

Understanding third-party offers for demand response services

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An aggregator of retail customers – or ARC is a third-party company, not affiliated with Wisconsin Public Service, which offers services to energy customers, including demand response programs. An ARC contracts with eligible customers to work directly with the Midcontinent Independent System Operator (MISO), the regional transmission operator, when load curtailments are requested.

When a customer chooses to work with an ARC to have their electric usage become a MISO demand response asset, MISO contacts us to verify certain customer information. As part of that process, we will check if agreements are already in place between us and the customer that would make them ineligible to be registered with MISO by the ARC. Examples of these agreements include preexisting curtailable, interruptible or Response Rewards rate programs. We let MISO know if an ARC's request to register the demand response asset should be denied on that basis. If a customer wants to exit our program(s) to become eligible to register with MISO through an ARC, we will work within our program tariff and contract parameters to accommodate the customer's request.

An ARC also may request that we share a customer's historic energy use data or request access to customer data via our customer information systems, such as Energy Information System. It is our duty to protect customer data, and we only will share information or provide access when we have permission in writing, via a letter of authorization from the customer. An ARC may also request additional services, such as direct connection to the customer's electric meter. We will work directly with the customer to provide that access, which can then be shared with the ARC by the customer.

We are aware of recent lawsuits and court decisions involving ARCs nationwide. We are monitoring those cases. The Public Service Commission of Wisconsin (PSCW) does not have rules governing ARCs interactions or agreements with energy customers. There is currently a PSCW docket open to investigate these types of arrangements. We will stay updated on any changes and follow any guidelines provided by state regulators.

We are happy to answer questions about your account and the programs and services we provide. We cannot provide advice about whether you should work with one of these third-party ARCs. We urge you to make decisions after consulting your own legal department and reviewing all options.

