

**Mike Matheus, ADM Associates**

**Poster Title:** Override Trends in Commercial DR programs

**Abstract:** Customer overrides or opt-outs can have a significant impact on kW reductions associated with commercial DR programs. This poster looks at long term trends (4 years) in customers willingness to continue to participate in DR events. We explore whether the likelihood that a customer opts out of an event changes over time and if initial opt outs are an indication of a customer's long term program performance.