

FREQUENTLY ASKED QUESTIONS:

New England Demand Response

Enel X helps hundreds of organizations throughout New England earn money, save on energy costs, and mitigate carbon emissions with demand response (DR). Our deep market expertise and proprietary energy intelligence software provide the guidance and tools today's businesses need to maximize their DR earnings potential. With Enel X, participating in demand response has never been easier.

What is demand response?

Demand response provides a no-risk, no-cost opportunity for commercial, institutional, and industrial organizations in New England to earn money and drive energy savings while helping to maintain reliable electricity throughout the region. Participants in New England earn recurring capacity payments for agreeing to curtail electricity consumption in response to abnormally high electricity demand and additional energy payments based on their performance during dispatches.

How does my business benefit?

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.

Protect your operations

DR is one of the last lines of defense when brownouts or blackouts are imminent. The advanced notice you receive from DR provides a window to prepare and prevent costly damage to your processes and equipment.

Reduce energy costs today

Avoid costly peak demand spikes, monitor energy usage trends over time, and spot opportunities to better manage energy costs with our real-time energy intelligence software.

Support your community

Your participation helps maintain reliable electricity throughout New England and provides a clean, cost-effective alternative to building new power plants in the community.

Program Overview

Program Period & Hours:

Year-round, 24x7x365

Payments:

Capacity & Energy

Dispatch Notification:

30 minutes

Dispatch Duration:

1 hour minimum, typically 2 – 4 hours

Dispatch Frequency:

On average, fewer than 2 dispatches each period

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 local experts 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. 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. Enel X simulates a DR dispatch to ensure that you are comfortable with your energy reduction plan. At any time during a dispatch, you can log into login.enelx.com to view your performance in real-time.

- Your site is then enrolled and ready to respond if and when a dispatch begins. Throughout the process, we fully manage enrollment, measurement, verification, and payments on your behalf.

What can I expect during a dispatch?

Notification

When your local utility or grid operator anticipates the need for support, it dispatches the Enel X network into action. Enel X will notify you via email, phone, or SMS 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.

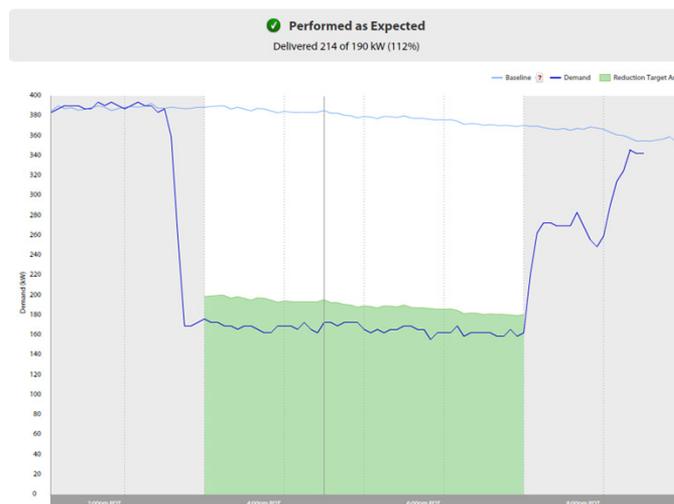
Support

Before, during, and after a dispatch, the NOC remains in communication with your facility. Our team is available to answer questions and help 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 unique facilities, including cold storage, manufacturers, food processors, 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



Enel X provides on-demand access to your real-time energy data—giving you the information you need to perform your best during demand response events and to better manage overall energy costs.