

# Frequently Asked Questions:

## TVA–Enel X Demand Response Program

### Program Rules

#### Dispatch Seasons and Hours:

- > April–October: 12:00 p.m.—8:00 p.m., Monday–Friday
- > November–March: 5:00 a.m.—1:00 p.m., Monday–Friday

**Lead Time:** 30 minutes

### 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 previous program dispatches, and information regarding your facility’s operations. This value may be adjusted based upon dispatch performance history or your feedback.

### When can I change my nomination?

You can change your nomination monthly, at least five days prior to the end of the month. To request a change your facility’s nomination, please email [support.EnelXNorthAmerica@enel.com](mailto:support.EnelXNorthAmerica@enel.com) or call +1 888 363–7662.

### How is my baseline calculated?

Your baseline is calculated by an average of the three highest load days of the previous ten business days for the time of the dispatch with a day of load adjustment.

### How is my performance calculated?

Performance is measured by the difference between the baseline and raw curtailment. Curtailment in the thirty minutes prior to the dispatch start time is credited to overall dispatch performance. Your performance for a month is calculated by averaging your performance across all dispatch hours in a single month.

### What do I do with a high alert and how can I prepare for a dispatch?

Review your energy reduction plan (ERP) and plan ahead. Share operational information with Enel X on a monthly basis if it impacts your ability to execute your ERP. In the summer period, dispatches will be most likely in the afternoon, between 2:00 p.m.—7:00 p.m. During the winter season, dispatches will be most likely in the early morning, between 5:00 a.m.—9:00 a.m. Consider scheduling shifts and work to be done up until the dispatch. Do not implement your ERP prior to receiving dispatch notification, as it might impact your performance numbers.

### 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](https://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](mailto:support.EnelXNorthAmerica@enel.com) or call +1 888 363–7662.

### What if I cannot respond?

You are expected to curtail during demand response dispatches. If your facility is unable to respond to a demand response dispatch, please call +1 888 363–7662 or email [support.EnelXNorthAmerica@enel.com](mailto: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?

Capacity payments are based on your site's performance across all dispatches in a program month, weighted by the length of each event. If your site's average performance across all dispatch hours is less than 50%, your performance for the month will be counted as zero and your capacity payment will be decreased accordingly. Underperformance may also affect your site's future nomination. Additionally, your site will earn energy payments based on the sum of the kilowatts curtailed across all dispatch hours in the performance month. There is a 30 minute bonus ramp period prior to the start of every dispatch. In that bonus ramp period, you can earn additional energy payments. There is no limit for how much your site can earn in energy payments.

## What does it mean if I receive notification for a "voluntary" dispatch?

If you receive a notification stating that "voluntary" resources have been dispatched, you will be paid energy payments for load reduction during the dispatch, but your regular capacity payments will not be affected by your ability to perform in a voluntary dispatch. "Voluntary" dispatches only occur outside of normal program hours.