

Enel X Energy Storage Buyer's Guide

Frequently Asked Questions

You're ready to take the next step...

Energy storage represents an exciting market opportunity for large commercial and industrial (C&I) energy users. Whether as a standalone asset or in combination with solar PV or other on-site generation resources, energy storage enables large energy users to lower their energy spend by managing costly demand charges on their bill and enabling participation in other lucrative market opportunities, such as demand response and government incentive programs.

The ability to incorporate energy storage into your toolkit is a significant competitive advantage. To fully capitalize on this opportunity, you need a simplified option to deliver an energy storage solution that minimizes the burden on your team and maximizes the benefits for your end users.

Three ways a battery storage system can reduce your energy costs

Energy is complex. By partnering with Enel X, we will navigate this environment for you to help you capitalize on:

- > **Bill Savings:** A battery lowers your consumption from the grid during peak hours, thereby reducing the demand charges on your bill
- > **Grid Services:** Enel X will generate additional revenue streams by enrolling you into market programs, such as Demand Response, that provide extra financial benefits
- > **Market Incentives:** Enel X will enroll the battery into market incentive programs designed to promote renewable power and distributed energy resource solutions, thereby providing added compensation to the project

1 What is this system going to cost me?

Through a benefit share model, Enel X will pay for the equipment upfront and take on the project risk at no cost to you. If the battery delivers more savings than expected, great! We share in the upside with you. If, however, the battery does not deliver the savings we expect, you are protected and Enel X shoulders the equipment cost. What does this mean for you? All upside, no downside.

Enel X also offers direct purchase options for those interested in full system ownership, as well as power purchase agreements for solar-plus-storage solutions.

2 How much energy savings can I expect to receive after installing a battery?

Typically we expect customers to save at least 15% on their energy costs after installing a battery. However, this is a very general number, and for many customers they will experience even more savings.

The amount of savings your battery system will generate really depends on a number of factors, including your load profile characteristics, utility rate class, available market incentives and grid programs, and more. After evaluating your site(s) and performing initial operational and financial modeling, Enel X will determine the size of the opportunity for your business and provide a recommendation for the best system that earns you the most money.



3 What makes Enel X different from other energy companies?

Enel X pioneered the demand response industry, providing access to more demand response programs worldwide than any other provider and delivering more than \$1 billion in payments to our customers in the process. Now we are applying batteries with advanced machine learning software to a problem we have been solving for nearly two decades. This means access to leading market experts, world-class technology, exclusive grid programs, and, most importantly, more savings for you.

4 Can you work with distributed energy resources I already have, like solar?

Absolutely! The Enel X DER Optimization Software is designed to work with all sorts of distributed energy resources, and is currently optimizing projects that include solar, fuel cells, and energy storage. Whether you already have these systems on-site or are interested in combining them with a storage solution, Enel X can work with you to meet your energy needs.

5 Do I need to manage the battery myself? Will you train my team?

Enel X will take care of all project management, from system design, development, and construction to ongoing operations and maintenance. You won't need to manage anything.

The Enel X DER Optimization Software portal provides performance insights into your battery solution through sleek visuals and financial summaries. Our staff can train members of your team on the portal so you can access real-time views of your battery system performance and financial savings.

6 Is the hardware you use safe?

Yes. We only use hardware from Tier 1 suppliers who have undergone extreme stress-testing and have deployed their hardware at sites all over the world.

7 How do I make sure I keep up with the latest market programs?

The beauty of working with Enel X is that we will ensure your storage system continuously takes advantage of all

available market opportunities and potential savings measures. The Enel X DER Optimization Software can adapt to changing market conditions more flexibly than other products on the market given its dynamic program design. In addition, the advanced machine learning and artificial intelligence incorporated in the software mean improved accuracy and energy prediction capabilities, thereby maximizing savings to you.

8 What sort of ongoing operations, maintenance, and customer support is provided?

Enel X has a 24/7 support team that will take care of any needs you might have. We will also handle all operations and potential maintenance required for the system. All you need to do is sit back and enjoy the savings generated from your new storage system.

9 What should I look for when comparing energy storage solutions and vendors?

Navigating the vendor landscape can be challenging, especially given the nuanced energy terminology and promises you may hear from different storage partners. To help you determine what questions should be asked, we've put together a solution checklist, which your dedicated Enel X Business Development Manager will be happy to share with you.

10 What if we need help with other areas of our energy management?

Enel X has teams dedicated to sustainability, energy supply management, utility bill management, and energy efficiency solutions. By working with Enel X, you are not simply working with an energy storage provider, but rather a holistic energy service partner who has the internal expertise to help you realize your energy goals.

