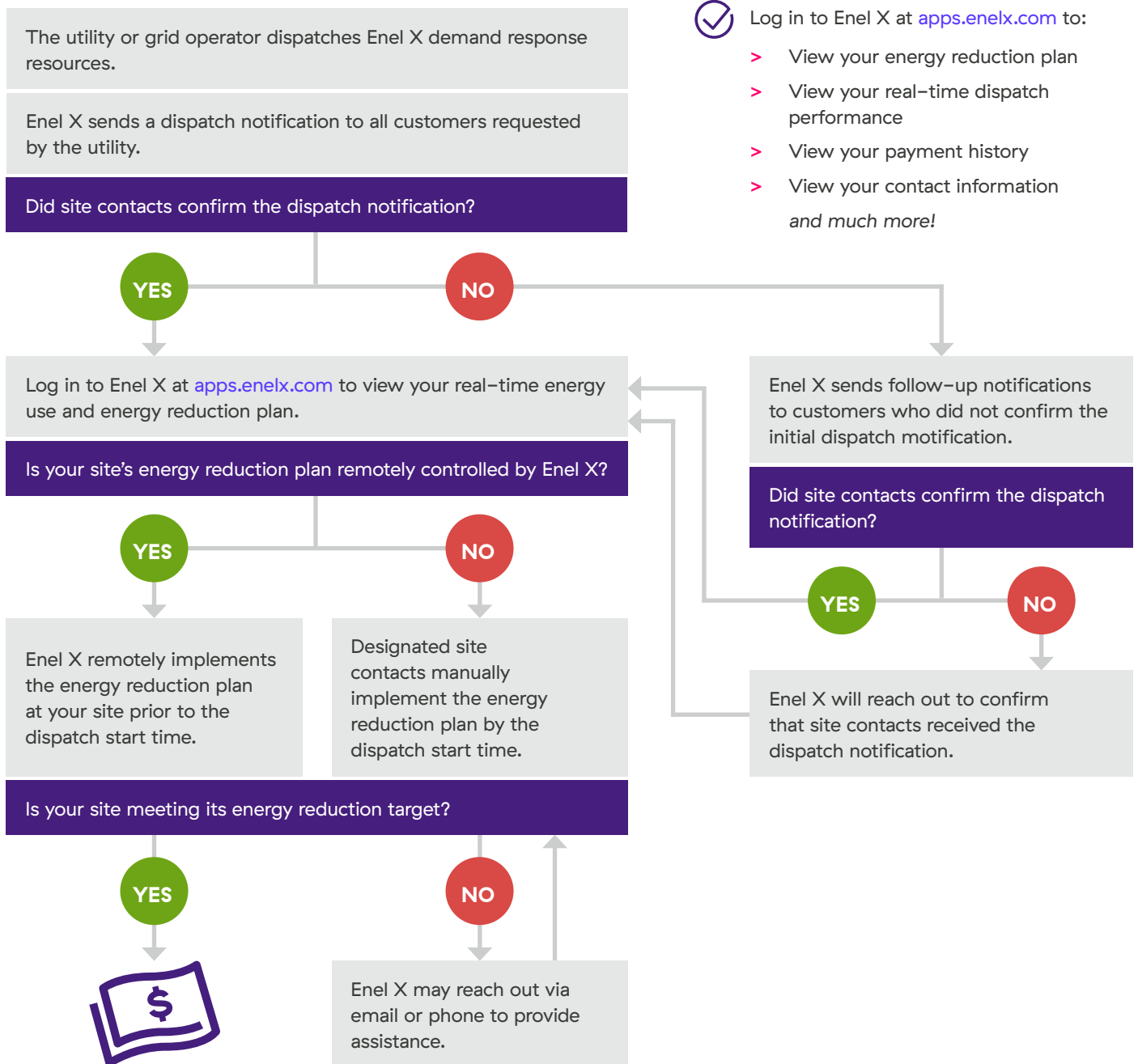


Enel X Dispatch Notifications

A Step-by-Step Guide



- Log in to Enel X at apps.enelx.com to:
- > View your energy reduction plan
 - > View your real-time dispatch performance
 - > View your payment history
 - > View your contact information *and much more!*

Frequently Asked Questions

How do I reach customer support?

You can contact Enel X Support by calling +1 888 363 7662 or by emailing support.EnelXNorthAmerica@enel.com. You can also reach us online at www.enelx.com/n-a/en/contact-us.

How do I manage my site contacts and notification settings?

To add, remove, or update contact information or change your communication preferences settings, please contact Enel X Support.

How do I confirm dispatch notifications?

- > Click on the confirmation link at the top of the dispatch email
- > Press '1' at the prompt after the dispatch phone call
- > Send any response to the dispatch SMS

Why is it important to confirm dispatch notifications?

We want to ensure that your site is aware of dispatches, help you implement your energy reduction plan on time, and maximize your demand response payments. Dispatch notifications should be confirmed by at least one authorized contact.

What if I am unable to participate?

If you are unable to participate, contact Enel X Support to inform us. As a reminder, in the event of non-participation, your compensation will be reduced to reflect your level of participation both in the current month as well as potentially in future program months.

What if I do not want Enel X to remotely implement the energy reduction plan at my site?

(Remotely Controlled Facilities Only)

If an emergency prevents your site from responding to a dispatch, do not confirm dispatch notifications. You **MUST** also call Enel X Support immediately to ensure that your facility is not remotely controlled.