

# APS Flex Solutions

## Olivine DER™ Platform -- Customer User Guide

2026 Program Season

Version 1.0

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## 1. Overview

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This guide is for individual customer participants enrolled in the 2026 APS Flex Solutions program. It covers the functionality available to customer users in the Olivine DER platform, focusing on managing and monitoring your enrolled sites.

Olivine is the technology partner powering the Flex Solutions program on behalf of APS. DER is the name of their platform, and it's where you'll track your enrolled sites, view event performance, and manage nominations. As the name implies, Olivine DER empowers demand response programs and distributed energy resources

The platform is primarily view-only. If you need to make any changes to your enrollment status or enrollment details, contact the APS Flex Solutions team at [flex@aps.com](mailto:flex@aps.com)

The one action customer users can perform directly in the platform is updating nomination values for individual enrolled sites. Nominations must be set at least two days in advance — you cannot change a nomination for an event occurring within the next two days.

## 2. Getting Access

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Access to the platform is managed by APS. To request logins for additional users at your organization, or to change which users have access, contact the APS Flex Solutions team at [flex@aps.com](mailto:flex@aps.com)

You can also speak with your APS account manager. Access management is not self-serve — all changes go through that channel.

If you are not seeing the expected number of enrolled accounts after logging in, reach out to [flex@aps.com](mailto:flex@aps.com) and they will confirm that you have been granted the correct permissions for all of your enrolled accounts.

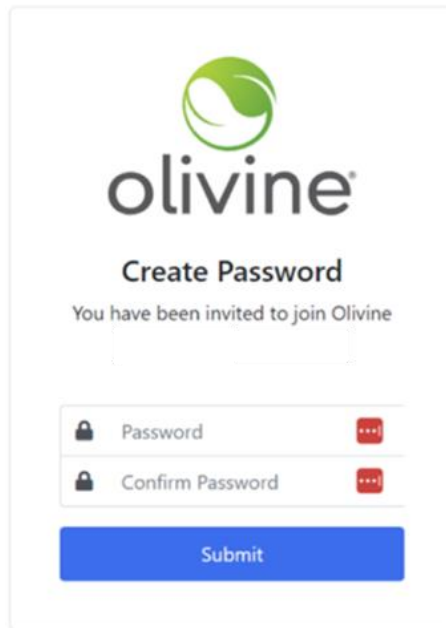
## 3. First Time Login

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Once APS grants you access, you will receive an invitation email from [notifications@em.olivineinc.com](mailto:notifications@em.olivineinc.com). To complete setup:

- Click the link in the invitation email.

- Accept the invite and set up your password.
- If you cannot find the link in your email or if the link has expired, reach out to [flex@aps.com](mailto:flex@aps.com) to request a new invite.
- Once your password is created, you will have immediate access to the platform.

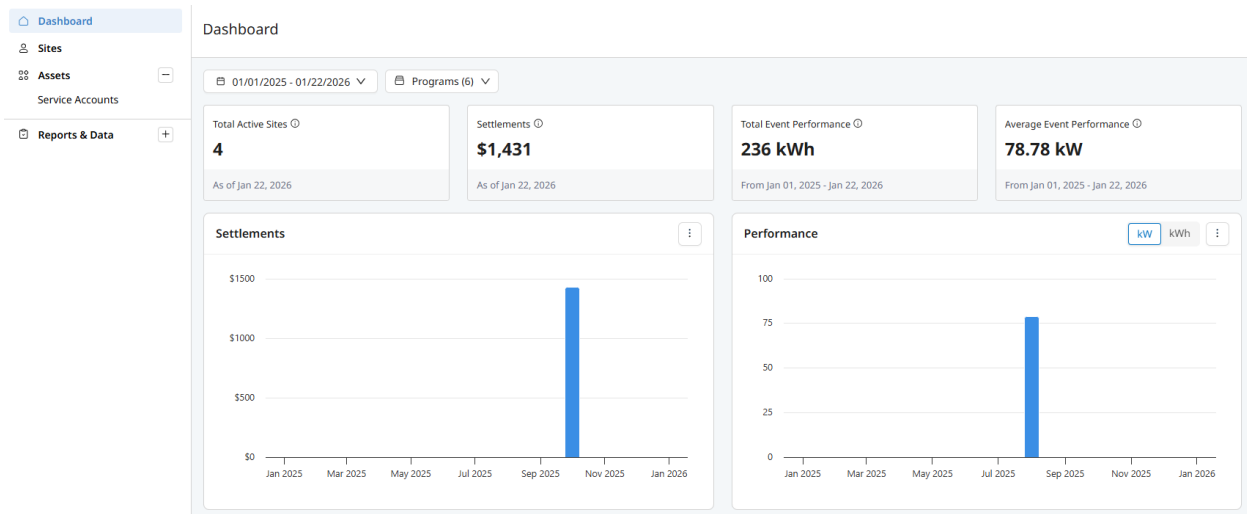
A screenshot of the Olivine 'Create Password' form. At the top is the Olivine logo. Below it, the text 'Create Password' is centered, followed by 'You have been invited to join Olivine'. There is a small empty rectangular box for an email address. Below this are two password input fields: 'Password' and 'Confirm Password', each with a red eye icon to toggle visibility. At the bottom is a blue 'Submit' button.

**Note:** Bookmark <https://app.olivineinc.com/i/aps> after your first login for easy access going forward.

## 4. Dashboard

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The Dashboard is your starting point in the platform. It provides a high-level summary of metrics across all your enrolled sites, covering as many years as you have been enrolled in the program.



From the Dashboard you can see:

- **Total Active Sites:** the current count of enrolled sites.
- **Settlements:** total settlement dollars earned, once APS has run settlement calculations.
- **Total Event Performance (kWh) and Average Event Performance (kW):** available after your first dispatched event, once the necessary meter data has been uploaded.

**Note:** APS imports meter data with a ~1 week lag (longer for MV-90 meters). If you have recently had an event, expect to wait about a week before performance numbers are visible in the platform.

## Filtering the Dashboard

Two filters at the top of the Dashboard let you customize the view:

- **Time Period:** defaults to the current calendar year. Click the date range control to narrow to a specific period.
- **Programs:** if you have accounts enrolled across multiple program tiers, use this filter to focus on specific programs. The summary metrics update accordingly.

## Dashboard

01/01/2025 - 01/22/2026

Programs (6)

This Year

Last 7 Days

Last Month

Custom

2025

Jan

Month

Year

|    |    |    |    |    |    |    |
|----|----|----|----|----|----|----|
| Su | Mo | Tu | We | Th | Fr | Sa |
| 29 | 30 | 31 | 01 | 02 | 03 | 04 |
| 05 | 06 | 07 | 08 | 09 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | 01 |
| 02 | 03 | 04 | 05 | 06 | 07 | 08 |

01/01/2025

01/22/2026

Cancel

OK

01/01/2025 - 01/22/2026

Programs (3)

Total Active Sites ⓘ

2

As of Jan 22, 2026

Settlements

DA - 3 Hours - Tier 3 ✓

DA - 3 Hours - Tier 2 ✓

DA - 5 Hours - Tier 2

DO - 5 Hours - Tier 2

DO - 3 Hours - Tier 1

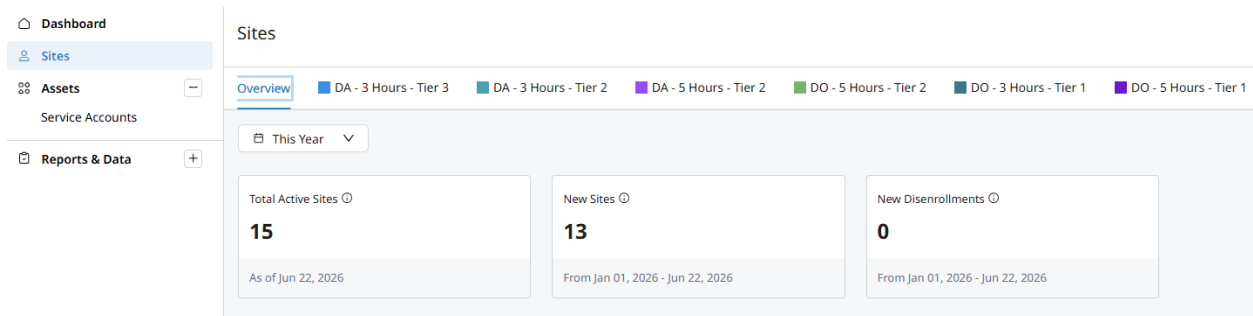
DO - 5 Hours - Tier 1 ✓

## 5. Sites

The Sites page, accessible from the left navigation ribbon, lets you view and interact with all of your enrolled meters. Across the top of the page you will see a tab for each program option that any of your sites are currently or have previously been enrolled in.

## Overview Tab

The Overview tab shows all active sites across all programs, along with high-level enrollment metrics: total active sites, new enrollments, and disenrollments for the selected time period.



## Program Tabs

Clicking into an individual program tab (for example, DA - 3 Hours - Tier 3) narrows the view to that program option. You can see:

- A chart showing how enrollment in that program has changed over time.
- Summary metrics for that program.
- A grid listing all past, present, and future enrollments in that program.

Click the View button on any row in the grid to navigate to the Participant Details page for that enrollment.

The Participant Details page shows all information for a specific enrollment. At the top you will see the service account, program, effective date, and expiration date (if applicable). Below that are four tabs: Nominations, Events, Settlements, and OpenADR VENS.

Dashboard

Sites

Assets

Service Accounts

Reports & Data

Participants / Participant Details

Participant Details

Reports & Data

Service Account

2240000000-22402 12 07 - TARGT CORPORATION

Program

Flex Solutions: DA - 5 Hours - Tier 2

Effective Date

5/4/2026

Feeder

-unspecified-

Nominations

Events

Settlements

OpenADR VENS

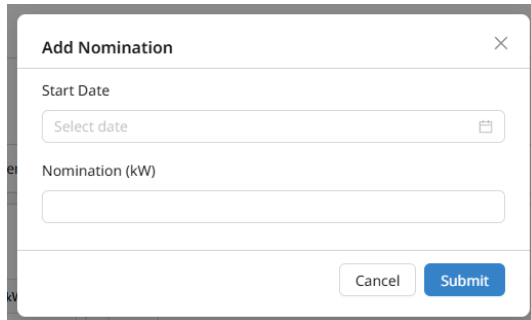
+ Set

|                          | Time Period | Nomination (kW) | Actions |
|--------------------------|-------------|-----------------|---------|
| <input type="checkbox"/> | Open - Open | 60              |         |

The Nominations tab shows your current nomination and nomination history. Your nomination is the load reduction amount (in kW) you commit to providing during a dispatch event.

- Click the + Set button in the Nominations tab.

- Select a Start Date for when the new nomination should take effect.
- Enter the new Nomination (kW) value.
- Click Submit.



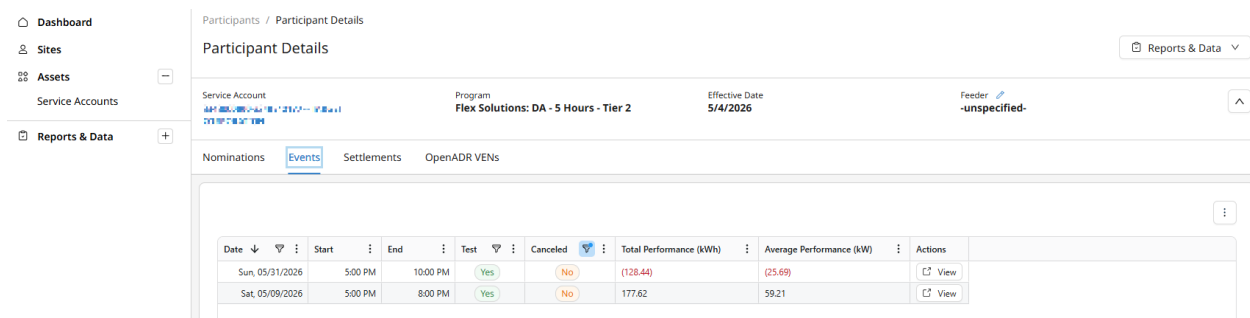
The 'Add Nomination' dialog box contains the following fields and buttons:

- Start Date:** A date picker with the text 'Select date' and a calendar icon.
- Nomination (kW):** A text input field.
- Buttons:** 'Cancel' and 'Submit' buttons at the bottom right.

**Note:** All nomination changes are monitored by APS program administrators, who may reject a change or ask you to complete a test event before confirming the new value. Nominations cannot take effect sooner than two days from submission.

## Events

The Events tab shows a complete history of dispatch events for this enrollment, including the date, start and end time, whether it was a test event, and performance metrics (kWh and kW) once meter data is available.



The screenshot shows the 'Participant Details' page with the 'Events' tab selected. The page header includes 'Service Account', 'Program', 'Effective Date', and 'Feeder'. Below the header, there are tabs for 'Nominations', 'Events', 'Settlements', and 'OpenADR VENS'. The 'Events' tab displays a table with the following data:

| Date            | Start   | End      | Test | Canceled | Total Performance (kWh) | Average Performance (kW) | Actions |
|-----------------|---------|----------|------|----------|-------------------------|--------------------------|---------|
| Sun, 05/31/2026 | 5:00 PM | 10:00 PM | Yes  | No       | (128.44)                | (25.69)                  | View    |
| Sat, 05/09/2026 | 5:00 PM | 8:00 PM  | Yes  | No       | 177.62                  | 59.21                    | View    |

Click the View button on any event row to open the Participant Event page for that event.

## Participant Event Page

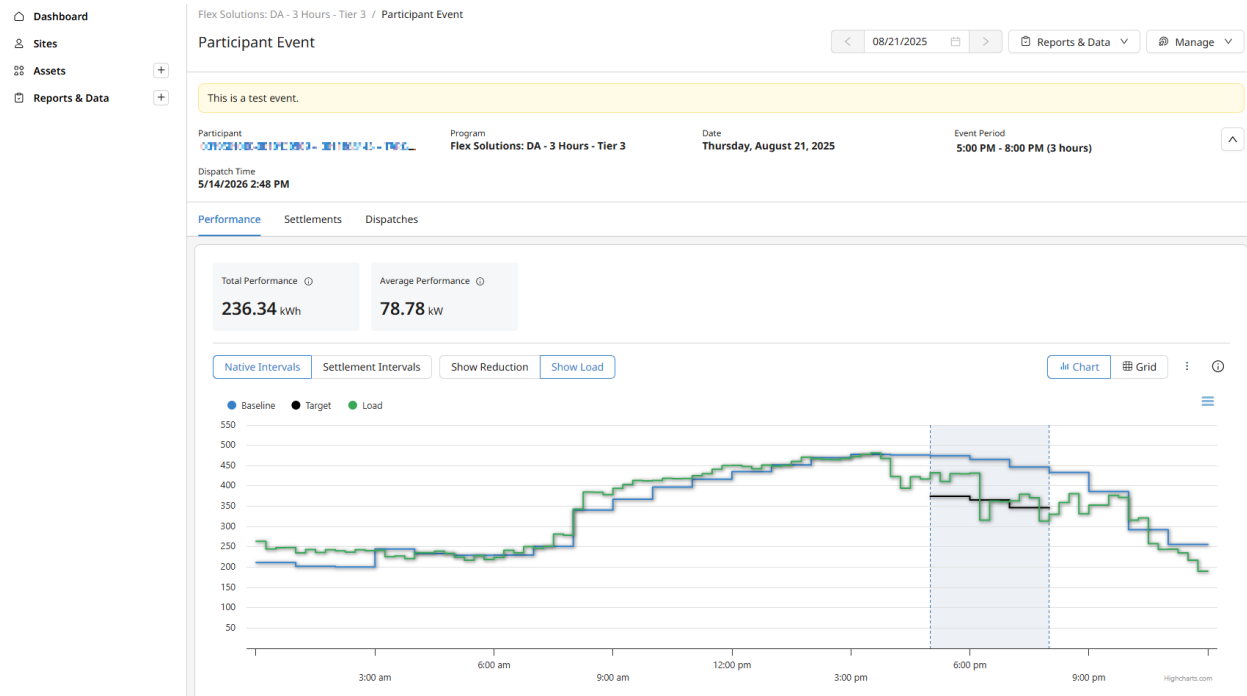
The Participant Event page shows detailed performance data for a single event day. A chart displays the full 24-hour period with three data series:

- **Baseline (blue):** your historical typical load for that time of day; the reference against which your performance is measured.

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 Tel: 888-717-3331 [www.olivineinc.com](http://www.olivineinc.com)

- Target (black): your baseline minus your nomination, representing your reduction target for each hour of the event window.
- Load (green): your actual metered load on the event day.



## Settlements

The Settlements tab shows settlement calculations that have been run for this enrollment. Settlements are calculated periodically. If you are mid-season you may see event performance data but no settlement records yet.

Dashboard
Sites
Assets
Service Accounts
Reports & Data

Participants / Participant Details

Reports & Data

Service Account
Program
Effective Date
Expiration Date

Flex Solutions: DA - 3 Hours - Tier 3
8/7/2025
8/21/2026

Feeder
f1 (feeder\_1)

Nominations
Events
Settlements
OpenADR VENS

| Result | Period                | Calculation Time    | State | Total Payment | Actions |
|--------|-----------------------|---------------------|-------|---------------|---------|
|        | 6/1/2026 - 10/15/2026 | 05/27/2026 10:59 AM | Final | \$1,675.91    | View    |
|        | 6/1/2025 - 10/15/2025 | 05/27/2026 10:58 AM | Final | \$1,430.66    | View    |

The grid shows the settlement period, total payment, and state. **Final** indicates a confirmed settlement amount; **Preliminary** indicates an estimate that may change.

Click View on any settlement record to open the Settlement Details page, which shows:

- Total payment amount.
- Total Days and Active Days in the settlement period.
- Capacity Incentive Price (\$/kW) for your enrollment tier.
- Seasonal Performance Factor and Band: how your performance compares to the thresholds in the Flex Solutions program rules.
- Total Capacity Payment and Energy Payment (if applicable).

Dashboard
Sites
Assets
Reports & Data

DA - 3 Hours - Tier 3 / Settlements / Settlement Details

### Settlement Details

Program: DA - 3 Hours - Tier 3
Settlement Period: 6/1/2026 - 10/15/2026
Organization: [Organization Name]
Enrollment: [Enrollment ID]
Calculation Time: 05/27/2026 10:59 AM

Warnings
View Log Messages

#### Results

Total Payment  
**\$1,675.91**

Total Days: 137  
Active Days: 82  
Capacity Incentive Price: \$28.00/kW  
Total Performance Factor: -  
Seasonal Performance Factor: 100.00 %  
Seasonal Performance Band: [90%, 100%] => 100%  
Adjusted Seasonal Performance Factor: 100.00 %  
Total Capacity Payment: \$1,675.91  
Reduction (kWh): 0.000  
Energy Incentive Price: \$0.35/kWh  
Energy Payment: \$0.00  
Total Payment: \$1,675.91

#### Event Intervals

| Start Time      | End Time | Baseline (kWh) | Metered Energy (kWh) | Reduction (kWh) | Required Reduction (kWh) | Perform... Factor |
|-----------------|----------|----------------|----------------------|-----------------|--------------------------|-------------------|
| No Rows To Show |          |                |                      |                 |                          |                   |
| Totals          |          | -              | -                    | 0.000           | 0.000                    | -                 |

Page Size: 50
1 to 0 of 0
Page 1 of 0

**Note:** As shown in the image above, Settlements may have warnings that can be viewed by clicking View Log Messages. These warnings are actively managed by APS program staff and can be ignored as they are not actionable for Customer Users.

## OpenADR VENS

This tab is not relevant to most customers. If one or more of your enrolled accounts are connected to the program via an OpenADR interface, this tab shows which Virtual End Node (VEN) is linked to the participant record, along with its interface version and active date range.

Dashboard
Sites
Assets
Service Accounts
Reports & Data

Participants / Participant Details
Participant Details
Reports & Data

Service Account
Program
Effective Date
Expiration Date

Feeder

Nominations
Events
Settlements
OpenADR VENS

| Tag    | Description | Interface    | Start Date | End Date |
|--------|-------------|--------------|------------|----------|
| 912345 | Testing2    | OpenADR 2.0a | Open       | Open     |

## 7. Assets > Service Accounts

Under the Assets section in the left navigation ribbon, Service Accounts lists all accounts for which you have been granted permissions in the platform. This list may include accounts that are not currently enrolled, it reflects all accounts that APS administrators have made visible to your user. Non-enrolled accounts may be surfaced here for several reasons, such as they were enrolled in previous iterations of the program.

**Note:** Because Flex Solutions enrolls customers at the individual meter level, “Sites” are defined as individual meters. The Service Account UUID identifier is a concatenation of the Account ID and Service Point ID. While you may not recognize Service Point ID values, it is key identifier for your meter and is persistent over time, whereas meter numbers may change over time with hardware replacements.

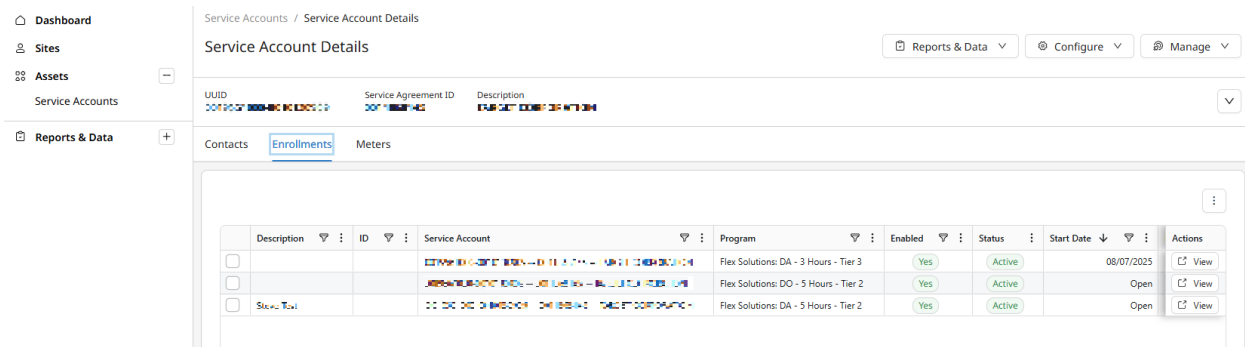
Dashboard
Sites
Assets
Service Accounts
Reports & Data

Service Accounts
Service Accounts

| UUID | Service Agreement ID | Account Number | Description | Parent Id | Parent Description | Effective Date | Expiration Date | Actions |
|------|----------------------|----------------|-------------|-----------|--------------------|----------------|-----------------|---------|
| ...  | ...                  | ...            | ...         | ...       | ...                | 3/15/2001      |                 | View    |
| ...  | ...                  | ...            | ...         | ...       | ...                | Open           |                 | View    |
| ...  | ...                  | ...            | ...         | ...       | ...                | 12/2/2025      |                 | View    |
| ...  | ...                  | ...            | ...         | ...       | ...                | Open           |                 | View    |
| ...  | ...                  | ...            | ...         | ...       | ...                | 4/17/2017      |                 | View    |
| ...  | ...                  | ...            | ...         | ...       | ...                | Open           |                 | View    |
| ...  | ...                  | ...            | ...         | ...       | ...                | 3/1/2001       |                 | View    |
| ...  | ...                  | ...            | ...         | ...       | ...                | Open           |                 | View    |
| ...  | ...                  | ...            | ...         | ...       | ...                | 1/26/2018      |                 | View    |

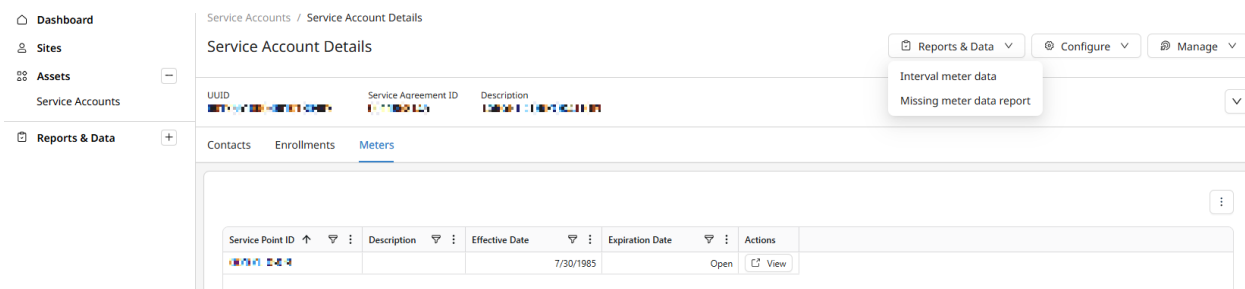
Click View on any service account to open its Service Account Details page, where you can:

- Review account details: Account identifiers and details.
- See the Enrollments tab, showing all programs the account is enrolled or has been enrolled in.
- See the Meters tab, which is one of several ways to directly view meter data.
- See the Contacts tab, which can be ignored as it does not contain any information or features relevant to participation in Flex Solutions. Note that the specific email and/or SMS dispatch contacts associated with each of your enrollments can be updated by reaching out to [flex@aps.com](mailto:flex@aps.com).



From Service Account Details, the Reports & Data menu in the upper right gives access to:

- Interval Meter Data: view interval meter data for a specific date range. Useful for reviewing consumption history, informing nominations, or other analysis.
- Additional dropdowns available such as Configure and Manage do not currently support any customer-facing features.



## Assets > Organizations

This page does not present any data or functionality relevant to the Flex Solutions program and can be ignored.

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 Tel: 888-717-3331 [www.olivineinc.com](http://www.olivineinc.com)

## 8. Reports & Meter Data

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The Reports & Data section in the left navigation ribbon provides additional tools for working with meter data at the site level. The meter data here mirrors what is in your APS billing account on [aps.com](https://aps.com).

***Note:** Meter data is typically updated approximately one week after each event or measurement day.*

## 9. Contact & Support

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For all program questions, access requests, enrollment changes, or technical support, contact the APS Flex Solutions team at [flex@aps.com](mailto:flex@aps.com).