



# CenterPoint Energy Commercial Load Management Program Online Portal User Guide

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# COMMERCIAL LOAD MANAGEMENT STANDARD OFFER PROGRAM ONLINE PORTAL USER GUIDE

## 1. Introduction

This training guide provides instructions for submitting and managing online portal applications to the CenterPoint Energy Commercial Load Management Standard Offer Program.

The dedicated URL for this program is: [cnpclm.programprocessing.com](http://cnpclm.programprocessing.com).

### IMPORTANT REMINDERS:

**NO APPLICATIONS CAN BE ENTERED FOR THIS PROGRAM PRIOR TO JANUARY 15, AND NO APPLICATIONS CAN BE SUBMITTED UNTIL FEBRUARY 19 @ 10:00 AM CENTRAL.**

Prior to submitting an application to the Commercial Load Management Program, Sponsors (Contractors) must first meet CenterPoint Energy eligibility requirements by registering and completing the Sponsor Questionnaire form and required document uploads in the CenterPoint Energy Sponsor Management Program in VisionDSM as shown in the screenshots below. Sponsors may complete this process via the dedicated online portal: [CNPsponsor.programprocessing.com](http://CNPsponsor.programprocessing.com).

The home page of the Commercial Load Management Program contains important program information and instructions. Click the [START AN APPLICATION](#) link in the menu bar to proceed with the application process.

**CenterPoint Energy**

HOME **START AN APPLICATION** MANAGE APPLICATIONS CONTACT US

## Commercial Load Management Program

**Load Curtailment**

The Commercial Load Management Standard Offer Program is designed to reduce demand during the summer peak period in a cost-effective manner and to reach the Commission of Texas (PUCT). The Program is available to non-residential, distribution, government load when notified. Curtailments may occur during the summer peak demand period of each Program year, between the hours of 1 and 7 p.m.

**Eligible Participants**  
Participants are required to be capable of curtailing at least 100 kW. Participant must be non-residential customer or government entity, including educational installations.

**Customer Commitment**  
Participating customers agree to a one-year commitment, but there are no penalties if customers opt out of the program at an earlier time. By its participation, the commercial/institutional customer commits to a maximum of six (6) curtailments each year as follows:  
There will be two (2) scheduled curtailments of one to three hours duration during each year of participation, plus a maximum of four (4) unscheduled curtailments of up to four hours each during each year of participation. The availability period is limited to June through September, 1-7 p.m. weekdays, excluding federal holidays, each year of the program.

**Program Contact**  
Calvin Burnham, PE, CEM, CDSM, CIT  
Program Manager  
[calvin.burnham@centerpointenergy.com](mailto:calvin.burnham@centerpointenergy.com)  
713.207.3423

Reduce summer peak demand and improve the energy efficiency of large commercial and industrial facilities with CenterPoint Energy's Commercial Load Management Program.

- Program available to non-residential distribution, government, educational institutions and non-profit customers.
- Earn up to \$31.50 per kW of verified curtailed load each year of participation.
- Availability period for curtailments is limited to June 1 through September 30, 1-7 p.m. on weekdays, excluding federal holidays
- Participants are required to be capable of curtailing at least 100 kW.
- Participant must be equipped with an Interval Data Recorder or Smart Meter.

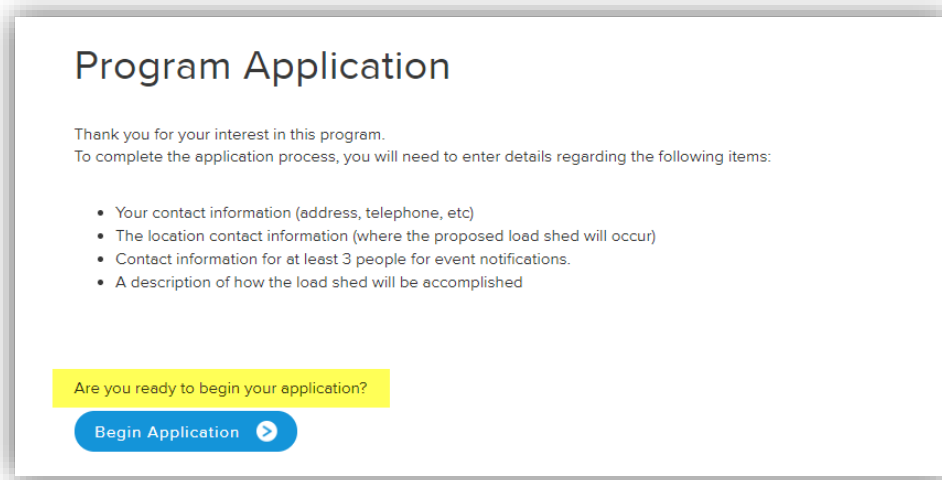
**Commercial Customers Commit to**

- Curtail load when provided 30 minute notification.
- One-year commitment, but there are no penalties if opt out of the program at an earlier time.
- A maximum of six (6) curtailments each year: A maximum of two (2) scheduled curtailments lasting one to three hours in duration each, plus a maximum of four (4) unscheduled curtailments lasting up to four hours each in duration during each year of participation.

**AEG Database**  
Registration & Application Training Guide

**Additional Program Information**  
2020 Commercial Load Management Program Manual

Review the Program Application requirements as shown below and click [BEGIN APPLICATION](#) when you are ready to start the online application process.



**Program Application**

Thank you for your interest in this program.  
To complete the application process, you will need to enter details regarding the following items:

- Your contact information (address, telephone, etc)
- The location contact information (where the proposed load shed will occur)
- Contact information for at least 3 people for event notifications.
- A description of how the load shed will be accomplished

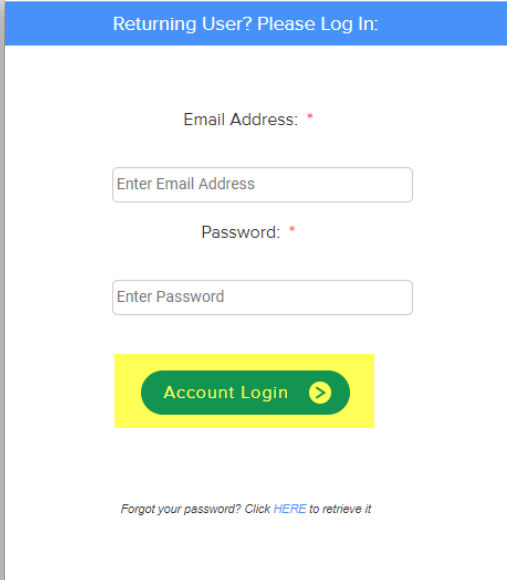
Are you ready to begin your application?

[Begin Application](#) >

## 2. Creating an Online Portal Account and Log In Process

### For Returning Users:

- Log in with your Account Information



Returning User? Please Log In:

Email Address: \*

Password: \*

Account Login >

Forgot your password? Click [HERE](#) to retrieve it

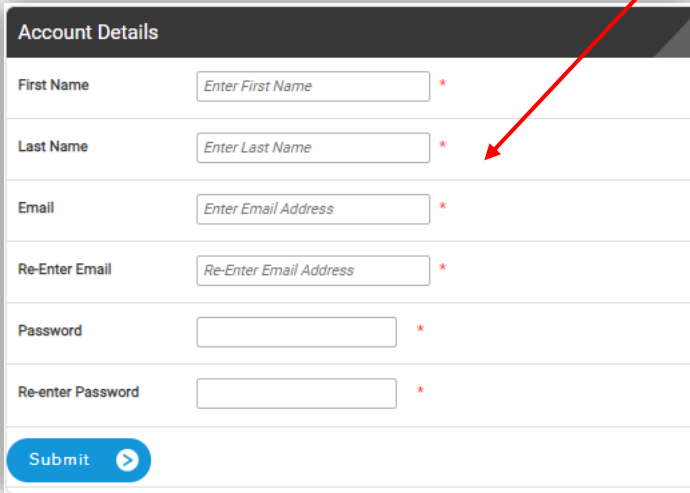
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New User? Please Create An Account:

Create Account >

### For NEW Users:

- Select the **CREATE ACCOUNT** option to create a new log-in
- Enter all required fields marked with a red asterisk\* and create a Password.
- Click the SUBMIT button
- Then proceed with logging in to the portal



Account Details

First Name  \*

Last Name  \*

Email  \*

Re-Enter Email  \*

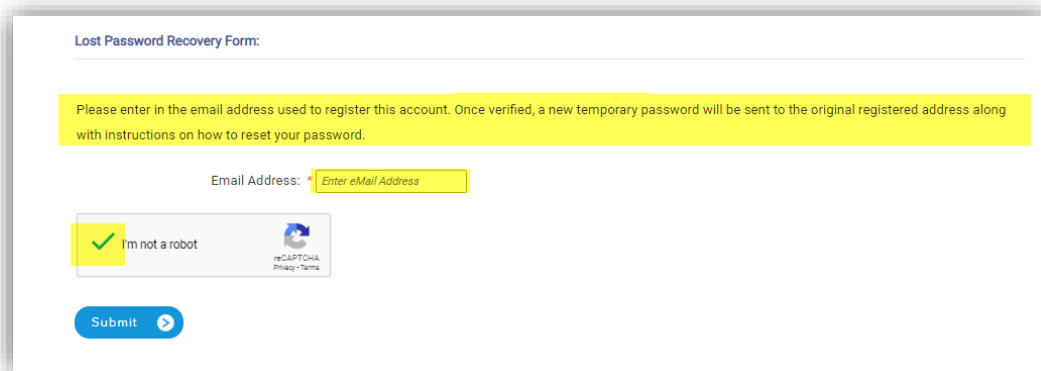
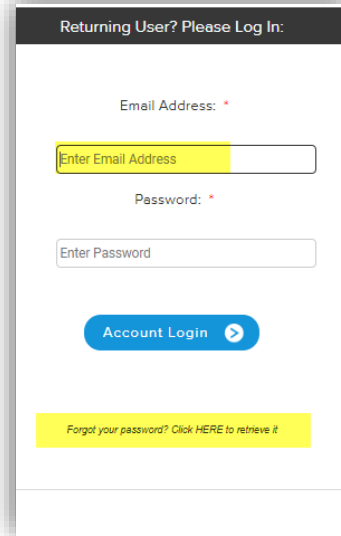
Password

Re-enter Password

Submit >

### How to re-set a FORGOTTEN PASSWORD:

1. Enter your email address assigned to the portal account you created.
2. Click the 'Forgot your Password' link below.
3. Follow the instructions in the [Lost Password Recovery Form](#) as shown below.
4. Don't forget the check mark in the 'I'm not a robot' dialog box.
5. Click SUBMIT.



6. You will receive a notification from 'donotreply@programprocessing.com' that a temporary password has been emailed to you.

7. Open the email to retrieve your temporary password and click on the link provided: <https://CNPCLM.PROGRAMPROCESSING.COM> to access your account and CHANGE your password.

8. Select START AN APPLICATION in the Home portal page (as shown on page 2) and select MANAGE APPLICATIONS as shown:

The screenshot shows the CenterPoint Energy portal home page. The navigation bar includes 'HOME', 'START AN APPLICATION', 'MANAGE APPLICATIONS' (highlighted with a red circle), and 'CONTACT'. The main content area is titled 'Program Application' and contains a 'Begin Application' button. A sidebar on the right shows a login form with fields for 'Email Address' and 'Password', and an 'Account Login' button.

9. Once again, enter your account email address and the **TEMPORARY PASSWORD** to continue with your account login. You will now view the Application Contact Entry section.

*To CHANGE your Temporary Password:*

10. Select 'MANAGE APPLICATIONS' in the menu bar to access [My Account](#) in the Quick Actions section as shown.  
 11. Create a new password in the Account Details dialog box, as shown below and click SUBMIT to complete your update.

The screenshot shows the 'Manage My Account' dialog box open over the 'MANAGE APPLICATIONS' menu item. The 'Account Details' section includes fields for 'First Name' (K), 'Last Name' (Harm), 'Password' (masked with asterisks), and 'Re-enter Password' (masked with asterisks). A red arrow points to the 'Password' field. The background shows the 'Participant Information' form with fields for 'First Name', 'Last Name', 'Company', 'City', 'State/Province', and 'Postal Code'.

### 3. Creating an Application in the Online Portal

Enter a project name in the 'Name this project' section as shown in sample below. In the Participant Information section, enter all required and applicable fields for the Main Point of Contact at the project site.

**NOTE:** All required fields are marked with a red asterisk\*.

**NOTE:** Either First and Last Name OR Company field are required. You may enter data for all 3 fields if available.

**Name this project:**  
Create a unique name that will help classify this project

Mike's Hardware Store #219

**Participant Information \*\*\* Main Point of Contact at the Site \*\*\***

**First Name: \* First & Last or Company**  
Mike

**Last Name: \* First & Last or Company**  
Jones

**Company: \* First & Last or Company**  
Mike's Hardware Store #219

Premise ID:

**Address: \***  
10 Main Street

Address (continued):

**City: \***  
Anytown

**State/Province: \***  
OKLAHOMA

**Postal Code: \***  
44444

**Phone: \***  
3335557777

**eMail: \***  
Mike219@gmail.com

**Save contact for later use in your contact list?**  
 Yes, save this as a new contact in my profile contact list

Clear Contact



In the Sponsor Contact Information section, complete all required and applicable fields as shown. Again, only the First and Last Name OR Company is required.

In the Additional Contact Information section, you must provide 3 **EVENT CONTACTS** for this application submission. You may select an existing contact from the drop down menu provided.

**PLEASE NOTE:** The 3 Event Contacts section are **REQUIRED** in order to continue with the application process.

The screenshot shows the 'Sponsor Contact' form with fields for First Name, Last Name, Company, Address, and City. Below this is the 'Additional Contact Information' section, which contains three 'EVENT NOTIFICATION CONTACT' entries. Each entry has an 'Add Contact' button. A red circle highlights these three buttons, and a red arrow points to the 'Add Contact' button for CONTACT #1.

When completed, all 3 Event contacts will display as shown in sample below:

The screenshot shows the 'Additional Contact Information' section with three completed 'EVENT NOTIFICATION CONTACT' entries. Each entry displays the contact's name, address, and phone number.

EVENT NOTIFICATION CONTACT #1	EVENT NOTIFICATION CONTACT #2	EVENT NOTIFICATION CONTACT #3
Joe Smith 100 Oak Street Anytown OK 44444 (333) 555-7777	Bob Brown 100 Pine Street Anytown OK 44444 (333) 555-8888	Mike James 40 Main Street Anytown OK 44444 (777) 888-9999

In the MAIN FORM section, please populate all required fields marked with a red asterisk\*, as highlighted below. In addition, please provide all other available or additional information that may be required based on answers you have provided.

**Main Form**

**Proposed Load Shed (minimum 100 kW) \***  
200 kW

**Building Type \***  
Other

Please Specify (if Building Type: Other)  
[Empty text box]

**Site Name \***  
Mikes Hardware #219

**Site Description \***  
Hardware retail store

**Property Name \***  
Mikes Hardware #219

**Description \***  
Retail store in shopping mall

**Curtailment Method \***

- Manage facility using plant controls
- Shut Down Operations
- Turn Off Equipment
- Utilize Back-up Generation
- Utilize Energy Management System
- Other

**Description of Load to be Curtailed \***  
Overnight lighting

**Generator kW (if Curtailment Method: Back-up Generation) \***  
25,000

[Continue](#)

Select the CONTINUE button where you have completed these sections to complete the application process.

## 4. Viewing and Managing your online portal application

After your application submission is complete, you will automatically be transferred to the MANAGE APPLICATIONS center of the online portal. Here you can view and manage your existing CenterPoint Energy program portal application(s).

**NOTE:** To access your application center after log-out, click the [MANAGE APPLICATIONS](#) link in online portal Home Page view as shown on page 2 of this guide. If you have multiple applications in different CenterPoint Energy programs, they will all appear in your application center view.

The screenshot shows the CenterPoint Energy portal dashboard. The top navigation bar includes 'HOME', 'APPLY NOW', 'MANAGE APPLICATIONS', and 'CONTACT US'. The main content area is divided into several sections:

- Quick Actions:** A list of actions including 'My Applications' (highlighted with a red circle), 'My Contacts', 'My Account', and 'Log Out'.
- Analytics:** A table showing the total number of applications and total rebates paid.
 

Item	Total
# Of Applications	5
Total Rebates Paid	
- You Have 2 New Task(s):** An orange notification banner indicating that two applications have tasks to be completed before approval. Below this, project information for 'Mike's Hardware Store #219' is shown, including the address: 10 Main Street, Anytown, OK 44444.
- Applications By Status:** A table showing the status of applications.
 

Status	# of Apps
Add Contractor	1
INSTALLATION PENDING VERIFICATION	1
Project Received	2

The QUICK LINKS section is where you can view applications, manage your contacts and account details, and where you can log out of the portal. You can also review a summary of Total Rebates Paid in the 'ANALYTICS' section.

**The orange section contains notifications for any TASK(S) you are required to complete before your application can be approved.**

Click on [MY APPLICATIONS](#) to display your submitted applications and click '[View](#)' to open a specific application.

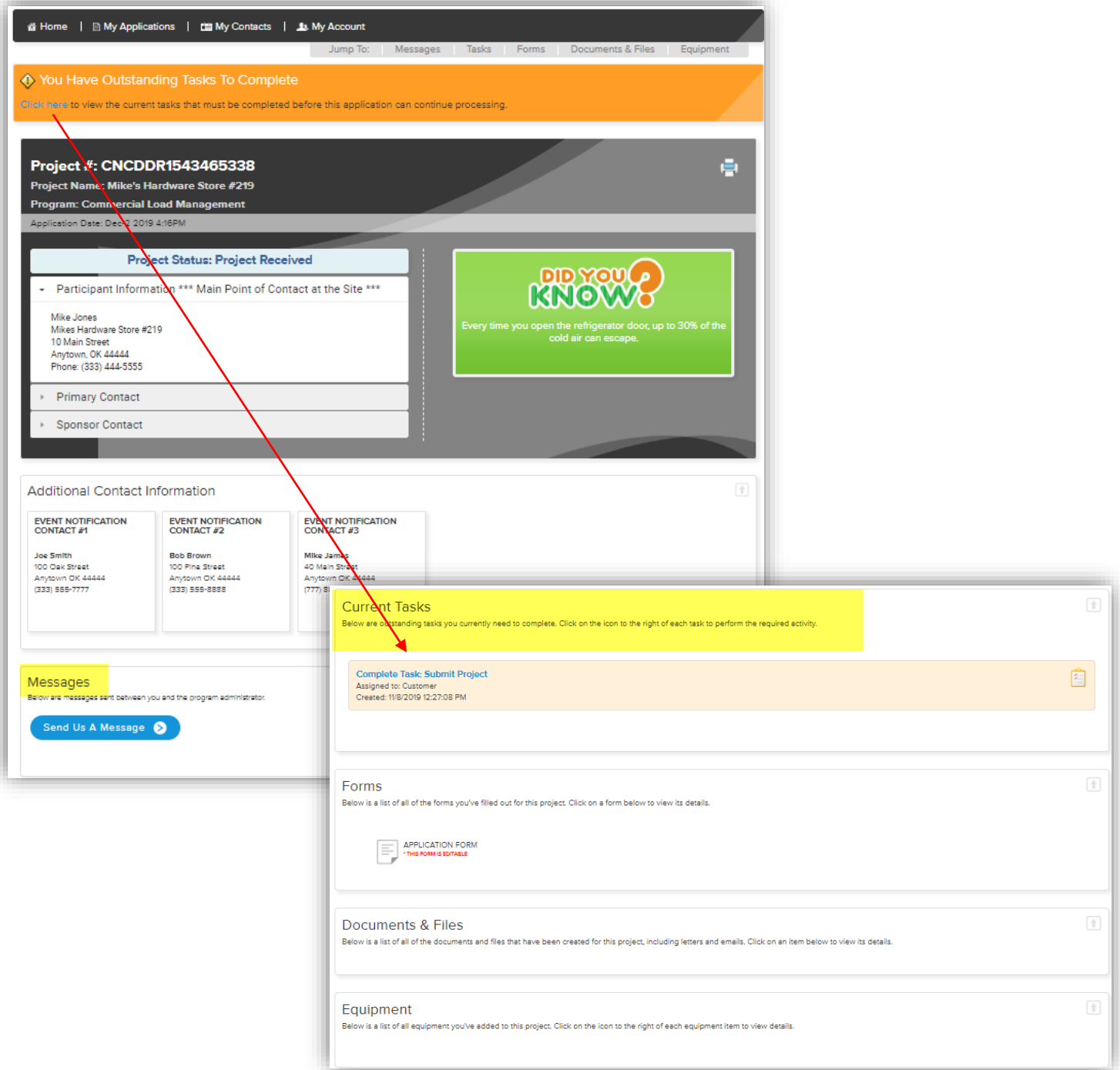
The screenshot shows the 'My Submitted Applications' page. The top navigation bar includes 'HOME', 'APPLY NOW', 'MANAGE APPLICATIONS', and 'CONTACT US'. Below the navigation bar, there is a breadcrumb trail: 'Home | My Applications | My Contacts | My Account'. The main content area is titled 'My Submitted Applications' and features a table with the following columns: Program, Projectname, Contact, Project #, Created, Status, and Action.


Program	Projectname	Contact	Project #	Created	Status	Action
COMMERCIAL LOAD MANAGEMENT	MIKE'S HARDWARE STORE #219	JONES, MIKE 10 MAIN STREET	CNCDDR1543465338	DEC-2 2019 4:16PM	PROJECT RECEIVED	[View]

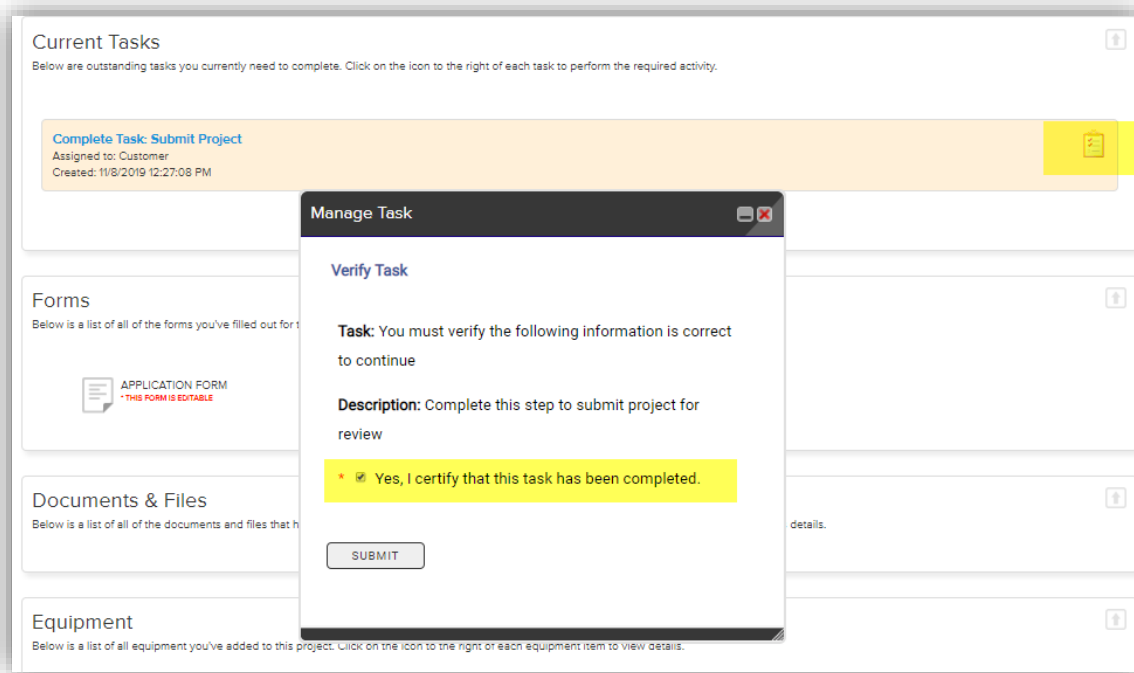
Search and Reset buttons are located at the bottom right of the table.

The application will display as shown in the sample below. Here you can send or receive MESSAGES via the online portal with the program administrator.

In the orange section, you will see notifications of any outstanding TASKS you must complete in order to continue the review and approval of your project. Select the **Click here** link to view and complete the task as shown in the sample below.

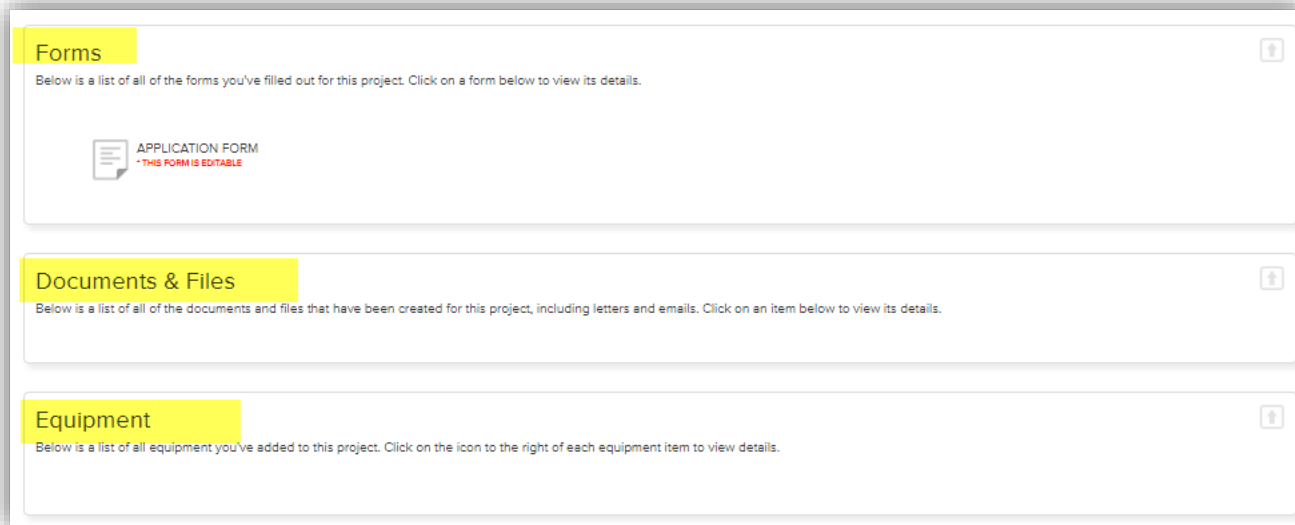


To complete the SUBMIT PROJECT task, select the  clipboard icon to the right of the task description. This will open the 'Manage Task' dialog box. Place a checkmark to certify that the information submitted is correct and ready for review.



The task will no longer be visible in your application center.

You will also be able to view your completed APPLICATION FORM, and any Documents, Files or Equipment uploaded and submitted with your project application.



## 5. Contact and Support Information

For questions or technical support regarding the Commercial Load Management Standard Offer Program, please contact:

Mike Kearns – Principal Business Analyst

[mkearns@appliedenergygroup.com](mailto:mkearns@appliedenergygroup.com)

Sunil Tewarson – Principal Business Analyst

[stewarson@appliedenergygroup.com](mailto:stewarson@appliedenergygroup.com)

Ian Molloy – Business Analyst

[imolloy@appliedenergygroup.com](mailto:imolloy@appliedenergygroup.com)