



# Commercial Load Management

## Standard Offer Program (CLMSOP)

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2025 Program Manual

Date: 3/05/2025



# CONTENTS

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<b>1</b>	<b>Introduction .....</b>	<b>3</b>
<b>2</b>	<b>Program Overview .....</b>	<b>3</b>
2.1	Customer Eligibility .....	3
2.2	Eligible Sites .....	4
2.3	Participation Requirements .....	4
2.3.1	Curtailment Events .....	4
2.4	Incentives .....	5
2.4.1	Program Budget .....	5
2.4.2	Incentive Calculation .....	5
2.4.3	Incentive Adjustments for Overperformance .....	6
2.4.4	Incentive Limits .....	7
<b>3</b>	<b>Project Life Cycle .....</b>	<b>7</b>
3.1	Submission Process .....	7
3.1.1	Creating and Submitting a Project .....	7
3.1.2	Scheduled Curtailment Event .....	8
3.2	Project Approval and Contracting .....	8
3.3	Summer Period .....	8
3.4	Savings Report .....	8
3.5	Project Evaluation and Payment .....	9
<b>4</b>	<b>Important Program Dates and Deadlines .....</b>	<b>9</b>
<b>5</b>	<b>How to Participate .....</b>	<b>9</b>
5.1	Contractor Eligibility and Requirements .....	9
5.1.1	Contractor Application Criteria .....	9
5.1.2	Registering and Applying as a Service Provider .....	10
5.2	Termination of Program Addendums .....	10
<b>6</b>	<b>Program Resources .....</b>	<b>10</b>

## 1 INTRODUCTION

Welcome to the 2025 Oncor Commercial Load Management Standard Offer Program (CLMSOP or the “program”). The CLMSOP offers incentives to energy efficiency service providers and aggregators (participants or service providers) that work with local commercial and manufacturing facilities to achieve documented summer, on-peak demand reductions in those facilities.

This program complies with the standard offer program requirements published by the Public Utility Commission of Texas (PUCT). This program manual is intended to inform service providers of the program requirements and processes. However, service providers should also review the PUCT rules related to energy efficiency programs and the requirements in the Texas Technical Reference Manual (TRM) for energy efficiency programs, and are required to comply with such rules and requirements.

This program manual summarizes program requirements, processes, and incentives but may not address all scenarios. Oncor has full discretion to interpret or modify program requirements, and may revise the program manual at any time.

Visit the Oncor Energy Efficiency Program Management (EPPM) tool, available at <https://eepm.oncor.com>, to access additional registered service provider resources, including program applications and project documentation tools, as well as program rules and incentive budget updates.

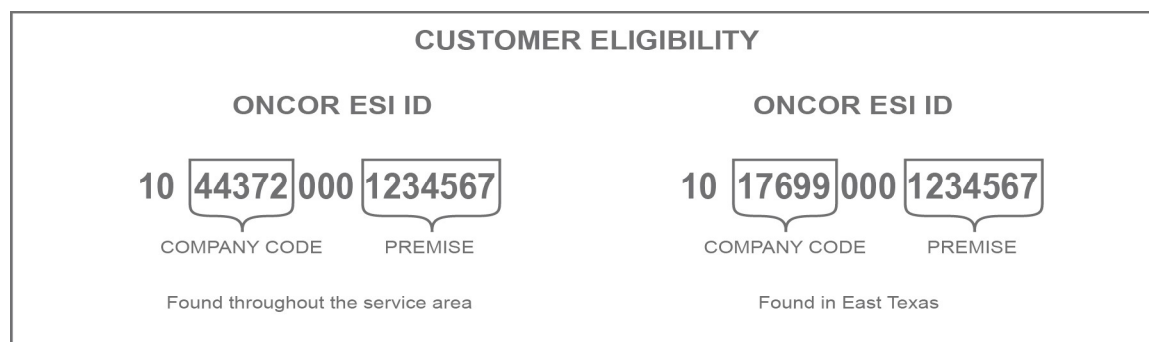
We are here to help! If you have any questions after reading these materials, please don’t hesitate to contact our program help desk at 1-866-258-1874 or [eepmsupport@oncor.com](mailto:eepmsupport@oncor.com).

## 2 PROGRAM OVERVIEW

The CLMSOP is designed to help businesses reduce their summer energy demand on the Oncor grid when needed and help meet state energy efficiency goals. Incentives are paid to commercial participants who curtail their facility electricity demand during a scheduled curtailment event, and during called curtailments throughout the summer period. The summer period will now occur 24/7, and the peak period will be defined as 1 p.m. Central Time (CT) to 7 p.m. CT from June 1, 2025, through November 30, 2025.

### 2.1 Customer Eligibility

To qualify for program incentives, a host customer must be a commercial customer that is served by Oncor and contributes to the Energy Efficiency Cost Recovery Fund. Each Oncor commercial customer will have a 17-digit premise number (ESIID). An ESIID should appear on a customer’s electric bill and always start with “10.” For Oncor customers, the third through seventh digits will be either “44372” or “17699.” When entering project information in EPPM, only the last seven digits of the ESIID are used as input.



## 2.2 Eligible Sites

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Eligible sites, or groups of eligible sites, must be able to curtail demand on short notice when requested by Oncor. Each project must achieve a total estimated demand savings of at least 100 kW during the summer on-peak demand period. Projects not meeting site, project or program requirements are subject to cancellation by Oncor.

The following loads are excluded from consideration for the program:

- Customers who have load contracted with a retail electric provider (REP) where that contract prevents the load from participating in a curtailment.
- Loads where curtailment would result in negative environmental or health effects.
- Curtailable load that receives an incentive through any other energy efficiency program. This can include programs offered via the Electric Reliability Council of Texas (ERCOT) or any other program that is currently available.
- Curtailable load that takes electric service at transmission voltage and serves a for-profit end-use customer.
- An industrial customer with curtailable load that takes electric service at distribution voltage and qualifies for the energy efficiency exemption pursuant to PUCT Substantive Rule 25.181.
- A commercial customer classified as manufacturing who has selected to opt-out from paying into the EECRF.

## 2.3 Participation Requirements

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### 2.3.1 Curtailment Events

Participants must be available to curtail 24 hours a day, seven days a week, and be capable of curtailing load within 30 minutes notice. The minimum load reduction that may be subscribed in the Program is 100 kW. Oncor will provide incentives to Participants that curtailed at the Energy Emergency Alert (EEA) Level 2. Participants are expected to reduce their facility demand by the contracted amount when requested by Oncor during the summer period. With the exception of the scheduled curtailment event, curtailments will be called during or in anticipation of an ERCOT EEA Level 2 event, or to assure Oncor grid stability (grid emergencies). EEA events are called to prevent rotating outages across the ERCOT grid, so it is imperative participants curtail their facility demand as contracted. Participants must curtail a minimum of 90% of their obligation across all events to be eligible for payment.

#### **Scheduled Curtailment Event**

Each participant's contracted amount of demand savings will be established based on a three-hour scheduled curtailment event. The event normally takes place in June, and is designed to test the participant's ability to curtail demand by the requested amount. The contract amount will be based on the participant's average performance during the scheduled curtailment event. The contract amount will be used to calculate payment, should no called curtailment events be initiated during the summer period.

#### **Called Curtailment Events**

Called curtailment events are initiated during or in anticipation of grid emergencies. Oncor energy efficiency personnel will receive notification from Oncor's transmission and grid management organization that a grid emergency is imminent. Oncor energy efficiency personnel will then initiate a called curtailment event, and participants will be notified by automated text, email, and telephone calls. The notification will include the start and end times of the event. Participants should receive notification of a called curtailment event at least 30 minutes prior to the start time of the event.

Participants should immediately begin reducing their demand by the contracted amount. Thirty minutes after notification, Oncor will begin measuring demand reduction and participant performance.

Participants must be capable of curtailing their Obligation within 30 minutes of notification. Events may be called at any time during the Program operating period. Oncor may call a maximum of six events during the Program operating period, with any single event lasting no more than 12 hours within a 24-hour period. The minimum number of hours called for each event is 3 hours.

## 2.4 Incentives

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### 2.4.1 Program Budget

The incentive budget for the program is determined by Oncor and is based on the program demand savings goal. Funds are reserved for approved projects on a first-come, first-served basis until the program budget is exhausted. Oncor reserves the right to adjust the program incentive budget and goal at any time at its sole discretion.

The estimated program incentive budget and demand savings goal are as follows:

2025 Program Incentive Budget	\$1,800,000
2025 Program Demand Savings Goal	60,000 kW

### 2.4.2 Incentive Calculation

Incentives are based on the average actual demand reduction achieved by the participant across all events during the summer period. If actual average demand savings are lower than the contracted amount, the incentive payment will be based on actual demand savings. If actual demand savings are higher than the contracted amount, the incentive payments will be capped at the contract amount.

The general formula for incentive calculation is as follows:

**Participant Incentive = Incentive Rate Payment X Actual Demand Savings or Contract Amount (Lower of the Two)**

Incentives for the 2025 program are listed in the table below:

Type of Incentive	Incentive Rate	Demand Savings to Reach Cap	Incentive Cap
Demand Reduction for the Summer Peak Period	\$30/kW	14,000 kW	\$462,000

## Verification Process

Participant performance is verified by retrieving and analyzing actual 15-minute usage data from Oncor's advanced metering infrastructure (AMI) or interval data recorder (IDR) meters. If actual meter data is not available for a site during a scheduled or called curtailment event, including any associated baseline days, Oncor reserves the right to remove the site from the program.

Demand savings are calculated according to the following formula:

$$\text{Site Demand Savings} = \frac{\sum (\text{Baseline kW}_{\text{site}} - \text{Event kW}_{\text{site}})}{\text{Number of Events}}$$
$$\text{Actual Demand Savings} = \sum \text{Site Demand Savings by Project}$$

All demand reduction savings are calculated using PUCT-approved calculations defined in the TRM. For additional information, please refer to the TRM on the Oncor EEPM website <https://www.oncor.com/content/oncorwww/us/en/home/partners/eepm-home/resources.html>.

### 2.4.3 Incentive Adjustments for Overperformance

When available, Oncor may redistribute funds from underperforming contracts to participants whose average demand reduction across all events is higher than their contract amount. If there are no available funds due to underperformance, no redistribution will take place.

Funds made available due to other participants' underperformance will be distributed equitably across all participants who overperform, based on their contribution. Participants may still be subject to program incentive caps.

If funding becomes available, incentive adjustments for overperformance will be calculated as follows:

$$\text{Overperformance Rate (\$/kW)} = \frac{\text{Total Available Funds from Underperformance}}{\text{Total Additional kW saved due to Overperformance}}$$

$$\text{Overperforming Participant Payment} = \text{Overperformance Rate} \times \text{Participant Demand Savings Above Contracted Amount}$$

\*The overperformance rate shall not exceed the general program incentive rate.

Although the intent of the program is to distribute funds from underperforming contracts, Oncor reserves the right to retain funds based on program requirements. Oncor will notify participants about the availability of underperforming contract funds after all savings calculations are completed and verified.

#### 2.4.4 Incentive Limits

Participants and their affiliate companies are limited to 20% of the annual program budget, unless modified by Oncor management, and the total program incentives are capped. If the program reaches its program-wide incentive cap, individual participant incentives will be modified in proportion to demand savings achieved.

### 3 PROJECT LIFE CYCLE

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Participants may submit project applications only after applying to the program and executing an umbrella contract and CLMSOP addendum. See Section 5, “How to Participate,” for more information on joining the program as a participant.

Approved, registered participants will submit project applications and receive communications from the program via the Oncor website (EPPM), available at [eepm.oncor.com](http://eepm.oncor.com). All applications and supplemental documentation, if required, must be attached to the project under the “Attachment” tab.

#### 3.1 Submission Process

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A CLMSOP project will progress through the following phases:

- Creation and submission of a project
- Scheduled curtailment event
- Project approval and contracting
- Summer period
- Savings report
- Project evaluation and payment

Below is an outline of the application process, from start to finish.

##### 3.1.1 Creating and Submitting a Project

Create your project(s) in EPPM, which will include the requested demand savings amount. The demand savings requested for each project should closely approximate the demand savings achieved across the project site(s) during a curtailment event. Multiple sites from a single Service Provider are required to be combined into a single project, with an aggregated demand savings submitted for all sites.

Submit the project(s) on the project submittal open date in EPPM. All project submittals will be time-stamped and placed on a waiting list at the time of submittal. The EPPM-generated waiting list is used to assign the contracted amount of demand savings and associated incentives for your project. Participants can view their waitlist status in EPPM.

Once a project has been submitted, meters cannot be added to or removed from the project unless required by Oncor.

Participants must provide information about the scope of their proposed Project(s). The type of information requested includes the following:

- Project Name
- Requested kW

- Oncor Account Numbers (ESI IDs) – To verify that a customer is an Oncor customer, the Participant should look for the distinguishing numbers, 44372 or 17699 located as digits 3 through 7 in the 17-digit number. Participants will download an ESIID upload template, populate with participating ESIIDs, and then upload the file.

### **Participant Contacts**

Participants must list project contacts to be notified for curtailment events. These contacts are listed in EEPM under the service provider's profile in the "Employee" section. At a minimum, a primary and secondary contact must be listed to receive notification of a curtailment event during the summer period. Phone number(s), mobile phone number(s) and email address(es) should be provided to allow Oncor to communicate with the service provider concerning the program. Should the service provider need to change these contacts during the term of the project, it must provide the new contact and contact information to Oncor at least five business days prior to the date the new contact will take effect.

### **3.1.2 Scheduled Curtailment Event**

Participants will curtail demand during the scheduled curtailment event, typically scheduled during a three-hour period in June. Oncor will verify the participant's demand savings from the scheduled curtailment event using the verification process described in Section 2.4.2, "Incentive Calculation."

Participants who do not reduce their requested demand savings by at least 90% of demand during the scheduled curtailment event will not be eligible to participate in the program.

## **3.2 Project Approval and Contracting**

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Projects will be approved based on the results of the scheduled curtailment event and project waiting list order until the program budget has been exhausted. Your contracted amount will be the lesser of:

- Requested demand savings amount entered during project creation, or
- Verified demand savings achieved during the scheduled curtailment event.

Oncor will send participants a reservation of funds agreement which must be signed and returned within two business days.

Oncor will then notify participants that they either have an approved contract or are not participating in the program. Participants who do not receive contracts are ineligible for any incentive payment for participation in the scheduled curtailment event.

**Based on the program budget and other needs, Oncor reserves the right to adjust participant's requested amount of demand savings and incentives.**

## **3.3 Summer Period**

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Participants with an approved contract shall reduce demand during called curtailment events when notified by Oncor. Oncor will verify demand savings from all curtailment events. Program year kW load management event savings will be calculated as the average savings of all events.

## **3.4 Savings Report**

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After the summer period, Oncor will calculate and pay the service providers with an approved contract for the verified demand savings achieved during all curtailment events.



### 3.5 Project Evaluation and Payment

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Oncor may reject or cancel a project for any reason in its sole discretion. Projects will be evaluated in the waiting list order. If the total program demand savings for the scheduled curtailment event exceeds the program goal, Oncor may proportionally award contract amounts to service providers at its sole discretion. Oncor may also raise or reduce the program budget at its sole discretion.

## 4 IMPORTANT PROGRAM DATES AND DEADLINES

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The schedule for the 2024 program will be provided on Oncor's Energy Efficiency Program website, [eepm.oncor.com](http://eepm.oncor.com). The program is scheduled to open for Program Applications on April 1, 2025, at 10 a.m. CST. Applications will be reviewed and, once approved, the participants may create, edit and submit projects in EEPM beginning April 1, 2025, at 10 a.m. CST. Final ESIID lists must be submitted no later than April 24, 2025 at 5 p.m. CST. Participants are encouraged to have their program application approved by Oncor and their project(s) ready before the submittal date.

When EEPM opens for submittal, projects will be assigned to a waiting list based on the order they were received.

A scheduled curtailment event will occur in June, during the summer period. During this event, all participants should curtail their facility demand by the savings requested in the submitted project. Participants selected for contract award will be notified and sign a reservation of funds agreement with Oncor.

Selected participants must be available for called curtailment events during the 24/7 summer period. The summer peak period is the period of 1 p.m. CT to 7 p.m. CST on June 1, 2025, through November 30, 2025, however called events can occur 24/7.

If there are no called curtailment events during the first half of the summer period, a second scheduled curtailment event may be called.

Incentives are paid at the end of the summer period, within 45 days after demand savings are calculated and verified by Oncor.

## 5 HOW TO PARTICIPATE

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### 5.1 Contractor Eligibility and Requirements

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Each service provider must register in EEPM, enter into the umbrella contract, apply and be accepted to participate in CLMSOP, and execute the addendum with Oncor to participate in the program.

Proof of insurance is not required for this program.

#### 5.1.1 Contractor Application Criteria

Eligible service providers include national or local energy service companies, REPs or individual customers with aggregate demand of 100 kW or greater. A customer who wants to self-sponsor their project(s) should contact the program manager for specific eligibility requirements.

### 5.1.2 Registering and Applying as a Service Provider

#### Step 1: Register on the Contractor Portal

The EEPM contractor portal can be accessed at [eepm.oncor.com](http://eepm.oncor.com). Click on “Sign Up or Learn More” at the bottom to read our agreement (also known as the umbrella contract). Then provide your company name and federal tax ID number and click “Next” to complete and submit your application. Oncor will review your application and, upon approval, provide you with a username and password for our EEPM system.

Once you receive your login and password, log into EEPM and complete your service provider profile.

#### Step 2: Request Association with CLMSOP

Request association with CLMSOP by contacting the EEPM help desk at 866-258-1874 or [eepm-support@oncor.com](mailto:eepm-support@oncor.com).

#### Step 3: Complete Program Application and Sign Program Addendum

Complete a program application and sign the program addendum. The program addendum must be attached under the “Attachment” tab when the application is submitted online through EEPM. The program addendum does not in any way guarantee the service provider funding during the program year and does not in any way obligate Oncor to the program. After the program application is approved by Oncor, projects can be entered in EEPM and submitted to Oncor.

Oncor will not entertain proposed modifications to the standard offer program addendum unless unique circumstances merit and require revision at the sole discretion of Oncor. Applicants are urged to review the sample program addendum prior to submitting a project application.

If Oncor approves a program application, it will execute the addendum, if applicable, and attach a copy to the “Service Provider Documents” tab. Once the program application is approved by Oncor, projects can be submitted for approval via EEPM.

## 5.2 Termination of Program Addendums

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Oncor may terminate any or all program addendums, in whole or in part, at any time in its sole discretion, by providing written notice of termination to the service provider. The notice of termination will specify the effective date of any termination and that the program addendum is terminated in its entirety.

Oncor may refuse a service provider the opportunity to complete an addendum in the CLMSOP for any reason in Oncor’s sole discretion, including based on the service provider’s prior participation in the program or any other energy efficiency program offered by Oncor or another utility sponsor. Please refer to the umbrella contract and program addendum for actual termination provisions. Please note this section is only a summary of certain terms in the umbrella contract and program addendum, and the terms of the actual umbrella contract and program addendum supersede and control over this summary in the event of any conflict.

## 6 PROGRAM RESOURCES

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Below are additional resources for service providers:

- EEPM service provider portal: <https://eepm.oncor.com>
- Customer website: [www.takealoadofftexas.com](http://www.takealoadofftexas.com)
- EEPM Help Desk: [eepm-support@oncor.com](mailto:eepm-support@oncor.com) or 866-258-1874

- EEPM Insurance: [eepminsurance@oncor.com](mailto:eepminsurance@oncor.com) or 866-258-1874
- PUCT electric substantive rules:  
[www.puc.texas.gov/agency/rulesnlaws/subrules/electric/Electric.aspx](http://www.puc.texas.gov/agency/rulesnlaws/subrules/electric/Electric.aspx)
- Texas TRM: [www.texasefficiency.com/index.php/emv](http://www.texasefficiency.com/index.php/emv)
- Electric Reliability Council of Texas (ERCOT): [www.ercot.com/](http://www.ercot.com/)
- Umbrella Contract
- CLMSOP Program Addendum
- Reservation of Funds Agreement
- Insurance Requirements
- Oncor Core Values