

Frequently Asked Questions:

Ontario Demand Response Audit

The Independent Electricity System Operator (IESO) may require sites to participate in a performance audit in order to demonstrate their ability to curtail load. The IESO can call up to two audit dispatches in each season (Summer: May through October, Winter: November through April). Should your site be dispatched for an audit by the IESO, your participation is required.

Your performance in the audit will demonstrate your participation in the market and will set your capacity payments for the month. Enel X may choose to reevaluate your site's enrollment value based on your performance in an audit.

More information about audit dispatches is below. If you have additional questions, please contact Enel X Support at support.EnelXNorthAmerica@enel.com or +1 888 363 7662.

Why am I being audited now?

IESO's legacy program, CBDR, does not require participants to be audited. However, that program is being phased out and will fully expire October 31, 2018. In its place, IESO offers a new program—Demand Response Auction (DRA). DRA is a capacity market program that better enables the province to meet its energy needs during peak hours while supporting its strategy of decreasing greenhouse gas emissions. DRA is nearly identical to CBDR, but does include an audit provision so IESO can maintain confidence that enrolled participants are able to support the grid in an emergency.

Many of our customers are already enrolled in DRA and are benefitting from higher payment rates and a lower likelihood of being dispatched. As always, Enel X balances your revenue potential with dispatch exposure to secure the best opportunity for you each year.

When will the audit occur?

The IESO can call a four-hour performance audit up to twice per 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.

How can I prepare for an audit?

Review your energy reduction plan (ERP) and verify that your site's contact information is up-to-date in the Enel X application at apps.enelx.com.

Contact Enel X at support.EnelXNorthAmerica@enel.com or +1 888 363 7662 if you have any questions about your participation.

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 10 hours. This does not mean you have been dispatched and you should remain on alert for an official dispatch notice.

You will then receive an official 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 audit dispatch duration will not exceed four hours.

How will my performance impact my payments?

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 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 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.

How can I see how I am performing?

The Enel X application allows you to monitor your performance during the audit. [Log into the Enel X application](#) and select “Today’s DR Performance” from the drop-down menu to view current demand and your performance target during the audit.

We may also email you performance alerts during the audit, if you are not meeting your target.