

Frequently Asked Questions:

PG&E BIP Demand Response Program

Program Rules

Dispatch Months: Year-round

Dispatch Hours: 24x7

Lead Time: 30 minutes

Maximum Dispatch Length: 6 hours

How is my nomination calculated?

Our team of analysts determines your site's enrollment value based upon the electrical load patterns at your facility, performance in your demand response test, and information regarding your facility's operations. This value may be adjusted based upon dispatch performance history or your feedback; however, adjustments are only allowed once a year.

When can I change my nomination?

You can change your nomination in the month of November. Please contact Enel X prior to November 1 to initiate the process.

How is my baseline calculated?

PG&E's BIP program is a "Firm Service Level" (FSL) program; there is no baseline, but there is a "drop-to" target—a level of energy use you must drop below in order to be considered performing.

How is my performance calculated?

Performance in the BIP program is achieved simply by lowering your energy usage to, or below, your FSL target.

Why is my facility required to participate in an audit? How does this impact my participation/payments in the program?

PG&E usually tests the portfolio twice a year, though additional tests may be scheduled for regions that fail to hit their aggregate FSL. Participation and performance in tests are treated the same as they would be in a real dispatch.

What do I do with a high alert?

How can I prepare for a dispatch?

Review your energy reduction plan (ERP) and plan ahead; dispatches usually happen in the afternoon, between 2:00 p.m. — 7:00 p.m. Consider scheduling shifts and work to be done up until the dispatch.

Where is my ERP?

How can I see how I am performing?

You can view your ERP and your dispatch performance by logging into apps.enelx.com.

How will I be notified?

In the event of a demand response dispatch, you will be notified via our automated system. You may receive email, phone, and SMS messages based upon your preferences, which you can view in the Enel X application. To add or change your facility's contact information, please email support.EnelXNorthAmerica@enel.com or call +1 888 363 7662.

What if I cannot respond?

If your facility is unable to respond to a demand response dispatch, please call +1 888 363 7662 or email support.EnelXNorthAmerica@enel.com. Non-performance may affect your earnings and your facility's future nomination (and therefore, future payments).

How will my performance impact my payments?

Your capacity payment is based on the difference between your seasonal average peak demand and your FSL, and you earn the full amount when you curtail usage to your FSL during dispatches. Your capacity payments will be reduced if you do not meet your FSL during a dispatch. In severe situations, poor dispatch performance may impact your eligibility to participate in the BIP program with Enel X.