

Frequently Asked Questions:

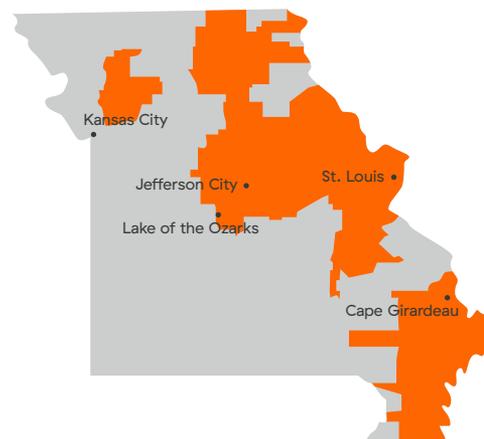
Earn Payments for Reducing Energy Consumption Through Ameren Missouri's Demand Response Program

Ameren Missouri is offering commercial, institutional, and industrial organizations incentive payments for contributing to a new program to maintain a reliable and cost-effective electric grid. Beginning in May 2019, large energy consumers can earn payments for committing to reduce their energy consumption temporarily when called upon. Enel X, the world leader in demand response programs, connects large energy consumers to these payments and makes sure they are able to maximize their payments while keeping disruption within their facilities to a minimum. Here are answers to some frequently asked questions about demand response.

What is demand response?

Demand response programs provide an opportunity for commercial, institutional, and industrial organizations to earn money and drive energy savings while helping maintain reliable electricity throughout Ameren Missouri's service territory. When the demand for electricity approaches critical peak levels, Ameren Missouri dispatches Enel X's demand response network, which is made up of local organizations that have agreed to reduce energy usage during times of high demand. Program participants earn recurring capacity payments for agreeing to be on standby to curtail electricity consumption in response to abnormally high electricity demand. Enel X manages your participation from start to finish.

Qualification Zone



What are the benefits?

- > **Maximize payments to your bottom line:** Enel X manages your participation from start to finish, ensuring you earn the highest possible financial reward. Since 2003, our customers have earned more than \$1B in payments.
- > **Improve your facilities' resilience:** In addition to the payments, demand response participants also receive advanced notification of grid stability issues, enabling them to prepare proactively and protect their facilities from potential power outages.

Ameren Missouri Demand Response Program Details	
Program Period May — September	Likely Program Hours 3 p.m. — 7 p.m.
Dispatch Notification At least one hour before any event	Dispatch Duration 1—4 hours per event

- > **Reduce energy costs:** Avoid costly peak demand spikes, track energy usage trends over time, and spot opportunities to better manage energy costs with our demand response application.
- > **Support your community:** Your participation helps maintain reliable electricity in your community and can help mitigate the impact of increasing prices on your energy bill.

How do I participate?

Enel X makes participation easy. We take care of the complex details so you can stay focused on running your business.

1. Our expert team will work with you to identify your energy reduction potential and create a strategy that delivers maximum value with minimum impact on your operations. We outline these measures in a detailed Energy Reduction Plan.
2. In some cases, we install necessary metering devices at your facility to establish communication with our Network Operations Center (NOC), so we can monitor your energy consumption levels in real-time.
3. Your site is then enrolled and ready to respond when a dispatch begins. At any time during a dispatch, you can log into apps.enelx.com to view your performance in real-time.
4. Throughout the process, we fully manage enrollment, measurement, verification and payments on your behalf.

What can I expect during a dispatch?

- > **Notification:** When Ameren Missouri anticipates the need for support, it dispatches the Enel X network into action. Enel X will notify you via email, phone or SMS, depending on your preferences, informing you when the dispatch will begin.
- > **Response:** At the start of the dispatch, your facility will reduce its electricity usage according to your pre-determined Energy Reduction Plan—either manually, or automatically through the NOC.
- > **Support:** Before, during and after a dispatch, the NOC remains in communication with your facility. Our staff is available 24x7x365, supporting you to ensure that you achieve the highest possible levels of performance and payments.

What types of reductions can I make?

Enel X has extensive experience creating reduction strategies that work within the operational limitations of a wide variety of facilities, including cold storage, manufacturing, food processing, universities, malls, office buildings and more.

Common reduction examples include:

- > Reduce non-essential lighting
- > Modify manufacturing processes
- > Adjust HVAC equipment
- > Dial back pumps
- > Change settings in industrial freezers
- > Start up properly-permitted back-up generation

Our customers often facilitate dispatch participation by simply shifting many of their energy-intensive processes by a few hours. Ask us about our experience working with customers like you.

How do I sign up?

Our experts are standing by to speak with you about your organization's DR opportunity. Submit your information at www.enelx.com/northamerica and we'll get started.