

# Frequently Asked Questions:

## IESO Demand Response Auction Program

### Program Rules

#### Dispatch Seasons and Hours:

Demand Response Auction:

- > Summer Season: May 1—October 31:  
12:00—9:00 p.m. EST, Monday—Friday, excluding holidays
- > Winter Season: November 1—April 30:  
4:00—9:00 p.m. EST, Monday—Friday, excluding holidays

CBDR (expiring October 31, 2018):

- > 12:00—9:00 p.m. Customers:
  - June—September: 12:00—9:00 p.m. EST, Monday—Friday, excluding holidays
  - October—May: 4:00—9:00 p.m. EST, Monday—Friday, excluding holidays
- > 12:00—6:00 p.m. Customers:
  - Year-round: 12:00 to 6:00 p.m. EST, Monday—Friday, excluding holidays

#### Dispatch Lead Time:

You will receive a standby notice no later than 8:15 a.m. day-of, and at least two hours notice will be provided for any dispatch start time.

### How is my enrollment 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 operations. This value may be adjusted based upon dispatch performance history or your feedback.

### When can I change my enrollment?

You can change your enrollment value monthly, five business days prior to the start of the month. To do so, contact Enel X Support at +1 888 363 7662 or [support.EnelXNorthAmerica@enel.com](mailto:support.EnelXNorthAmerica@enel.com).

### How is my baseline calculated?

Your baseline is calculated as the average of the 15 highest consumption values for the same hour in the past 20 business days prior to the dispatch. Your baseline may be adjusted by up to 20% based on your consumption between 1 and 4 hours prior to the dispatch start time. You should not implement your energy reduction plan (ERP) more than one hour before the start time in your dispatch notification, or your earnings may be negatively impacted.

You can view your baseline by logging in to the Enel X application at [apps.enelx.com](https://apps.enelx.com).

### Will I be audited?

Sites enrolled in the Demand Response Auction program may be audited up to two times each program season. While audit dispatches are called at the discretion of the IESO and can occur at any time, they typically are not called until it appears unlikely that a mandatory dispatch will be called in the season. The CBDR program, which expires October 31, 2018, does not require participants to be audited.

### How will I be notified of a dispatch?

You will first receive a standby notice the either the day before in the afternoon or the day-of in the early morning that will specify a dispatch standby window of up to ten hours. This does not mean you have been dispatched and you should remain on alert for an official dispatch notice.

If an event is necessary, you will receive a dispatch notification at least two hours prior to the dispatch start time via our automated system. You may receive email, phone, and SMS messages based upon your preferences. You will be asked to acknowledge the notification and implement your ERP by the dispatch start time. The dispatch duration will not exceed four hours.

### How can I prepare for a dispatch?

Review your ERP and plan ahead. Dispatches usually happen in the afternoon, between 2:00–6:00 p.m. Consider scheduling shifts and work to be done up until the dispatch start time. Do not shut down early in anticipation of a dispatch, as it may affect your baseline and negatively 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 in to the Enel X application at [apps.enelx.com](https://apps.enelx.com). We may also email you performance alerts during a dispatch, if you are not meeting your target.

### What if I cannot respond to a dispatch?

If your site is unable to respond to a dispatch, please notify Enel X as soon as possible. Contact Enel X Support at [support.EnelXNorthAmerica@enel.com](mailto:support.EnelXNorthAmerica@enel.com) or +1 888 363 7662. Non-performance may affect your earnings and your facility's future enrollment (and therefore, future payments).

### How is my performance calculated?

Enel X calculates performance with respect to your baseline. The calculation typically will be a comparison of your dispatch average usage against your baseline. You may be paid both capacity and energy payments based on the terms of your individual contract with Enel X. If you perform, on average, below your "Hourly Minimum Performance" threshold that hour's performance will count as zero, per your contract.

### How will my performance impact my payments?

Your performance will impact your payments as per the terms of your contract with Enel X. In general, strong performance guarantees your maximum earnings and may result in the opportunity to increase your enrollment value, and future earnings, going forward. Performance below your enrollment may reduce your earnings and future payments. If you have specific questions about your performance or payments, contact Enel X Support at +1 888 363 7662 or [support.EnelXNorthAmerica@enel.com](mailto:support.EnelXNorthAmerica@enel.com).

### What does it mean if I receive notification for a "Voluntary" event?

If you receive a notification for a Voluntary event, your participation is not required and will not affect your capacity payments. You will earn energy payments for the energy you provide.