

FREQUENTLY ASKED QUESTIONS:

Ontario Demand Response

Enel X helps hundreds of organizations across the Province earn money, save on energy costs, and mitigate carbon emissions with demand response (DR). As a valued partner of the Independent Electric System Operator (IESO), our energy intelligence software (EIS) and deep well of market expertise provide the tools and guidance today's businesses need to maximize their DR earning potential. With Enel X, participating in demand response in Ontario has never been easier.

What is demand response?

Demand response provides a no-risk, no-cost opportunity for commercial, institutional, and industrial organizations in Ontario to earn money and drive energy savings through the IESO's DR program. Your participation helps maintain reliable electricity across Ontario. Program participants receive recurring payments in return for agreeing to curtail electricity consumption in response to abnormally high electricity demand or grid imbalances. Enel X manages your participation from start to finish helping ensure that you receive the highest possible financial rewards.

What are the benefits?

Maximize payments to your bottom line

Enel X has helped tens of thousands of customers maximize the financial benefits of demand response and has provided more than a billion dollars in payments to organizations like yours since 2003.

Reduce energy costs today

Our energy intelligence software provides the transparency you need to make better energy decisions by providing on-demand access to the real-time energy information you need to better manage your energy costs.

Support your community

Your participation helps maintain reliable electricity across Ontario and provides a clean, cost-effective alternative to building new power plants in the community.

Program Overview

Program Names

DR Auction / Hourly DR

Program Period

Year-round, weekdays

Dispatch Duration and Frequency

4 hours, historically dispatched less than 4 times per year

Program Hours

12:00 p.m. to 9:00 p.m. (May 1—October 31) and

4:00 p.m. to 9:00 p.m. (November 1—April 30)

Dispatch Notice

Stand-by warning provided day-ahead or day-of (by 8 a.m.), dispatch notice provided approximately 2 hours prior to event start time.

How do I participate?

Enel X makes participation easy. We take care of the complex details so you can stay focused on running your business.

1. Our expert team will work with you to identify your energy reduction potential and create a strategy that delivers maximum value with minimum impact on your operations. We outline these measures in a detailed Energy Reduction Plan.
2. We install necessary metering devices at your facility to establish communication with our Network Operations Center (NOC), so we can monitor your energy consumption levels in real time.

- Enel X simulates a DR dispatch to ensure that you are comfortable with your energy reduction plan. At any time during a dispatch, you can log in to view your performance in real-time.
- Your site is then enrolled and ready to respond if and when a dispatch begins. Throughout the process, we fully manage enrollment, measurement, verification, and payments on your behalf.

What can I expect during a dispatch?

Notification

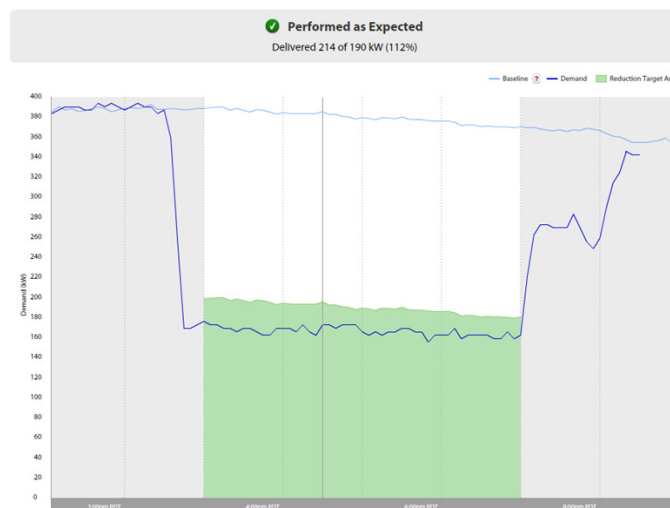
When the IESO anticipates the need for support, it dispatches the Enel X network into action. Enel X will notify you via email, phone, or SMS informing you when the dispatch will begin.

Response

At the start of the dispatch, your facility will reduce its electricity usage according to your pre-determined Energy Reduction Plan—either manually, or automatically through the NOC.

Support

Before, during, and after a dispatch, the NOC remains in communication with your facility. Our staff is available 24x7x365, supporting you to ensure that you achieve the highest possible levels of performance and payments.



Enel X provides on-demand access to your real-time energy data—giving you the information you need to perform your best during demand response events and to better manage overall energy costs.

What types of reductions can I make?

Enel X has extensive experience creating reduction strategies that work within the operational limitations of a wide variety of unique facilities, including cold storage, manufacturers, food processors, universities, malls, office buildings and more. Common reduction examples include:

- > Reduce non-essential lighting
- > Modify manufacturing processes
- > Adjust HVAC equipment
- > Dial back pumps
- > Change settings in industrial freezers

Our customers find that many energy-intensive processes can simply be shifted by a few hours to facilitate dispatch participation. Ask us about our experience working with customers like you.