

Customer Manual

Automated Demand Response for Business

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Energy Management Solutions: Auto Demand Response for Business

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1 Program Overview

The Auto Demand Response for Business (AutoDR) Program aims to manage peak demand for business customers by reducing their energy use during specific event days and times. Customers participate by having BC Hydro remotely manage their enrolled equipment during events.

1.1 How it works

The program has three steps:

- Enroll
- Participate in seasonal events
- Get rewarded

1.1.2 Enrollment

Participants enroll in the program by registering their eligible smart devices through the device manufacturer's website or mobile app. BC Hydro validates the enrollment and communicates its decision via email.

1.1.3 Participate in Seasonal Events

Events are called on weekdays, weekends, or statutory holidays. During events, BC Hydro remotely manages the enrolled equipment to reduce energy usage.

1.1.4 Get Rewarded

Participants who successfully participate in events are eligible for rewards. Rewards are calculated based on the performance during the events and are reflected in the participant's BC Hydro business account at the end of the season.

2 Program Policies

2.1 General Eligibility

To be eligible for the Auto Demand Response for Business (AutoDR) Program, your participating site(s) must meet the following criteria:

- Be the BC Hydro business account holder at the site of business, and the BC Hydro business account is linked to an active MyHydro profile capable of displaying daily energy usage readings from a smart meter.
- Be the owner or tenant of the building, where the business resides. If you are the tenant, you will need the owner's consent.
- be on the Small General Service (less than 35kW) rate - 1300, 1301, 1310, or 1311, Medium General Service (between 35 and 150kW) rate – 1500, 1501, 1510, or 1511, or Large General Service (150 kW and over) rate – 1600, 1601, 1610, 1611 have an operating smart meter (no manually read meters)
- Have a dedicated staff member to manage the account and ensure program participation and serves as the main contact for any inquiries.

2.2 Participation & notifications

2.2.1 Seasonal participation

- You must be enrolled to the end of the season in order to be awarded incentives.
- If you close your account midway through a season you forfeit any incentives for that season.

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2.2.2 Participation Notification

- Participants will **not** be notified of upcoming events; BC Hydro will manage your device automatically.

2.2.3 Program withdrawal & closed accounts

- Participants can withdraw from the program at any time by providing 10 business days' notice by emailing demand.response@bchydro.com. Withdrawal mid-season may result in forfeiture of incentives for that season.

2.2.4 Seasonal performance participation

- Participants must successfully perform in at least 50% of events each season to continue in the program and be eligible for the reward.

3 Event Criteria, Calculations, and Incentives

3.1 Event criteria

The winter season is outlined in the table below:

	Winter (Province Wide)
Max. duration (hours / event)	4
Max. events per season	20 events
Max. daily frequency	2
Time of day	6am – 10pm
Time of year	Oct – Mar
Ineligible days	Christmas Day

3.2 Eligible Days

“Eligible days” can be scheduled every day of the week including weekends and statutory holidays except for Christmas Day

3.3 Actual demand reduction

Actual demand reduction is calculated as the average demand over the duration of the event.

3.4 Incentives

Customer incentive payment is \$50 per device type enrolled per season. You'll receive this as a bill credit after each program season you're eligible for.

4 Contact

For any inquiries, questions or concerns please email demand.response@bchydro.com.