

Frequently Asked Questions:

Earn Payments for Reducing Energy Consumption Through Enel X and Salt River Project’s Business Demand Response Program

Enel X and Salt River Project are partnering to offer commercial, institutional, and industrial organizations incentive payments for participating in a new program to maintain a reliable and cost-effective electric grid. Beginning in May 2020, large energy consumers can earn payments for making targeted energy reductions during periods of peak demand. Enel X, the world leader in demand response programs, connects large energy consumers to these payments and ensures that 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 with Enel X and SRP.

What is demand response?

Demand response programs provide an opportunity for commercial, institutional, and industrial organizations to earn incentive payments while helping maintain reliable electricity. When the demand for electricity approaches critical peak levels, utilities and grid operators dispatch 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 payments for agreeing to be on standby and for curtailing electricity consumption in response to high electricity demand.

SRP Business Demand Response Program Details	
Program Period May 15 — October 15	Program Hours 12 — 9 p.m.
Dispatch Notification At least 90 minutes before every event	
Dispatch Duration 1—3 hours per event	Number of Dispatches Maximum of 10 per season



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 proactively protect their facilities from potential power outages.
- > **Support your community:** Your participation helps maintain reliable electricity in your community.

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 to 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. Provided your site has Enel X metering, log into apps.enelx.com at any time during a dispatch to view your performance in real-time. While it is expected that all dispatches will take place during the specified Program Period, there is a chance of dispatch outside of that period if SRP encounters severe capacity constraints. Should this type of dispatch occur, it would not impact your payments.
4. Throughout the process, we fully manage enrollment, measurement, verification and payments on your behalf.

What can I expect during a dispatch?

- > **Notification:** When SRP anticipates high demand on the grid, it dispatches the Enel X network into action. Enel X will notify you via email, phone or SMS, depending on your preferences, to inform you when the dispatch will begin.
- > **Response:** At the start of the dispatch, your facility will reduce its electricity usage according to your predetermined Energy Reduction Plan—either manually, or if requested, automatically through the NOC.
- > **Support:** Before, during, and after a dispatch, our 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 energy 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. We can also help to implement full control systems that allow your electric load to be toggled remotely.

Common reduction examples include:

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

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. Reach out to your SRP Strategic Energy Manager or submit your information at www.enelx.com/n-a/en/forms/salt-river-inquiry to get started.