

# Demand Response Partner Checklist

At Enel X, we recognize that choosing the right DR partner can be challenging, in part because the partner you choose today will have a direct impact on your earnings potential this year and for years to come. This guide is designed to help you ask the right questions and easily track the answers—so that you can make the best decision for your business.

## Choose Enel X as your partner and you will feel confident making these 5 key statements:

- > **Dispatch Preparation:** My partner ensures that my staff and I are prepared and ready to perform if and when we are dispatched so that we can earn the most possible revenue from participation.
- > **Customer Service & Support:** My partner makes successful participation in demand response as simple as possible. I feel supported by my partner throughout the process and have easy access to assistance if and when I need it.
- > **Industry Leadership & Market Expertise:** My partner is an experienced, proven expert in the industry and is able to offer every demand response opportunity available to my business in my local area and beyond.
- > **Business Practice & Credibility:** My partner is a fair and credible partner that proactively helps me to understand demand response so my business reduces performance risk and maximizes our earnings potential.
- > **Value-add Services & Support:** In addition to demand response expertise, my partner can help me increase energy efficiency, manage energy price risk, and spread the word throughout my community about my business's commitment to energy conservation.

## Important Questions for You to Ask All Potential Demand Response Partners:

	Enel X	Partner A	Partner B
<b>Dispatch Preparation</b>			
Will you work with me to create a detailed, documented energy reduction strategy that is customized to my site(s)?	Yes		
Do you provide training and guidance to ensure my site contacts know what to expect and are prepared for dispatches?	Yes		
Do you provide access to software that allows me to see my dispatch performance and energy usage data in real-time?	Yes		

	Enel X	Partner A	Partner B
<b>Customer Service and Support</b>			
If I have questions or need support, can I talk to a live person?	Yes		
If my site is underperforming in a dispatch, do you provide real-time coaching so that my staff can course correct immediately?	Yes		
If I have technical difficulty with the equipment you have installed at my site(s), will your site technician make the repair free of charge?	Yes		
<b>Industry Leadership and Market Expertise</b>			
Are you actively working with policymakers, utilities, and grid operators to enhance existing programs and create and protect demand response opportunities?	Yes		
Do you have extensive experience managing dispatches for the program(s) I am considering? Can I see a detailed record of your event performance from the past year?	Yes		
Do you offer expert and unbiased advice on advanced energy technologies like battery storage and other distributed energy resources opportunities?	Yes		
<b>Business Practice and Credibility</b>			
Do you provide your customers with clear, timely, and regular dispatch performance and financial summaries? Do you have sample summaries I can review?	Yes		
Do you provide guidance on generator compliance, permits, and upgrade options if I plan to use back-up generation in a dispatch?	Yes, we even cover some reporting and permit fees.		
Do you have case studies from customers in my industry that I can review?	Yes		
<b>Value-add Services and Support</b>			
Can you help me procure energy for my business at the best available price (in regions where available)?	Yes		
Do you offer energy analytics services to help me manage energy consumption more efficiently at my site(s)?	Yes		
Can you help me promote our program participation among employees within my company or within my community?	Yes		

For additional information, please contact your Enel X Business Development Manager, who is available to answer any questions you may have.