

Frequently Asked Questions:

Generator Automation—Save Time and Improve Operational Efficiency Without Interrupting Your Business

How does Enel X interface and control our generator?

Enel X installs the ESS along with a control wire going to your ATS or switchgear. When dispatched, the ESS signal simply puts your generator into ‘load test’, or a similar factory-designated, mode. Enel X is not modifying your generator in any fashion; the switchgear and ATS maintain control of all functionality at all times. Nor does the ESS signal override functionality within your generator’s existing system. If the switchgear, ATS, or generator detects an issue (e.g. low voltage, low fuel, etc.), it will transfer power back to the utility, as long as utility power is available, or another failsafe. The workflow on the reverse side describes each step of a DR dispatch.

How are we notified when our generator is dispatched?

Enel X informs you of dispatches according to the notification window of the DR program(s) in which you are enrolled. You choose when Enel X sends the start signal to your generator – you can authorize Enel X to send the generator start signal at the dispatch start time, or you can instruct us to await a confirmation from you before sending the start signal. Many customers choose to confirm receipt until they experience a dispatch or two first-hand. You can change your authorization at any time by contacting Enel X Support.

Will I earn more with generator automation?

Very possibly. Because generator automation enables load reduction without human intervention, you may find it easier to meet your dispatch performance target, and therefore earn more. In some markets generator automation may also qualify you to participate in more programs, and thereby earn more.

Can you tell me more about the Enel X Site Server?

Our site servers are powerful communication devices that collect, transmit, and control utility and/or generator electrical data on a modem connection separate from your facility’s local network. More information is available on the Enel X Site Server Technical Spec Sheet.

I have more questions. Who can help me?

Please contact us at support.EnelXNorthAmerica@enel.com or +1 888 363 7662.

Definitions:

Automatic Transfer Switch (ATS): Continuously monitors incoming power and triggers a source switch when signalled.

- > Open Transition ATS: During the split-second transition from utility power to generator power, there is a momentary interruption of power.
- > Closed Transition ATS: During the transition from utility power to generator power, the transition is seamless and there is no interruption of power.

Enel X Site Server (ESS, or S2): The data acquisition device Enel X uses to monitor your meter and send a start signal to your generator switchgear.

Switchgear Authorization: Drives the timing in which Enel X sends a start signal to your generator.

- > Pre-Authorized: Enel X sends the start signal at time of dispatch.
- > Not Pre-Authorized: Enel X will only send the generator start signal once you have confirmed at least one of the notifications

Demand Response Dispatch Workflow for Generator Automation

