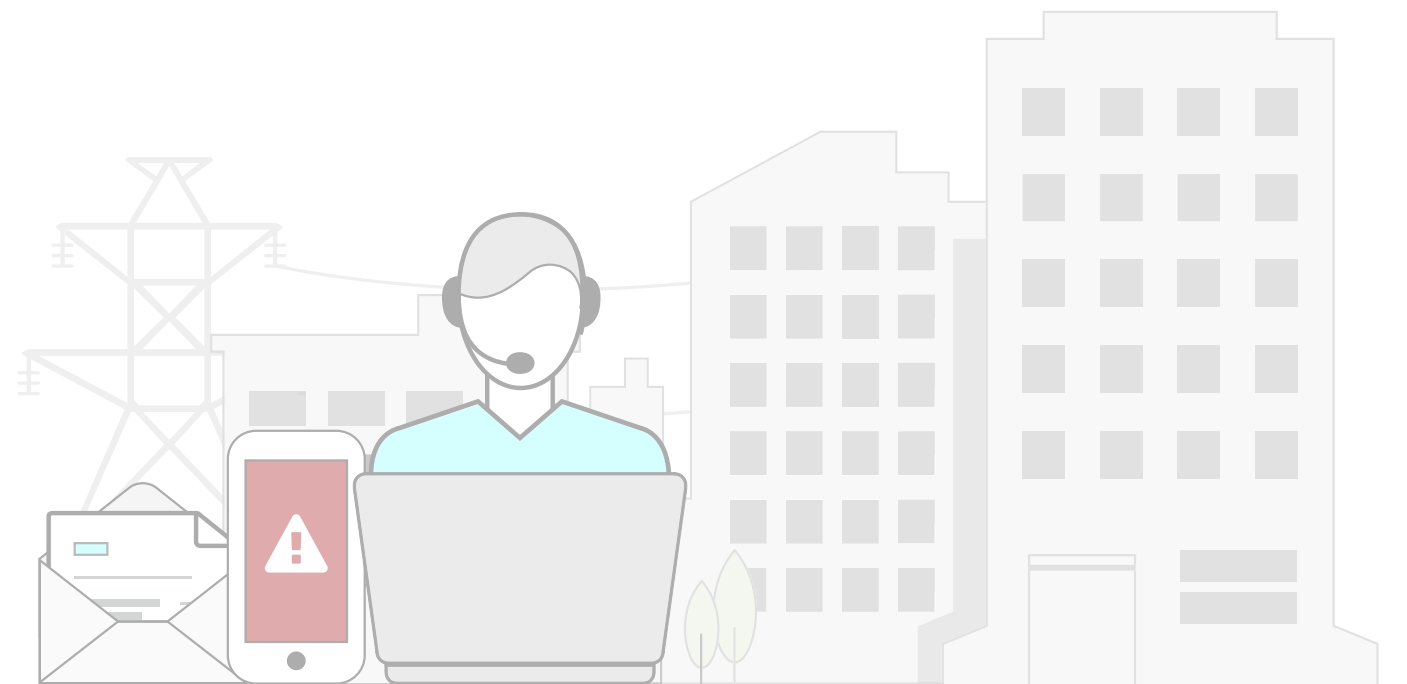


Welcome to Demand Response with Enel X



Thank you for partnering with Enel X!

On behalf of the entire Enel X North America team, I'd like to take this opportunity to thank you for choosing to partner with us. Our goal is to help you execute a customized strategy to improve profitability and build resiliency in today's evolving energy economy.

At Enel X North America, we understand that the energy industry is undergoing a radical transformation. The emergence of new technologies has changed the way generators and consumers think about energy supply, distribution, and consumption. The Enel Group, a multinational power company serving around 72 million customers in more than 30 countries, is meeting this new reality head-on with Enel X. Taking a new approach to the digitization of a more decentralized ecosystem, Enel X is focused on delivering innovative solutions to meet the changing needs of our global energy infrastructure.

We are committed to providing value-added services to help energy consumers navigate their unique challenges and capitalize on emerging opportunities by combining global resources with regional market expertise. Demand response offers energy consumers a way to monetize the flexibility in their operations while helping to mitigate system constraints and stabilize the electric grid for the greater community. Demand response also significantly contributes to the sustainability of our grid resources, serving as an alternative to peaking power plants that rely on fossil fuels and drive up carbon emissions. These are important steps in the journey toward a more sustainable future.

Once again, I'd like to welcome you to the Enel X North America demand response community. We are excited to begin our partnership and value your contribution to making demand response a viable energy alternative.

Best,

A handwritten signature in black ink that reads "Surya Panditi". The signature is written in a cursive, flowing style with a horizontal line underneath the name.

Surya Panditi
Head of Enel X North America







Table of Contents

The Demand Response Experience	4
What to Expect During Onboarding	5
Customizing Your Participation Plan.....	6
Customer Support Resources.....	7

The Demand Response Experience

Demand response allows you to contribute to grid reliability efforts by serving as a stand-by resource and reducing your energy consumption at times when the grid is under duress. In return, you will be compensated for your contribution to these efforts. We offer access to more demand response programs worldwide than any other provider.

Below you can find details on what you can expect during the lifecycle of a demand response dispatch.

1		DR Dispatch Issued The utility or grid operator issues dispatch instructions to Enel X in times of grid constraint or high demand.
2		Enel X Notifies You Enel X notifies you of the dispatch details via email, SMS text, or phone.
3		Enact Your Participation Plan Execute your Participation Plan by the indicated start time.
4		Manage Your Dispatch Participation Log in to the Enel X application to monitor your real time performance (if applicable to your site) and ensure you are meeting your target until the end of the dispatch.
5		Review Your Performance After the dispatch, review how you did in your performance report and in the Enel X application.
6		Receive Your Payment Based on your performance and terms outlined in your contract, Enel X will compensate you for your participation.

What to Expect During Onboarding

Congratulations! You are one step closer to participating in demand response with Enel X. We are excited to help you get started supporting regional grid stability and monetizing your energy flexibility.

STEP 1

... is Complete!

Your order form has been signed!

- > Your assigned onboarding project manager will contact you soon to begin the onboarding process.
- > Onboarding and enrollment timelines vary by region.
- > Your project manager will help you understand the schedule and requirements.

STEP 2

Prepare for Onboarding

Please be prepared to review the following key items with your project manager:

- > Demand response contacts
- > Direct deposit information for your payments
- > Facility operating schedule

STEP 3

Develop Your Participation Plan

We'll work with you to develop or refine your plan for how you will respond to DR events within your specific program window, and to create a list of equipment or processes that can be adjusted during a dispatch.

- > Please be prepared to provide at least three site contacts that are comfortable responding to demand response event notifications and enacting your participation plan.

STEP 4

Energy Monitoring Setup

(for qualified sites)

In preparation for energy monitoring setup, please be ready to provide the following:

- > Installation scheduling contact
- > Approximate locations of electric meters
- > Availability for cellular service
- > Location of 110/120 V power
- > Special access requirements

STEP 5

Customer Education

You will receive program training along the way.

- > Your project manager will provide you information and resources that will help you maximize your performance in your demand response program.
- > Ask your project manager how you can use the Enel X Application to optimize your participation in demand response.
- > Your project manager will confirm and communicate your final enrollment details before you are expected to respond to dispatches.

Customizing Your Participation Plan

Your participation plan is an integral part of your success in demand response. During onboarding, your project manager will help you create a plan designed to optimize your revenue potential and performance in demand response dispatches. Here are some things to think about to get you started:

Curtailable Equipment

If you haven't already determined the equipment you plan to modify when demand response is needed, review the following typical methods of energy reduction. Your sales representative or project manager can provide more specific examples for your particular business. If you already have a plan, we can help you detail, refine and look for additional opportunities.

Building Operations Adjustment

Adjusting internal building environment to reduce electric load

- > Raise or lower HVAC setpoints
- > Cycle chillers, air handler units, freezers
- > Safely reduce lighting where possible

Production Load Modification

Reduce all or a portion of manufacturing equipment/processes

- > Shut down nonessential equipment
- > Reschedule energy-intensive processes
- > Reduce manufacturing intensity XX%

Distributed Energy Resources

Transfer your building power to a back-up power source

- > Some examples include: generators that comply with local and federal regulations, on-site renewables, battery storage, etc.
- > Ask your Enel X contact if your generator is eligible.

Your Operating Schedule

What is your site's operational schedule? Are there times when your energy consumption is higher than others? Are you able to adjust your operational schedule to accommodate a demand response dispatch, or is a partial shutdown more realistic for you?

Decision Makers

It is important to identify who is authorized to enact your participation plan within the provided lead time. Do equipment specialists need to be present or approve of the process before participating? Make sure that all relevant stakeholders are listed as demand response contacts for your site to ensure you are able to participate in a dispatch.



Questions?

Our customer support team is standing by to assist you!



Contact Enel X Support at support.enelx@enel.com or +1 888 363 7662 for personal, expert assistance for your questions regarding:

- > Dispatch performance
- > Payments
- > Program rules



Enel X Support is available 8:00 a.m. — 8:00 p.m. ET, M–F (US holidays observed). We respond to all inquiries within one business day. For business-critical issues, please call +1 888 363 7662 for immediate assistance.



For more information about Demand Response, visit our resources page: <https://university.enelxnorthamerica.com/demand-response-resource-library>

