

Eversource – Utility Demand Response



Program Season

June – September



Hours of Availability

Targeted dispatch: 2–7pm ET, M–F*
Daily dispatch: 2–7 pm ET, any day



Dispatch Notice

24 hours in advance

Program Guidelines

Participation Options

Curtail or transfer electrical load to an eligible generator or storage system.

Enrollment Strategy

We work with you to determine your site’s enrollment value based on the electrical load pattern at your facility, performance in your dispatch-readiness test, and information regarding your site’s operations.

We may adjust this value each season based on dispatch performance and your feedback. **Your enrollment value cannot be adjusted mid-season.**

Dispatch Timing & Duration

Dispatches typically start in the afternoon and can run to 7:00 pm. A dispatch will not exceed 3 hours.

*Participation in dispatches outside of program hours is voluntary.

Baseline Definition



The two components of the program baseline are:

- > **Shape:** Your baseline shape is your average demand during the 10 weekdays prior to the dispatch. Your average demand is calculated in 5-minute intervals.
- > **Height:** Eversource may adjust your baseline upward to reflect higher-than-normal consumption during a 1-hour window starting 2 hours prior to the dispatch start time.

Keys for Success:

1. Significant deviations from standard operations over the 10 days prior to a dispatch may affect your baseline and earning potential.
2. Log in to the Enel X application for a real-time display of your baseline during a dispatch.

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Performance Measurement

Eversource measures performance for every 5-minute interval during a dispatch by averaging the difference between your demand and adjusted baseline.

Keys for Success:

1. Begin your energy reduction in the hour before the dispatch start time to ensure you are able to reach your target.
2. Execute your full participation plan and verify that equipment does not return to normal operational settings during the dispatch.
3. If you are falling behind, any amount of over-performance can help offset under-performance during a dispatch.

Payment Calculation

We calculate payment for each season as the average delivered kW across all eligible dispatches, multiplied by your capacity payment rate, as outlined in your agreement.

You have the potential to earn up to 125% of your capacity payment if you deliver more than your enrollment.

In the event of a voluntary dispatch you will be eligible for an additional bonus payment. Voluntary dispatches will not impact your seasonal performance average.

Note: To achieve your full earning potential, be sure to maintain your energy reduction target throughout every dispatch in a season. Underperformance may result in reduced enrollment and earning potential for future seasons.
