O. DEMAND-SIDE MANAGEMENT SURVEY

In early 2021, Cheyenne Light and Black Hills Power sent a survey to customers with loads equal or exceeding 2 MW to assess their interest in participating in a DSM demand response program. This appendix contains the results of that survey and the actual survey.

Survey Results

Cheyenne Light and Black Hills Power received limited responses, and the potential for the program indicated minimal participation (Table O-1). As a result, neither utility will be developing a demand response program at this time.

Black Hills Power Response	Cheyenne Light Response	Response
2	2	Yes
2	0	Maybe
7	3	No
4	2	Did Not Respond
15	8	Total Customers Surveyed

Table O-1.   Demand Response DSM Survey Results

Customer DSM Demand Response Survey

Subject: BHE Demand Side Management Survey

Greetings,

Black Hills Energy's Integrated Resource Plan looks years ahead to ensure safe, reliable service where and when its needed. We also strive to develop innovative solutions that create value. Currently, there isn't a comprehensive Demand Side Management program at BHE, so we're reaching out to gauge the interest of large commercial and industrial customers.

Considering this, I invite you to answer a few questions regarding Demand Side Management (DSM):

- Utilizing DSM guidelines, is your business compatible with curtailing a portion of electrical load at any given time? Curtailment is reducing load within a few hours' notice and does not entail shifting load to alternative hours.

- What is the estimated load _____ (kW or percent of total load) that could be curtailed?

- What is the frequency your business is willing to curtail?

  _____ hours   _____ day _____ week _____ month

- If BHE offered a DSM program that helps customers with loads greater than 2 MW manage their energy costs, would your business be interested?

We understand that some customer's operational needs aren't compatible with DSM, while others may be interested in exploring a curtailment strategy.

Thank you for your feedback and partnership.

Signed
Key Account Manager