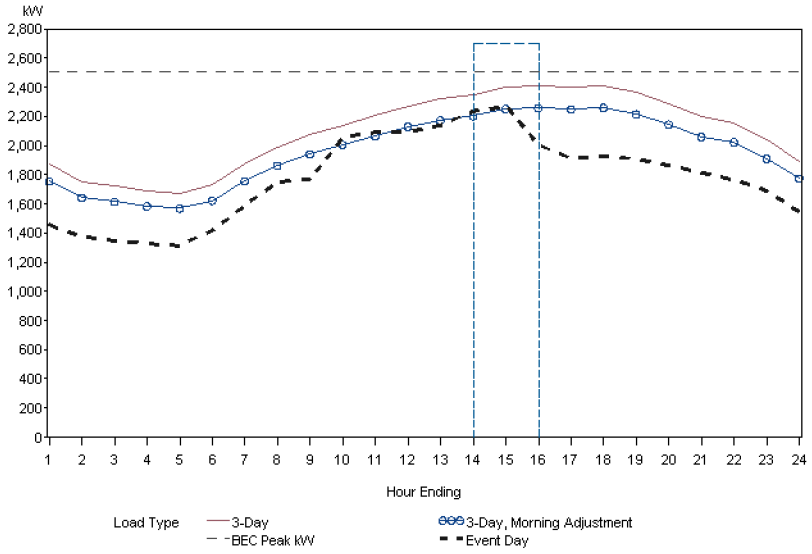
Site: 488, July 5th, 14:00 to 19:00



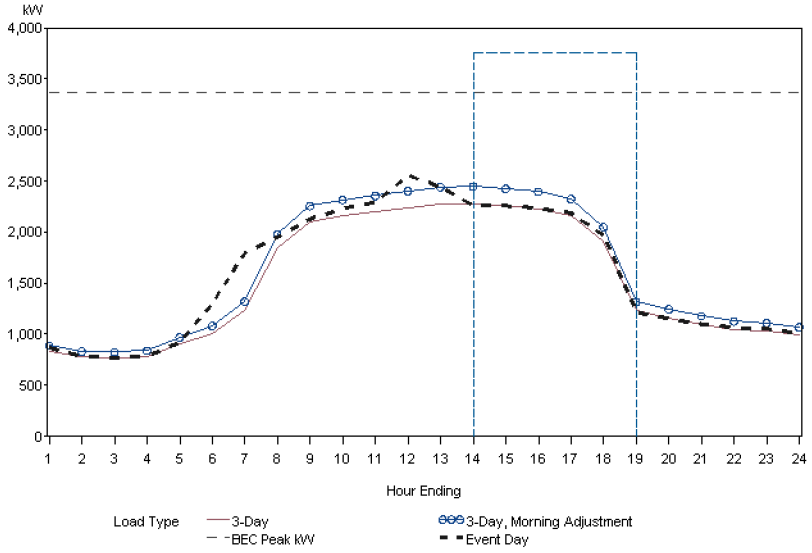
Site: 489, July 5th, 14:00 to 19:00



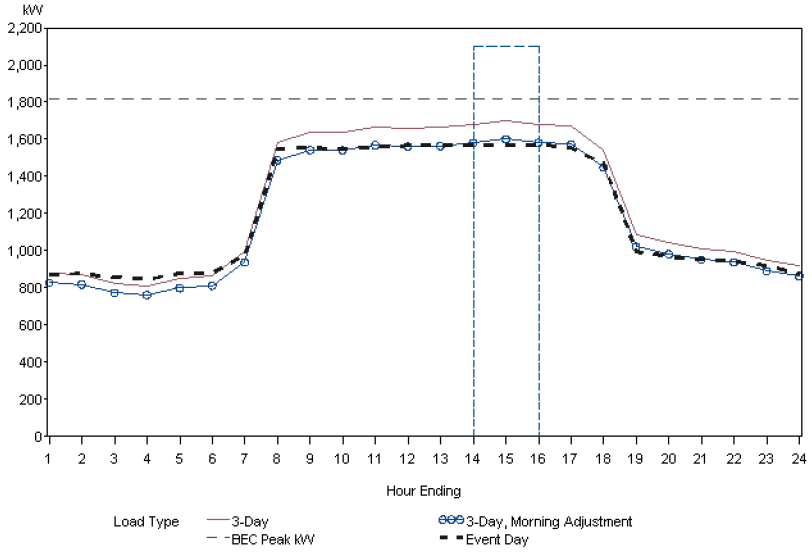
Site: 490, June 20th, 13:00 to 15:00



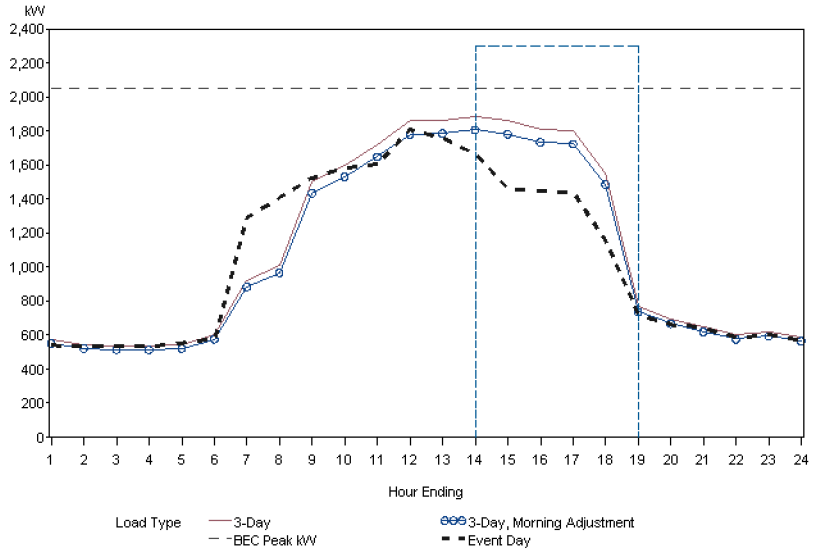
Site: 491, Aug. 29th, 13:00 to 18:00



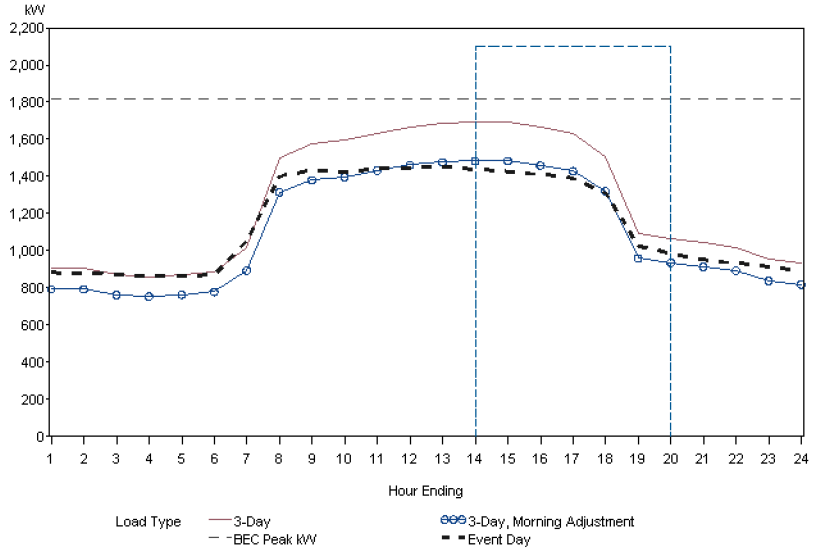
Site: 492, June 20th, 13:00 to 15:00



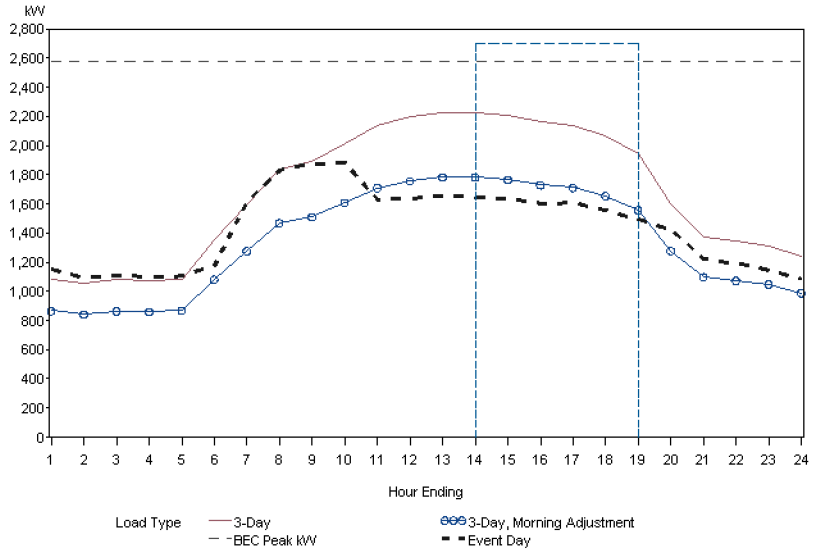
Site: 493, Aug. 29th, 13:00 to 18:00



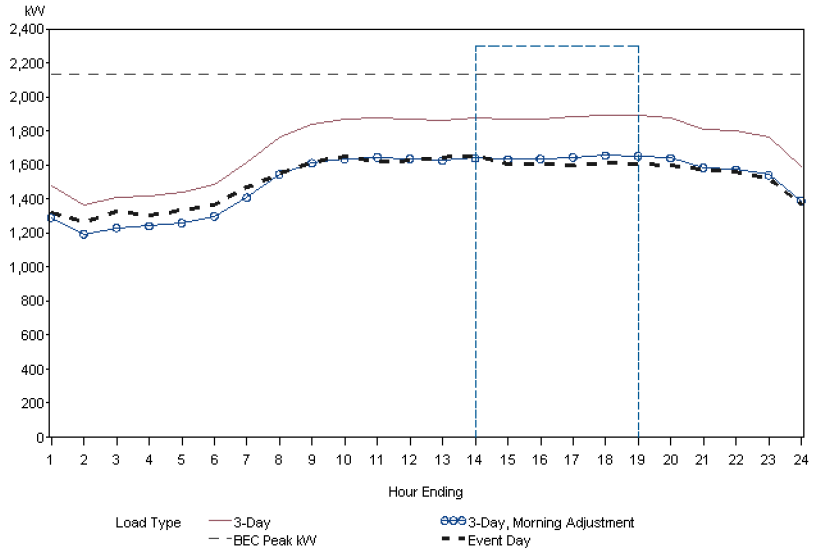
Site: 494, All Events, 13:00 to 19:00



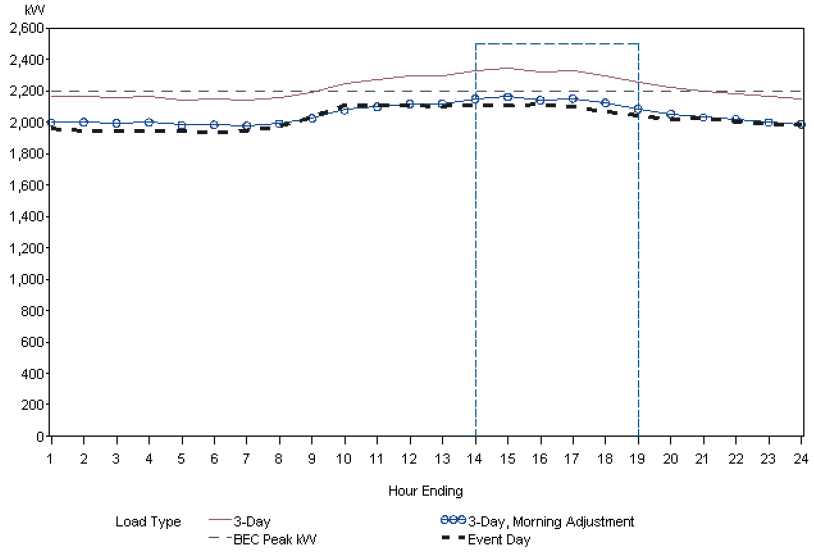
Site: 495, Aug. 31st, 13:00 to 18:00



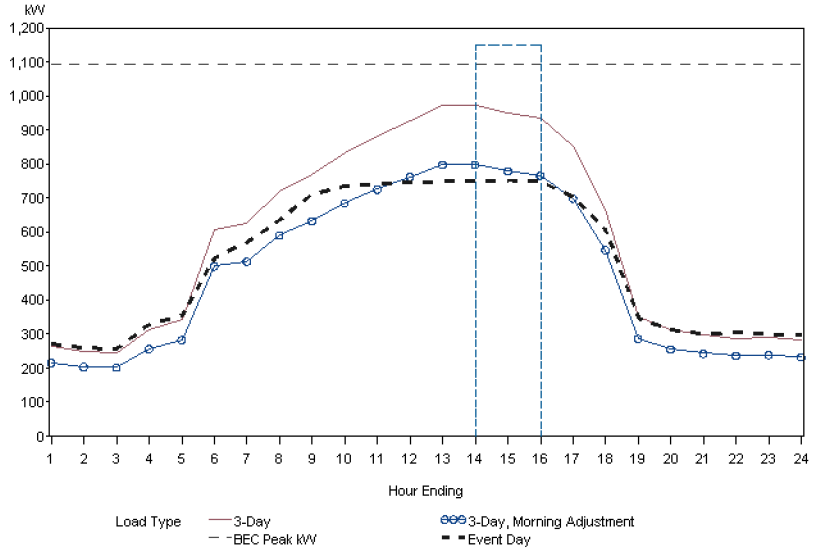
Site: 496, Aug. 29th, 13:00 to 18:00



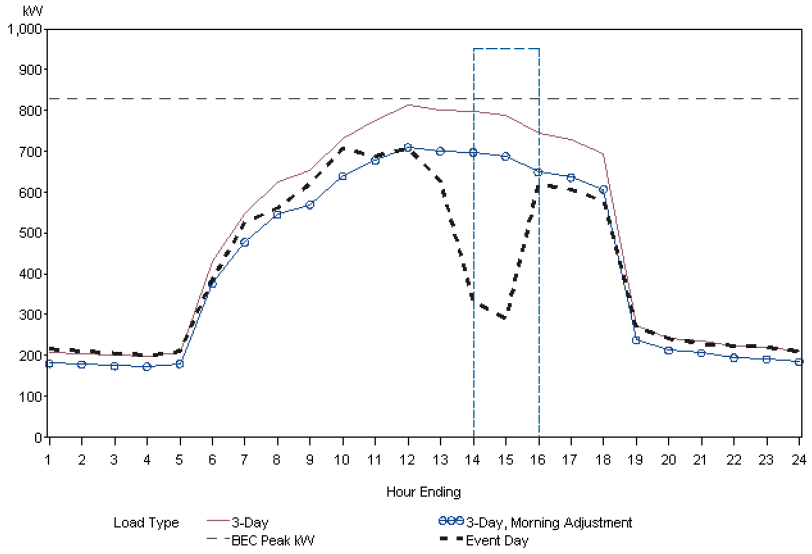
Site: 497, Aug. 31st, 13:00 to 18:00



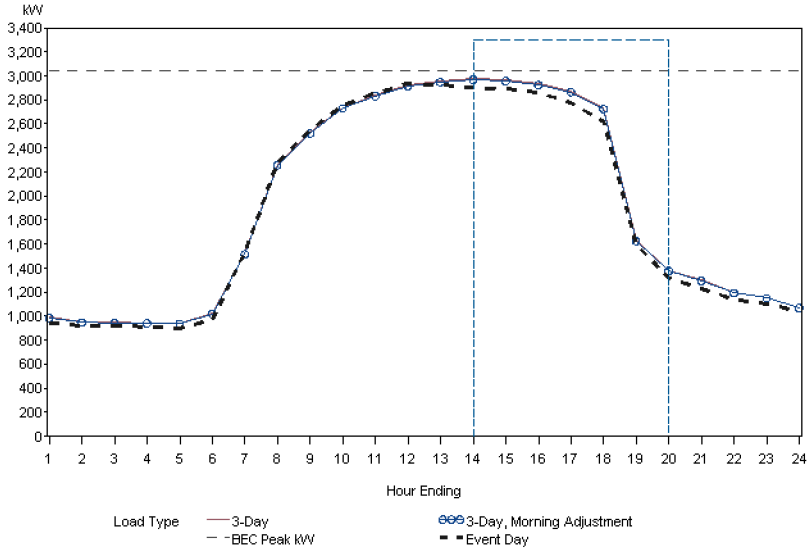
Site: 498, June 20th, 13:00 to 15:00



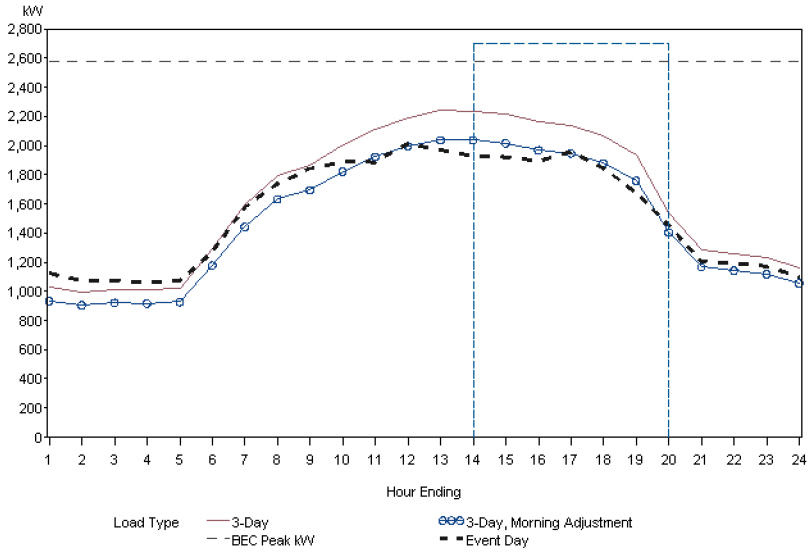
Site: 499, June 20th, 13:00 to 15:00



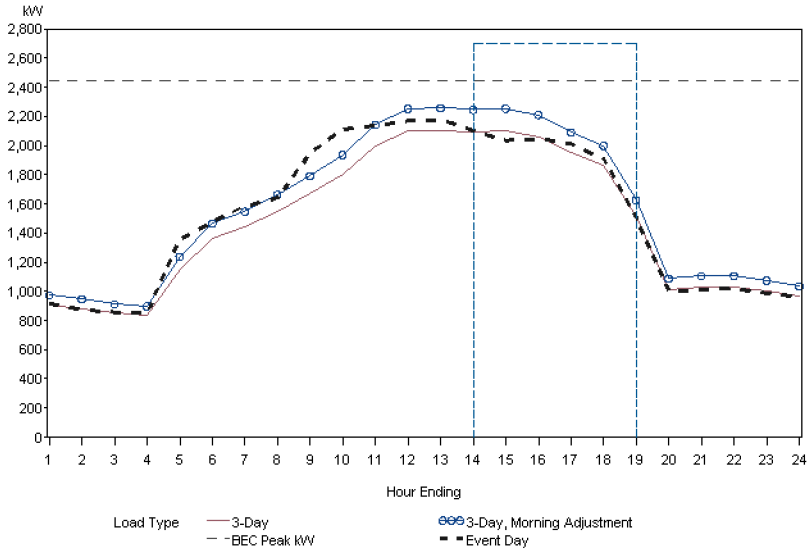
Site: 500, All Events, 13:00 to 19:00



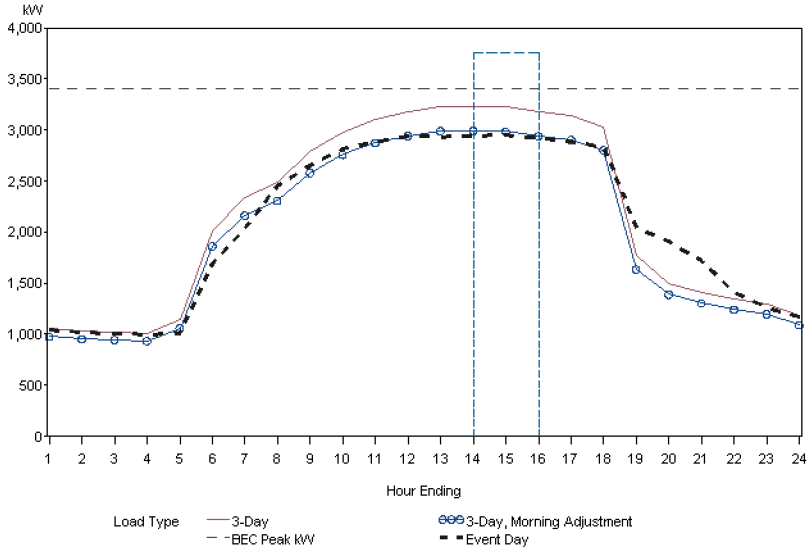
Site: 501, All Events, 13:00 to 19:00



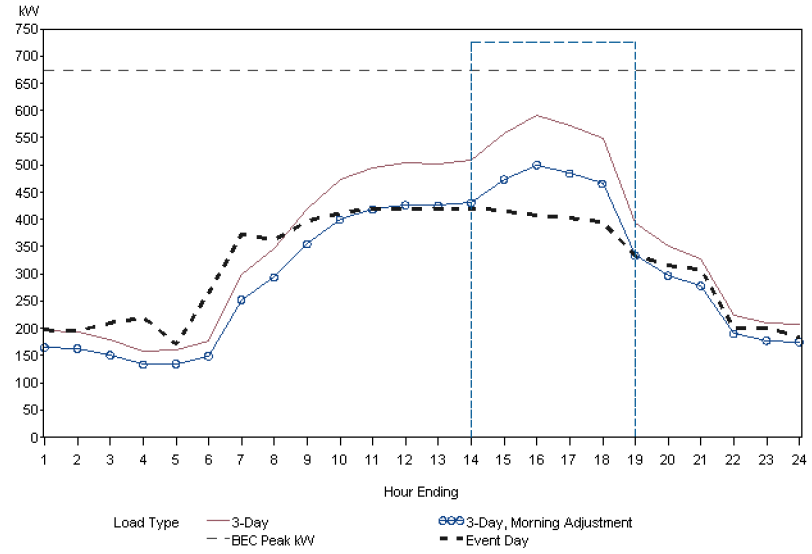
Site: 502, Aug. 30th, 13:00 to 18:00



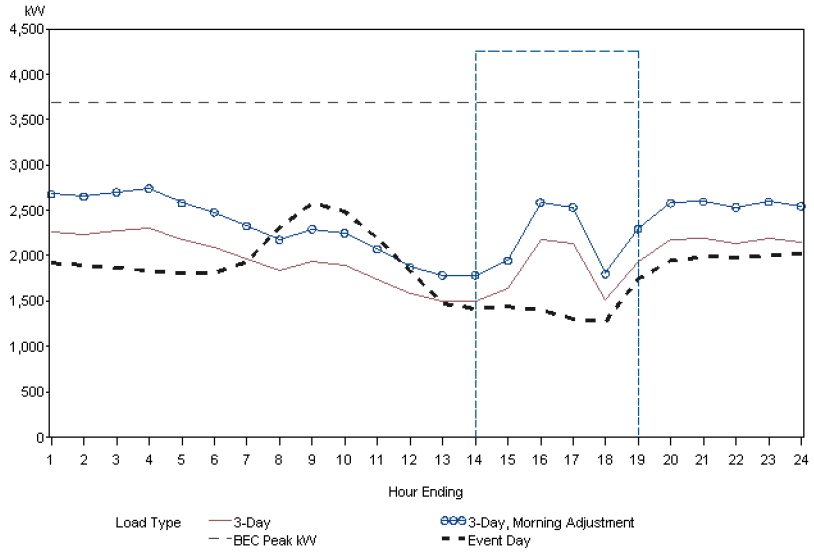
Site: 503, June 20th, 13:00 to 15:00



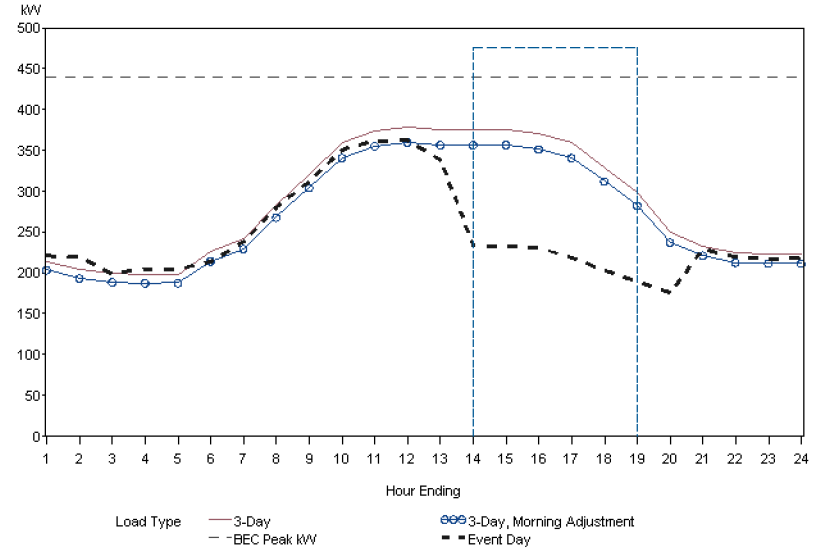
Site: 504, Aug. 31st, 13:00 to 18:00



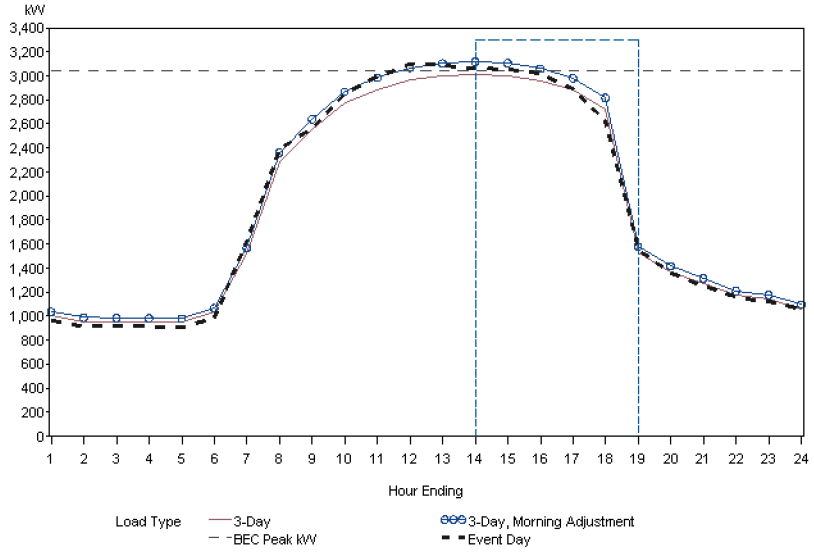
Site: 505, Aug. 31st, 13:00 to 18:00



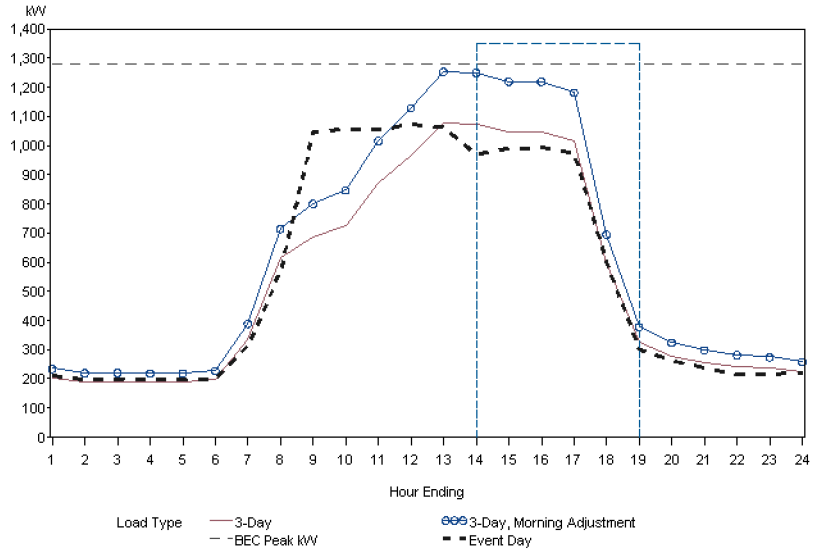
Site: 506, Aug. 29th, 13:00 to 18:00



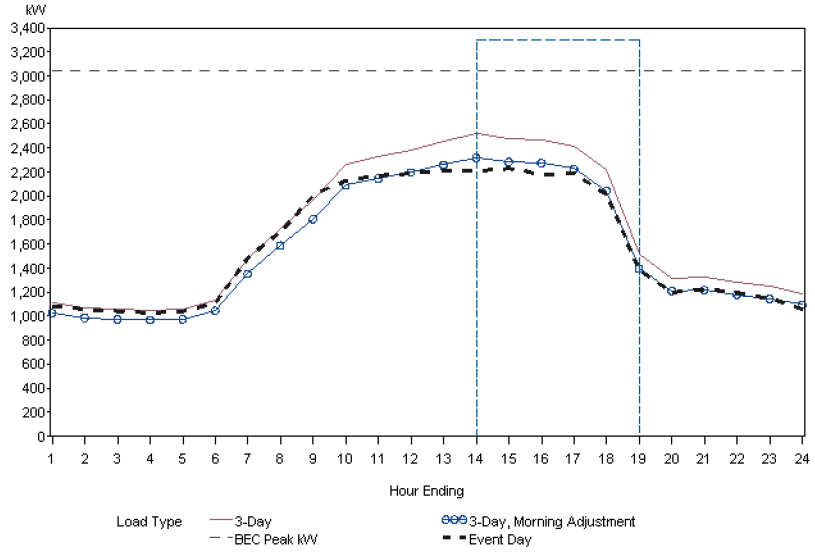
Site: 507, Aug. 29th, 13:00 to 18:00



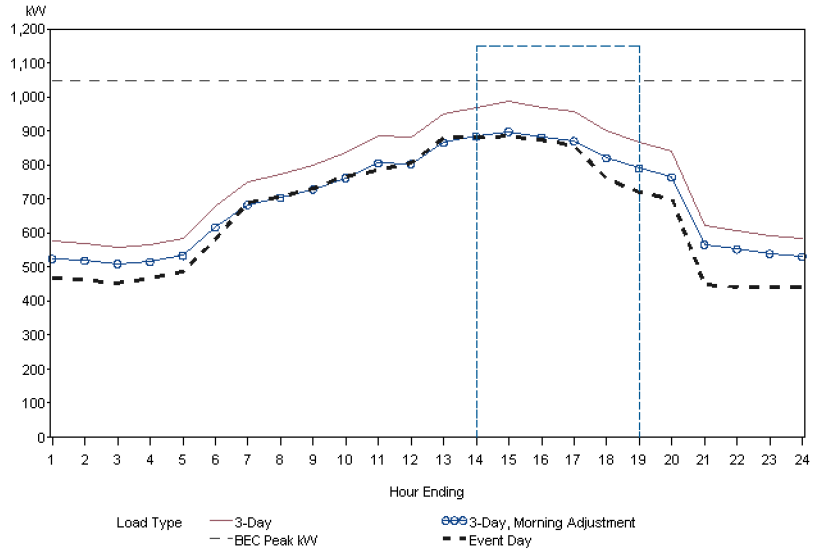
Site: 508, Aug. 30th, 13:00 to 18:00



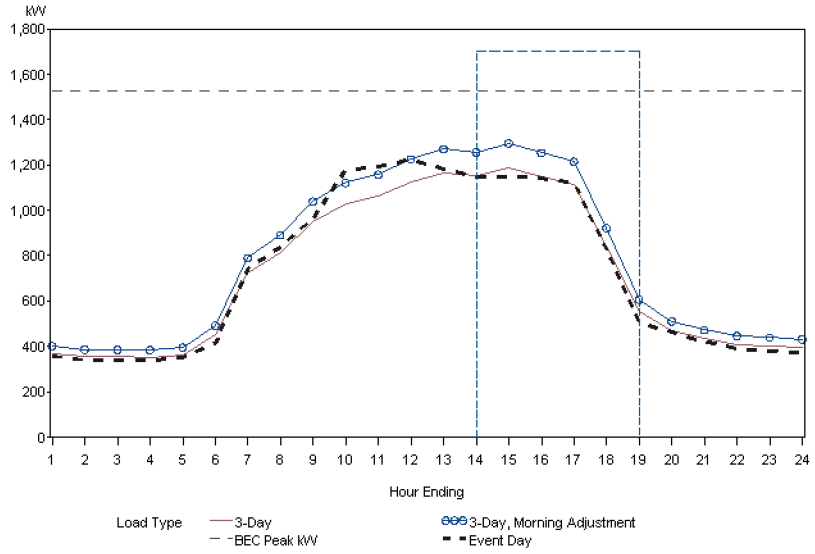
Site: 509, Aug. 31st, 13:00 to 18:00



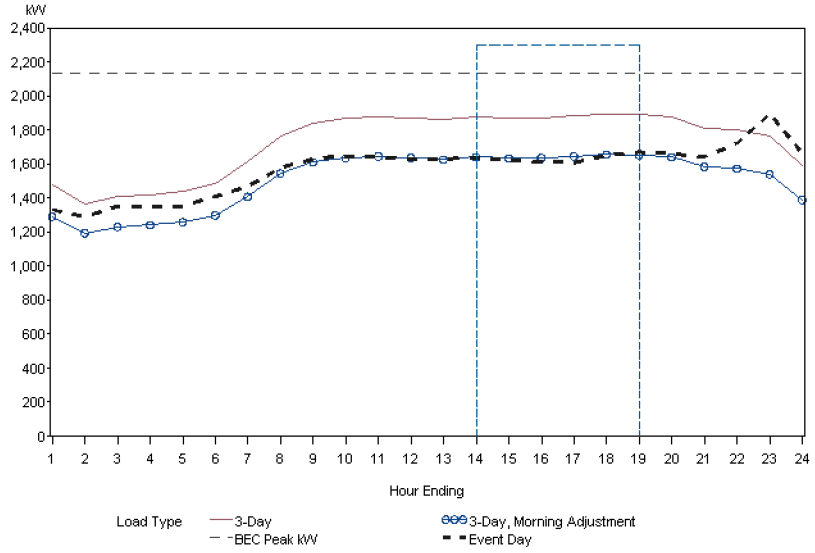
Site: 510, Aug. 31st, 13:00 to 18:00



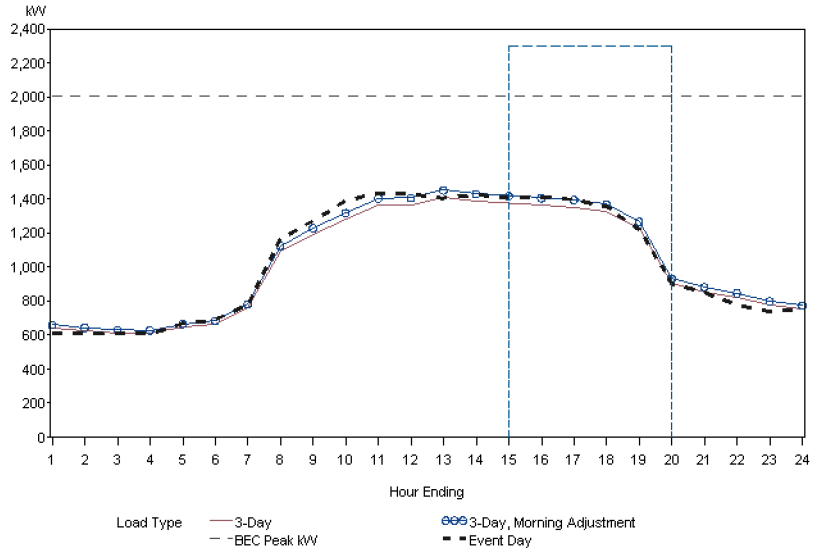
Site: 511, Aug. 30th, 13:00 to 18:00



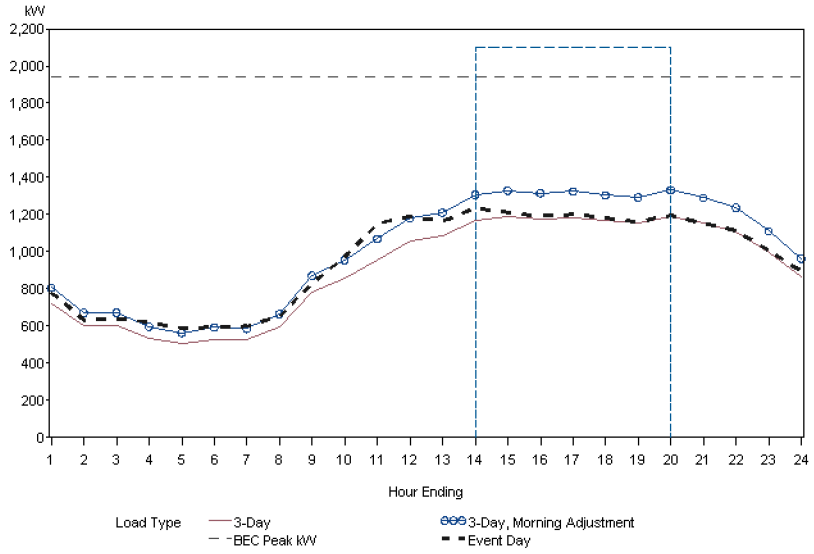
Site: 512, Aug. 31st, 13:00 to 18:00



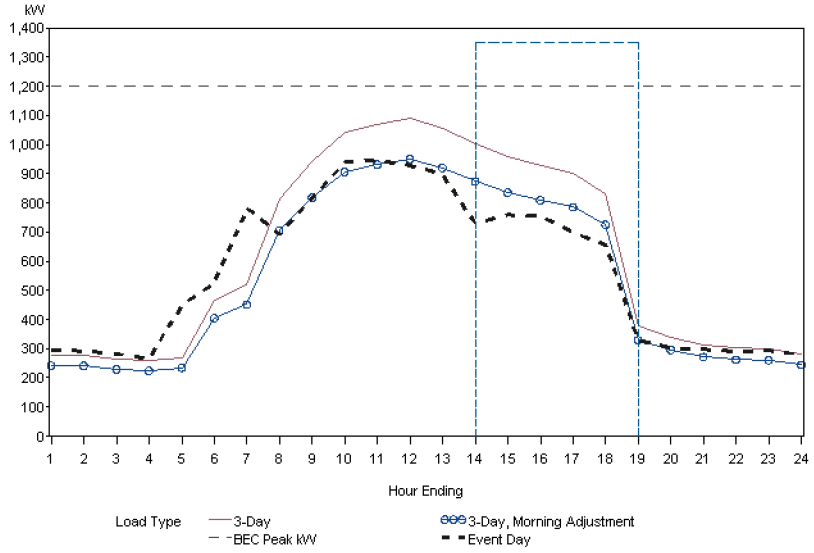
Site: 513, July 5th, 14:00 to 19:00



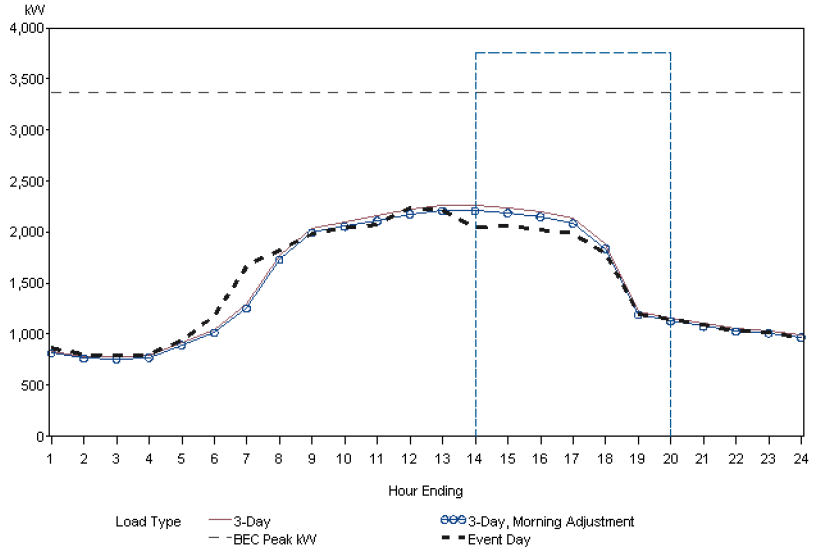
Site: 514, All Events, 13:00 to 19:00



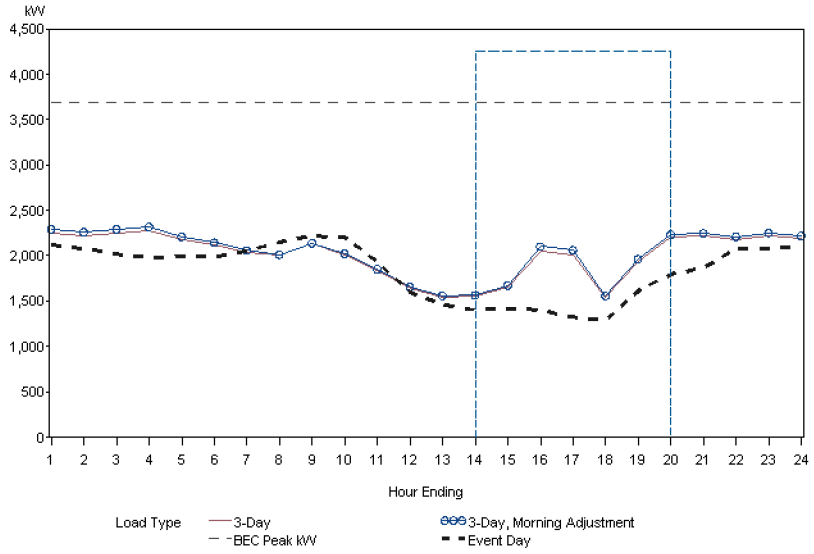
Site: 515, Aug. 31st, 13:00 to 18:00



Site: 516, All Events, 13:00 to 19:00



Site: 517, All Events, 13:00 to 19:00



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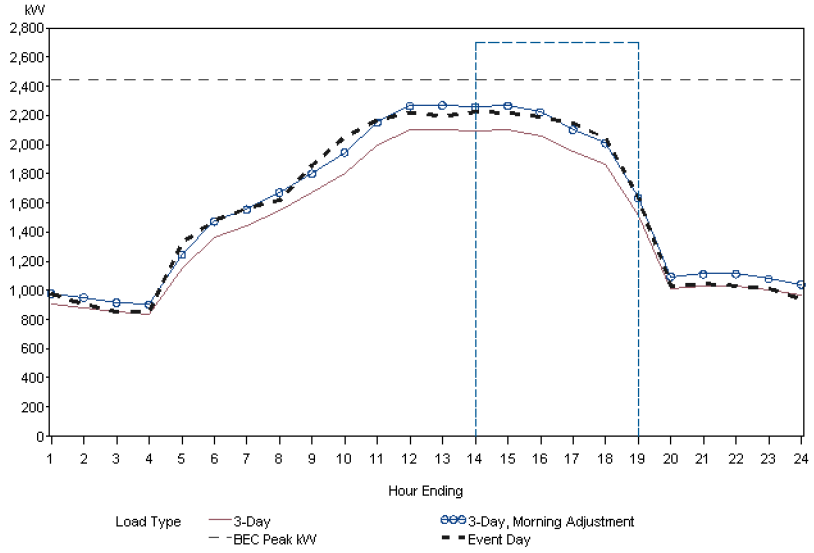

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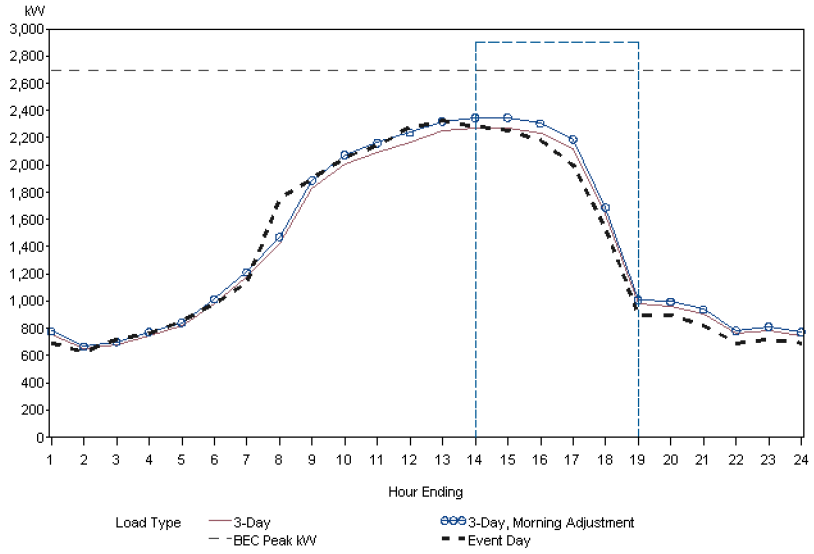
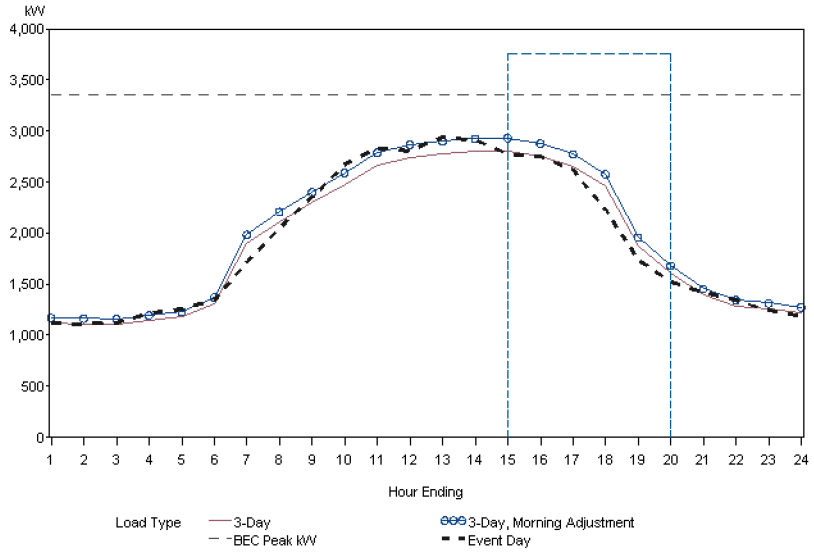


Site: 520, July 5th, 14:00 to 19:00



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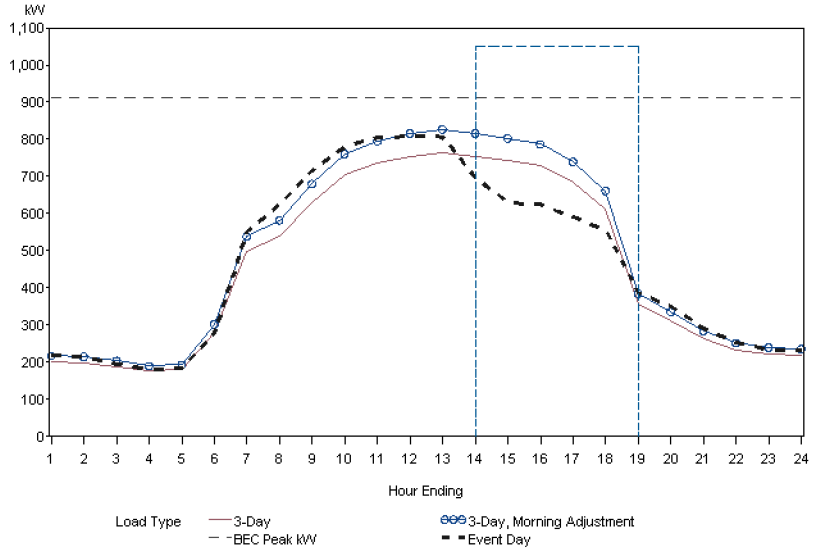

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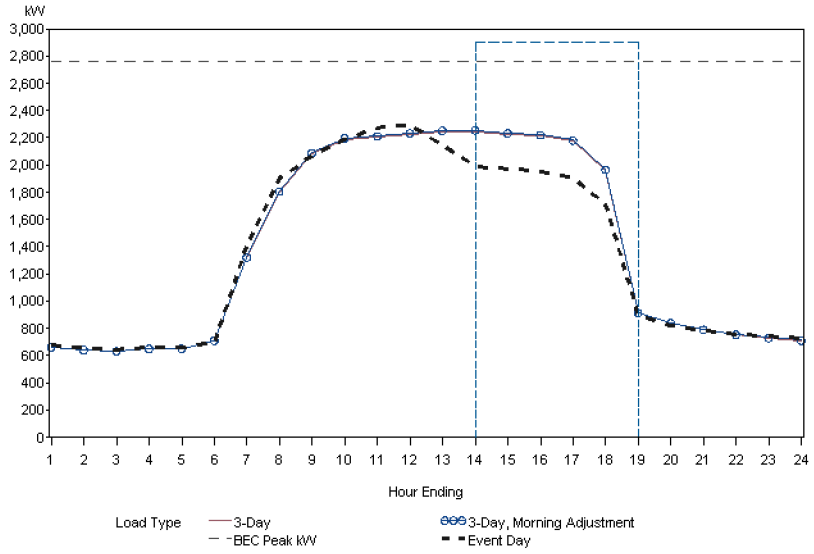
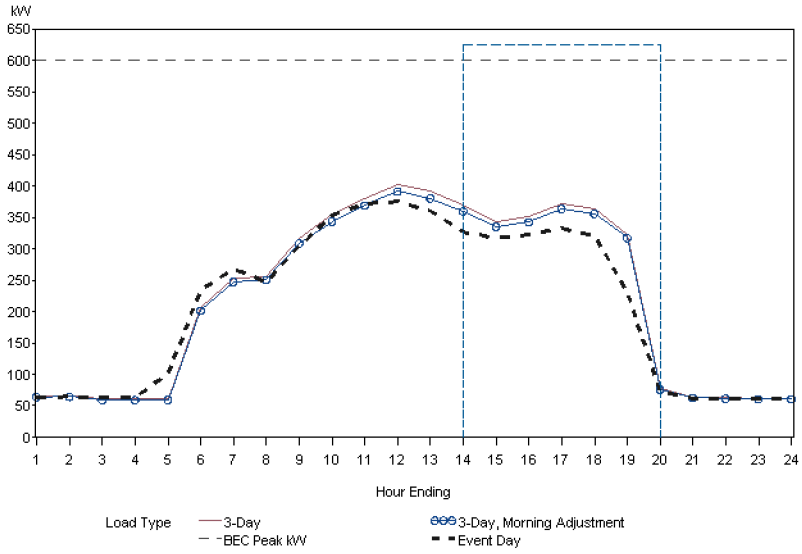
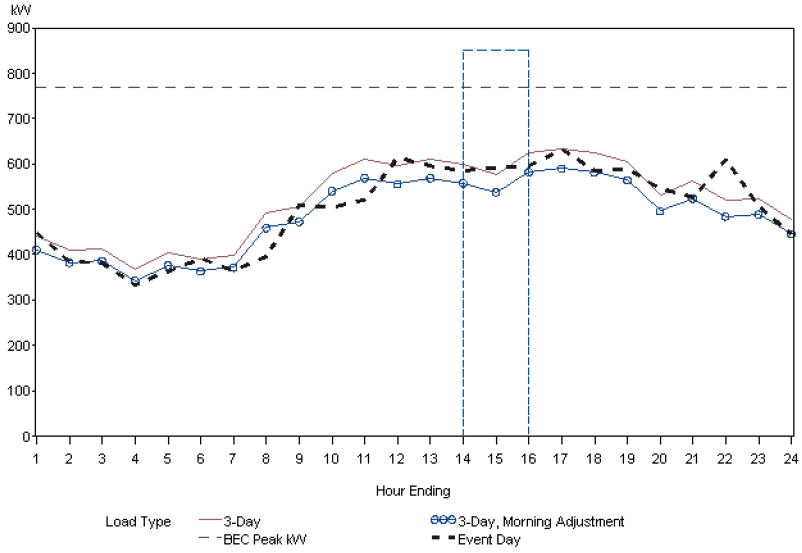


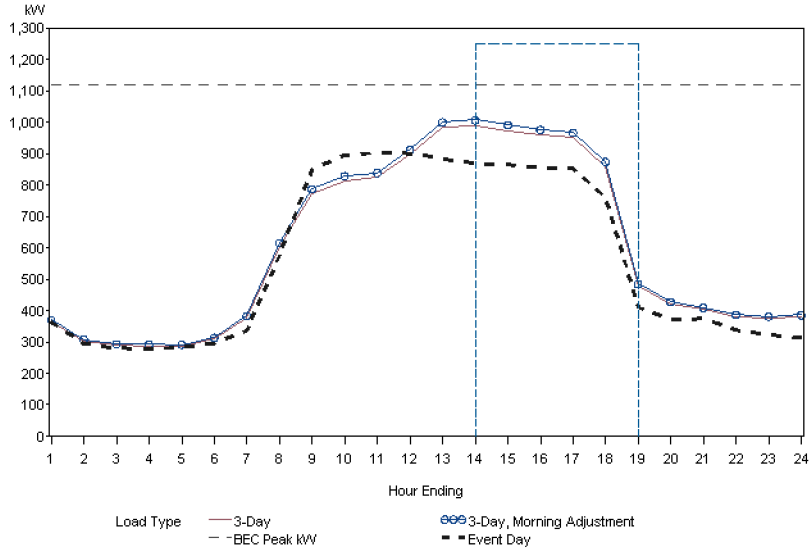
Site: 523, All Events, 13:00 to 19:00



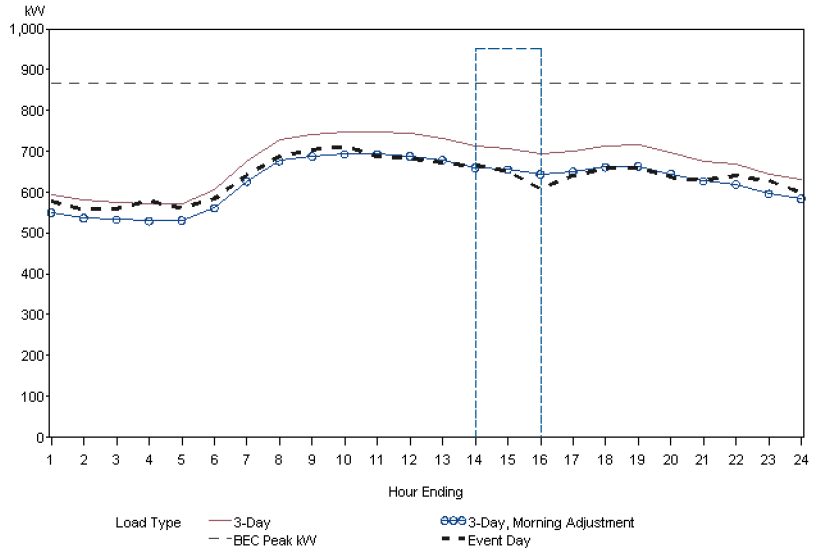
Site: 524, June 20th, 13:00 to 15:00



Site: 525, Aug. 31st, 13:00 to 18:00



Site: 526, June 20th, 13:00 to 15:00



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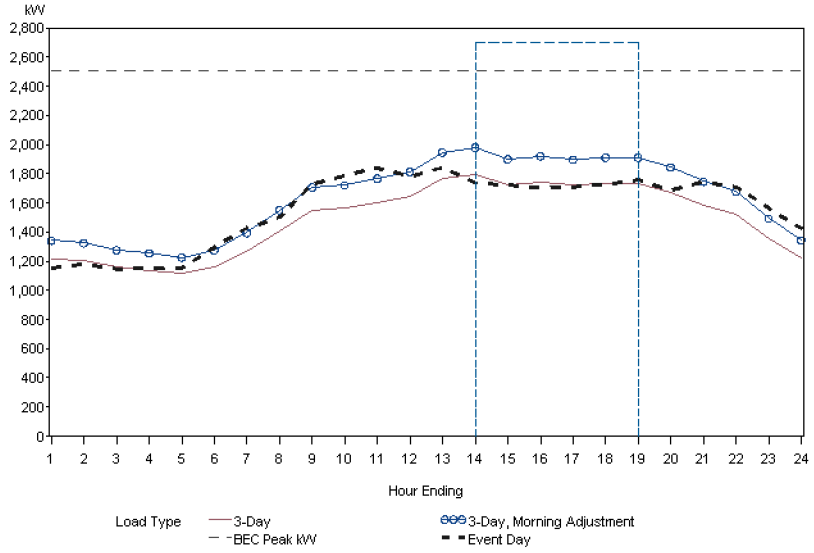

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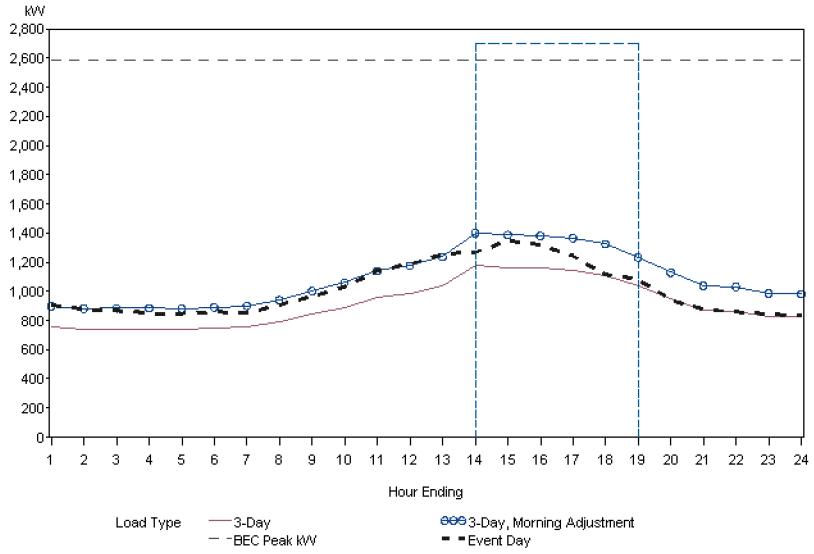

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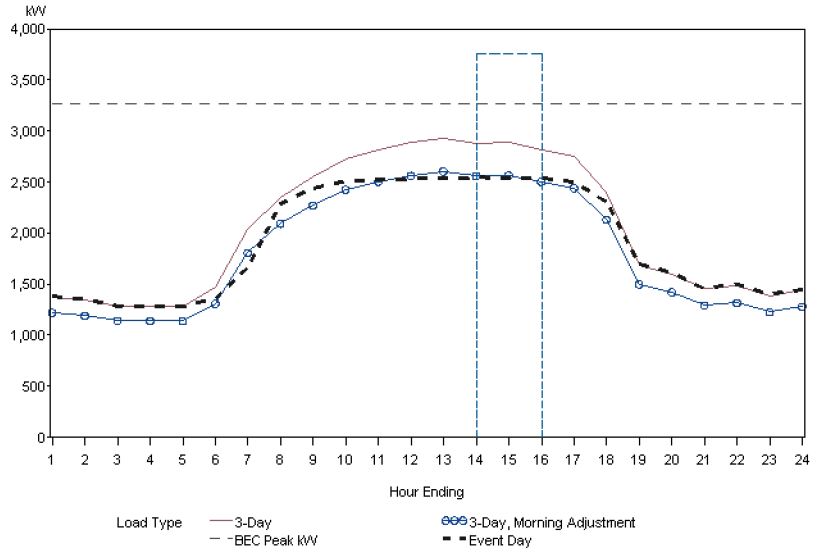

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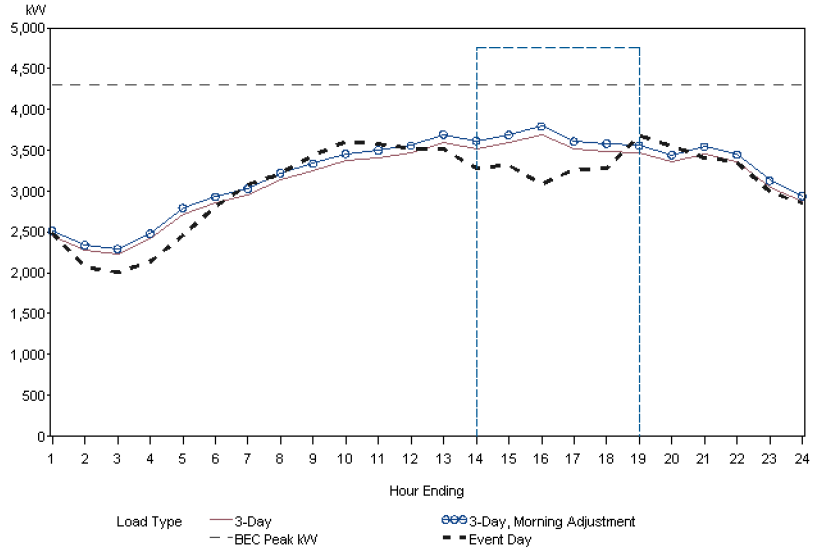
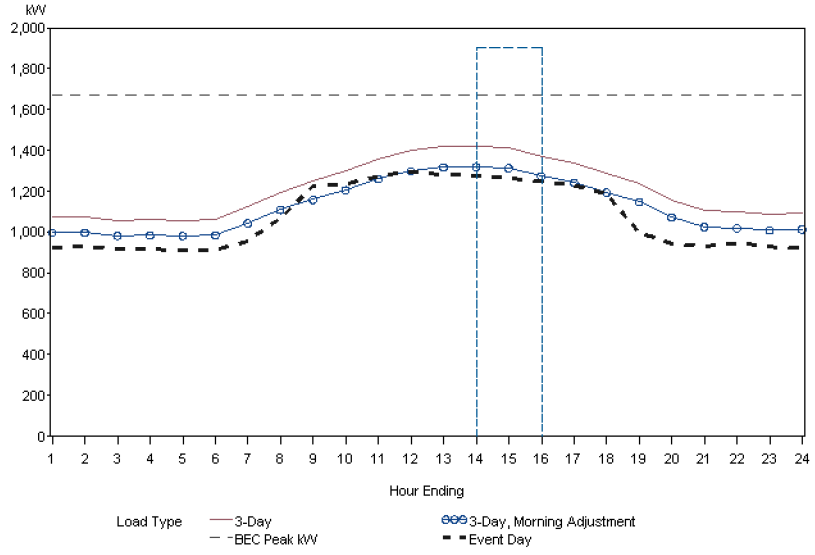
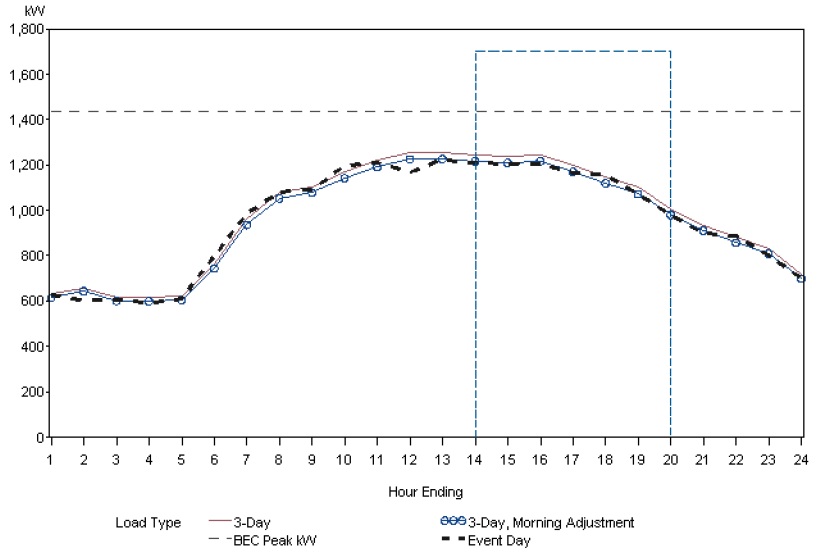


Site: 531, June 20th, 13:00 to 15:00



Site: 532, All Events, 13:00 to 19:00



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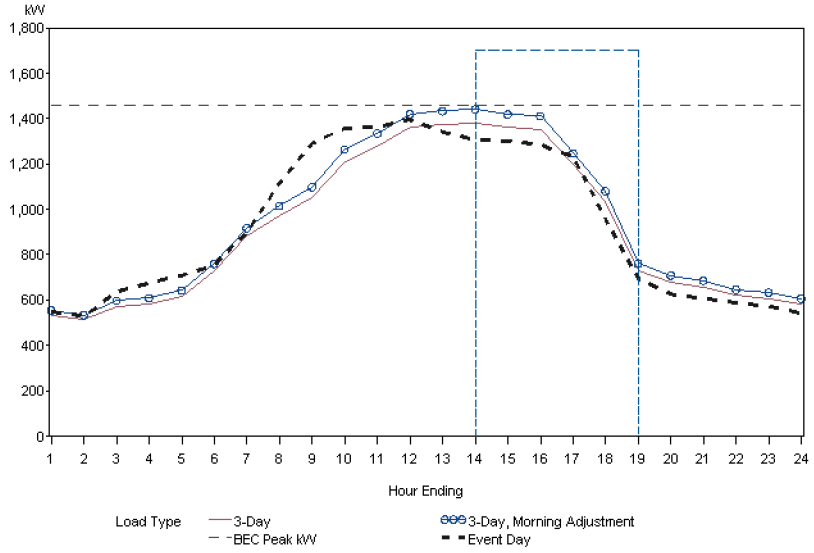

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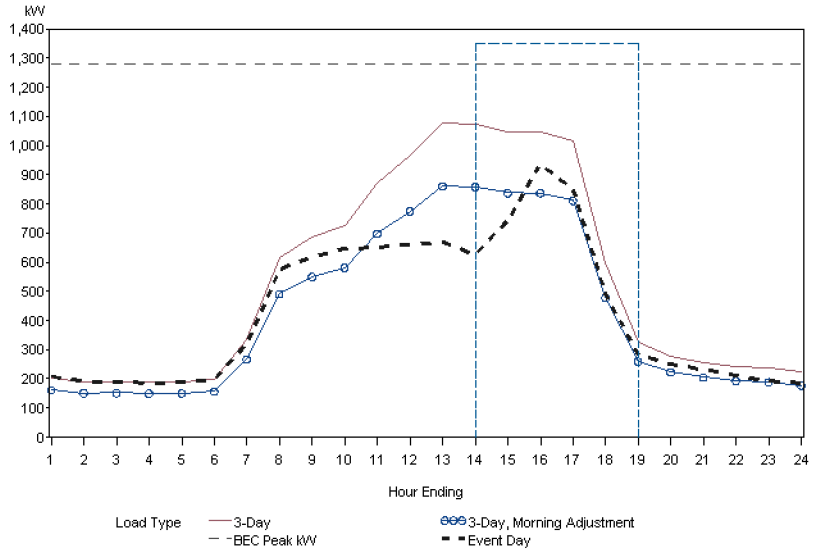

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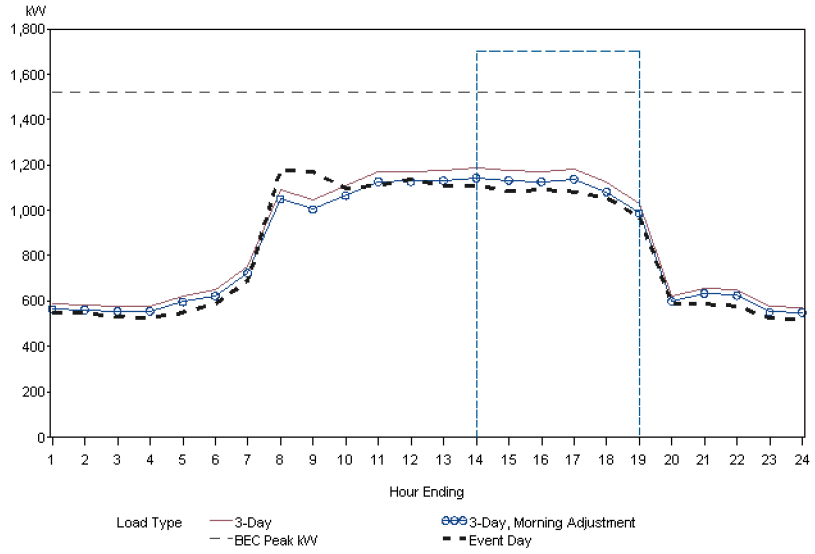

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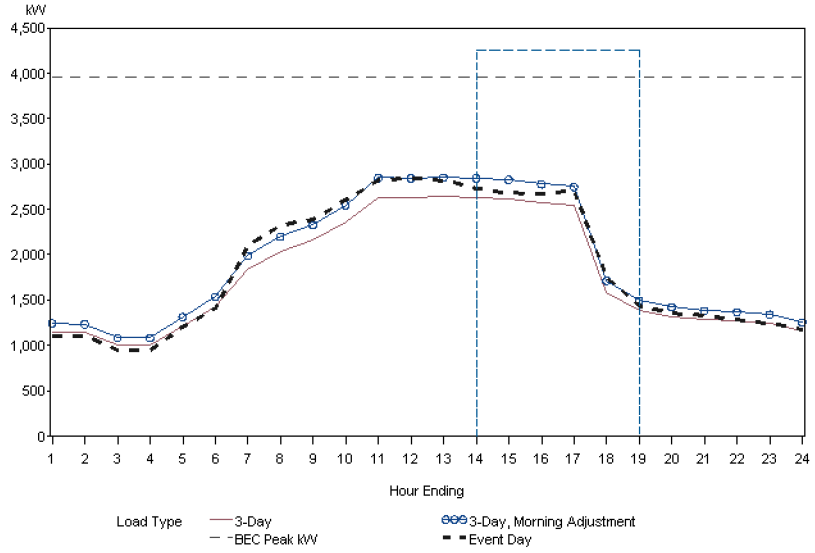

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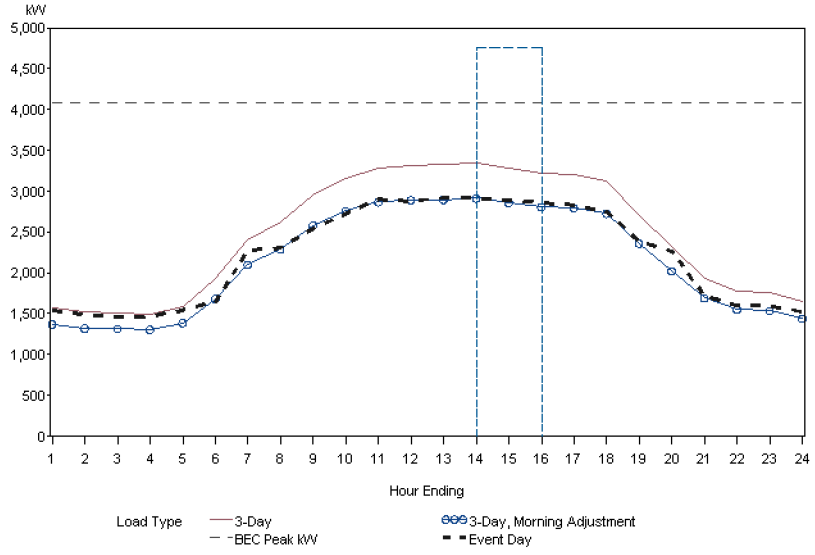
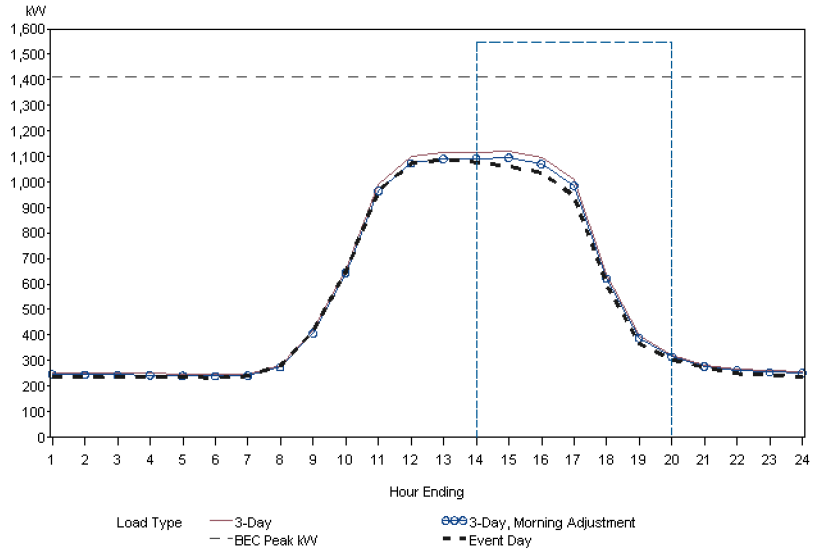


Site: 538, All Events, 13:00 to 19:00



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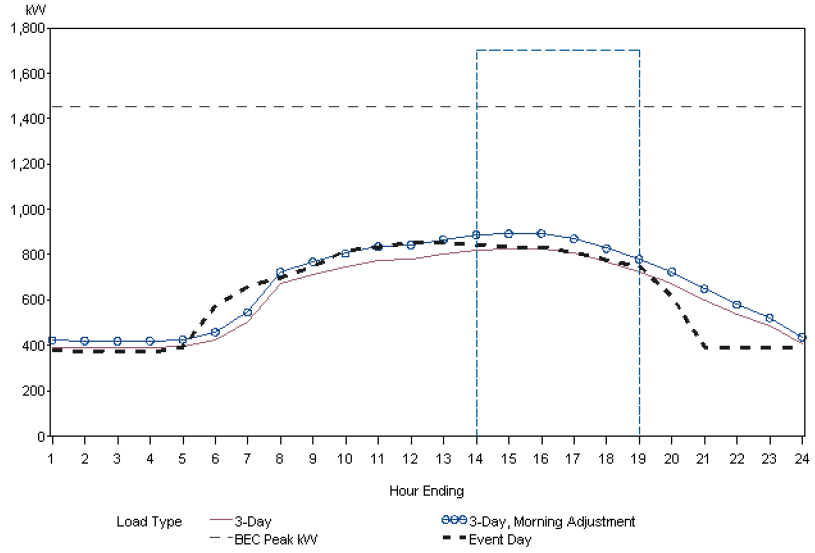


Appendix F

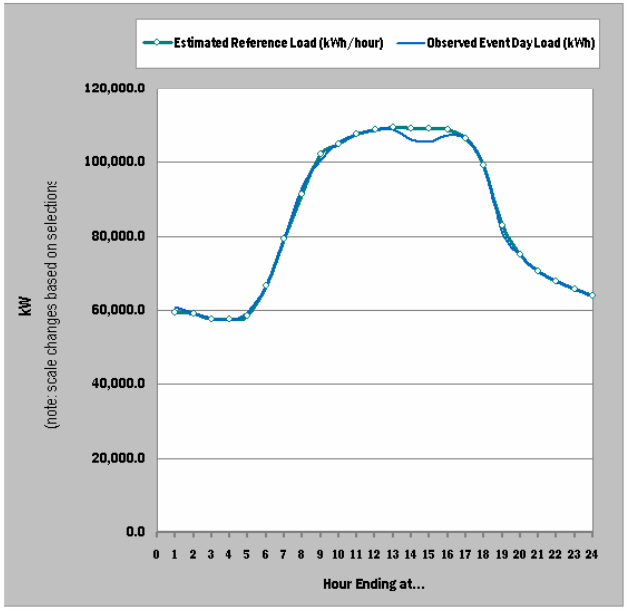
Ex Post Load Impacts for Pacific Gas & Electric's Business Energy Coalition Demand Response Program

Table F-1: Aggregate Ex Post Load Impacts on First Event

EX POST ESTIMATE OF LOAD IMPACTS ON DAY OF AN EVENT UNDER PG&E DEMAND RESPONSE PROGRAM

Aggregate Impact

Type of Results	Aggregate Impact
DR Program:	Automated (SF Only) Revised Version of BEC
Year Event Occurred:	2007
Date Event Occurred:	June 20, 2007
Customer Category/(ies):	All Customers
Hour Event Began:	HE14
Hour Event Ended:	HE15
Type of Event:	Test or M&E Event



Number of Accounts Called/Notified of Event: 66
Number of Accounts Enrolled: 98 (at End of Month in Which Event Occurred)

Hour Ending	Estimated Reference Load (kWh/hour)	Observed Event Day Load (kWh)	Estimated Load Impact (kWh/hour)	Weighted Average Temperature (°F)	Uncertainty Adjusted Impact (kWh/hr)- Percentiles				
					10th%ile	30th%ile	50th%ile	70th%ile	90th%ile
1	59,254.50	60,862.80	-1,608.3	57	-12,485.10	-6,057.50	-1,608.30	2,840.80	9,268.40
2	59,134.10	58,960.70	173.4	56	-10,704.50	-4,276.30	173.3	4,622.90	11,051.20
3	57,507.70	57,974.80	-467.1	56	-11,344.20	-4,916.40	-467	3,982.30	10,410.20
4	57,641.40	57,195.50	445.9	55	-10,433.30	-4,004.30	445.8	4,895.90	11,324.90
5	58,485.80	59,478.70	-992.9	55	-11,871.00	-5,442.60	-992.9	3,456.90	9,885.30
6	66,641.50	67,015.50	-374.0	55	-11,249.90	-4,822.80	-374	4,074.80	10,501.90
7	79,301.00	79,360.00	-59.0	56	-10,933.30	-4,507.10	-59	4,389.20	10,815.40
8	91,342.90	93,312.50	-1,969.6	57	-12,842.80	-6,417.30	-1,969.60	2,478.10	8,903.60
9	102,349.30	100,802.90	1,546.4	58	-9,328.00	-2,901.80	1,546.50	5,994.70	12,420.90
10	104,907.30	105,509.40	-602.1	59	-11,478.20	-5,051.00	-602.1	3,846.80	10,274.00
11	107,752.00	107,585.60	166.4	61	-10,708.20	-4,281.90	166.4	4,614.70	11,041.10
12	108,714.70	108,704.30	10.4	62	-10,865.40	-4,438.30	10.4	4,459.20	10,886.20
13	109,433.20	108,703.70	729.5	64	-10,146.10	-3,719.20	729.4	5,178.10	11,605.00
14	109,204.00	106,276.20	2,927.8	64	-7,948.00	-1,521.00	2,927.80	7,376.50	13,803.60
15	109,176.20	105,620.90	3,555.3	64	-7,322.10	-894.1	3,555.30	8,004.70	14,432.70
16	108,738.80	107,266.60	1,472.2	65	-9,405.00	-2,977.10	1,472.20	5,921.50	12,349.30
17	106,383.80	106,389.00	-5.2	64	-10,883.30	-4,454.90	-5.2	4,444.40	10,872.80
18	99,160.70	99,594.00	-433.3	62	-11,313.40	-4,883.80	-433.3	4,017.20	10,446.70
19	82,916.90	80,775.30	2,141.6	61	-8,738.30	-2,308.80	2,141.60	6,592.10	13,021.60
20	75,076.90	74,665.30	411.6	59	-10,470.40	-4,039.70	411.6	4,862.90	11,293.60
21	70,454.30	70,302.00	152.3	57	-10,732.30	-4,300.10	152.3	4,604.60	11,036.80
22	67,860.10	68,034.50	-174.4	56	-11,063.10	-4,628.40	-174.4	4,279.60	10,714.30
23	65,846.90	65,841.30	5.6	55	-10,883.90	-4,448.80	5.6	4,459.90	10,895.10
24	64,022.90	63,586.20	436.7	55	-10,451.10	-4,017.00	436.7	4,890.40	11,324.50

	Reference Energy Use (kWh)	Estimated Event Day Energy Use (kWh)	Change in Energy Use (kWh)	Cooling Degree Hours (Base 75 °F)	Uncertainty Adjusted Impact (kWh/hour) - Percentiles				
					10th	30th	50th	70th	90th
Daily	2,021,307	2,013,818	7,489	0.0	-253600.90	-99310.20	7489.10	114288.20	268579.10

Table F-2: Aggregate Ex Post Load Impacts on Second Event

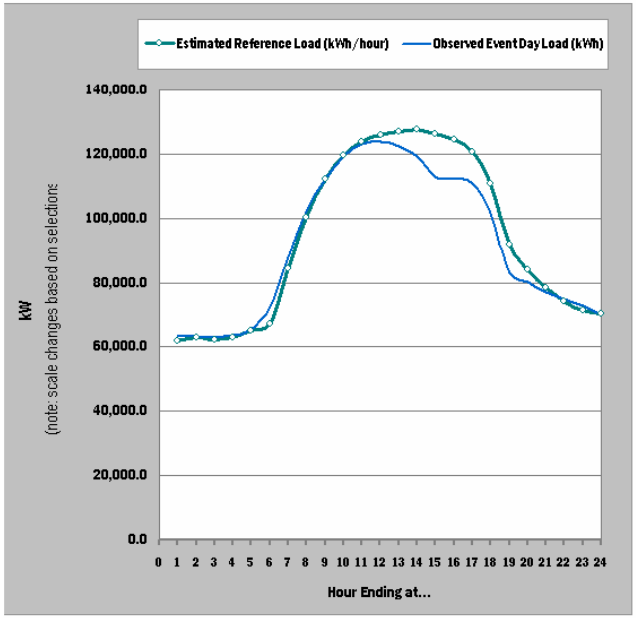
EX POST ESTIMATE OF LOAD IMPACTS ON DAY OF AN EVENT UNDER PG&E DEMAND RESPONSE PROGRAM

Aggregate Impact

Type of Results	Aggregate Impact
DR Program:	Automated (SF Only) Revised Version of BEC
Year Event Occurred:	2007
Date Event Occurred:	July 5, 2007
Customer Category/(ies):	All Customers
Hour Event Began:	HE15
Hour Event Ended:	HE19
Type of Event:	Full Event

Number of Accounts Called/Notified of Event: 72

Number of Accounts Enrolled: 108 (at End of Month in Which Event Occurred)



Hour Ending	Estimated Reference Load (kWh/hour)	Observed Event Day Load (kWh)	Estimated Load Impact (kWh/hour)	Weighted Average Temperature (°F)	Uncertainty Adjusted Impact (kWh/hr) - Percentiles				
					10th%ile	30th%ile	50th%ile	70th%ile	90th%ile
1	61,882.70	63,842.00	-1,959.3	61	-13,313.60	-6,603.80	-1,959.30	2,685.20	9,395.00
2	62,918.60	63,292.10	-373.5	60	-11,725.80	-5,017.20	-373.5	4,270.20	10,978.80
3	62,250.60	62,900.30	-649.7	60	-12,001.80	-5,293.30	-649.7	3,993.90	10,702.40
4	62,930.30	63,512.10	-581.8	58	-11,932.50	-5,224.80	-581.8	4,061.20	10,768.90
5	64,920.00	65,261.60	-341.6	58	-11,692.50	-4,984.70	-341.6	4,301.60	11,009.40
6	67,328.50	72,609.70	-5,281.2	58	-16,632.10	-9,924.30	-5,281.20	-638.1	6,069.80
7	84,345.70	87,972.10	-3,626.4	58	-14,977.50	-8,269.60	-3,626.40	1,016.70	7,724.60
8	100,097.90	102,115.60	-2,017.7	61	-13,370.50	-6,661.60	-2,017.80	2,626.10	9,334.90
9	112,159.20	112,364.70	-205.5	63	-11,559.90	-4,850.10	-205.5	4,439.10	11,149.00
10	119,758.10	119,319.60	438.5	67	-10,919.60	-4,207.60	438.5	5,084.50	11,796.60
11	123,727.50	123,128.70	598.8	70	-10,761.30	-4,048.10	598.7	5,245.60	11,958.70
12	126,031.60	123,945.00	2,086.6	73	-9,275.50	-2,561.10	2,086.60	6,734.30	13,448.70
13	126,993.80	122,439.20	4,554.6	74	-6,804.30	-91.7	4,554.60	9,201.00	15,913.60
14	127,513.10	119,113.30	8,399.8	75	-2,957.20	3,754.20	8,399.90	13,045.50	19,757.00
15	126,110.60	112,835.70	13,274.9	74	1,920.30	8,630.30	13,274.90	17,919.50	24,629.50
16	124,470.50	112,287.60	12,182.9	76	822.8	7,536.00	12,182.80	16,829.70	23,542.80
17	120,811.70	110,868.00	9,943.7	76	-1,420.10	5,295.30	9,943.70	14,592.20	21,307.60
18	110,679.10	101,809.90	8,869.2	73	-2,489.60	4,222.80	8,869.20	13,515.50	20,228.00
19	91,889.30	82,905.20	8,984.1	69	-2,369.20	4,340.00	8,984.10	13,628.30	20,337.50
20	84,039.10	80,226.40	3,812.7	67	-7,542.60	-832.2	3,812.70	8,457.60	15,168.00
21	78,488.40	77,067.30	1,421.1	63	-9,929.70	-3,222.00	1,421.10	6,064.20	12,771.90
22	74,124.30	74,855.30	-731.0	62	-12,083.00	-5,374.50	-731	3,912.60	10,621.00
23	71,484.40	72,781.10	-1,296.7	62	-12,649.60	-5,940.60	-1,296.70	3,347.20	10,056.20
24	70,455.20	70,141.90	313.3	61	-11,037.70	-4,329.90	313.3	4,956.40	11,664.30

	Reference Energy Use (kWh)	Estimated Event Day Energy Use (kWh)	Change in Energy Use (kWh)	Cooling Degree Hours (Base 75 °F)	Uncertainty Adjusted Impact (kWh/hour) - Percentiles				
					10th	30th	50th	70th	90th
Daily	2,255,410	2,197,594	57,816	2.0	-214702.50	-53658.50	57815.60	169290.00	330334.20

Table F-3: Aggregate Ex Post Load Impacts on Third Event

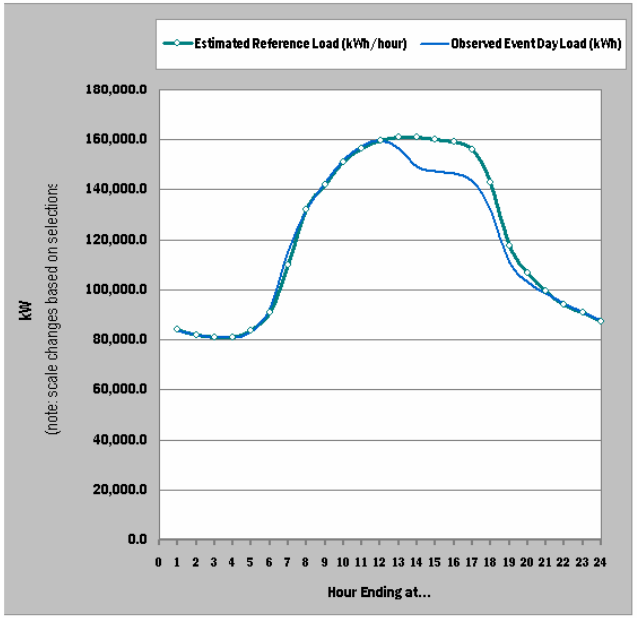
EX POST ESTIMATE OF LOAD IMPACTS ON DAY OF AN EVENT UNDER PG&E DEMAND RESPONSE PROGRAM

Aggregate Impact

Type of Results	Aggregate Impact
DR Program:	Automated (SF Only) Revised Version of BEC
Year Event Occurred:	2007
Date Event Occurred:	August 29, 2007
Customer Category/(ies):	All Customers
Hour Event Began:	HE14
Hour Event Ended:	HE18
Type of Event:	Full Event

Number of Accounts Called/Notified of Event: 92

Number of Accounts Enrolled: 109 (at End of Month in Which Event Occurred)



Hour Ending	Estimated Reference Load (kWh/hour)	Observed Event Day Load (kWh)	Estimated Load Impact (kWh/hour)	Weighted Average Temperature (°F)	Uncertainty Adjusted Impact (kWh/hr)- Percentiles				
					10th%ile	30th%ile	50th%ile	70th%ile	90th%ile
1	84,000.30	83,842.80	157.5	67	-12,972.20	-5,213.20	157.5	5,528.20	13,287.20
2	81,751.70	81,664.80	86.9	67	-13,042.90	-5,283.80	87	5,457.80	13,216.90
3	80,783.30	81,049.90	-266.6	66	-13,390.00	-5,634.70	-266.6	5,101.60	12,856.90
4	81,141.30	81,099.30	42.0	65	-13,064.80	-5,319.40	41.9	5,403.30	13,148.70
5	83,766.70	83,268.30	498.4	65	-12,609.00	-4,863.20	498.4	5,860.00	13,605.80
6	91,067.90	92,540.70	-1,472.8	64	-14,570.90	-6,830.50	-1,472.70	3,885.10	11,625.50
7	110,023.20	115,514.60	-5,491.4	64	-18,581.30	-10,845.80	-5,491.40	-136.9	7,598.50
8	132,277.30	131,615.20	662.1	66	-12,432.90	-4,694.40	662.2	6,018.70	13,757.30
9	142,048.40	143,029.40	-981.0	69	-14,079.20	-6,338.80	-981	4,376.80	12,117.20
10	150,851.10	152,130.60	-1,279.5	71	-14,376.90	-6,637.00	-1,279.40	4,078.10	11,818.00
11	156,506.60	157,230.60	-724.0	73	-13,820.60	-6,081.20	-724	4,633.20	12,372.60
12	159,657.10	159,697.30	-40.2	76	-13,132.00	-5,395.40	-40.2	5,315.00	13,051.60
13	161,098.40	156,324.00	4,774.4	79	-8,320.10	-581.9	4,774.40	10,130.70	17,868.90
14	160,781.80	149,127.90	11,653.9	84	-1,459.30	6,289.90	11,654.00	17,018.00	24,767.20
15	159,948.60	147,567.00	12,381.6	84	-731.9	7,017.50	12,381.50	17,745.60	25,494.90
16	159,161.60	146,336.60	12,825.0	84	-288.7	7,460.80	12,824.90	18,189.10	25,938.60
17	155,971.60	143,257.90	12,713.7	83	-405.9	7,347.10	12,713.70	18,080.30	25,833.20
18	142,990.00	132,199.60	10,790.4	82	-2,350.20	5,415.20	10,790.40	16,165.60	23,930.90
19	117,415.00	110,815.00	6,600.0	79	-6,527.00	1,230.40	6,600.00	11,969.60	19,726.90
20	106,674.60	102,900.80	3,773.8	74	-9,343.00	-1,591.70	3,773.80	9,139.20	16,890.50
21	99,345.70	98,716.30	629.4	70	-12,475.90	-4,731.30	629.5	5,990.20	13,734.80
22	94,225.00	94,409.20	-184.2	68	-13,284.50	-5,542.90	-184.2	5,174.50	12,916.20
23	90,789.30	90,785.10	4.2	66	-13,094.80	-5,354.00	4.1	5,362.30	13,103.10
24	87,318.90	87,770.70	-451.8	67	-13,566.30	-5,816.30	-451.8	4,912.70	12,662.60

	Reference Energy Use (kWh)	Estimated Event Day Energy Use (kWh)	Change in Energy Use (kWh)	Cooling Degree Hours (Base 75 °F)	Uncertainty Adjusted Impact (kWh/hour) - Percentiles				
					10th	30th	50th	70th	90th
Daily	2,889,595	2,822,894	66,702	51.0	-247920.30	-61994.60	66702.00	195398.70	381324.00

Table F-4: Aggregate Ex Post Load Impacts on Fourth Event

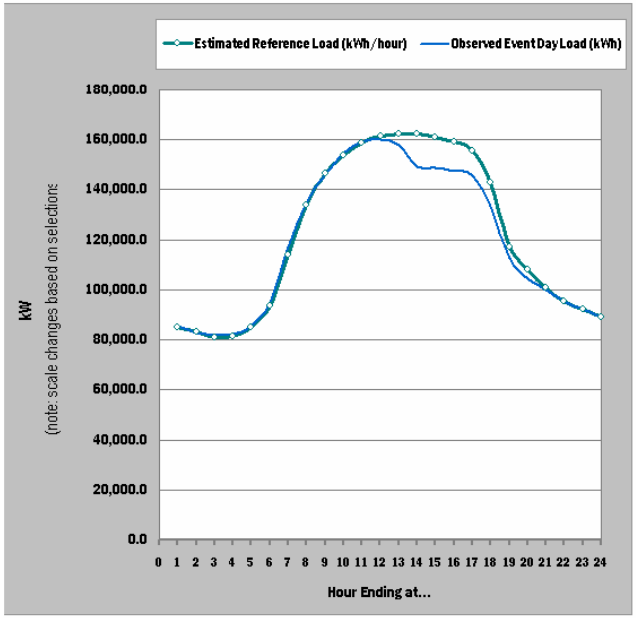
EX POST ESTIMATE OF LOAD IMPACTS ON DAY OF AN EVENT UNDER PG&E DEMAND RESPONSE PROGRAM

Aggregate Impact

Number of Accounts Called/Notified of Event: 94

Number of Accounts Enrolled: 109 (at End of Month in Which Event Occurred)

Type of Results	Aggregate Impact
DR Program:	Automated (SF Only) Revised Version of BEC
Year Event Occurred:	2007
Date Event Occurred:	August 30, 2007
Customer Category/(ies):	All Customers
Hour Event Began:	HE14
Hour Event Ended:	HE18
Type of Event:	Full Event



Hour Ending	Estimated Reference Load (kWh/hour)	Observed Event Day Load (kWh)	Estimated Load Impact (kWh/hour)	Weighted Average Temperature (°F)	Uncertainty Adjusted Impact (kWh/hr) - Percentiles				
					10th%ile	30th%ile	50th%ile	70th%ile	90th%ile
1	85,226.30	85,490.40	-264.1	67	-13,416.10	-5,644.00	-264.1	5,115.70	12,887.90
2	83,256.80	82,845.20	411.6	67	-12,747.60	-4,971.20	411.6	5,794.40	13,570.80
3	80,973.50	81,950.40	-976.9	66	-14,130.50	-6,357.50	-977	4,403.50	12,176.60
4	81,413.00	82,360.00	-947.0	67	-14,117.60	-6,334.40	-947	4,440.50	12,223.60
5	85,212.20	85,664.00	-451.8	65	-13,598.10	-5,829.30	-451.7	4,925.80	12,694.60
6	93,678.40	95,113.40	-1,435.0	65	-14,572.60	-6,809.00	-1,435.00	3,938.90	11,702.60
7	113,913.70	117,215.20	-3,301.5	65	-16,430.40	-8,671.90	-3,301.50	2,068.90	9,827.40
8	133,941.70	134,683.60	-741.9	66	-13,864.40	-6,109.70	-741.9	4,625.80	12,380.60
9	146,369.40	145,860.80	508.6	69	-12,618.90	-4,861.30	508.6	5,878.40	13,636.10
10	153,795.60	154,519.80	-724.2	72	-13,855.50	-6,095.60	-724.2	4,647.20	12,407.10
11	158,685.60	159,200.30	-514.7	74	-13,644.50	-5,885.40	-514.7	4,856.10	12,615.10
12	161,586.80	159,949.20	1,637.6	78	-11,492.40	-3,733.30	1,637.60	7,008.50	14,767.60
13	162,543.80	157,974.80	4,569.0	82	-8,567.30	-804.4	4,569.00	9,942.40	17,705.20
14	162,179.60	149,176.60	13,003.0	85	-139.9	7,626.90	13,003.10	18,379.20	26,146.00
15	160,875.60	148,908.10	11,967.5	85	-1,174.60	6,591.70	11,967.50	17,343.30	25,109.50
16	159,400.10	147,511.20	11,888.9	85	-1,258.70	6,510.80	11,888.80	17,266.80	25,036.40
17	155,528.00	145,846.80	9,681.2	83	-3,467.20	4,302.90	9,681.30	15,059.70	22,829.70
18	142,908.70	133,570.20	9,338.5	82	-3,821.00	3,955.60	9,338.50	14,721.40	22,497.90
19	117,220.60	112,703.90	4,516.7	81	-8,663.90	-874.8	4,516.80	9,908.40	17,697.50
20	107,871.30	104,493.60	3,377.7	76	-9,789.10	-2,008.20	3,377.70	8,763.70	16,544.60
21	100,965.00	99,930.80	1,034.2	75	-12,168.00	-4,366.10	1,034.30	6,434.70	14,236.50
22	95,472.00	95,401.50	70.5	73	-13,144.40	-5,335.10	70.5	5,476.10	13,285.40
23	92,338.20	92,080.90	257.3	71	-12,952.40	-5,146.10	257.3	5,660.80	13,467.00
24	89,168.30	88,905.40	262.9	70	-12,940.90	-5,138.10	262.9	5,664.00	13,466.80

	Reference Energy Use (kWh)	Estimated Event Day Energy Use (kWh)	Change in Energy Use (kWh)	Cooling Degree Hours (Base 75 °F)	Uncertainty Adjusted Impact (kWh/hour) - Percentiles				
					10th	30th	50th	70th	90th
Daily	2,924,524	2,861,356	63,168	62.0	-252576.00	-65987.50	63168.40	192324.20	378912.50

Table F-5: Aggregate Ex Post Load Impacts on Fifth Event

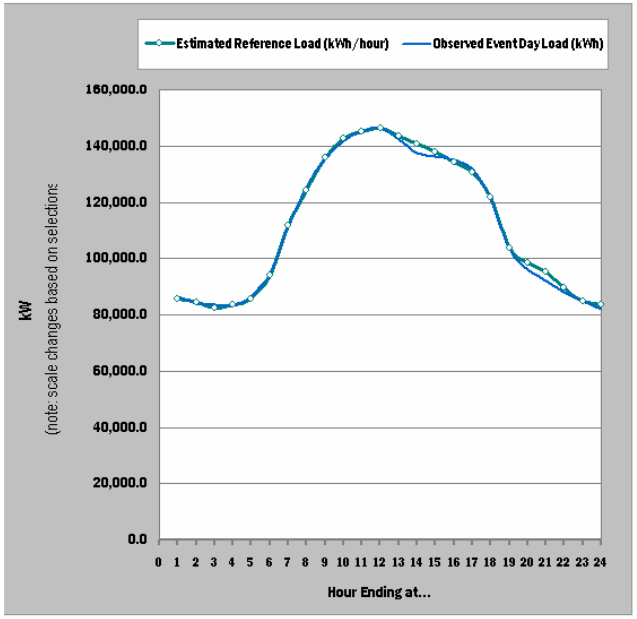
EX POST ESTIMATE OF LOAD IMPACTS ON DAY OF AN EVENT UNDER PG&E DEMAND RESPONSE PROGRAM

Aggregate Impact

Number of Accounts Called/Notified of Event: 94

Number of Accounts Enrolled: 109 (at End of Month in Which Event Occurred)

Type of Results	Aggregate Impact
DR Program:	Automated (SF Only) Revised Version of BEC
Year Event Occurred:	2007
Date Event Occurred:	August 31, 2007
Customer Category/(ies):	All Customers
Hour Event Began:	HE14
Hour Event Ended:	HE18
Type of Event:	Full Event



Hour Ending	Estimated Reference Load (kWh/hour)	Observed Event Day Load (kWh)	Estimated Load Impact (kWh/hour)	Weighted Average Temperature (°F)	Uncertainty Adjusted Impact (kWh/hr)- Percentiles				
					10th%ile	30th%ile	50th%ile	70th%ile	90th%ile
1	85,581.20	86,408.90	-827.7	70	-14,038.70	-6,231.70	-827.7	4,576.20	12,383.20
2	84,485.70	83,933.40	552.3	69	-12,647.80	-4,847.20	552.4	5,951.90	13,752.50
3	82,398.70	83,678.60	-1,279.9	68	-14,467.00	-6,674.10	-1,279.90	4,114.20	11,907.10
4	83,485.10	83,321.70	163.4	67	-13,003.60	-5,222.60	163.3	5,549.30	13,330.20
5	85,540.80	86,491.30	-950.5	66	-14,097.30	-6,328.20	-950.4	4,427.30	12,196.40
6	94,133.40	94,703.50	-570.1	64	-13,696.60	-5,939.50	-570.1	4,799.30	12,556.40
7	111,881.40	110,958.20	923.2	63	-12,187.90	-4,439.90	923.2	6,286.30	14,034.30
8	124,404.40	125,483.50	-1,079.1	64	-14,181.60	-6,438.70	-1,079.10	4,280.50	12,023.40
9	135,747.80	135,574.90	172.9	66	-12,929.00	-5,186.50	172.9	5,532.20	13,274.80
10	142,561.10	141,926.80	634.3	68	-12,467.90	-4,725.10	634.4	5,993.90	13,736.60
11	144,984.10	145,125.00	-140.9	70	-13,241.40	-5,499.60	-140.8	5,218.00	12,959.80
12	146,317.80	146,278.80	39.0	70	-13,054.00	-5,316.70	39	5,394.70	13,132.00
13	143,700.60	142,157.30	1,543.3	71	-11,546.40	-3,811.10	1,543.30	6,897.70	14,633.00
14	140,510.00	137,302.00	3,208.0	73	-9,882.10	-2,146.60	3,208.00	8,562.50	16,298.10
15	137,817.10	136,206.60	1,610.5	75	-11,481.30	-3,744.80	1,610.50	6,965.70	14,702.30
16	134,284.80	134,998.00	-713.2	76	-13,809.20	-6,070.10	-713.2	4,643.70	12,382.80
17	130,644.20	132,011.30	-1,367.1	76	-14,466.50	-6,725.40	-1,367.10	3,991.20	11,732.20
18	121,870.20	121,325.10	545.1	71	-12,544.90	-4,809.40	545.1	5,899.60	13,635.20
19	103,841.70	103,480.10	361.6	70	-12,731.10	-4,994.00	361.6	5,717.20	13,454.30
20	98,607.40	95,965.50	2,641.9	67	-10,448.30	-2,712.70	2,641.80	7,996.40	15,732.00
21	95,322.70	92,159.70	3,163.0	64	-9,925.40	-2,190.90	3,162.90	8,516.70	16,251.20
22	89,655.80	87,893.60	1,762.2	63	-11,325.90	-3,591.60	1,762.10	7,115.80	14,850.20
23	84,829.60	84,997.60	-168.0	62	-13,256.80	-5,522.00	-168	5,186.00	12,920.70
24	83,672.90	81,834.80	1,838.1	62	-11,252.10	-3,516.50	1,838.10	7,192.70	14,928.30

	Reference Energy Use (kWh)	Estimated Event Day Energy Use (kWh)	Change in Energy Use (kWh)	Cooling Degree Hours (Base 75 °F)	Uncertainty Adjusted Impact (kWh/hour) - Percentiles				
					10th	30th	50th	70th	90th
Daily	2,686,279	2,674,216	12,062	2.0	-302682.80	-116684.90	12062.30	140809.00	326807.00

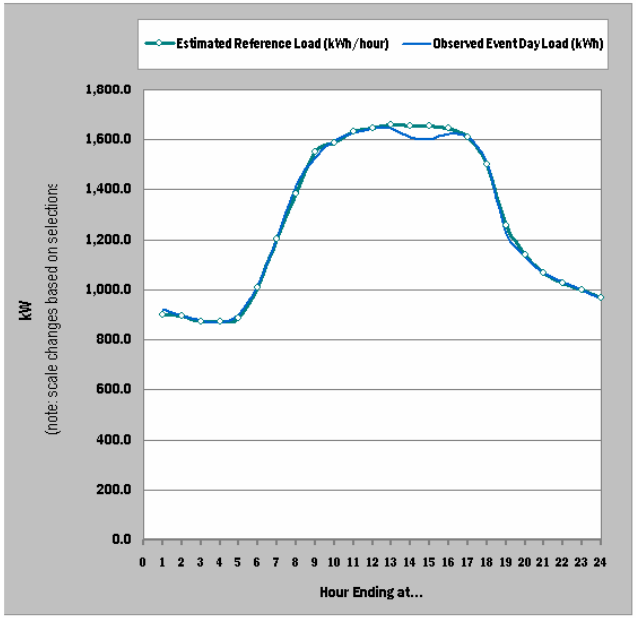
Table F-6: Average per Called/Notified Customer Ex Post Load Impacts on First Event

EX POST ESTIMATE OF LOAD IMPACTS ON DAY OF AN EVENT UNDER PG&E DEMAND RESPONSE PROGRAM

Average per Notified/Called Customer

Number of Accounts Called/Notified of Event: 66
Number of Accounts Enrolled: 98 (at End of Month in Which Event Occurred)

Type of Results	Average per Notified/Called Customer
DR Program:	Automated (SF Only) Revised Version of BEC
Year Event Occurred:	2007
Date Event Occurred:	June 20, 2007
Customer Category/(ies):	All Customers
Hour Event Began:	HE14
Hour Event Ended:	HE15
Type of Event:	Test or M&E Event



Hour Ending	Estimated Reference Load (kWh/hour)	Observed Event Day Load (kWh)	Estimated Load Impact (kWh/hour)	Weighted Average Temperature (°F)	Uncertainty Adjusted Impact (kWh/hr)- Percentiles				
					10th%ile	30th%ile	50th%ile	70th%ile	90th%ile
1	897.8	922.2	-24.4	57	-189.2	-91.8	-24.4	43	140.4
2	896	893.3	2.7	56	-162.2	-64.8	2.6	70	167.4
3	871.3	878.4	-7.1	56	-171.9	-74.5	-7.1	60.3	157.7
4	873.4	866.6	6.8	55	-158.1	-60.7	6.8	74.2	171.6
5	886.1	901.2	-15.1	55	-179.9	-82.5	-15	52.4	149.8
6	1,009.70	1,015.40	-5.7	55	-170.5	-73.1	-5.7	61.7	159.1
7	1,201.50	1,202.40	-0.9	56	-165.7	-68.3	-0.9	66.5	163.9
8	1,384.00	1,413.80	-29.8	57	-194.6	-97.2	-29.8	37.5	134.9
9	1,550.70	1,527.30	23.4	58	-141.3	-44	23.4	90.8	188.2
10	1,589.50	1,598.60	-9.1	59	-173.9	-76.5	-9.1	58.3	155.7
11	1,632.60	1,630.10	2.5	61	-162.2	-64.9	2.5	69.9	167.3
12	1,647.20	1,647.00	0.2	62	-164.6	-67.2	0.2	67.6	164.9
13	1,658.10	1,647.00	11.1	64	-153.7	-56.4	11.1	78.5	175.8
14	1,654.60	1,610.20	44.4	64	-120.4	-23	44.4	111.8	209.1
15	1,654.20	1,600.30	53.9	64	-110.9	-13.5	53.9	121.3	218.7
16	1,647.60	1,625.30	22.3	65	-142.5	-45.1	22.3	89.7	187.1
17	1,611.90	1,612.00	-0.1	64	-164.9	-67.5	-0.1	67.3	164.7
18	1,502.40	1,509.00	-6.6	62	-171.4	-74	-6.6	60.9	158.3
19	1,256.30	1,223.90	32.4	61	-132.4	-35	32.4	99.9	197.3
20	1,137.50	1,131.30	6.2	59	-158.6	-61.2	6.2	73.7	171.1
21	1,067.50	1,065.20	2.3	57	-162.6	-65.2	2.3	69.8	167.2
22	1,028.20	1,030.80	-2.6	56	-167.6	-70.1	-2.6	64.8	162.3
23	997.7	997.6	0.1	55	-164.9	-67.4	0.1	67.6	165.1
24	970	963.4	6.6	55	-158.4	-60.9	6.6	74.1	171.6

	Reference Energy Use (kWh)	Estimated Event Day Energy Use (kWh)	Change in Energy Use (kWh)	Cooling Degree Hours (Base 75 °F)	Uncertainty Adjusted Impact (kWh/hour) - Percentiles				
					10th	30th	50th	70th	90th
Daily	30,626	30,512	114	0.0	-3842.40	-1504.80	113.50	1731.60	4069.20

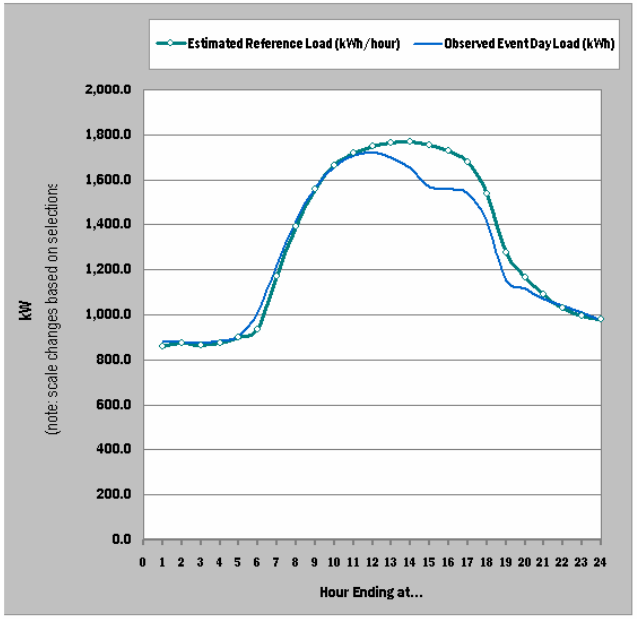
Table F-7: Average per Called/Notified Customer Ex Post Load Impacts on Second Event

EX POST ESTIMATE OF LOAD IMPACTS ON DAY OF AN EVENT UNDER PG&E DEMAND RESPONSE PROGRAM

Average per Notified/Called Customer

Number of Accounts Called/Notified of Event: 72
Number of Accounts Enrolled: 108 (at End of Month in Which Event Occurred)

Type of Results	Average per Notified/Called Customer
DR Program:	Automated (SF Only) Revised Version of BEC
Year Event Occurred:	2007
Date Event Occurred:	July 5, 2007
Customer Category/(ies):	All Customers
Hour Event Began:	HE15
Hour Event Ended:	HE19
Type of Event:	Full Event



Hour Ending	Estimated Reference Load (kWh/hour)	Observed Event Day Load (kWh)	Estimated Load Impact (kWh/hour)	Weighted Average Temperature (°F)	Uncertainty Adjusted Impact (kWh/hr)- Percentiles				
					10th%ile	30th%ile	50th%ile	70th%ile	90th%ile
1	859.5	886.7	-27.2	61	-184.9	-91.7	-27.2	37.3	130.5
2	873.9	879.1	-5.2	60	-162.9	-69.7	-5.2	59.3	152.5
3	864.6	873.6	-9.0	60	-166.7	-73.5	-9	55.5	148.6
4	874	882.1	-8.1	58	-165.7	-72.6	-8.1	56.4	149.6
5	901.7	906.4	-4.7	58	-162.4	-69.2	-4.7	59.7	152.9
6	935.1	1,008.50	-73.4	58	-231	-137.8	-73.3	-8.9	84.3
7	1,171.50	1,221.80	-50.3	58	-208	-114.9	-50.4	14.1	107.3
8	1,390.20	1,418.30	-28.1	61	-185.7	-92.5	-28	36.5	129.7
9	1,557.80	1,560.60	-2.8	63	-160.6	-67.4	-2.9	61.7	154.8
10	1,663.30	1,657.20	6.1	67	-151.7	-58.4	6.1	70.6	163.8
11	1,718.40	1,710.10	8.3	70	-149.5	-56.2	8.3	72.9	166.1
12	1,750.40	1,721.50	28.9	73	-128.8	-35.6	29	93.5	186.8
13	1,763.80	1,700.50	63.3	74	-94.5	-1.3	63.3	127.8	221
14	1,771.00	1,654.40	116.6	75	-41.1	52.1	116.7	181.2	274.4
15	1,751.50	1,567.20	184.3	74	26.7	119.9	184.4	248.9	342.1
16	1,728.80	1,559.60	169.2	76	11.4	104.7	169.2	233.7	327
17	1,677.90	1,539.80	138.1	76	-19.7	73.5	138.1	202.7	295.9
18	1,537.20	1,414.00	123.2	73	-34.6	58.7	123.2	187.7	280.9
19	1,276.20	1,151.50	124.7	69	-32.9	60.3	124.8	189.3	282.5
20	1,167.20	1,114.30	52.9	67	-104.8	-11.6	53	117.5	210.7
21	1,090.10	1,070.40	19.7	63	-137.9	-44.7	19.7	84.2	177.4
22	1,029.50	1,039.70	-10.2	62	-167.8	-74.6	-10.2	54.3	147.5
23	992.8	1,010.80	-18.0	62	-175.7	-82.5	-18	46.5	139.7
24	978.5	974.2	4.3	61	-153.3	-60.1	4.4	68.8	162

	Reference Energy Use (kWh)	Estimated Event Day Energy Use (kWh)	Change in Energy Use (kWh)	Cooling Degree Hours (Base 75 °F)	Uncertainty Adjusted Impact (kWh/hour) - Percentiles				
					10th	30th	50th	70th	90th
Daily	31,325	30,522	803	2.0	-2982.10	-745.10	803.20	2351.20	4588.00

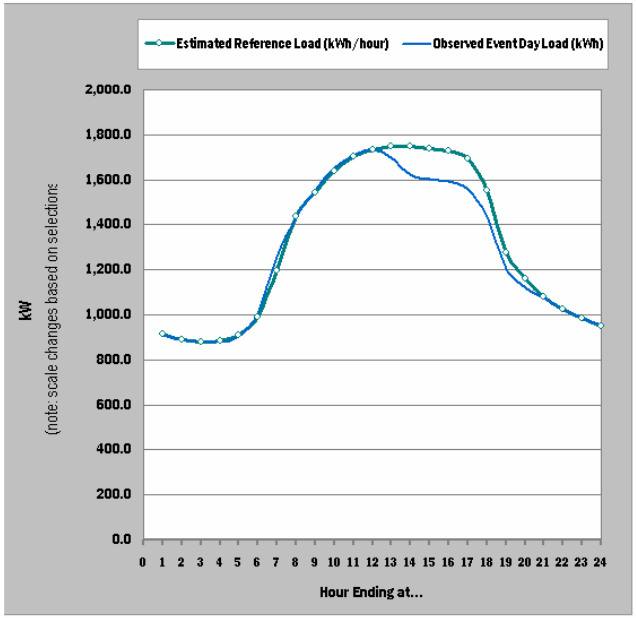
Table F-8: Average per Called/Notified Customer Ex Post Load Impacts on Third Event

EX POST ESTIMATE OF LOAD IMPACTS ON DAY OF AN EVENT UNDER PG&E DEMAND RESPONSE PROGRAM

Average per Notified/Called Customer

Number of Accounts Called/Notified of Event: 92
Number of Accounts Enrolled: 109 (at End of Month in Which Event Occurred)

Type of Results	Average per Notified/Called Customer
DR Program:	Automated (SF Only) Revised Version of BEC
Year Event Occurred:	2007
Date Event Occurred:	August 29, 2007
Customer Category/(ies):	All Customers
Hour Event Began:	HE14
Hour Event Ended:	HE18
Type of Event:	Full Event



Hour Ending	Estimated Reference Load (kWh/hour)	Observed Event Day Load (kWh)	Estimated Load Impact (kWh/hour)	Weighted Average Temperature (°F)	Uncertainty Adjusted Impact (kWh/hr)- Percentiles				
					10th%ile	30th%ile	50th%ile	70th%ile	90th%ile
1	913	911.3	1.7	67	-141	-56.7	1.7	60.1	144.4
2	888.6	887.7	0.9	67	-141.8	-57.4	0.9	59.3	143.7
3	878.1	881	-2.9	66	-145.5	-61.2	-2.9	55.5	139.7
4	882	881.5	0.5	65	-142	-57.8	0.5	58.7	142.9
5	910.5	905.1	5.4	65	-137.1	-52.9	5.4	63.7	147.9
6	989.9	1,005.90	-16.0	64	-158.4	-74.2	-16	42.2	126.4
7	1,195.90	1,255.60	-59.7	64	-202	-117.9	-59.7	-1.5	82.6
8	1,437.80	1,430.60	7.2	66	-135.1	-51	7.2	65.4	149.5
9	1,544.00	1,554.70	-10.7	69	-153	-68.9	-10.7	47.6	131.7
10	1,639.70	1,653.60	-13.9	71	-156.3	-72.1	-13.9	44.3	128.5
11	1,701.20	1,709.00	-7.8	73	-150.2	-66.1	-7.9	50.4	134.5
12	1,735.40	1,735.80	-0.4	76	-142.7	-58.6	-0.4	57.8	141.9
13	1,751.10	1,699.20	51.9	79	-90.4	-6.3	51.9	110.1	194.2
14	1,747.60	1,621.00	126.6	84	-15.9	68.4	126.7	185	269.2
15	1,738.60	1,604.00	134.6	84	-8	76.3	134.6	192.9	277.1
16	1,730.00	1,590.60	139.4	84	-3.1	81.1	139.4	197.7	281.9
17	1,695.30	1,557.20	138.1	83	-4.4	79.9	138.2	196.5	280.8
18	1,554.20	1,437.00	117.2	82	-25.5	58.9	117.3	175.7	260.1
19	1,276.30	1,204.50	71.8	79	-70.9	13.4	71.7	130.1	214.4
20	1,159.50	1,118.50	41.0	74	-101.6	-17.3	41	99.3	183.6
21	1,079.80	1,073.00	6.8	70	-135.6	-51.4	6.8	65.1	149.3
22	1,024.20	1,026.20	-2.0	68	-144.4	-60.2	-2	56.2	140.4
23	986.8	986.8	0.0	66	-142.3	-58.2	0	58.3	142.4
24	949.1	954	-4.9	67	-147.5	-63.2	-4.9	53.4	137.6

	Reference Energy Use (kWh)	Estimated Event Day Energy Use (kWh)	Change in Energy Use (kWh)	Cooling Degree Hours (Base 75 °F)	Uncertainty Adjusted Impact (kWh/hour) - Percentiles				
					10th	30th	50th	70th	90th
Daily	31,409	30,684	725	51.0	-2694.70	-673.40	724.90	2123.80	4144.70

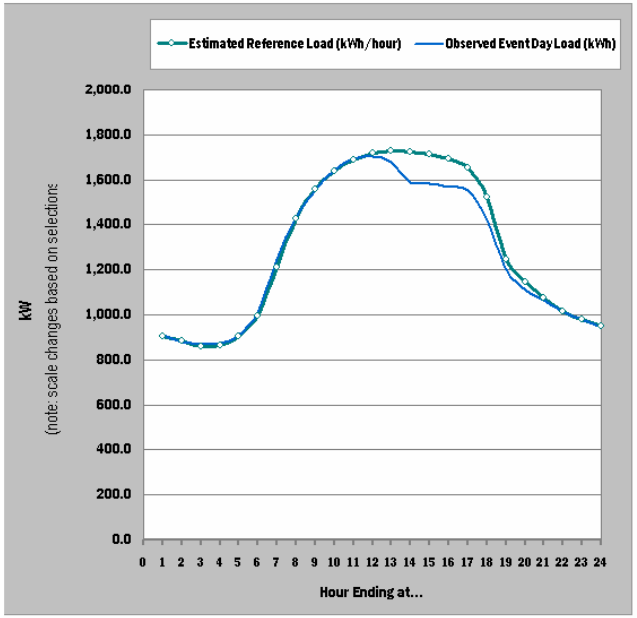
Table F-9: Average per Called/Notified Customer Ex Post Load Impacts on Fourth Event

EX POST ESTIMATE OF LOAD IMPACTS ON DAY OF AN EVENT UNDER PG&E DEMAND RESPONSE PROGRAM

Average per Notified/Called Customer

Number of Accounts Called/Notified of Event: 94
Number of Accounts Enrolled: 109 (at End of Month in Which Event Occurred)

Type of Results	Average per Notified/Called Customer
DR Program:	Automated (SF Only) Revised Version of BEC
Year Event Occurred:	2007
Date Event Occurred:	August 30, 2007
Customer Category/(ies):	All Customers
Hour Event Began:	HE14
Hour Event Ended:	HE18
Type of Event:	Full Event



Hour Ending	Estimated Reference Load (kWh/hour)	Observed Event Day Load (kWh)	Estimated Load Impact (kWh/hour)	Weighted Average Temperature (°F)	Uncertainty Adjusted Impact (kWh/hr)- Percentiles				
					10th%ile	30th%ile	50th%ile	70th%ile	90th%ile
1	906.7	909.5	-2.8	67	-142.7	-60	-2.8	54.4	137.1
2	885.7	881.3	4.4	67	-135.6	-52.9	4.4	61.6	144.4
3	861.4	871.8	-10.4	66	-150.3	-67.6	-10.4	46.8	129.5
4	866.1	876.2	-10.1	67	-150.2	-67.4	-10.1	47.2	130
5	906.5	911.3	-4.8	65	-144.7	-62	-4.8	52.4	135
6	996.6	1,011.80	-15.2	65	-155	-72.4	-15.3	41.9	124.5
7	1,211.80	1,247.00	-35.2	65	-174.8	-92.3	-35.1	22	104.5
8	1,424.90	1,432.80	-7.9	66	-147.5	-65	-7.9	49.2	131.7
9	1,557.10	1,551.70	5.4	69	-134.2	-51.7	5.4	62.5	145.1
10	1,636.10	1,643.80	-7.7	72	-147.4	-64.8	-7.7	49.4	132
11	1,688.10	1,693.60	-5.5	74	-145.2	-62.6	-5.5	51.7	134.2
12	1,719.00	1,701.60	17.4	78	-122.3	-39.7	17.4	74.6	157.1
13	1,729.20	1,680.60	48.6	82	-91.1	-8.6	48.6	105.8	188.4
14	1,725.30	1,587.00	138.3	85	-1.5	81.1	138.3	195.5	278.1
15	1,711.40	1,584.10	127.3	85	-12.5	70.1	127.3	184.5	267.1
16	1,695.70	1,569.30	126.4	85	-13.4	69.3	126.5	183.7	266.3
17	1,654.60	1,551.60	103.0	83	-36.9	45.8	103	160.2	242.9
18	1,520.30	1,421.00	99.3	82	-40.6	42.1	99.3	156.6	239.3
19	1,247.00	1,199.00	48.0	81	-92.2	-9.3	48.1	105.4	188.3
20	1,147.60	1,111.60	36.0	76	-104.1	-21.4	35.9	93.2	176
21	1,074.10	1,063.10	11.0	75	-129.4	-46.4	11	68.5	151.5
22	1,015.70	1,014.90	0.8	73	-139.8	-56.8	0.7	58.3	141.3
23	982.3	979.6	2.7	71	-137.8	-54.7	2.7	60.2	143.3
24	948.6	945.8	2.8	70	-137.7	-54.7	2.8	60.3	143.3

	Reference Energy Use (kWh)	Estimated Event Day Energy Use (kWh)	Change in Energy Use (kWh)	Cooling Degree Hours (Base 75 °F)	Uncertainty Adjusted Impact (kWh/hour) - Percentiles				
					10th	30th	50th	70th	90th
Daily	31,112	30,440	672	62.0	-2686.90	-701.90	671.80	2045.90	4030.90

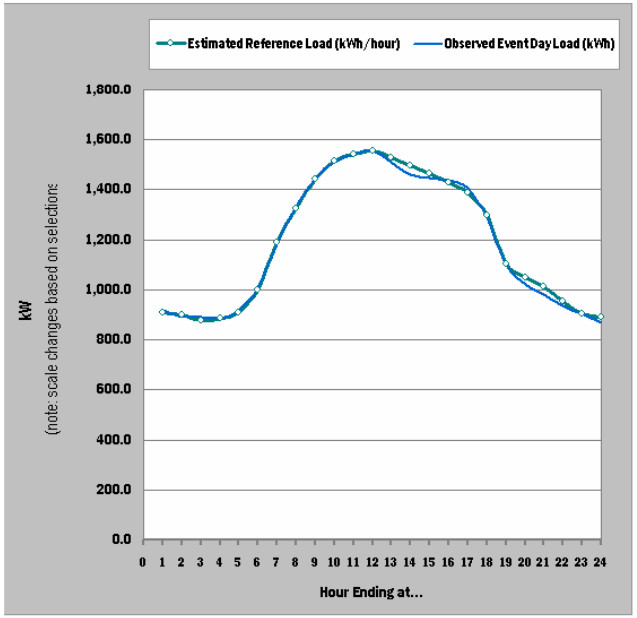
Table F-10: Average per Called/Notified Customer Ex Post Load Impacts on Fifth Event

EX POST ESTIMATE OF LOAD IMPACTS ON DAY OF AN EVENT UNDER PG&E DEMAND RESPONSE PROGRAM

Average per Notified/Called Customer

Number of Accounts Called/Notified of Event: 94
Number of Accounts Enrolled: 109 (at End of Month in Which Event Occurred)

Type of Results	Average per Notified/Called Customer
DR Program:	Automated (SF Only) Revised Version of BEC
Year Event Occurred:	2007
Date Event Occurred:	August 31, 2007
Customer Category/(ies):	All Customers
Hour Event Began:	HE14
Hour Event Ended:	HE18
Type of Event:	Full Event



Hour Ending	Estimated Reference Load (kWh/hour)	Observed Event Day Load (kWh)	Estimated Load Impact (kWh/hour)	Weighted Average Temperature (°F)	Uncertainty Adjusted Impact (kWh/hr)- Percentiles				
					10th%ile	30th%ile	50th%ile	70th%ile	90th%ile
1	910.4	919.2	-8.8	70	-149.3	-66.3	-8.8	48.7	131.7
2	898.8	892.9	5.9	69	-134.6	-51.6	5.9	63.3	146.3
3	876.6	890.2	-13.6	68	-153.9	-71	-13.6	43.8	126.7
4	888.1	886.4	1.7	67	-138.3	-55.6	1.7	59	141.8
5	910	920.1	-10.1	66	-150	-67.3	-10.1	47.1	129.7
6	1,001.40	1,007.50	-6.1	64	-145.7	-63.2	-6.1	51.1	133.6
7	1,190.20	1,180.40	9.8	63	-129.7	-47.2	9.8	66.9	149.3
8	1,323.50	1,334.90	-11.4	64	-150.9	-68.5	-11.5	45.5	127.9
9	1,444.10	1,442.30	1.8	66	-137.5	-55.2	1.8	58.9	141.2
10	1,516.60	1,509.90	6.7	68	-132.6	-50.3	6.7	63.8	146.1
11	1,542.40	1,543.90	-1.5	70	-140.9	-58.5	-1.5	55.5	137.9
12	1,556.60	1,556.20	0.4	70	-138.9	-56.6	0.4	57.4	139.7
13	1,528.70	1,512.30	16.4	71	-122.8	-40.5	16.4	73.4	155.7
14	1,494.80	1,460.70	34.1	73	-105.1	-22.8	34.1	91.1	173.4
15	1,466.10	1,449.00	17.1	75	-122.1	-39.8	17.1	74.1	156.4
16	1,428.60	1,436.10	-7.5	76	-146.9	-64.6	-7.6	49.4	131.7
17	1,389.80	1,404.40	-14.6	76	-153.9	-71.5	-14.5	42.5	124.8
18	1,296.50	1,290.70	5.8	71	-133.5	-51.2	5.8	62.8	145.1
19	1,104.70	1,100.90	3.8	70	-135.4	-53.1	3.8	60.8	143.1
20	1,049.00	1,020.90	28.1	67	-111.2	-28.9	28.1	85.1	167.4
21	1,014.10	980.4	33.7	64	-105.6	-23.3	33.6	90.6	172.9
22	953.8	935	18.8	63	-120.5	-38.2	18.7	75.7	158
23	902.4	904.2	-1.8	62	-141	-58.7	-1.8	55.2	137.5
24	890.1	870.6	19.5	62	-119.7	-37.4	19.6	76.5	158.8

	Reference Energy Use (kWh)	Estimated Event Day Energy Use (kWh)	Change in Energy Use (kWh)	Cooling Degree Hours (Base 75 °F)	Uncertainty Adjusted Impact (kWh/hour) - Percentiles				
					10th	30th	50th	70th	90th
Daily	28,577	28,449	128	2.0	-3220.00	-1241.30	128.00	1498.20	3476.70