



# CenterPoint Energy Commercial Load Management Program Online Portal User Guide

AEG PROGRAM CONTACT: MIKE KEARNS

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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 for the **CenterPoint Energy Commercial Load Management Program**.

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

### **IMPORTANT REMINDERS:**

**NEW APPLICATIONS CAN BE SUBMITTED FOR THIS PROGRAM NO SOONER THAN APRIL 11, 2022, AND UP UNTIL APRIL 18, 2022, AT 5:00PM.**

**Existing customers** that need to verify their enrollment please go to page 16 of this manual for instructions on how to update your enrollment information.

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

**CenterPoint Energy**

HOME APPLY NOW MANAGE APPLICATIONS CONTACT US

## Commercial Load Management Program

**Load Curtailment**

The Commercial Load Management Standard Offer Program is designed to reduce demand throughout 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, and 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 a non-profit customer or government entity, including educational installations.

**Customer Commitment**  
Participating customers agree to a one-year commitment, but there are no penalties if a commercial/institutional customer commits to a maximum of six (6) curtailments each year of the program.

**Program Contact**  
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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: \*

Enter Email Address

Password: \*

Enter Password

Account Login >

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

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  Enter First Name \*

Last Name  Enter Last Name \*

Email  Enter Email Address \*

Re-Enter Email  Re-Enter Email Address \*

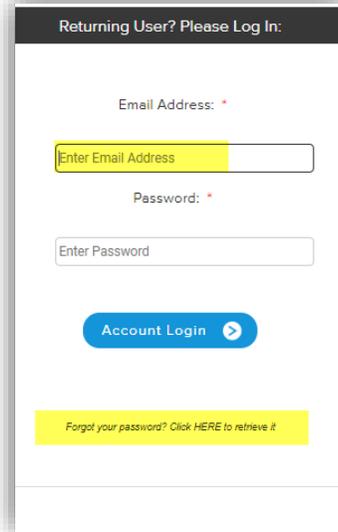
Password  \*

Re-enter Password  \*

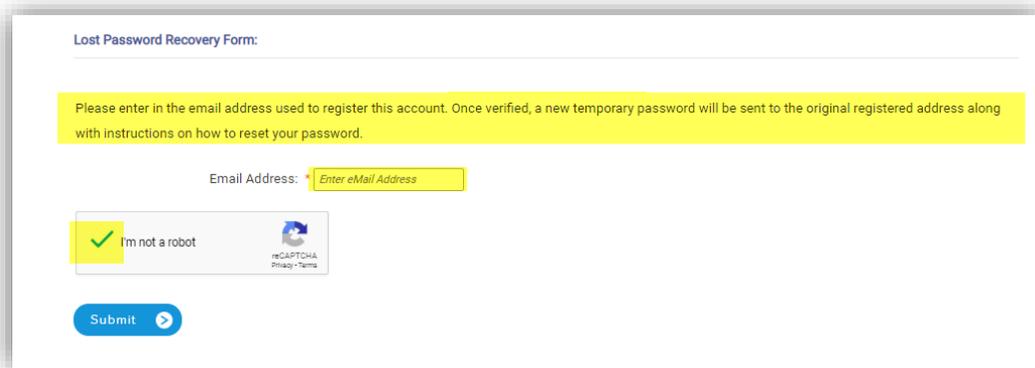
Submit >

### 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**.



The screenshot shows a login form titled "Returning User? Please Log In:". It features two input fields: "Email Address:" with a placeholder "Enter Email Address" and "Password:" with a placeholder "Enter Password". Below the fields is a blue "Account Login" button with a right-pointing arrow. At the bottom, there is a yellow link that says "Forgot your password? Click HERE to retrieve it".

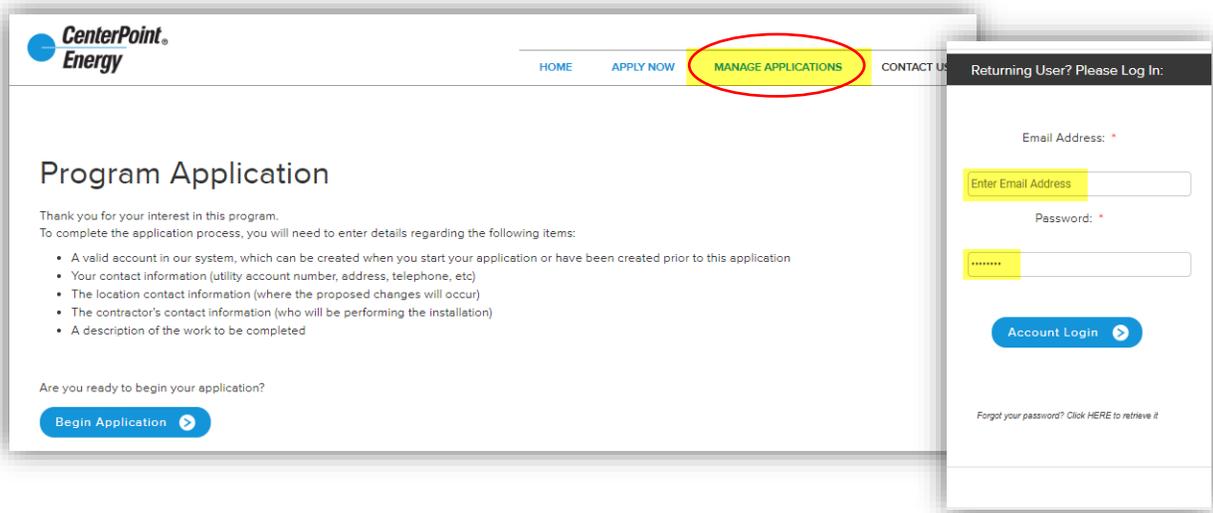


The screenshot shows the "Lost Password Recovery Form". It includes a yellow instruction box: "Please enter in the email address used to register this account. Once verified, a new temporary password will be sent to the original registered address along with instructions on how to reset your password." Below this is an "Email Address:" field with a placeholder "Enter eMail Address". A reCAPTCHA widget is present, showing a green checkmark and the text "I'm not a robot". At the bottom is a blue "Submit" button with a right-pointing arrow.

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.

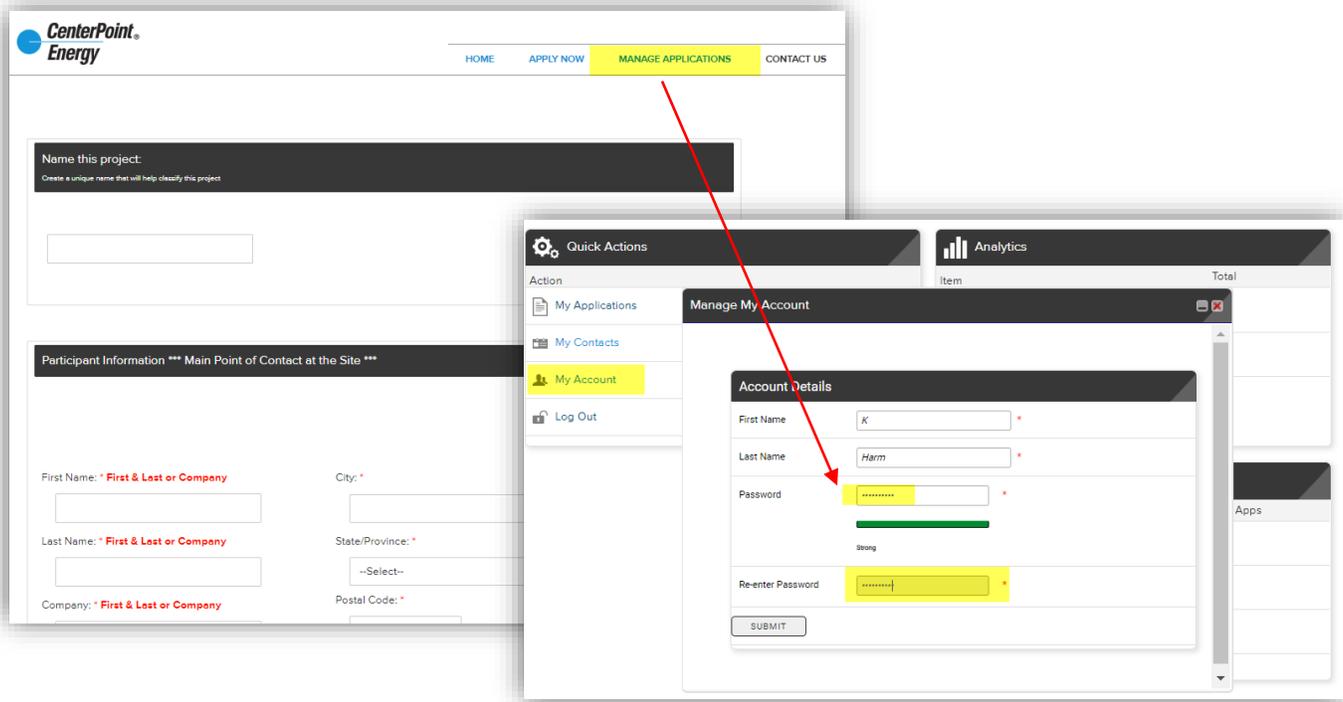
8. Select **APPLY NOW** in the Home portal page and select **MANAGE APPLICATIONS** as shown:



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**  **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.



### 3. Creating A New Application in the Online Portal

1. Once logged in the following screen will appear, enter your EISD number:

**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:

- Please enter your EISD number in the account number field below
- If your site address does not match the EISD address generated after pressing continue click on the back button on your browser to input the correct EISD

Please enter the following customer validation information below

Your account number (as it is shown on your bill)

Account Number

Continue >

2. The address associated with the EISD number will appear, click on the plus sign to use this address on the application:

2800 HIRSCHFIELD RD #73

+

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

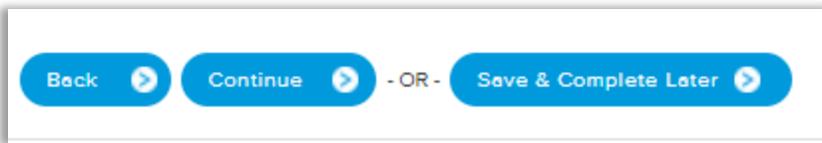
Mike's Hardware Store #219

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

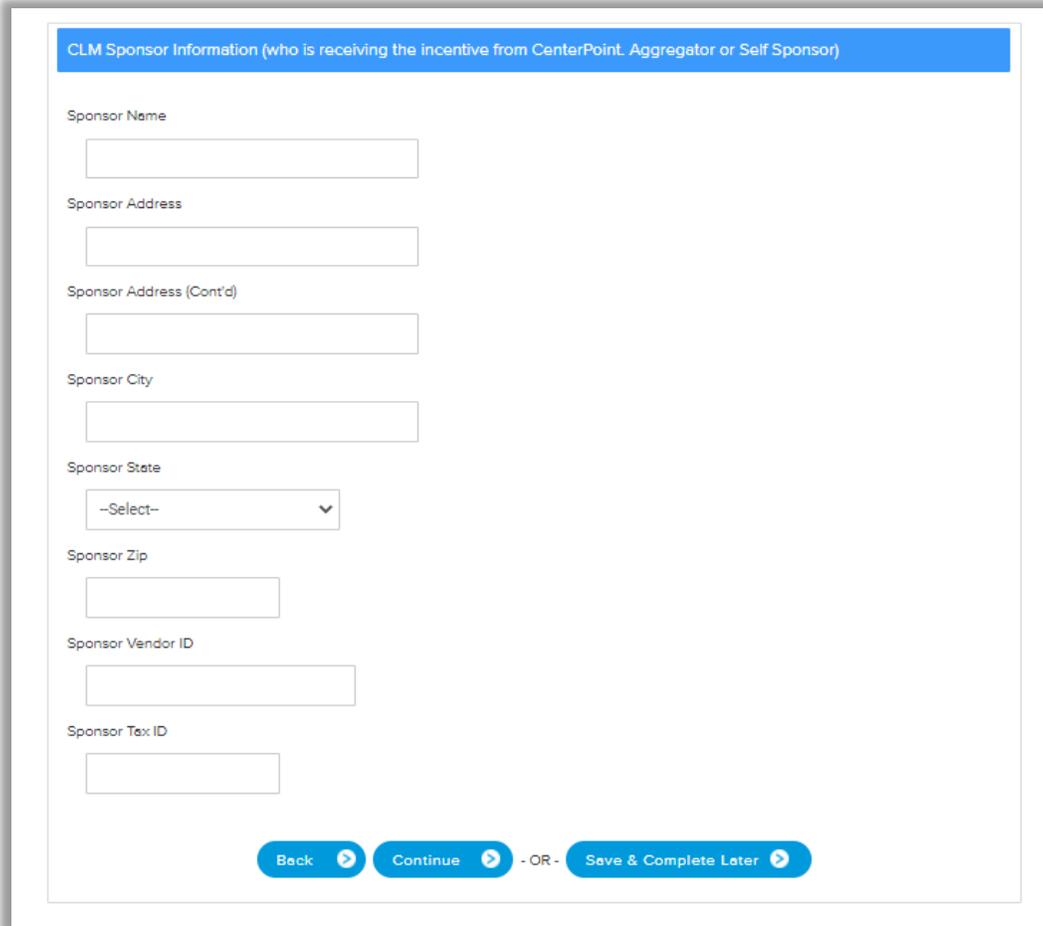
<b>First Name: * First &amp; Last or Company</b>	<b>City: *</b>
Mike	Anytown
<b>Last Name: * First &amp; Last or Company</b>	<b>State/Province: *</b>
Jones	OKLAHOMA ▼
<b>Company: * First &amp; Last or Company</b>	<b>Postal Code: *</b>
Mike's Hardware Store #219	44444
<b>Premise ID:</b>	<b>Phone: *</b>
	3335557777
<b>Address: *</b>	<b>eMail: *</b>
10 Main Street	Mike219@gmail.com
<b>Address (continued):</b>	
	<b>Save contact for later use in your contact list?</b>
	<input type="checkbox"/> Yes, save this as a new contact in my profile contact list
	<a href="#">Clear Contact</a>

Click **CONTINUE** to move to the next page. You can also go back or save the application to complete later:



**NOTE:** To access your incomplete saved application after log-out, click the **MANAGE APPLICATIONS** link in online portal Home Page view as shown on page 2 of this guide.

3. In the **Sponsor Contact Information** section, complete all applicable fields as shown if using a sponsor. Again, only the First and Last Name **OR** Company is required. If there is no sponsor this page can be skipped over.



The screenshot shows a web form titled "CLM Sponsor Information (who is receiving the incentive from CenterPoint. Aggregator or Self Sponsor)". The form contains the following fields:

- Sponsor Name: Text input field.
- Sponsor Address: Text input field.
- Sponsor Address (Cont'd): Text input field.
- Sponsor City: Text input field.
- Sponsor State: Dropdown menu with "--Select--" and a downward arrow.
- Sponsor Zip: Text input field.
- Sponsor Vendor ID: Text input field.
- Sponsor Tax ID: Text input field.

At the bottom of the form, there are three buttons: "Back" with a left arrow, "Continue" with a right arrow, and "Save & Complete Later" with a right arrow. The text "- OR -" is positioned between the "Continue" and "Save & Complete Later" buttons.

Select the **CONTINUE** button to move to the next page.

4. 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.

### Load Curtailment Info

**Site Name \***

**Site Description \***

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

**Building Type \***

Please Specify (if Building Type: Other)

**Curtailment Method (Check all that apply) \***

- 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 \***

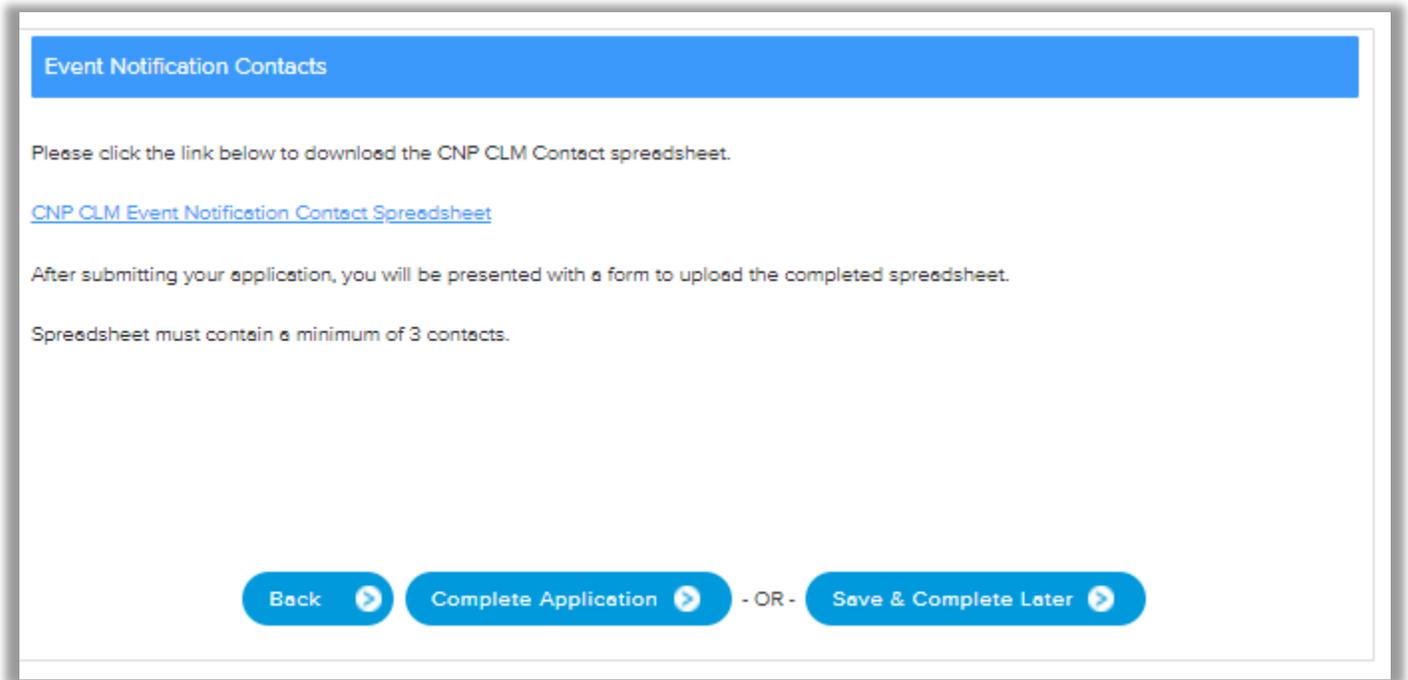
Generator kW (if Curtailment Method: Back-up Generation)

Approved kW

[Back](#) [Continue](#) - OR - [Save & Complete Later](#)

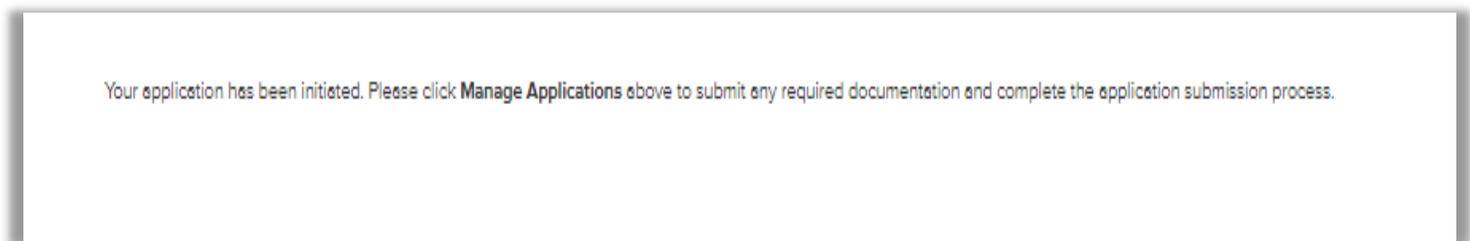
Select the **CONTINUE** button when you have completed the form to move to the next page.

5. On the next page you will download the [CNP CLM Event Notification Contact Spreadsheet](#):



You must provide a minimum of **3 contacts**. You will need to upload the spreadsheet once the application is completed. Select the **Complete Application** button to complete the application process.

Once completed you should see the following message:



You will now need to click on **Manage Applications** in order to complete the application submittal process.

## 4. Viewing and Managing your online portal application

After your application submission is initiated, you will need to go to the **MANAGE APPLICATIONS** center of the online portal. Here you can view and manage your CenterPoint Energy program portal application(s) and complete submittal.

**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 'MANAGE APPLICATIONS' page. The 'Quick Actions' sidebar on the left has 'My Applications' highlighted with a red circle. The 'Analytics' section shows a table with the following data:

Item	Total
# Of Applications	5
Total Rebates Paid	

The 'Applications By Status' section shows a table with the following data:

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.

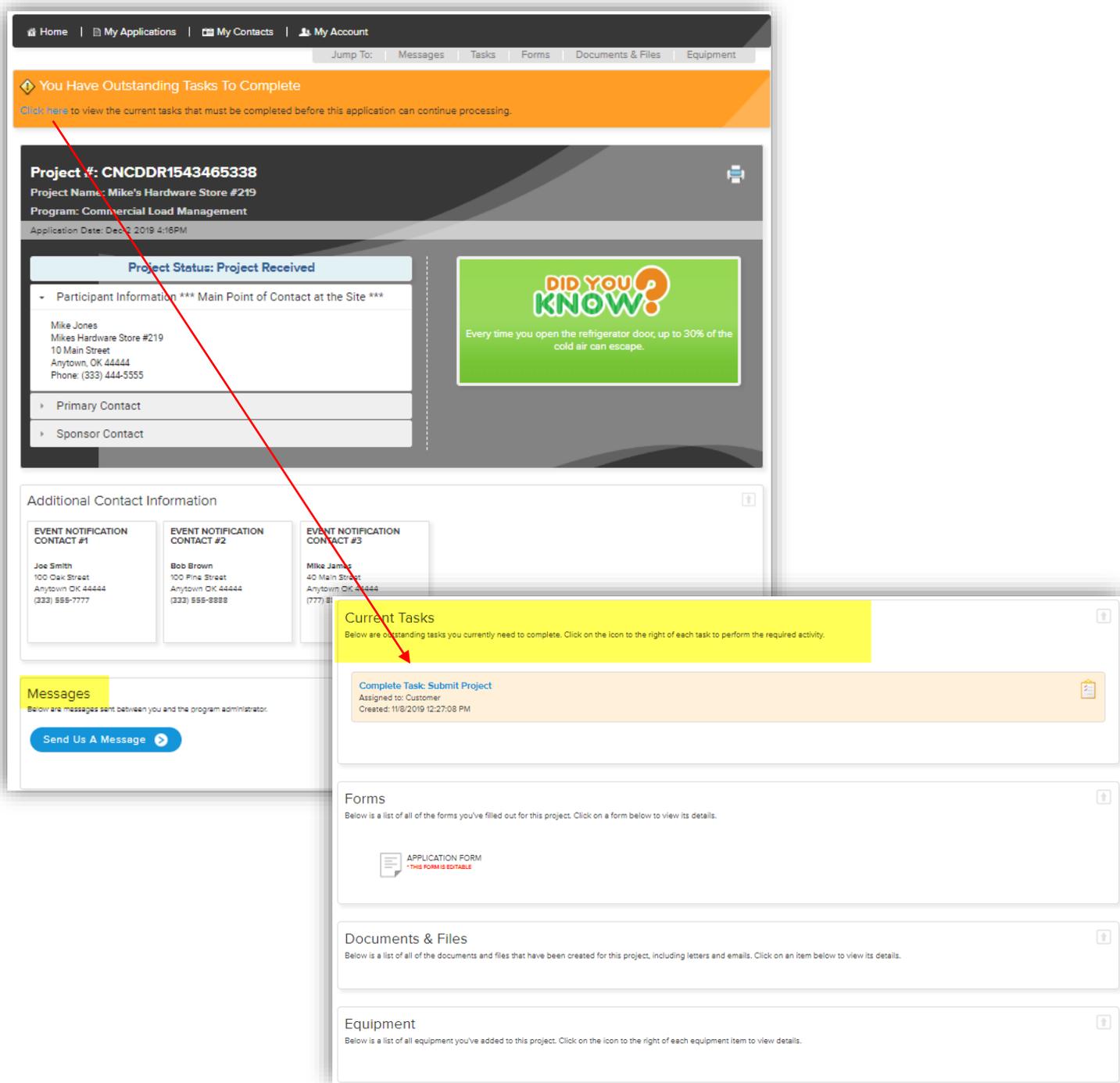
Click on **MY APPLICATIONS** to display your submitted or initiated applications and click **'View'** to open a specific application.

The screenshot shows the 'My Submitted Applications' page. The table below displays the following data:

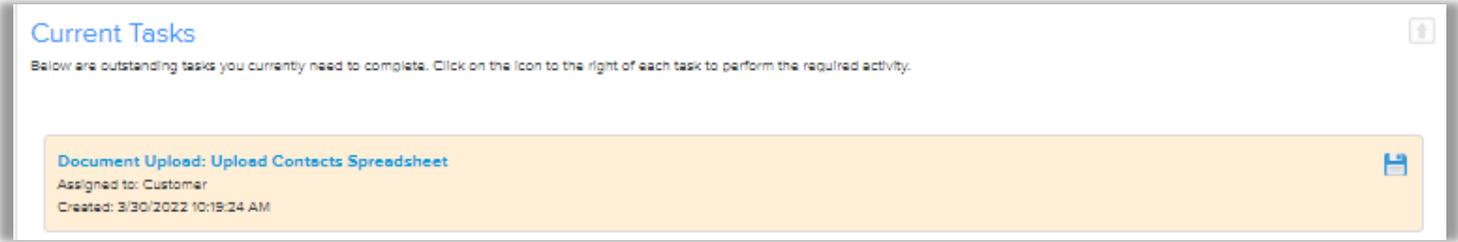
Program	Projectname	Contact	Project #	Created	Status	Action
COMMERCIAL LOAD MANAGEMENT	MIKE'S HARDWARE STORE #219	JONES, MIKE 10 MAIN STREET	CNCDDR1543465338	DEC-2 2019 4:16PM	PROJECT RECEIVED	[View]

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.**



You will now need to upload the **CNP CLM Contact Spreadsheet** that was filled out in the previous step and is shown as an outstanding task.



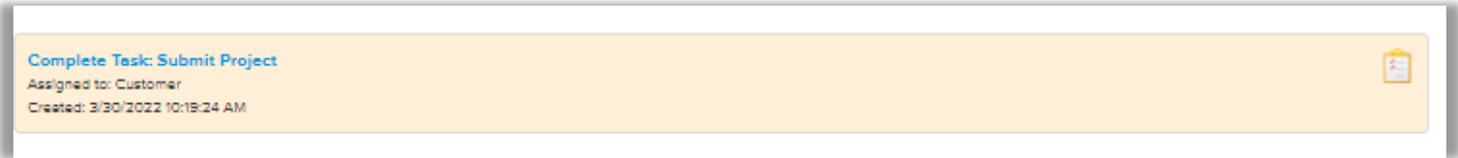
Click on the task to upload the spreadsheet. Once completed the task will no longer be visible in your application center.

If the project is using a third party sponsor the below task will appear to upload customer authorization:

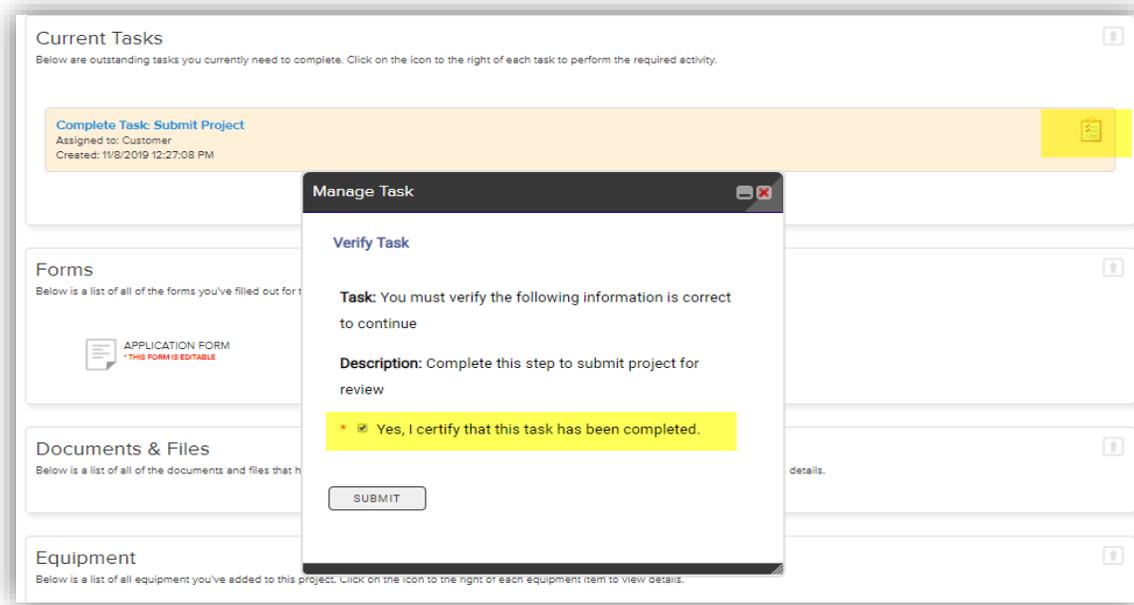


Click on the task to upload the authorization document. Once completed the task will no longer be visible in your application center.

Once all required documents have been uploaded the last task to complete is to submit the application:

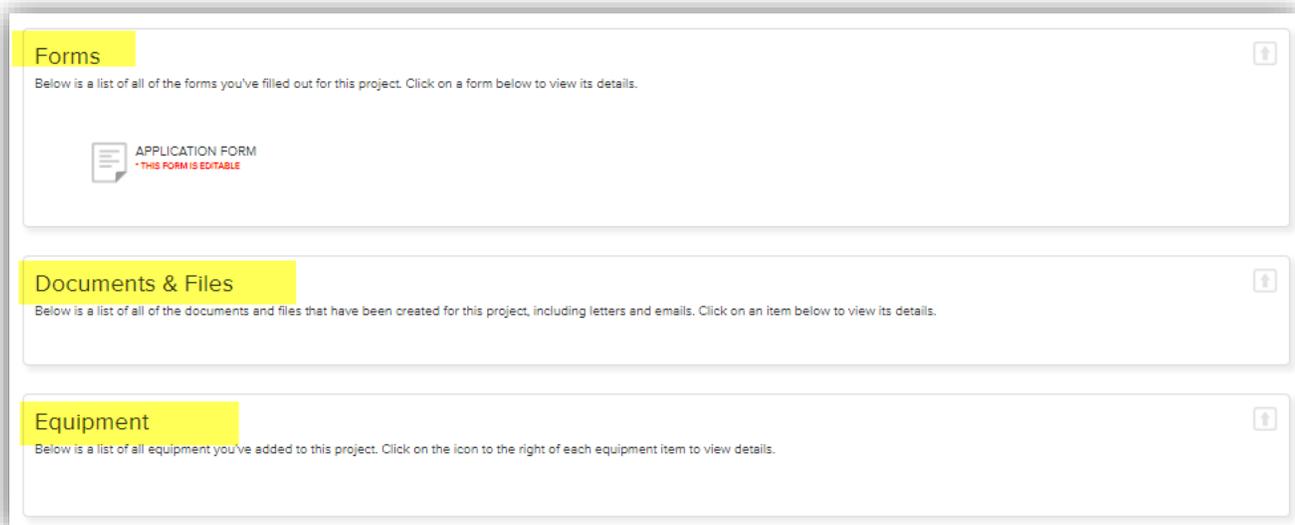


To complete the **SUBMIT PROJECT** task, select the  clipboard icon to the right of the task description. This will open the 'Manage Task' dialog box. Place a checkmark to certify that the information submitted is correct and ready for review.



Click on **SUBMIT**. The application is now submitted for review.

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



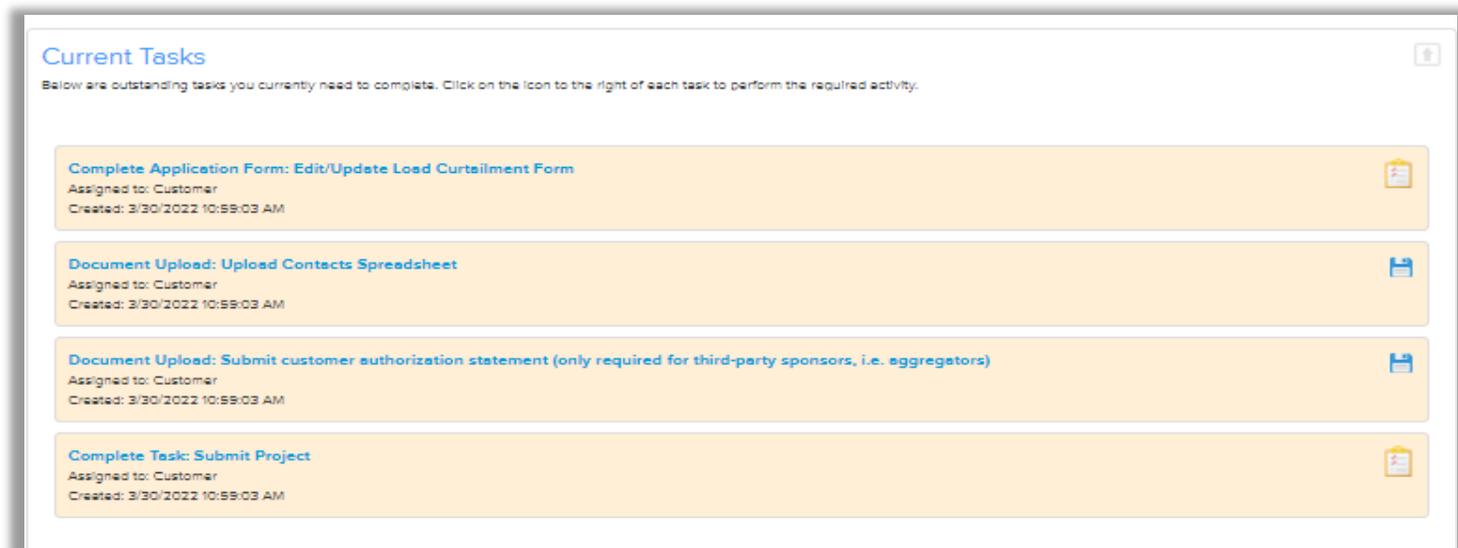
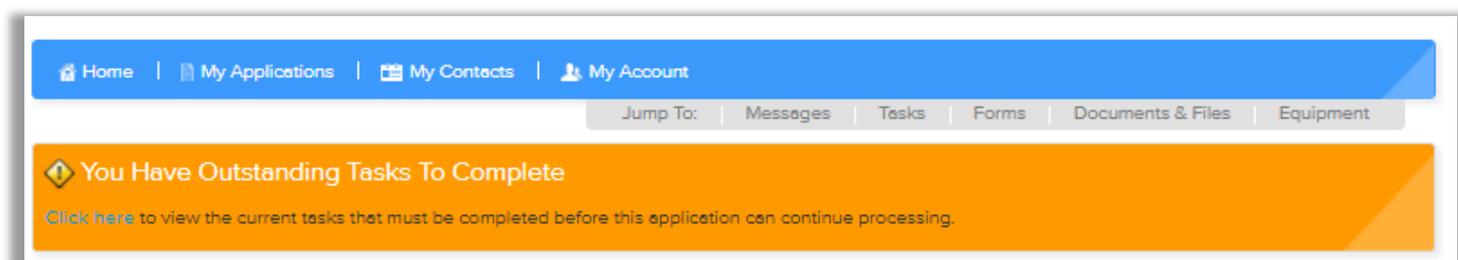
## 5. Enrollment Verification

Each year you will need to update the enrollment information.

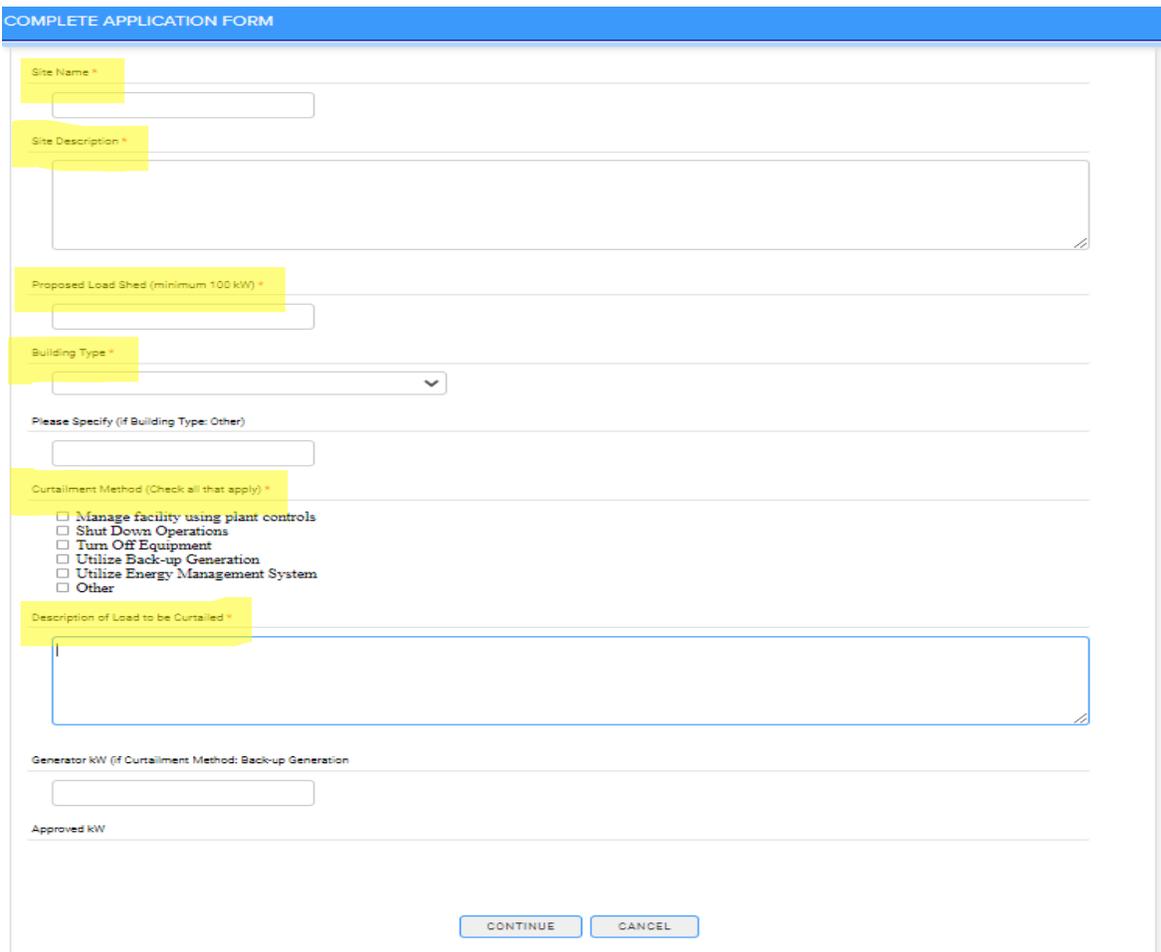
To access your application center, click the **MANAGE APPLICATIONS** link in online portal Home Page view as shown on page 2 of this guide. If you have multiple applications in different CenterPoint Energy programs, they will all appear in your application center view.

In the orange section, you will see notifications of the TASKS you must complete in order to update your enrollment.

Select the [Click here](#) link to view and complete the tasks as shown in the sample below.



1. To complete the **Edit/Update Load Curtailment Form** task, select the  clipboard icon to the right of the task description. This will open the Load Curtailment form. 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. Select the **CONTINUE** button to complete the task.



**COMPLETE APPLICATION FORM**

Site Name \*

Site Description \*

Proposed Load Shed (minimum 100 kW) \*

Building Type \*

Please Specify (if Building Type: Other)

Curtailment Method (Check all that apply) \*

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

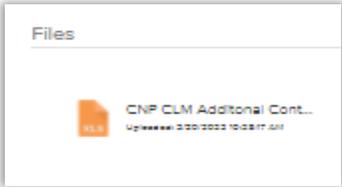
Description of Load to be Curtailed \*

Generator KW (if Curtailment Method: Back-up Generation)

Approved KW

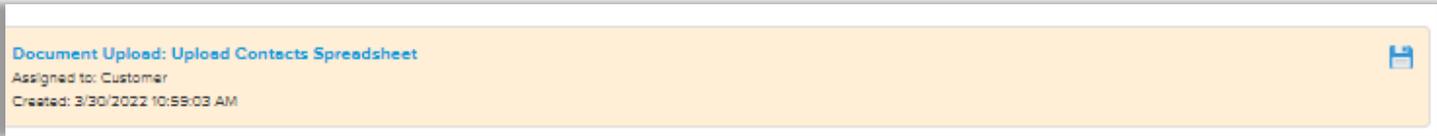
**CONTINUE** **CANCEL**

2. The next task to complete is to update the CNP CLM Contacts Spreadsheet. The spreadsheet can be found in the **Files** section of the application:



**NOTE: The Contacts Spreadsheet must be re-submitted each year even if there are no changes to the contacts.**

Click on the file to download. Make changes if needed then click on the task to reupload the spreadsheet.



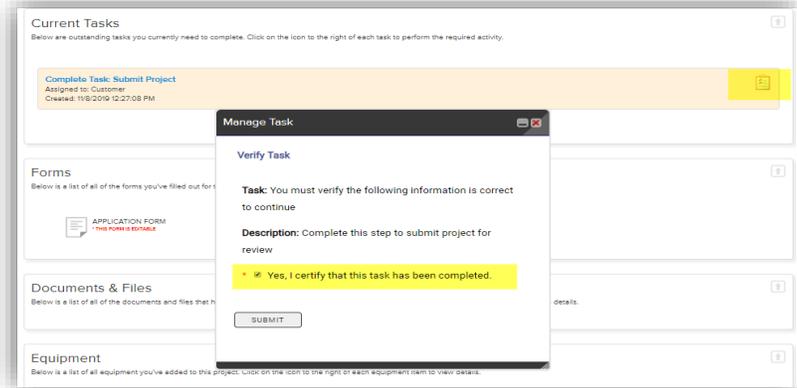
Once completed the task will no longer be visible in your application center.

3. If the project is using a third party sponsor the below task will appear to upload customer authorization:



Click on the task to upload the authorization document. Once completed the task will no longer be visible in your application center.

4. Once all required tasks have been completed the last task to complete is to submit the application which will complete the re-enrollment process. 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. Click on **SUBMIT**. The application is now submitted for review.



## 6. 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 – Project Manager

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

Leslie Plank – Business Analyst

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

Ian Molloy – Business Analyst

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