

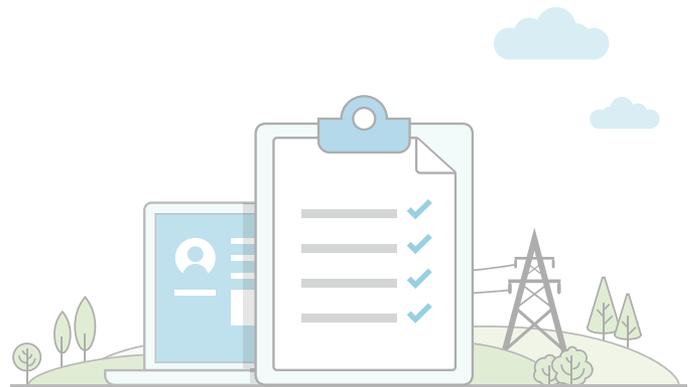
# 5 Keys to Demand Response Success in Texas

Whether you are an experienced demand response veteran or gearing up for your first season, Enel X is here to make sure you are prepared to participate and maximize your earnings.

Below, you'll find the most important things that Texas demand response participants need to know as each season approaches. From program rules and updates to best practices, as our partner, your success matters to us. If you have any questions, we hope you reach out to us right away.

## 1 Prepare for a dispatch before it happens

The power grid in your area has an extremely low reserve margin, and it is likely that you will experience at least one dispatch event this season. To ensure you meet your performance goals during a dispatch, advance preparation is crucial. Please make sure your site contact information is current, and notify us immediately at [support.enelx@enel.com](mailto:support.enelx@enel.com) if there are any updates. Spend some time reviewing your Energy Reduction Plan with those site contacts to ensure that they are ready to respond, and make sure you are familiar with your DR nomination and your drop-to (or drop-by) target.



Period	Hours
1	5:00 AM – 9:00 AM, M-F except holidays
2	9:00 AM – 3:00 PM, M-F except holidays
3	3:00 PM – 6:00 PM, M-F except holidays
4	6:00 PM – 9:00 PM, M-F except holidays
5	5:00 AM – 9:00 AM, weekends & holidays
6	3:00 PM – 9:00 PM, weekends & holidays
7	All other hours

## 2 Time period changes are coming this fall

Effective October 1, 2019, the hourly schedule for demand response payment rates will expand, from six time periods to seven. You'll be hearing more about this as the shift in hours approaches, but we want to make sure you and your site contacts are aware of the change.

# 3

## EnerNOC is now Enel X

We are proud to be part of the Enel family, and are more dedicated than ever to being your advocate in the evolving energy landscape. We know the market is growing savvier, with businesses taking control of their energy usage and costs. Enel X extends EnerNOC's portfolio, including more integrated solutions like distributed energy resources. If this is interesting to you, don't hesitate to reach out to us. Otherwise, we will continue to be the market-leading demand response provider, driven by the success and happiness of our customers.



# 4

## Our new demand response application is now live

We're excited to provide unprecedented insight into your DR participation, including real-time meter data, visibility into past dispatch performance and payment history, and a mobile app to access important dispatch information wherever you are. Our experience indicates that customers that use our software tools to monitor their performance during a dispatch perform better by almost 25%. You can access the platform at [apps.enelx.com](https://apps.enelx.com).

# 5

## Texas's most successful DR participants leverage their backup generators

Properly permitted, your emergency generation system is not just a reliability asset, but also a source of demand response revenue. Enel X's experts are standing by to verify your generator's eligibility, streamline the permitting process, and develop a customized plan to upgrade any non-eligible generator resources at your site.

