

LYNX ELECTRIC CURRENTS

MARCH 2014 NEWSLETTER

EDITOR'S NOTE ON THE IMPACT OF THE "POLAR VORTEX"

INSIDE THIS ISS	UE
FERC UPDATES	2
ISO-NE	2
PJM	3
NY STATE	3
US ENERGY	3
NYSERDA PON UPDATES	4
GLOSSARY OF ACRONYMS	4
US ENERGY MARKETS	4
NYISO SCR CURTAILMENT	7
MARCH CALENDAR	7
IMPORTANT FUTURE DATES	7
HISTORICAL FLAT DAM PRICING	8
CURRENT PROJECTED PRICING	8
GREEN ENERGY	8

Despite all of the contingencies and planning by the regulatory agencies, recent cold spikes and the "Polar Vortex" exposed the flaws in our energy markets.

As the mercury plummeted, prices skyrocketed. With \$140 per MMBTU gas spot prices, generators lost money at \$1,000 per MW price cap. RTO/ISO's, including NYISO, ISO-NE, and PJM. asked and received permission to allow emergency waivers allowing operators to pay generators above the cap price. The generators will need to verify actual costs and are paid for production from Jan. 22 to Feb. 28 when generators are dispatched for reliability purposes. The payments will be the pricing gap between market price and the actual production cost per MWH generated. An additional clarification states that the waiver would only apply in regions or zones within the ISO that required cost adjustments, not the entire ISO. With the FERC approval, generators must provide documentation for all cost compensation requests.

FERC is investigating how the extreme cold temperatures of this winter have impacted natural gas spot markets as it fuels 50% of the power plants. At the last NARUC (National Association of Utilities Commissioners) Commis-

sioner Philip Moeller lead the discussion about several regional shortages that occurred, despite previous warm weather. Mr. Moeller indicated that FERC will prioritize coordination between electric and gas markets.

PJM CEO Terry Boston expressed his concern over the rapid switch from coal to natural gas because of EPA regulations and how this impacted the Polar Vortex event. West Virginia Senator Joe Manchin also voiced his concerns about the closing of coal plants, which represent the base load for PJM. The senator pointed out that the PJM grid came within 700 MW's of having a major blackout. The mix of energy producers needs to be addressed. DR and imported generation helped avoid the potential disaster last month. Senator Manchin pointed out coal can be stored on site and needs to continue being part of the energy mix. EPA regulations give generators until 2017 to meet emission standards. The senator stated that pipeline and new electric transmission lines need to be in place before EPA regulations can be enforced. Generators indicated that the gas industry should make fuel available when needed without charge outrageous prices during

extreme demand. It was recommended the natural gas industry have winter storage and repeated the need for additional pipeline capacity.

Moving forward, what can our regulators and policy makers do? To begin with, they should make sure that markets have not been compromised or manipulated. Government permits for new pipelines should be given priority to accelerate construction. EPA regulations should be reviewed from a cost benefit perspective making sure the new regulations are not harmful and adding to our sluggish economy. Generators should be required to have forward fuel purchase contracts and a hedging strategy if needed so they can provide reliable capacity. DG/CHP installations should be encouraged based on their efficiency and stabilizing effect on the grid for customers having sufficient thermal loads and reasonable load factors. The lessons learned should guide policy makers as we move forward with clean, reliable and economic energy.



Customers having the ability to shed load or operate a stand-by generator are encouraged to sign up for the various programs available and receive compensation from NYISO and participating utilities. LynxEMS can assist your customers in multiple ways. As Cummins Generator dealers we can provide you with a wide

range of natural gas and diesel generators for stand-by or back-up purposes. We can also help you register your customers in the various SCR (Special Case Resources) programs that NYISO has. Qualifying customers are paid for providing capacity when NYISO calls for load shedding

Page 2

FERC UPDATES

With natural gas hitting records highs of \$140 per MMBTU on the spot market, FERC Chairman LaFleur is watching the markets to make sure they are operating competitively and within regulations. All factors indicate that the rapid switch to natural gas from coal and the underdeveloped natural gas pipelines caused the price spikes and that market manipulation is not a factor. PJM and northeast ISO's have received a waiver to raise electric caps thereby avoiding losses for generators and maintaining grid reliability.

The leadership of FERC will be passed on to Norman Bay pending the approval. President Obama nominated Mr. Bay, who

is the current Director of FERC's Office of Enforcement, based on Mr. Bay's handling of numerous settlement cases. Acting chairman LaFleur will continue serving as a FERC Commissioner once the new chairman is seated. The Senate Energy Committee will need to approve the President's nominee. The previous nominee Ron Binz withdrew his nomination because of heavy opposition from the US Senate, specifically senators from coal producing regions.

FERC has responded to the filling on limited DR as proposed by PJM. The ruling from FERC allows PJM to use a hard cap on limited DR for the winter strip (Oct to April)

and an unlimited DR for the summer strip (May to October). Changes in the capacity markets utilize PJM's sloped curve, which should lower the price volatility. Opponents claim that the changes will push cheaper capacity resources out of the market and cost the rate payers an additional \$900 million annually. FERC counters by stating the chances should increase reliability and bring more supply into the market thereby lowering energy costs. FERC Commissioner John Norris supported the majority ruling from FERC, as long as the value and benefits of DR are not lost in the rulings. Mr. Norris pointed out that as DR grows in PJM,

rules needed to be modified. He also indicated that the underlying principal of reliability and open market competition of energy mix must be maintained.

For the very first time, FERC ordered a pipeline to transport propane to the Northeast and Mid-west under provisions of the Interstate Commerce Act. The TE Product Pipeline Co. was ordered to give propane shipments a priority based on extreme winter conditions in the designated regions. FERC Chairman La Fleur felt weather conditions warranted the emergency order.

March 20th is the First Day of Spring!

Thank Goodness!

ISO-NE UPDATES

The NEPOOL stakeholders and ISO-NE filed their individual versions for performance incentives regarding capacity markets. The ISO is pushing the "pay-for-performance" proposal. The current system pays generators for performance without significant penalties for non-performance. The change ISO proposes would pay generators forward capacity pricing then go through a settlement process. During the settlement process generators would be penalized for non-performance. The NEPOOL proposal would focus on energy and reserves thereby encouraging generators to perform during winter peak events.

In an effort to address the natural gas pipeline capacity problem, <u>NESCOE</u> has asked ISO-NE to structure a new tariff to fund gas pipelines. The tariff

would raise funds for building new gas pipelines. NESCOE is also asking for additional transmission lines which could handle 3,600 MW of new renewable energy. The six state group wants to diversify the power mix and have more affordable and reliable power for New England residents.

ISO-NE was able to reduce the NG price spikes with their "Winter Reliability Program" by including a mix of dual fuel generators. Dual fuel generators can utilize either fuel oil or natural gas. Long term fixes emphasize construction and expansion of natural gas pipeline to avoid major reliability problems. ISO-NE is aware of the problem and is currently trying to decide the most equitable method for financing pipeline expansion. Ironically "cheap gas" is the cause of

price spikes and shows the vulnerability of the grid as nuclear and coal plants are retired or shut down. FERC will have to consider fuel diversity as part of future market considerations in terms of economics and reliability. Litigation issues concerning merchant generators and state sponsored power plants over capacity pricing, continue. Chairman LaFleur would like to address the issues concerning generators generically and establish rules and policies that would allow market forces to operate and reduce litigation of similar grievances in regions across the country.

Owners of the Brayton Point power plant announced it would be closing on June 1, 2017. ISO-NE wants the plant to continue operation for reliability purposes. The ISO would

provide an out-of-market contract. NEPA claims an out-of-market contract would be harmful for merchant capacity markets. FERC is reviewing costs before granting tariff waivers.

The latest capacity auction in ISO-NE showed a 155 MW shortfall after procuring 33,700 MW of capacity. The clearing price was \$15.00/kW month. ISO spokesman Gordon Van Welie pointed out that the ISO has moved from surplus capacity low prices to a shortage of capacity with high prices. The market signals indicate more generation and DR is needed to maintain reliability. In recent FERC action, the clearance price was allowed to be moved from \$3.47 /kW month to \$7.025 per kW month.

Page 3 MARCH NEWSLETTER

PJM UPDATES

PA governor Tom Corbett is promoting PA energy resources with his new "Energy <u>Jobs</u>" Promotion. Currently PA is the country's largest exporter of energy in the US. The state's energy mix consists of: Natural Gas. Coal. Oil. Nuclear Power, Renewable Energy, and Hydro-Power. Coal fueled power plants have slipped to 36% because of cheaper natural gas. This winter's cold snap may change that percentage. Coal can be stored on site, and is not depended on pipeline

capacity during weather extremes. Retail markets have dramatically reduced energy costs by an estimated 45%. The governor hopes to capitalize on that the new business resulting from energy projects in PA as part of the jobs initiative. Other job opportunities include manning the power plants, drilling for natural gas, Coal mining, and all the associated maintenance and service jobs.

The proposed merger between NRG and Edison Mission will require mitigation according to Monitoring Analytics. NRG counters that as members of PJM, they are already being monitored and additional mitigation is not needed. Monitoring Analytics wants to see cost-based-bids which are enhanced over standard PJM monitoring for 12 months with FERC oversight. The issue remains unresolved at this time.

Customers of <u>PECO</u> have a new option to purchase carbon offsets. The <u>Washington</u> <u>Gas Energy Services</u> organization is providing the new prod-

uct. Proceeds from the sale of Carbon Offsets will be used to fund clean water and clean air projects.

PA-PUC and Maryland PC responding to recent price spikes caused by extreme cold weather by urging retail customers to check their power purchase contracts. Customers having fixed-price contracts should not be impacted by the recent "Polar Vortex" caused price fluctuations. Customers with variable rates may want to consider budget billing, or some

Continued on page 5

NY STATE

In recent newsletters Lynx Currents has reported on an ongoing NYS-PSC investigation of retail markets in NY, and how to make the markets work better for consumers. PSC Chairman Audrey Zibelman stated: "the market has worked very well for commercial and industrial customers". The PSC order stated residential and small commercial markets need some modification. As a result, a system is being developed to allow customers to compare pricing and contracts. The goal is to curtail or prevent inappropriate marketing practices and provide more value for low income customers. As part of the order utilities will

be required to provide on-line bill calculators allowing customers to compare utility rates versus retail rates. The order will also allow low income customers to enroll in guaranteed savings programs for energy related projects. In addition, rules for retail marketing have been defined and strengthened to protect consumers from questionable retailers. Retailers will be held accountable for failure to adhere to "Uniform Business Practices". Telephone and door to door salesmen will also have new requirements for verification and identification protocol. Another change will impact DR programs and providing value-added offerings from the retailers, specifically for residential commercial customers.

NYS-PSC is looking for comments and feedback as they finalize how to implement the new order. The collaborative process is designed to encourage retail marketing and protect consumers from unscrupulous marketing. NEMA has been advocating for such changes to establish consumer confidence and encourage the participation in retail power markets.

New York State Energy 2013 Plan was released 11 months late. The study addresses multiple issues including:

- Clean Energy
- Reliability

- Energy Affordability
- Natural Gas Fracking
- Greenhouse Gases
- Environmental Issues

Recommendations from the study include:

- Incentives for utility efficiency upgrades
- Improved building codes to improve efficiency
- Providing information regarding public transportation and real time traffic condition upgrades
- Short term utilization of natural gas using the fracking process
- Reducing pipeline gas leakage

US ENERGY

Energy & Commerce Committee chairman Henry Waxman has announced his retirement after serving 40 years in the House. Energy and environment will become major issues in the November election.

Once again economic concerns are clashing with environmental concerns. NAM has voiced concerns of the harmful impacts for business from draconian greenhouse

gas regulations. Recent winter price spikes would be a good starting point. Current government regulations are resulting in closing or early retirement of coal plants, limiting run hours for backup generators and new regulations for natural gas generator CO2 emissions. While renewable energy is making great strides, the economics and continuous availability remain major issues. Severe

winter conditions exposed capacity reliability as hydro generation dropped because water resources sources froze. Wind and solar sources only have a 30% to 40% availability in most regions throughout the year. Biomass is dependent on a continuous supply of feedstock, within economic delivery range, and a relatively constant BTU value. NAM members plan on educating the public and government officials about the dan-

gers of harmful regulations and their impact on reliability and energy costs.

The attack last year on a California transmission substation has raised concern over security and the potential of terrorism attacks. In the past, cyber terrorism has been discussed, but the latest incident resulted in over a million dollars in substation infrastructure damage. US senators pointed

continued on page 5

NYSERDA PON UPDATES

Current PON's (Program Opportunity Notices), those are available to qualified customers from NYSERDA.

- PON 1219 Existing Buildings: Provides rebates and performance incentives for existing buildings including lighting, motors, generators, HVAC equipment etc. through 12-31-2015.
- PON 1601 New Construction Financial Incentives: Provides incentives for new and remodeled buildings, paying for architectural and
- engineering services, rebates on electric equipment, appliances, HVAC equipment, and building envelope, through 2015.
- PON 1746 Flex Tech: Provides funding for a variety of feasibility and energy related studies through 12-31-2015.
- PON 2112 Solar PV Program Financial Incentive through 2015
- PON 2439 Wind Turbines: This PON pays incentives to certified installers of DG windmills under 2 MW through 2015.
- Multi Family Performance Partners: Facilities with 5 or more housing units are eligible for energy audits and energy efficiency funding through 2015.
- PON 2456 Industrial and Process Efficiency Program: This PON is can pay up to \$4.5 Million per project through Dec. 2015.
- PON 2568 CHP Acceleration: Funding for onsite generation with heat recovery (DG/CHP) packaged units through 2015.
- PON 2758 Gas Station

Back up Power Program. This PON provides emergency power for generators in Downstate gas stations, and will do so until the funding runs out.

- PON 2689 Emerging Technologies and accelerated Commercialization through Dec. 2016
- PON 2701 Combined Heat and Power CHP Performance Program through Dec. 2016
- PON 2846 Innovations in Data Center Information & Communications Technology Energy Efficiency: This PON has funding through April 2015.

US ENERGY MARKETS

DEFG released their latest assessment of retail markets showing 17.2 million customers are shopping for retail power in the US and Canada. Top honors for percentage participation go to Alberta Canada followed by PA, NY, Connecticut and Maryland in descending order. PA legislators are planning to incentivize residential customers to participate in residential retail markets. The legislation would auction blocks of retail load to retailers who are expected to generate

\$350 million in funds for Pennsylvania. Not only will the measure raise revenue for the state, but it is designed to reach 100% of the residents in retail markets.

The PSC for the District of Columbia has acted on the case between Starion Energy and the DC Peoples Council, which previously approved a settlement between the two parties. Starion had agreed to pay \$100,000 to the Greater Washington Urban League. In addition, Starion would compensate customers harmed by

violations of customer protection regulations. The retail supplier, Starion Energy, has also agreed to revise their sales promotional literature and institute a training program for door to door salesmen. Starion will be on probation of one year under the watch of OPC and the Maryland PSC.1

NEM is developing a National Standards of Conduct according to NEM president Craig Goodman. The NEMA association recognizes the potential threat of price

spikes to the retail market. Concern over cost allocation for natural gas spikes and how utilities represent those numbers in their billing continues to be an issue. The "Standards" will contain:

- Standards rules of conduct for retailers and marketing
- companiesSteps to promote industry compliance
- Consumer protection strategies, and guarantees
- Education programs that help consumers understand the retail markets

GLOSSARY OF ACRONYMS

DEFG - Distributed Energy Financial Group

EPRI - Electric Power Research Institute

IOU - Investor Owned Utilities

NAM - National Association of Manufacturers

NARUC - National Association of Utilities Commissioners

NEM - National Energy Marketers Association

NEPA - New England Power Association

NESCOE - New England States
Committee on Electricity

NG - Natural Gas

PA-PUC - Pennsylvania Public Utility Commission

PECO - Philadelphia Electric Company

RESA - Retail Energy Supply Association

SOS - Standard Offer Services

Page 5 MARCH NEWSLETTER

PJM UPDATES (CONTINUED)

form of hedging strategies in future contracts. Some utilities may offer payment arrangements to spread price spikes over multiple months. PA-PUC also is urging retail customers to discuss their contracts with suppliers to make sure their power purchase options meet their needs.

After reviewing the <u>settle-</u> ment reached by the PA Bureau of Investigation & Enforcement and PAG&E, the PA-PUC rejected the settlement. PUC Chairman Robert Powelson called the "slamming charges the

most egregious" case prosecuted by the PA-BI&E to date. According to investigators, one of the salesmen made 319 attempts at switching commercial customers (slamming) without their approval and succeeded in slamming 108 accounts. The original settlement consisted of a fine for \$75 K plus refunds for impacted customers. However the PUC stated that the number of accounts slammed required a much stiffer penalty to dissuade any future violations of tariff regulations.

Not all **IOU** have made the transition to deregulated markets in Ohio. AEP and Dayton Power and Light are lagging behind. The Ohio PUC is looking at ways to get greater participation in retail markets. Utilities along with Ohio Consumer Council are struggling over the need for maintaining **SOS** and the impact of SOS on the competitive market pricing. Ohio PUC is looking at the Texas model in which utilities are removed from the retail markets. Another aspect of the

OHIO-PUC scrutiny is standardizing language and contracts for all market participants. Standardizing will allow for easier comparison of the various market offers for consumers and remove some of the hidden risks from rogue retailers. RESA fully supports standardizing codes of conduct and costs aligned with cost recovery. The understanding is that the outlined measures would move the market to full retail and avoid utilities from having to provide SOS service.

TIP OF THE MONTH (CONTINUED)

(DR). Additional funds are paid for extended hours of operation for the energy (kWh) provided. Con Edison has a parallel program so customers in that service territory can receive additional compensation. Over the years this newsletter has indicated the value of DR, the support from FERC and the struggle to get adequate compensation for participants. Regula-

tors realize the importance of DR programs and recent events have once again proven that DR can be relied on and play a key role in keeping the grid from going into a blackout. With payments above \$20K per MW, these programs provide a tremendous value and added incentives you can use for customer retention. We urge you to contact Lisa Klein in our

Grand Island Office at 716-774-1341 to get more details on enrollment packages and on Cummins generator packages. Our staff can assist you with the registration, reporting, and paper work with both NYISO and ConEdison. Take the step, improve your bottom line, provide cash for your participating customers and take

advantage of the DR programs. We look forward to working with you.

US ENERGY (CONTINUED)

out that improving security and reliability was up to utilities and to date, mainly voluntary. However, the attack from a high powered rifle shows a flaw in the security. Commissioner La Fleur pointed out that section 1211 of EPA act of 2005, gives FERC the authority to implement stricter security measure regulations. Experts see new security measures in the future.

During the NARUC meeting, EPRI presented a report on Distributive Generation (DG). DG/CHP indicates that the generator is located on site where the electricity and ther-

mals are. The report points out changes in the power grid and the impact of DG for customers, as well as the impact on generators' and distribution wires' ability to transmit electricity to and from the customer meters. Advances in technology and smart meters, along with better interconnection switch gear and advanced generator technology, are making DG more acceptable to grid operators. Photovoltaics, wind, and DG/CHP are technologies that can supply surplus power to the grid and in turn use the grid for backup. Proper interconnection with strict code

adherence, accurate meters to track kWh from and to the meter and reasonable electric tariffs are key factors to making DG projects work. EPRI will be embarking on a detailed study with guidelines from state regulators. In order for the study to meaningful EPRI was charged with avoiding traditional power generator bias towards DG and present a balanced report on potential impacts and economic value of DG on the grid. Consideration for utilizing the grid for backup must also be considered. Multiple PUC and PSC chairmen stated

the regulators look forward to such a study provided the analysis is, "objective, fact based and advocacy free".

Siemens Smart Grid Division has developed software and hardware that allows multiple small generators to form a virtual power plant. The system called "Distributed Energy Management System", allows smaller generators using a cloud based platform to bundle their output and market capacity on the grid. Siemens expects to have the system operational in the summer of 2014.

Page 6

March 2014

Sun Mon		Mon	Tue	Wed	Thu	Fri	Sat	
							1	
	2	3	4	5	6	7	8	
	9 Daylight Savings Time	10 Monthly Auction Opens	11 Monthly Auction Closes	12	13 Monthly Auction Results	14	15	
	16	17 St. Patrick's Day	18	19	20 Vernal Equinox	21 Certification	22	
	23	24	25 Spot Auction Opens	26 Spot Auction Closes	27	28 Spot Auction Results	29	
	30	31						

FUTURE DATES

MARCH

- 9 Daylight Savings Time
- 10-11 Monthly Auction
- 13 Monthly Auction Results
- 21 Certification
- 25-26 Spot Auction
- 28 Spot Auction Results

APRIL

- 8-9 Monthly Auction
- 11 Results
- 18 Certification
- 22-23 Spot Auction
- 29 Results

NYISO SCR CURTAILMENT PROGRAM

Proposed changes by the NYISO will impact SCR customers. Lynx will work to keep you informed and updated as changes get approved. Lynx is providing assistance for our customers with event notification and supplying documentation to the NYISO verifying results. A major obstacle for customers having peak demand less than 500 kW, is having an interval meter. Lynx can help you with securing grants for interval meters, and getting those meters installed. Many customers willing to participate in NYISO programs need help in determining what items can be curtailed and to determine the kW value of those items to be shut off. Lynx can help your customers determining kW loads that can be curtailed. In addition Lynx can now provide Cummins generators which can be used for curtailment purposes along with providing protection for property and life during emergencies. Lynx will work with you to get customers registered in a NYISO program. So help your customers get some cash for shedding electric loads during peak load emergency events. ESCO's or suppliers will also earn funds. With Lynx guidance you can avoid costly pitfalls and potential fines. Call Lisa Klein or Bert Spaeth in our Lynx office at 716-774-1341.

Page 7 MARCH NEWSLETTER

COMMODITY PRICING

Historical - Flat DAM

Current Projections

								Mar-14	Apr-14	May-14	Mar-14 to Feb-15		
	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14		Flat	Flat	Flat	Flat	Peak	Off Peak
NYISO-A	33.20	33.00	38.48	43.99	106.48	73.00		91.31	46.83	40.45	49.05	58.80	40.62
NYISO-F	37.06	35.61	40.65	63.61	176.83	135.16	•	122.79	57.32	43.88	63.86	75.53	53.76
NYISO-J	39.89	37.55	40.82	61.14	175.92	122.84		121.81	58.95	47.81	66.21	79.39	54.81
NYISO-K	45.81	41.21	46.52	76.26	187.11	145.94		132.06	64.80	59.60	73.31	88.48	60.17
PJM-PSEG	37.18	36.33	38.37	45.79	184.41	89.93		99.17	50.40	44.74	54.29	66.61	43.64
PJM-JCPL	37.36	36.12	37.32	42.56	176.63	78.12		88.80	49.59	44.01	52.23	64.28	41.81
PJM-APS	34.16	34.73	34.91	39.15	107.43	69.25		77.06	45.30	41.00	46.41	56.39	37.77
PJM-PECO	35.59	34.70	36.27	40.15	168.45	74.00		83.24	47.84	42.88	50.18	61.82	40.11
PJM-PPL	35.34	34.62	36.09	40.34	167.39	74.13		83.33	47.32	42.66	49.79	61.20	39.92
PJM-DLCO	32.00	33.92	32.93	36.65	83.22	57.65		68.32	42.62	38.51	42.68	51.55	35.01
PJM-PENELEC	35.07	35.82	36.37	40.50	116.57	72.96		79.46	46.03	41.64	47.85	58.37	38.75
PJM-METED	36.27	34.61	36.38	40.44	166.67	73.72		83.49	47.73	42.87	49.96	61.43	40.03
PJM-BGE	40.09	38.17	39.40	44.68	179.66	75.97		86.99	50.66	46.30	54.25	66.67	43.50
ISONE-CT	38.28	34.51	44.70	87.97	166.29	153.89		139.52	63.47	44.06	75.58	86.61	66.03

Note: On-peak is defined as HE08- HE23 Weekdays (less NERC Holidays)
Commodity pricing at MWh reflects an estimate of pricing based on current information available at time of printing
from various market sources. The prices are not intended to be used as hard data for contractual purposes. Prices are
represented in dollar per MWH.

GREEN ENERGY

As state mandates are phased in, suppliers or ESCO's will be required to purchase Green REC's and show documented proof of purchase. Some states require a percentage of Solar REC's or offshore wind depending on the host states social policies. Each category, whether it is called Tier or Class has different pricing and some states mandate a mix. Solar is the most expensive and Tier II the least expensive. Failure to purchase green energy or AEPS or REC's will result in a default REC. Lynx will assist you in locating cost effective green REC's to meet your needs. In addition, Lynx can handle your reporting and assist you in purchasing REC's. The percentage of renewable energy is expected to increase to 18% through 2020.

Lynx EMS

Address:

2680 Grand Island Blvd, Suite 2

Grand Island, NY 14072 Phone: 716-774-1341

Fax: 866-316-8599

Website: www.LynxEMS.com

Contacts:

Kevin Schoener: KHSchoener@LynxEMS.com

Lisa Klein: LRKlein@LynxEMS.com

Bert Spaeth: BASpaeth@LynxEMS.com