

Frequently Asked Questions:

PG&E DRAM Demand Response Program

Program Rules

Dispatch Months: Year Round

Dispatch Seasons and Hours:

- > April — October: 1 — 9 p.m., Monday — Friday
- > November — March: 4 — 9 p.m., Monday — Friday

Dispatch Length: 1 — 5 hours

Lead Time: Day-ahead notice in most cases, 30–minutes notice in grid emergencies and grid operator test dispatches

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 site’s operations. This value may be adjusted based upon dispatch performance history or your feedback.

How is my baseline calculated?

Your baseline is calculated by averaging your usage, during the same hours of as the dispatch, over the last ten business days. The baseline may be adjusted up or down to accommodate higher or lower-than-average usage on the day of dispatch (up to +/- 20%), often a result of higher/lower-than-average temperatures. This adjustment is determined by comparing your baseline usage against the day-of usage average of the first three of four hours prior to the dispatch start time.

How is my performance calculated?

Your performance is calculated by averaging your performance across all hours that you have been dispatched in a single month. Depending on how your sites have been enrolled, you may offset underperformance at one site with overperformance at another. Your capacity payments will be prorated if you underperform. However, for any hour

that you perform under a predetermined threshold stated in your contract, then your performance for that hour will be counted as zero.

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

Audits are required to prove the viability of the resource. Participation and performance in audits are treated the same as they would be in a real dispatch. There are no energy payments for audits.

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; dispatches usually happen in the early evening, between 4:00 p.m.—8:00 p.m. Consider scheduling shifts and work to be done up until the dispatch. Do not shut down early in anticipation of a dispatch, 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.

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 site’s contact information, please email support.EnelXNorthAmerica@enel.com or call +1 888 363 7662.

What if I cannot respond?

If your site 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 site's future enrollment (and therefore, future payments).

How will my performance impact my payments?

Capacity payments are based on the site's average performance across all dispatch hours in a month. If performance is below the threshold stated in your contract, that hour's performance will be counted as zero. If your site is unable to participate for the entirety of a dispatch, please perform when you are able to as performance is calculated by hour, not over the entirety of a dispatch. Underperformance in a dispatch will decrease that month's capacity payment and may affect your site's future enrollment. Additionally, your site will earn energy payments per each dispatch hour based on the sum of the kWh curtailed during each dispatch hour.